

State of Arkansas
OFFICE OF STATE PROCUREMENT
1509 West Seventh Street, Room 300 72201-4222
Little Rock, Arkansas
501-324-9316

ADDENDUM 10

TO: Vendors Addressed
FROM: Rebecca Kee
DATE: 2/22/2013
SUBJECT: SP-13-0079

The following change(s) to the above-referenced Request for Proposal have been made as designated below:

- ☐ Change of specification(s)
- ☐ Additional specification(s)
- ☐ Change of bid opening time and date
- ☐ Cancellation of bid
- ☒ Other

REPLACEMENT DOCUMENTS

All previous RFP documents; including RFP, Attachments A – D, Attachment E, Official Price Sheet, and Attachments G1 and G2; addenda; and questions and answers are hereby replaced with the following documents:

- Replacement Request for Proposal – SP-13-0079
- Replacement Attachments A – D
- Replacement Attachment E
- Replacement Official Price Sheet
- Replacement Attachment G1
- Replacement Attachment G2
- Replacement Questions and Answers

The specifications by virtue of this addendum become a permanent addition to the above referenced Request for Proposal. FAILURE TO RETURN THIS SIGNED ADDENDUM MAY RESULT IN REJECTION OF YOUR PROPOSAL.

PROPOSALS WILL BE ACCEPTED UNTIL THE TIME AND DATE SPECIFIED. THE PROPOSAL ENVELOPE MUST BE SEALED AND SHOULD BE PROPERLY MARKED WITH THE RFP NUMBER, DATE AND HOUR OF BID OPENING AND BIDDER'S RETURN ADDRESS. IT IS NOT NECESSARY TO RETURN "NO BIDS" TO THE OFFICE OF STATE PROCUREMENT.

If you have any questions please contact Rebecca Kee at 501-371-6059.

Company: _____

Signature: _____

Date: _____



State of Arkansas
OFFICE OF STATE PROCUREMENT
1509 West Seventh Street, Room 300
Little Rock, Arkansas 72201-4222

REPLACEMENT REQUEST FOR PROPOSAL

RFP Number: SP-13-0079	Buyer: Buyer, Rebecca Kee
Commodity: AME MMIS Decision Support System (DSS) Agency: Department of Human Services	Bid Opening Date: March 12, 2013
Date Issued: November 16, 2012	Bid Opening Time: 2:00 PM CST

PROPOSALS WILL BE ACCEPTED UNTIL THE TIME AND DATE SPECIFIED ABOVE. THE PROPOSAL ENVELOPE, INCLUDING THE OUTSIDE OF OVERNIGHT PACKAGES, MUST BE SEALED AND SHOULD BE PROPERLY MARKED WITH THE RFP NUMBER, DATE AND HOUR OF RFP OPENING AND VENDOR'S RETURN ADDRESS. IT IS NOT NECESSARY TO RETURN "NO BIDS" TO THE OFFICE OF STATE PROCUREMENT.

Vendors are responsible for delivery of their proposal documents to the Office of State Procurement prior to the scheduled time for opening of the particular RFP. When appropriate, vendors should consult with delivery providers to determine whether the proposal documents will be delivered to the OSP office street address prior to the scheduled time for RFP opening. Delivery providers, USPS, UPS, and FedEx deliver mail to our street address on a schedule determined by each individual provider. These providers will deliver to our offices based solely on our street address.

MAILING ADDRESS: Office of State Procurement 1509 West Seventh Street, Room 300 Little Rock, AR 72201-4222 TELEPHONE NUMBER: 501-324-9316	BID OPENING LOCATION: Office of State Procurement 1509 West Seventh Street, Room 300 Little Rock, AR 72201-4222
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Company Name: _____

Name (type or print): _____

Title: _____

Address: _____

City: _____

State: _____

Zip Code: _____

Telephone Number: _____

Fax Number: _____

E-Mail Address: _____

Signature: _____

USE INK ONLY. UNSIGNED PROPOSALS WILL NOT BE CONSIDERED

Federal Employer ID Number

OR Social Security Number

**FAILURE TO PROVIDE TAXPAYER IDENTIFICATION NUMBER MAY RESULT IN BID
REJECTION**

Business Designation
(check one):

Individual ☐
Partnership ☐

Sole Proprietorship ☐
Corporation ☐

Public Service Corp ☐
Government/ Nonprofit ☐

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GENERAL DESCRIPTION:	AME DSS & Services
TYPE OF CONTRACT:	Term
BUYER:	Rebecca Kee
AGENCY P.R. NUMBER	1000609630
MATERIAL GROUPS	96102

1. **MINORITY BUSINESS POLICY:** Minority participation is encouraged in this and in all other procurements by state agencies. Minority is defined by Arkansas Code Annotated § 15-4-303 as a lawful permanent resident of this state who is: African American, Hispanic American, American Indian, Asian American, Pacific Islander American or a Service Disabled Veteran as designated by the United States Department of Veterans Affairs. The Arkansas Economic Development Commission conducts a certification process for minority business. Bidders unable to include minority-owned business as subcontractors “may explain the circumstances preventing minority inclusion”.

Check minority type:

African American____ Hispanic American____ American Indian____ Asian American____
Pacific Islander American____ Service Disabled Veteran____

Arkansas Minority Certification Number_____

2. **EQUAL EMPLOYMENT OPPORTUNITY POLICY:** In compliance with Arkansas Code Annotated § 19-11-104, the Office of State Procurement is required to have a copy of the vendor's Equal Opportunity Policy prior to issuing a contract award. EO Policies may be submitted in electronic format to the following email address: eeopolicy.osp@dfa.arkansas.gov, or as a hard copy accompanying the solicitation response. The Office of State Procurement will maintain a file of all vendor EO policies submitted in response to solicitations issued by this office. The submission is a one- time requirement, but vendors are responsible for providing updates or changes to their respective policies, and for supplying EO policies upon request to other state agencies that must also comply with this statute. Vendors that do not have an established EO policy will not be prohibited from receiving a contract award, but are required to submit a written statement to that effect.
3. **EMPLOYMENT OF ILLEGAL IMMIGRANTS:** Pursuant to, Arkansas Code Annotated § 19-11-105, all bidders must certify prior to award of the contract that they do not employ or contract with any illegal immigrants in their contracts with the State. Bidders shall certify online at: <https://www.ark.org/dfa/immigrant/index.php/user/login>
4. **TECHNOLOGY ACCESS:** The Vendor shall at all times comply with the provisions of Arkansas Code Annotated § 25. 26. 201 et seq., which expresses the policy of the State of Arkansas to provide individuals who are blind or visually impaired with access to information technology purchased in whole or part with state funds. The Vendor expressly acknowledges that state funds may not be expended in connection with the purchase of information technology unless that system meets certain statutory requirements, in accordance with the State of Arkansas technology policy standards, relating to accessibility by persons with visual impairments.

Accordingly, the Vendor represents and warrants to the State of Arkansas that the technology provided to the state for purchase is capable, either by virtue of features included within the technology, or because it is readily adaptable by use with other technology, of:

- Providing equivalent access for effective use by both visual and non-visual means;

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- Presenting information, including prompts used for interactive communications, in formats intended for non-visual use; and
- After being made accessible, integrating into networks for obtaining, retrieving, and disseminating information used by individuals who are not blind or visually impaired.

For purposes of this section, the phrase "equivalent access" means a substantially similar ability to communicate with, or make use of, the technology, either directly, by features incorporated within the technology, or by other reasonable means such as assistive devices or services which would constitute reasonable accommodations under the Americans with Disabilities Act or similar state and federal laws. Examples of methods by which equivalent access may be provided include, but are not limited to, keyboard alternatives to mouse commands or other means of navigating graphical displays, and customizable display appearance.

These specifications do not prohibit the purchase or use of an information technology product that does not meet these standards if the information manipulated or presented by the product is inherently visual in nature, so that its meaning cannot be conveyed non-visually.

5. **COMPLIANCE WITH THE STATE SHARED TECHNICAL ARCHITECTURE PROGRAM:** The respondent's solution must comply with the state's shared Technical Architecture Program which is a set of policies and standards that can be viewed at: <http://www.dis.arkansas.gov/policiesStandards/Pages/default.aspx>. Only those standards which are fully promulgated or have been approved by the Governor's Office apply to this solution.
6. **ALTERATION OF ORIGINAL RFP DOCUMENTS:** The original written or electronic language of the RFP documents shall not be changed or altered except by approved written addendum issued by the Office of State Procurement. This does not eliminate a Bidder from taking exception(s) to **non-mandatory** terms and conditions, but does clarify that the Bidder cannot change the original document's written or electronic language. If the Bidder wishes to make exception(s) to any of the original language, it must be submitted by the Bidder in separate written or electronic language in a manner that clearly explains the exception(s). If Bidder's/Contractor's submittal is discovered to contain alterations/changes to the original written or electronic documents, the Bidder's response may be declared as "non-responsible" and the response shall not be considered.
7. **REQUIREMENT OF AMENDMENT:** THIS RFP MAY BE MODIFIED ONLY BY AMENDMENTS WRITTEN AND AUTHORIZED BY THE OFFICE OF STATE PROCUREMENT. Bidders are cautioned to ensure that they have received or obtained, and responded to, any and all amendments to the RFP prior to submission. There will be no addendums to an RFP 72 hours prior to the RFP opening. It is the responsibility of the vendor to check the OSP website, <http://www.arkansas.gov/dfa/procurement/bids/index.php> for any and all amendments up to that time.
8. **DELIVERY OF RESPONSE DOCUMENTS:** In accordance with the Arkansas Procurement Law and Rules, it is the responsibility of vendors to submit proposals at the place, and on or before the date and time, set in the RFP solicitation documents. Proposals received at the Office of State Procurement after the date and time designated for proposal opening are considered late and shall not be considered. Proposal documents arriving late, which are to be returned and are not clearly marked, may be opened to determine for which RFP the submission is intended.
9. **ADDITIONAL TERMS AND CONDITIONS:** The Office of State Procurement objects to, and shall not consider, any additional terms or conditions submitted by a bidder, including any appearing in documents attached as part of a bidder's response **that conflict with**

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mandatory terms and conditions required by law. In signing and submitting his proposal, a bidder agrees that any additional terms or conditions, whether submitted intentionally or inadvertently, shall have no force or effect. Failure to comply with terms and conditions, including those specifying information that must be submitted with a proposal, shall be grounds for rejecting a bid.

- 10. ANTICIPATION TO AWARD:** After complete evaluation of the proposal, the anticipated award will be posted on the OSP website (http://www.arkansas.gov/dfa/procurement/pro_intent.php). The purpose of the posting is to establish a specific timeframe in which vendors and agencies are aware of the anticipated award. The RFP results will be posted for a period of fourteen (14) days prior to the issuance of any award. Vendors and agencies are cautioned that these are preliminary results only, and no official award will be issued prior to the end of the fourteen day posting period. Accordingly, any reliance on these preliminary results is at the agency's/vendor's own risk.

The Office of State Procurement reserves the right to waive the policy of Anticipation to Award when it is in the best interest of the State. Vendors are responsible for viewing the Anticipation to Award section of the OSP web site at: http://www.arkansas.gov/dfa/procurement/pro_intent.php.

- 11. PAST PERFORMANCE:** In accordance with provisions of The State Procurement Law, R2: 19-11-230 Competitive Sealed Proposals – Responsibility of offeror paragraph (b) (i) & (ii): a vendor's past performance with the state may be used in the evaluation of any proposal made in response to this solicitation. The past performance should not be greater than three (3) years old and must be supported by written documentation. Documentation may be in the form of a written or an electronic report, VPR (Vendor Performance Report), memo, file or any other appropriate authenticated notation of performance to the vendor files.
- 12. VISA ACCEPTANCE:** Awarded contractors should have the capability of accepting the State's authorized VISA Procurement Card (p-card) as a method of payment. Price changes or additional fee(s) may not be assessed when accepting the p-card as a form of payment. The successful bidder may receive payment from the State by the p-card in the same manner as other VISA purchases. VISA acceptance is preferred but is not the exclusive method of payment.
- 13. EO-98-04 GOVERNOR'S EXECUTIVE ORDER:** Bidders should complete the Disclosure Forms issued with this RFP.
- 14. CURRENCY:** All proposal pricing must be United States dollars and cents.
- 15. LANGUAGE:** Proposals will only be accepted in the English language.

SECTION 1 - GENERAL INFORMATION

1.1 INTRODUCTION

This Request for Proposal (RFP) is issued by the Office of State Procurement (OSP) for the Arkansas Department of Human Services (DHS), to obtain pricing and a contract for the AME Decision Support System (DSS) and Services.

The Arkansas Department of Human Services (DHS) is responsible for administering the Medicaid program in the State of Arkansas. The Division of Medical Services (DMS), a division of DHS, is conducting a procurement that will redefine systems and business processes for the Arkansas Medicaid Program. This total procurement consists of the following three (3) Requests for Proposals (RFP):

1. Arkansas Medicaid Enterprise (AME) Core System and Services;
2. AME Pharmacy System and Services;
3. AME Decision Support System and Services.

1.2 ISSUING AGENCY

This RFP is issued by the Office of State Procurement (OSP) for the Department of Human Services (DHS) Division of Medical Services (DMS). The issuing office is the sole point of contact in the State for the selection process. Vendor questions regarding RFP related matters should be made through the State's buyer, Rebecca Kee at 501-371-6059 DW0079@dfa.arkansas.gov. Vendor's questions will be answered as a courtesy and at vendor's own risk.

1.3 CAUTION TO BIDDERS

1. During the time between the proposal opening and contract award, any contact concerning this RFP will be initiated by the issuing office or requesting entity and not the vendor(s). Specifically, the person(s) named herein will initiate all contact.
2. Vendor(s) **must** submit one (1) signed original technical proposal on or before the date specified on page one of this RFP.
3. Vendor(s) **must** also submit one (1) original "Official Proposal Price Sheet." **Do not include any pricing from the Official Proposal Price Sheet on the technical proposal copies, including the CD. Pricing from the Official Proposal Price Sheet must be separately sealed from the technical proposal response and clearly marked as pricing information.**
4. The vendor(s) should submit three (3) complete copies (marked copy) of the RFP technical proposal response, and one (1) electronic version of the technical proposal response, preferably in MS Word/Excel format, on CD.
5. The vendor(s) should submit one (1) electronic version of the "Official Proposal Price Sheet." **Do not include any pricing from the Official Proposal Price Sheet on the technical proposal copies, including the CD. Pricing from the Official Proposal Price Sheet must be separately sealed from the technical proposal response and clearly marked as pricing.**
6. Failure to submit the required number of copies with the proposal may be cause for rejection.
7. If the Office of State Procurement requests additional copies of the proposal, they **must** be delivered within twenty-four (24) hours of request.
8. For a proposal to be considered, an official authorized to bind the vendor(s) to a resultant contract **must** have signed the proposal.
9. All official documents and correspondence shall be included as part of the resultant contract.
10. The State Procurement Official reserves the right to award a contract or reject a proposal for any or all line items of a proposal received as a result of this RFP, if it is in the best interest of the State to do so. Proposals will be rejected for one or more reasons not limited to the following:
 - a. Failure of the vendor(s) to submit his proposal(s) on or before the deadline established by the issuing office.

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- b. Failure of the vendor(s) to respond to a requirement for oral/written clarification, presentation, or demonstration.
- c. Failure to supply vendor references.
- d. Failure to sign an Official RFP Document.
- e. **Failure to complete the Official Proposal Price Sheet(s) and include them sealed separately from the rest of the proposal.**
- f. Any wording by the vendor(s) in their response to this RFP, or in subsequent correspondence, which conflicts with or takes exception to a requirement in the RFP.
- g. Failure of any proposed system or service to meet or exceed the specifications.

1.4 RFP FORMAT

Any statement in this document that contains the word “**must**” or “**shall**” or “**will**” means that compliance with the intent of the statement is mandatory, and failure by the bidder(s) to satisfy that intent will cause the proposal to be rejected. **It is recommended that bidder(s) respond to each item or paragraph of the RFP in sequence.** Items not needing a specific vendor(s) statement may be responded to by concurrence or acknowledgement; no response will be interpreted as an affirmative response or agreement to the State conditions. Reference to handbooks or other technical materials as part of a response **must not** constitute the entire response and vendor(s) **must** identify the specific page and paragraph being referenced.

1.5 TYPE OF CONTRACT

The contract will be a one (1) year firm fixed-price contract from the date of award. Upon mutual agreement by the contractor and DHS, the contract may be renewed on a year-to-year basis, for up to six (6) additional one year terms or a portion thereof. In no event shall the total contract term be more than seven (7) years.

1.6 PAYMENT AND INVOICE PROVISIONS

Services provided under this contract will be reimbursed based on the following method:

1. Invoices should be submitted **monthly**. Final invoices should be submitted within **45** days of the contract term end date.
2. Billed expenditures **must** stay within the budgeted line items approved in the contract. Invoices resulting in the budgeted line items to be exceeded cannot be paid. To ensure accurate tracking of budget vs. actual expenditures and timely payment, contractor **must** ensure:
 - a. Descriptions of goods or services billed on the invoice **must** be easily identifiable to the correct budget line item.
 - b. State is contacted as soon as contractor suspects they will exceed any of the budgeted line items during the agreement period. Budget issues **must** be addressed prior to the submission of the invoice.
3. Contractor **shall** have a Request for Taxpayer Identification Number and Certification form (W-9) on file with OFA before payment can be processed. W-9 Forms may be obtained from the Internal Revenue Service office. The link to setup a State of Arkansas vendor number is: <https://www.ark.org/vendor/index.html>.
4. Invoicing Requirements:
 - a. Only “official” invoices prepared by the vendor **will** be accepted.
 - b. DHS **prefers** electronic versions of the invoice that present as an original document.
 - c. A document submitted as an invoice **must** meet the following requirements:
 - i. All official invoices **must** have the following clearly displayed:
 - Business name and address
 - “Billed To” address should display as follows:
Arkansas Department of Human Services
Division of Medical Services
Financial Activities
7th & Main

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PO Box 1437
Mail Slot S416
Little Rock, AR 72203

- Invoices for services **must** have the date(s) of service.
 - All invoices **must** have an invoice date.
- d. The invoice **must** have a complete description of the goods or services being billed. Do not use abbreviations (such as "P/R" or "cont."). These are not standardized and may cause delays in the payment process due to invoices being returned for clarification purposes.
- e. The invoice **must** have the unit price and number of units billed or the lump sum price being billed. The invoice **must** also include the total amount billed. The information on the invoice **must** agree with the terms of the applicable contract or purchase order.
- f. If the name of the business firm is not printed on the invoice, but has been placed on it by rubber stamp, typewriter, or in ink, the original and all copies of the invoice **must** be signed manually by an authorized agent of the business firm and **must** include the agent's official title with the vendor.
- g. All handwritten invoices including invoices with letterhead which are handwritten **must** be signed manually by an authorized agent of the business firm and **must** include the agent's official title with the vendor.
- h. If two or more names, corporate entities and/or addresses are printed on the invoice (for example, in the case of collaborative, TEA coalitions, etc.), the letterhead used for invoices **must** be that specifically of the payee, matching the applicable W-9 and vendor file.
- i. Products of facsimile (FAX) transmission, copier, or "cut and paste" invoices, and signed facsimiles or copies of invoices are NOT considered valid original invoices.
- j. For invoices with multiple pages, each page **must** adhere to the requirements listed above in items 3.a. through 3.e. The pages **must** be numbered in successive order in the format "Page ____ of ____."
5. Payment will be made in accordance with applicable State of Arkansas accounting procedures upon acceptance by the Agency. The State may not be invoiced in advance of delivery and acceptance of any equipment, service or commodity. Payment will be made only after the contractor has successfully satisfied DMS as to the reliability and effectiveness of the services as a whole. Vendors should invoice DMS by an itemized list of charges. Purchase Order Number and/or Contract Number should be referenced on each invoice.
6. Fixed price deliverables defined in Attachment G1, Section 7, Table 85 may be invoiced for payment after the State has accepted the final version of the deliverable. The State is imposing a 15% retainage on each of these deliverables. The Contractor will recover the withhold after the State acknowledges the close of the phase in which the deliverable is defined within Attachment G1, Section 7, Table 85.
7. Selected vendor **must** be registered to receive payment and future RFP notifications. If you are not a registered vendor you may register on-line at <https://www.ark/vendor/index.html>.

1.7 RECORD RETENTION

The Contractor **shall** be required to maintain all pertinent financial and accounting records and evidence pertaining to the contract in accordance with generally accepted principles of accounting and other procedures specified by the State of Arkansas. Access **will** be granted upon request, to State or Federal Government entities or any of their duly authorized representatives.

Financial and accounting records **shall** be made available, upon request, to the State of Arkansas' designee(s) at any time during the contract period and any extension thereof, and for five (5) years from expiration date and final payment on the contract or extension thereof.

1.8 SEALED PRICES

The Official Proposal Price Sheet submitted in response to this RFP **must** be submitted separately sealed from the technical proposal response. Bidder(s) **must** include all pricing information on the Official Price Proposal Sheet and must clearly mark said page(s) as pricing information. The electronic version of the Official Proposal Price Sheet **must** also be sealed separately from the electronic version of the technical proposal.

1.9 PROPRIETARY INFORMATION

Proprietary information submitted in response to this RFP will be processed in accordance with applicable State of Arkansas procurement procedures. Proposals and documents pertaining to the RFP become the property of the State and shall be open to public inspection subsequent to bid opening. It is the responsibility of the Vendor to identify all proprietary information. **The vendor should submit one (1) complete copy of the response from which any proprietary information has been removed, i.e., a redacted copy.** The redacted copy should reflect the same pagination as the original, show the empty space from which information was redacted, and should be submitted on a CD or flash drive. Except for the redacted information, the redacted copy **must** be identical to the original hard copy. The vendor is responsible for ensuring the redacted copy on CD/flash drive is protected against restoration of redacted data. **The redacted copy will be open to public inspection under the Freedom of Information Act (FOIA) without further notice to the vendor. If a redacted copy is not included, the entire bid will be open to public inspection with the exception of financial data (other than pricing).** If the State of Arkansas deems redacted information to be subject to the FOIA the vendor will be contacted prior to sending out the information.

1.10 ORAL AND/OR WRITTEN PRESENTATIONS/DEMONSTRATIONS

In the event DMS deems it necessary to have the vendor further explain or demonstrate the proposed system, the vendor **shall** make oral and/or written presentations to comply with the requirement. If oral presentations are necessary, the respondents **will** be given a two week notice.

The RFP evaluation committee chairperson will schedule the time and location for each demonstration or presentation. The DHS evaluation committee chair **shall** forward any specific questions, clarifications, or other information the evaluation team members have about the proposal before the presentation. The respondent's presenter **shall** fully answer these questions during the oral presentation. Presentations may be recorded.

The person designated in the proposal to become the Project/Account manager **shall** make the oral presentation. Other proposed project staff or corporate representatives may attend and provide limited input, but the State requires the bulk of the presentation from the proposed Project/Account Manager. During the presentation, State staff **will** direct any additional questions to the proposed Manager.

Respondents may make product demonstrations during their oral presentations only if the product is integral to their proposal and relevant to the questions and clarifications requested by the evaluation committee. Site visits may also be requested.

The State **will not** provide any type of equipment for the presentations. Respondents **shall** provide any equipment needed for their presentations.

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Oral presentations **shall** be time-limited so the respondent **shall** use his/her time wisely to answer questions and present only information pertinent to the proposal. The State is not interested in and **will not** permit corporate marketing presentations.

All expenses associated with the initial demonstration except travel, meals, and lodging for State personnel, **will** be borne by the vendor(s).

1.11 RESERVATION

This RFP does not commit the State Procurement Official to award a contract(s), to pay costs incurred in the preparation of a proposal in response to this request, or to procure or contract for commodities or services.

1.12 PRIME CONTRACTOR RESPONSIBILITY

Single and joint vendor proposals and multiple proposals by vendors are acceptable. However, a single vendor **must** be identified as the prime contractor in each proposal. The prime contractor **will** be responsible for the contract and **will** be the sole point of contact with regard to the AME DSS RFP.

If other manufacturer's equipment or software is proposed, maintenance support and/or installation may be provided by a third party vendor if the third party vendor was the original manufacturer of the equipment or software or their authorized representative; however, bidder(s) **must** acknowledge and agree to have maintenance support and installation services performed in accordance with the RFP, such that the vendor shall be liable for any failure, with the understanding that the vendor **must** have a written subcontract with the OEM manufacturer or its authorized representative to cover such services and where the State **shall** be able to approve such written subcontract.

The vendor **shall not** assign the contract in whole or in part or any payment arising there from without the prior written consent of the State Procurement Official.

The contractor **shall** give OSP immediate notice, in writing, by certified mail of any action which, in the opinion of the contractor, may result in litigation related in any way to the contract or the State.

1.13 CONTRACT INFORMATION

1. The State of Arkansas may not contract with another party:
 - a. To lease any equipment or software for a period of time which continues past the end of a fiscal year unless the contract allows cancellation by the State Procurement Official upon 30 days written notice whenever there are no funded appropriations for the equipment or software.
 - b. To indemnify and defend that party for any liability and damages. However, the State Procurement Official may agree to hold the other party harmless from any loss or claim resulting directly from and attributable to the State's use or possession of equipment or software and reimburse that party for the loss caused solely by the State's uses or possession.
 - c. Upon default, to pay all sums to become due under a contract.
 - d. To pay damages, legal expenses or other costs and expenses of any party.
 - e. To continue a contract once the equipment has been repossessed.
 - f. To conduct litigation in a place other than Pulaski County, Arkansas
 - g. To agree to any provision of a contract which violates the laws or constitution of the State of Arkansas.
2. A party wishing to contract with the State of Arkansas should:
 - a. Remove any language from its contract which grants to it any remedies other than:
 - i. The right to possession.
 - ii. The right to accrued payments.

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- iii. The right to expenses of deinstallation.
- iv. The right to expenses of repair to return the equipment to normal working order, normal wear and tear excluded.
- v. The right to recover only amounts due at the time of repossession and any unamortized nonrecurring cost as allowed by Arkansas Law.
- b. Include in its contract that the laws of the State of Arkansas govern the contract.
- c. Acknowledge that contracts become effective when awarded by the State Procurement Official.
- 3. The State of Arkansas may contract with another party:
 - a. To accept the risk of loss of the equipment or software and pay for any destruction, loss or damage of the equipment or software while the State has such risk, when the extent of liability for such risk is based upon the purchase price of the equipment or software at the time of any loss and the contract has required the State to carry insurance for such risk.
 - b. To lease any equipment and/or software past the end of a fiscal year if the contract contains a provision to allow cancellation by the State Procurement Official upon a 30 day written notice to the vendor/lessor in the event funds are not appropriated.

1.14 DEFINITION OF TERMS

The State Procurement Official has made every effort to use industry-accepted terminology in this RFP. The words "bidder", "respondent" and "vendor/offeror" are used as synonyms in this document. The words "contractor/successful vendor" refer to the vendor selected in the event of a resulting contract. The word "agency" or "department" refers to the Department of Human Services – Division of Medical Services (DHS – DMS). Other terms may be found in Attachment B.

1.15 CONDITIONS OF CONTRACT

The successful vendor(s) **shall** at all times observe and comply with federal and State laws, local laws, ordinances, orders, and regulations existing at the time of or enacted subsequent to the execution of this contract which in any manner affect the completion of the work. The successful bidder(s) **shall** indemnify and save harmless the agency and all its officers, representatives, agents, and employees against any claim or liability arising from or based upon the violation of a representative, or subcontractor of the successful bidder.

1.16 STATEMENT OF LIABILITY

The State will demonstrate reasonable care but will not be liable in the event of loss, destruction or theft of Respondent-owned equipment or software and technical and business or operations literature to be delivered or to be used in the installation of deliverables and services. The Respondent is required to retain total liability for equipment, software and technical and business or operations literature. At no time will the State be responsible for or accept liability for any Respondent-owned items.

The Contractor's liability for damages to the State **shall** be limited to the value of the Contract or \$10,000,000, whichever is higher. The foregoing limitation of liability **shall not** apply to claims for infringement of United States patent, copyright, trademarks or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the Contractor; to claims covered by other specific provisions of this Contract calling for liquidated damages; or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on this Contract.

Neither the Contractor nor the State **shall** be liable to each other, regardless of the form of action, for consequential, incidental, indirect, or special damages. This limitation of liability **shall not** apply to claims for infringement of United States patent, copyright, trademark or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the Contractor; to claims covered by other specific provisions of this Contract

calling for liquidated damages; or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on this Contract.

NOTHING IN THESE TERMS AND CONDITIONS SHALL BE CONSTRUED OR DEEMED AS THE STATE'S WAIVER OF ITS RIGHT OF SOVEREIGN IMMUNITY. The Contractor agrees that any claims against the State, whether sounding in tort or in contract, **shall** be brought before the Arkansas Claims Commission as provided by Arkansas law, and **shall** be governed accordingly.

1.17 AWARD RESPONSIBILITY

The State Procurement Official will be responsible for award and administration of any resulting contract(s).

1.18 PUBLICITY

News release(s) by a vendor(s) pertaining to this RFP or any portion of the project **shall not** be made without prior written approval of the State Procurement Official. Failure to comply with this requirement is deemed to be a valid reason for disqualification of the vendor's proposal(s). The State Procurement Official will not initiate any publicity relating to this procurement action before the contract award is complete.

1.19 CERTIFICATION

Vendor **must** certify that all equipment and software, installation, maintenance, support, personnel, etc. to accomplish the requirements of the AME DSS RFP (or fulfill the requirements of this RFP) and the resulting contract will be provided at no additional cost above the proposal price.

All AME DSS RFP equipment and software proposed **must** be new, the latest technology, in current production, demonstrable and eligible for current maintenance service/support.

1.20 INDEPENDENT PRICE DETERMINATION

By submission of this proposal, the bidder(s) certifies, and in the case of a joint proposal, each party thereto certifies as to its own organization, that in connection with this proposal: The prices in the proposal have been arrived at independently, without collusion, and that no prior information concerning these prices has been received from, or given to, a competitive company. If there is sufficient evidence of collusion to warrant consideration of this proposal by the office of the Attorney General, all bidder(s) **shall** understand that this paragraph may be used as a basis for litigation.

1.21 COST

All charges **must** be included on the Official Proposal Price Sheets and **shall** be included in the costing evaluation. To allow time to evaluate proposals prices **must** be valid for period of (6) six months after the anticipated award date, **Bidder(s) must include ALL pricing information on the Official Price Proposal Sheet ONLY and must clearly mark said page(s) as pricing information. The electronic version of the Official Proposal Price Sheet must also be sealed separately from the electronic version of the technical proposal.**

Bidder(s) should review Attachment E for additional Price Sheet Instructions.

NOTE:

- 1) The State will not be obligated to pay any costs not identified on the Official Proposal Price Sheet.
- 2) Any cost not identified by the successful bidder but subsequently incurred in order to achieve successful operation **will** be borne by the bidder.
- 3) Official Proposal Price Sheets may be reproduced as needed.

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- 4) Vendor(s) may expand items to identify all proposed equipment, software, and services. **A separate listing, which must include pricing, may be submitted with the "Official Proposal Price Sheet" ONLY.**

THE ACCOMPANING EXCEL FILE CONTAINS THE OFFICIAL PRICE SHEETS.

1.22 DELEGATION AND/OR ASSIGNMENT

The vendor **shall not** assign the contract in whole or in part or any payment arising there from without the prior written consent of the State Procurement Official. The vendor **shall not** delegate any duties under this contract to a subcontractor unless the State Procurement Official has given written consent to the delegation.

1.23 CONFIDENTIALITY

The vendor **shall** be bound to confidentiality of any information of which its employees may become aware during the course of performance of contracted tasks. Consistent and/or uncorrected breaches of confidentiality may constitute grounds for cancellation of the contract.

Please complete and return **Confidentiality Agreement** with proposal.

1.24 NEGOTIATIONS

As provided in this request for proposal and under regulations, discussions may be conducted with responsible vendor(s) who submit proposals determined to be reasonably susceptible of being selected for award for the purpose of obtaining clarification of proposal response and negotiation for best and final offers. The state reserves the right to negotiate any and all items listed on the Official Proposal Pricing Sheet.

1.25 LICENSING AGREEMENTS

Vendor(s) should provide a copy of their standard license agreement for all proposed software **(be sure that all cost information has been removed)**. The agreement **must** be negotiable.

If vendor(s) propose third party software products where the license agreement is non-negotiable; those products must be licensed to the vendor with the ability of the State to utilize the license(s). If the third party software agreements are negotiable the software must be licensed directly to the State.

1.26 CANCELLATION

In the event the State no longer needs the service or commodity specified in the contract or purchase order due to program changes, changes in laws, rules, or regulations, relocation of offices, or lack of appropriated funding, the State may cancel the contract or purchase order by giving the contractor written notice of such cancellation 30 days prior to the date of cancellation.

1.27 SCHEDULE OF EVENTS

NOTE: These are anticipated dates

Event	Date
Oral presentations (at the discretion of the Division/Office)	April 2, 2013 through April 16, 2013
Anticipation to Award notice posted	April 23, 2013
Contract Start (Subject to State Approval)	October 29, 2013

SECTION 2 SPECIFIC REQUIREMENTS

2.1 **BACKGROUND**

The current Arkansas MMIS, a legacy system operated and maintained by HP Enterprise Services, has undergone a large number of significant enhancements over the years and serves the providers and citizens of Arkansas well. The foundation of the current Arkansas MMIS is essentially the same as what CMS certified in 1987.

2.2 **OVERVIEW OF DHS ORGANIZATION AND OPERATIONS**

DHS is the largest State agency in Arkansas with approximately 7,000 employees. Act 348 of 1985 allowed DHS to create a unified, comprehensive delivery system to improve the accessibility, availability, quality, and accountability of services delivered or purchased by DHS and to improve the administration and management of resources available to DHS.

The Division of Medical Services is one of 14 Divisions and Offices that comprise DHS. The Divisions provide services to the people of Arkansas and the Offices provide necessary support to the Divisions and DHS.

1. This document contains the organization chart for DHS.
2. This document contains the organization for DMS.

2.3 **SCOPE OF SERVICE**

Rather than continue to remediate this overly complex and dated system, or attempt to retrofit its architecture to comply with contemporary technology and interoperability needs, DHS has chosen to replace it. The Arkansas Department of Human Services (DHS) requires that the systems and components it will procure through this RFP will comply fully with standards as required by statute, including:

1. Title II, subtitle F, sections 261 through 264 of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Pub. L. 104-191. In accordance with HIPAA, all data containing PHI must be properly protected: refer to Section 2.7 of this document and Attachment G 1 section 6.11 for additional information.
2. ASC X12 Version 5010/National Council for Prescription Drug Programs (NCPDP) Version D.0 and 3.0, and International Classification of Diseases Version 10 (ICD-10) standards, as required by Federal Register Vol. 74, No. 11/Friday, January 16, 2009/Rules and Regulations.
3. 42 CFR 433 Subpart C.
4. Medicaid IT Supplement 11-01-v1.0, Enhanced Funding Requirements: Seven Conditions and Standards.

The previously stipulated Medicaid IT Supplement 11-01-v1.0, Enhanced Funding Requirements: Seven Conditions and Standards re-emphasize CMS' right to reuse software "designed, developed or installed" with enhanced federal financial participation. Respondents are requested to specify in their proposals the software modules that will be eligible for 90% enhanced funding and will be eligible for reuse in other states. These will be identified in the Requirements Traceability Matrix. For reference, Section 1903(r) of the Social Security Act identifies those elements eligible for 90% enhanced.

The State will be implementing its State Medicaid HIT Plan (SMHP) in response to the American Recovery and Reinvestment Act (ARRA) of 2009, concurrently with the implementation of the systems and services being procured by this and its associated RFPs. The precise scope and timeline for implementing the SMHP has not yet been finalized. As such, Respondents should expect to be supporting the SMHP activities as they are defined and performed. If necessary, a

change to the contract will be made. It is important for Respondents to know that the State clearly understands that the more service-oriented a proposed system and services solution is the less costly and time consuming any scope changes will be.

The State completed its Medicaid Information Technology Architecture (MITA) State Self-Assessment (SS-A) in November, 2009. The SS-A report maps the Arkansas business processes to the MITA Business Process Model Version 2.01. As part of the MITA SS-A engagement, executives from across DHS came together to develop the vision and goals for Arkansas' future. A significant component of that future vision is defined in this RFP. The list of goals that the participating executives validated can be found in the Resource Library.

All business processes currently meet the criteria for classification at MITA Maturity Model level 1 or level 2. The "To-Be" goal is to move the State's Medicaid business processes to Maturity level 2 or 3 over the next three to five years. As such, the State is seeking systems and services that comply with the latest MITA Framework and will facilitate the attainment of MITA Maturity levels 2, 3 and higher through the implementation of a Respondent's proposed systems and services solution. The State intends to mature the Medicaid Information Technology Architecture (MITA) of the AME to a minimum of Level 2 through the upgrade of our MMIS and DSS.

Arkansas' current MMIS fiscal agent is HPES (formerly known as EDS). Under Arkansas procurement law, the State may secure contracts for up to seven years, but DHS intends to contract for an initial period of one (1) year with the option of annual renewals. DHS intends to retain the current Contractor until the new systems and services solutions are implemented.

Critical technological objectives of this RFP include the procurement of:

1. A true Service Oriented Architecture (SOA) platform which will bring interoperability of service-based modules, preferably as licensed products, to support DHS' modernization and continual enterprise evolution without restricting its ever-changing business needs.
2. A highly configurable and flexible platform that will be an enabler of the expansion of technological capabilities to other state and federal agencies.
3. An enterprise solution that is designed at its core to allow Commercial-Off-The-Shelf (COTS) products be installed, integrated, and upgraded through scheduled releases.
4. Software modules that are implemented and modified by user configurations, not through constant custom coding that will result in yet another "one-off" MMIS.

Prospective Respondents are encouraged to submit proposals to more than one RFP; however each RFP will be evaluated separately. The purpose of separate RFPs is to ensure "best in class" solutions are procured and to establish direct accountability to the State for each set of systems and services.

The purpose of this RFP is to solicit comprehensive systems and services solution proposals from qualified Respondents. Respondent's proposed solutions will be comprised of modern provider, member and user-friendly technology coupled with world-class services to support the State in its ongoing activities that are transforming the manner in which the State procures health care services for its citizens. The technology must fulfill the requirements outlined in this RFP and be compliant with all applicable federal and State laws, regulations, and guidance.

The successful Respondent will propose a systems and services solution that:

1. Has the ability to change and respond to changes in the health care industry;
2. Has a verifiable track record of successful implementations within a defined timeframe;
3. Has business plans that demonstrate a corporate commitment to product enhancement with routine releases;

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4. And is comprised of systems and processes that learn and adapt to new challenges and provide utilities or services that integrate with health care on an enterprise wide level.

A critical element to being the successful Respondent to this solicitation is the ability to interoperate with other health information technology (HIT) components such as Health Insurance (or Benefit) Exchanges (HIX), Health Information Exchanges (HIE), electronic medical record (EMR) systems and electronic health records (EHR). The State is currently in the planning stages for the HIE and HIX. The State recognizes that bidders are not able to develop accurate pricing information based on information currently available. Therefore, the State will address this point with the contractor at such time when sufficient information is available.

The proposed system must also comply with federal requirements, in particular, the Enhanced Funding Requirements: Seven Conditions and Standards, with particular emphasis on the following:

1. The Modularity Standard which requires the a modular, flexible approach to systems development;
2. The MITA Condition that requires states to align to and increasingly advance in its MITA maturity for business, architecture, and information (data) architectures;
3. The Industry Standards Condition which ensures states align with and incorporate industry standards;
4. The Leverage Condition which promotes solution sharing, leveraging and reuse of Medicaid technologies and systems within and among states;
5. The Business Results Condition which supports accurate and timely processing and adjudication of the ever-expanding definition of claims (which includes claims of eligibility), and effective communication with providers, members and the public at-large;
6. The reporting condition that requires states to generate and analyze transaction data, reports, and performance metrics, and
7. The interoperability condition that requires seamless coordination and integration with the HIX (regardless of whether it is run by a state or the federal government), and promotes interoperability and the increased health outcomes that follow.

Respondents, either directly or through their subcontractors, **must** be able to provide all necessary services and meet all of the requirements requested in this RFP.

The Centers for Medicare & Medicaid Services (CMS) is encouraging states to implement a “big picture” approach to Medicaid, on an “enterprise” level that prioritizes global population health and financial goals, while improving the coordination and delivery of care to each Medicaid recipient by placing particular emphasis on those who have the greatest health needs and highest costs.

The State is a firm supporter of CMS’ objective to maximize its investments in technology through the cataloging and sharing among states of software designed, developed or installed with federal financial participation. To this end, successful Respondents **will** support and contribute to the development of standards, both technological and business-process-oriented, that will be used to elevate the efficiency, maturity and interoperability of the nation’s health care enterprise.

Additional DSS Information

The current DSS allocates 300GB for data storage. The State expects 20% growth of this data each year. As an outcome of the ACA it is possible that an additional 300,000 members will be added to the Arkansas Medicaid population.

Connectivity to the legacy MMIS will be provided by the current vendor through a secure Move – It pathway.

Currently, there are 142 state staff using the DSS, additionally there are 54 contractors using the DSS. The State Program Integrity (PI) unit currently uses four (4) power users and 20 ad hoc users. There are eight (8) pharmacy users.

The State currently refers 75 to 100 member cases and claims to the contractor for medical necessity review.

The State currently uses one (1) full-time pharmacist and four (4) to five (5) pharmacy experienced audit staff for pharmacy audits. There are currently 840 enrolled pharmacies. Currently one-third (1/3) of these pharmacies receive onsite audits annually. Thirty (30) to 50 desk audits are performed each month. The State conducts 20 - 25 audits per month for miss-billings and other billing issues.

Medical claims are currently reviewed based on criteria set forth by the State. One hundred percent (100%) of claims are subject to review. Currently, ten percent (10%) of these claims are reviewed. At present the State places 50 to 100 providers on prepay review.

The Program Integrity (PI) unit is responsible for conducting onsite reviews for medical providers.

* NOTE: For the purposes of this solicitation the State offers the following definitions:

- “Case” - a provider under investigation, regardless of the claim(s) for review.
- “Referral” - the number of requests to run data mining reports and provide analytical summary.
- “Member” - a Medicaid recipient.
- “Modular Component” - an applicable system integrated into the enterprise system that has the ability to be removed from the enterprise system without affecting the rest of the system.
- “Kick-Off Meeting” - a meeting that will occur during Phase I. Deliverables associated with the Kick-Off Meeting must be approved prior to the completion of Phase I.
- “State-approved proficiency tests” - tests designed by the Contractor and approved by the State to verify that those attending the Contractor-led training have met the training objectives.
- “Federated Payment Repository” - repository for payments that the state makes (pay outs). This information is maintained to assist DHS in balancing accounts.

2.4 **RESOURCE INFORMATION AND LIST OF ATTACHMENTS**

The State posts resource information on the DHS SharePoint site. Respondents should review resource information closely which includes an SFY 2010 Medicaid Program Overview. Items on the Resource Library will be updated and new items added as needed. Respondents are encouraged to check the Resource Library often for updates.

Respondents should also review the Resource Library for statistical and narrative information on number of recipients, providers, budget and expenditures, number of claims processed. It also contains provider manuals, consumer information, provider information, and program information.

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DHS will make all possible efforts to ensure that resource information is complete, accurate, and current. However, the State will not be liable for the accuracy, completeness, or currency of any information or data contained in the Resource Library.

The RFP Respondent's resource library has been posted to the DHS public SharePoint site. You may access the documents via the Internet using the following link:

SharePoint Main Page – An indirect link using the DMS public Web site:

<https://ardhs.sharepointsite.net/DMS%20Public/Forms/AllItems.aspx?RootFolder=%2fDMS%20Public%2fAME%20%2d%20Replacement%20MMIS%20RFP%20Resource%20Library&FolderCTID=%2f7b501C27B5%2dA45A%2d4E54%2dB124%2dF4A2118D63F0%7d>

Click on "DMS Public" in left hand column of the main page, followed by "AME – Replacement MMIS RFP Resource Library" Technical Proposal Requirements

LIST OF ATTACHMENTS

The following list represents the complete list of attachments associated with this Request for Proposal (RFP):

Attachment A	Key Personnel Requirements
Attachment B	Glossary of Terms and Acronyms
Attachment C	Requirements Traceability Matrix
Attachment D	Requirement Gap Analysis
Attachment E	Price Sheet Instructions
Attachment G1	Statement of Work
Attachment G2	Component Specification

Price Sheet

2.5 IMPLEMENTATION

The State requires that the solution be fully functional within 36 months after contract award.

2.6 FACILITY ACCESS AND OPERATIONS

The Respondent **must** provide all remote facility infrastructure and communications and collaboration products and services needed to interoperate with State infrastructure during the successful vendor's contracted term. The remote facility access and operations infrastructure requirements are defined in Attachment G1 and G2 and the Resource Library.

2.7 CONTRACT SECURITY REQUIREMENTS

The Respondent and associated Subcontractors **must** perform operations and maintenance activities in accordance with the HIPAA Security Rule. The Respondent **must** support the development of a Software Business Continuity Plan and Security Policies and Procedures that address the processes and controls to be utilized to assure HIPAA compliance. The software component **must** provide the functionality and safeguards required to meet the HIPAA requirements and the security requirements.

2.8 PROGRAM REQUIREMENTS AND DELIVERABLES

For specific requirements and deliverables, please see Attachments G1 and G2.

2.9 ACCEPTANCE

If the licensed system has not operated in conformance with the vendor's published specifications and the specifications in this RFP, the State Purchasing Official may:

1. Terminate the agreement in its entirety.
2. Accept the procurement (in the event of minor deviations).

3. Upon mutual agreement, perform acceptance tests until the system has operated with the vendor's published specifications and the specifications as stated in response to the RFP for 30 consecutive days of productive time.

2.10 PERFORMANCE STANDARDS

1. Ongoing performance requirements will begin the day service is implemented.
2. The goal of DHS is to have the system maintain a minimum of 99% up time.
3. If the system fails to meet the performance standards within 90 days of the installation date, DHS may terminate the agreement in its entirety.
4. The successful Respondent **must** comply with Performance Based Standards (PBS). Acceptable performance of all provisions and key performance indicators (KPIs) in this solicitation will be determined at the sole discretion of the State. PBS are used to ensure that the quality of the Product and Services Contract is evaluated and, where necessary, proper remedies are implemented to assure efficient, effective, and responsive performance. PBS includes:
 - a. Key Milestones, Deliverables, or Resources
 - b. KPIs
 - c. Remedies

Note: The Performance Based Standards example below is ILLUSTRATIVE ONLY and represents the type of KPIs that may be included in the Contract.

Example of a PBS:

Program Deliverable

1. Produce a Requirements Validation Report listing all federal and state requirements.
2. Contractor **will** present a draft of the Requirements Validation Report outline.

Service Level

1. The Requirements Validation Report outline **will** be delivered to the State within 30 calendar days following the completion of the requirements validation sessions.
2. Report **will** meet or exceed quality standards adopted for this Project Remedy.
3. \$100 per calendar day the Requirements Validation Report outline is not delivered to the State.
4. In addition to other remedies identified herein, one or more of the following remedies may be imposed for unacceptable performance of a provision or performance indicator:
5. Contractor **will** be required to submit and implement a corrective action plan (CAP) that is approved by the State
6. Payment may be delayed pending satisfactory implementation of the CAP
7. The Contract may be terminated
8. The PBC remedies listed in the Performance Based Contracting Applied are in addition to all others available at law or equity. This document can be found in the resource library.

SECTION 3 VENDOR SUBMISSION INFORMATION

3.1 TECHNICAL PROPOSAL REQUIREMENTS

The technical proposal should present a complete detailed description of the respondent's qualifications to perform and its approach to carry out the requirements as set forth in the RFP.

The Technical Proposal should be arranged in the following order.

1. Table of Contents
2. Executive Summary
3. Attachment G1, G2 and corresponding information from Attachment C and D
4. Attachment A – Key Personnel Requirements
5. Respondent's Background, Experience, and Qualifications
6. Vendor References

The original proposal and all copies should be indexed and tabbed with the above sections clearly marked. The respondents should make the proposal easy for the evaluators to read and reference.

Respondents should not include ancillary information including promotional/marketing information or anything not directly responsive to the RFP in the technical proposal or as attachments to the proposal.

3.2 TABLE OF CONTENTS

The Table of Contents should itemize the contents by section, subsection, and page numbers for facilitation of the evaluators reading the proposal.

3.3 EXECUTIVE SUMMARY

The executive summary should condense and summarize the contents of the Technical Proposal to provide the proposal evaluators with a broad but clear understanding of the entire proposal. It should summarize the respondent's technical approach and the enhancements proposed for DHS.

The executive summary should include a cross-reference to the pages in the proposal that address the RFP requirements.

The executive summary should not exceed six (6) pages. The RFP cross-reference pages are not included in this number.

3.4 ATTACHMENT G1, G2 & CORRESPONDING INFORMATION FROM ATTACHMENT C & D

Vendor(s) should provide a complete and descriptive response to Attachments G1 and G2 including Attachments C & D of the RFP. Attachments C & D should be submitted in both the paper and electronic versions of the technical proposal. The State prefers that vendor(s) utilize the same numbering system in their response as is set forth in Attachments G1 and G2.

Respondents should specify in their proposals the software modules that will be eligible for 90% enhanced funding and will be eligible for reuse in other states. These will be identified in the Requirements Traceability Matrix (Attachment C). For reference, Section 1903(r) of the Social Security Act identifies those elements eligible for 90% enhanced.

Vendor(s) should provide a detailed and complete Draft Project Work Plan. The Draft Project Work Plan should be modeled after the phase requirements in Attachment G1 and corresponding tasks in Attachments G1 and G2. The Draft Project Work Plan should be submitted in electronic (MS Project) and paper format. The Draft Project Work Plan should include a detailed Work Breakdown Schedule (WBS), including a narrative description, and

calendar-based charts that summarize the level of effort to accomplish the scope of work for the entire project including any due dates, plans, staffing, reports, and milestones for every task, plus any other tasks proposed by the Respondent. The Draft Project Work Plan should identify the activities that will be conducted onsite with the involvement of State staff. It should also contain the Respondent's risk management approach, including the Respondent's identification and assessment of key project risks. The Draft Project Work Plan should specify clearly the timeframes necessary for each task to ensure that the Respondent can begin work according to Section 2 of Attachment G1 of the RFP. The Respondent should indicate their expectation of State staff resources required in the completion of each task in order to achieve the proposed schedule presented in the Draft Project Work Plan. The Draft Project Work Plan should include the process and timeframe to develop and present to the State the final Project Work Plan for the entire project.

The Respondent should include the following plans to more fully allow evaluation by the State:

1. Draft of the System Engineering Master Plan (SEMP) as outlined in Attachment G1.
2. Draft of the Test and Evaluation Master Plan as outlined in Attachment G1.

Vendor(s) should include in their discussion of Project Management and Administration per Attachment G1 Section 3 details of their intended project management and project control methods. These should clearly explain how the respondent proposes to manage the project, control project activities, report progress, ensure required staffing, relate and report to DHS, respond to requests by DHS, and interact and coordinate with other involved parties.

If Contractor is proposing a Commercial Off-the-Shelf/Government Off-the-Shelf (COTS/GOTS) software solution, provide a detailed description of the proposed COTS/GOTS software system, thoroughly covering each product proposed, as they relate to all of the core function requirements as presented in Requirements.

In relation to a COTS/GOTS solution, Contractor should explain any functionality of the proposed software system not specified as a requirement, but of significant value once the system is implemented.

Describe the proposed software system's reliance on best business practices. What types of best business practices are built into the software?

Describe any workflow tools in the proposed software. Describe standard workflows (electronic routing of documents) that are inherent in the system, their flexibility and customizability.

What application and/or developer toolsets are included with the software? What unique programming requirements are there? What tools are available to customize the software (i.e., add fields, create new tables, change menus, etc.)? Can these tools be used to create other applications? If so, describe?

Describe your standard reporting and analysis tools. What reporting and analysis tools are available?

Describe your ad hoc reporting and inquiry tools for the end-user. Describe any report repositories built into the proposed system. Include compatibilities and integrations between this repository and other industry standard reporting tools. List all report output formats (e.g., HTML, MS Excel, etc.) supported by the proposed system. Include a discussion of which components of the solution support each format.

Describe the information lifecycle management (ILM) tools (archiving tools) for data that is available. Include a description of the user interface along with the data lifecycle.

How are restrictions to the following implemented?

- Administrative tool access
- Application access
- Menu access
- Record access
- Field access
- Querying/reporting access

Describe how the proposed system will accommodate future growth.

Describe the flexibility of the system in addressing changes in core business functionality as a result of changes in policy, legislation or the market.

3.5 ATTACHMENT A – KEY PERSONNEL

Vendor(s) should provide a complete and descriptive response to Attachment A of the RFP regarding key personnel. Some key personnel listed in Attachment A may not be applicable to this RFP (positions that are specific to one of the three MMIS RFP's are labeled). Vendor(s) should not provide a response to those key personnel that are not applicable to this RFP. The State prefers that vendor(s) utilize the same numbering system in their response as is set forth in Attachment A.

3.6 RESPONDENT'S BACKGROUND, EXPERIENCE AND QUALIFICATIONS

1. Proposals should include details of the background of the respondent regarding:
 - a. Date established;
 - b. Ownership (whether public, partnership, subsidiary, or specified other);
 - c. Total number of employees;
 - d. Number of full time equivalent (FTE) employees engaged in similar contracts;
 - e. Total number of commercial product offerings;
 - f. And number of production environment installations (installed base of clients to date).
2. The Respondent should include the following information for itself and each identified Subcontractor related to the following areas:
 - a. An organizational chart displaying the overall business structure, including how and where the proposed project fits into the Respondent's organizational structure.
 - b. Evidence of the qualifications and credentials of the Respondent in terms of proven successful experience through similar projects of like size and scope. Vendor(s) should provide the following:
 - i. The number and a description of recent similar projects successfully completed;
 - ii. A statement specifying the extent of Respondent's responsibility and experience on each described project;
 - iii. And for each referenced project or contract, the respondent should provide a description of work performed, the time period of the project or contract, the staff-months required, the contract amount, and a customer reference (including current phone numbers).
 - c. Specific experience with MITA concepts, such as the MITA process maturity model.

- d. Any experience successfully operating a DSS within a State Medicaid Program in the last three (3) years.

3.7 **VENDOR REFERENCES**

Vendors should supply a minimum of three (3) letters of recommendation from three different sources or give an explanation as to why three are not submitted. If subcontractors are proposed, three (3) letters of recommendation should also be submitted for each subcontractor.

Submission of references **will** be evaluated on a pass/fail basis. If unfavorable information is obtained from contact with reference, the vendor may be deemed a non-responsible vendor, and the proposal may be rejected.

Among the submitted references, the Contractor should include references from the last three contracts awarded to the Contractor that contained a similar scope of work as defined in this RFP.

Letters of recommendation should meet the following criteria:

1. They should be on official letterhead of the party submitting recommendation
2. They should be from entities with recent (within the last three (3) years) contract experience with the respondent.
3. If the respondent or subcontractor has no recent contract experience, they should be from organizations regarding work closely related.
4. They should be from individuals who can directly attest to the respondent's qualifications relevant to this RFP.
5. They should be limited to organizational recommendations, not personal recommendations.
6. They should be dated not more than six (6) months prior to the proposal submission date.
7. They **shall not** be from current DHS employees.

The provided references **will** be contacted and asked to confirm:

1. That the provider has, under previous agreement, successfully performed work of a similar nature to that detailed in this RFP.
2. That the provider met all obligations under aforementioned agreement with regard to the quality of work, completion date, and agreed upon dollar amount.
3. That the provider and all staff conducted themselves in a highly professional and ethical manner.

SECTION 4: EVALUATION

The vendor should address each item listed in this RFP to be guaranteed a complete evaluation. After initial qualification of proposals, selection of the successful vendor will be determined in Committee by evaluation of several factors.

Submission of a proposal implies vendor acceptance of the evaluation technique and vendor recognition that good-faith judgments must be made by the DHS Evaluation Committee during the assignment of rating points.

Other agencies and consultants of DHS may also examine documents.

OSP will evaluate all proposals to ensure all requirements are met. Proposals meeting the mandatory requirements will then be evaluated by DHS for technical scoring. The pricing evaluation will be completed by OSP and the cost score will then be totaled with the technical score to determine the overall total score for each vendor. The contract will be awarded on the basis of the proposal that receives the highest cumulative point total as defined in the evaluation criteria.

All criteria to be considered in the evaluation of proposals are itemized below. The maximum points possible for each criterion are indicated in the column entitled "Points".

Technical Approach	Points
Attachment A – Key Personnel (3.5)	150
Background, Experience and Qualifications (3.6)	200
Attachments G1, G2 and corresponding Attachments C & D (3.4)	400
Vendor References (3.7)	Pass/Fail
Subtotal	750
Cost	250
Total Possible Points	1,000

250 points will be awarded to the lowest total system cost (Excluding Year 0 Operational Cost and Data Center Option 2 for DDI and Operations). Remaining proposals shall receive points in accordance with the following formula: $(A/B) \times (C) = D$

A=lowest total system cost proposed in dollars

B=second (third, fourth, etc.) lowest total system cost proposed in dollars

C=maximum points for lowest total system cost proposed

D=number of points scored for that particular proposal

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STANDARD TERMS AND CONDITIONS

1. **GENERAL:** Any special terms and conditions included in the invitation for bid override these standard terms and conditions. The standard terms and conditions and any special terms and conditions become part of any contract entered into if any or all parts of the bid are accepted by the State of Arkansas.
2. **ACCEPTANCE AND REJECTION:** The state reserves the right to accept or reject all or any part of a bid or any and all bids, to waive minor technicalities, and to award the bid to best serve the interest of the state.
3. **BID SUBMISSION:** Bids must be submitted to the Office of State Procurement on this form, with attachments when appropriate, on or before the date and time specified for bid opening. If this form is not used, the bid may be rejected. The bid must be typed or printed in ink. The signature must be in ink. Unsigned bids will be disqualified. The person signing the bid should show title or authority to bind his firm in a contract. Each bid should be placed in a separate envelope completely and properly identified. Late bids will not be considered under any circumstances.
4. **PRICES:** Bid unit price F.O.B. destination. In case of errors in extension, unit prices shall govern. Prices are firm and not subject to escalation unless otherwise specified in the bid invitation. Unless otherwise specified, the bid must be firm for acceptance for thirty days from the bid opening date. "Discount from list" bids are not acceptable unless requested in the bid invitation.
5. **QUANTITIES:** Quantities stated in **term contracts** are estimates only, and are not guaranteed. Bid unit price on the estimated quantity and unit of measure specified. The state may order more or less than the estimated quantity on term contracts. Quantities stated on **firm contracts** are actual requirements of the ordering agency.
6. **BRAND NAME REFERENCES:** Any catalog brand name or manufacturer's reference used in the bid invitation is descriptive only, not restrictive, and used to indicate the type and quality desired. Bids on brands of like nature and quality will be considered. If bidding on other than referenced specifications, the bid must show the manufacturer, brand or trade name, and other descriptions, and should include the manufacturer's illustrations and complete descriptions of the product offered. The state reserves the right to determine whether a substitute offered is equivalent to and meets the standards of the item specified, and the state may require the bidder to supply additional descriptive material. The bidder guarantees that the product offered will meet or exceed specifications identified in this bid invitation. If the bidder takes no exception to specifications or reference data in this bid he will be required to furnish the product according to brand names, numbers, etc., as specified in the invitation.
7. **GUARANTY:** All items bid shall be newly manufactured, in first-class condition, latest model and design, including, where applicable, containers suitable for shipment and storage, unless otherwise indicated in the bid invitation. The bidder hereby guarantees that everything furnished hereunder will be free from defects in design, workmanship and material, that if sold by drawing, sample or specification, it will conform thereto and will serve the function for which it was furnished. The bidder further guarantees that if the items furnished hereunder are to be installed by the bidder, such items will function properly when installed. The bidder also guarantees that all applicable laws have been complied with relating to construction, packaging, labeling and registration. The bidder's obligations under this paragraph shall survive for a period of one year from the date of delivery, unless otherwise specified herein.
8. **SAMPLES:** Samples or demonstrators, when requested, must be furnished free of expense to the state. Each sample should be marked with the bidder's name and address, bid number and item number. If samples are not destroyed during reasonable examination they will be returned at bidder's expense, if requested, within ten days following the opening of bids. All demonstrators will be returned after reasonable examination.

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- 9. TESTING PROCEDURES FOR SPECIFICATIONS COMPLIANCE:** Tests may be performed on samples or demonstrators submitted with the bid or on samples taken from the regular shipment. In the event products tested fail to meet or exceed all conditions and requirements of the specifications, the cost of the sample used and the reasonable cost of the testing shall be borne by the bidder.
- 10. AMENDMENTS:** The bid cannot be altered or amended after the bid opening except as permitted by regulation.
- 11. TAXES AND TRADE DISCOUNTS:** Do not include state or local sales taxes in the bid price. Trade discounts should be deducted from the unit price and the net price should be shown in the bid.
- 12. AWARD: Term Contract:** A contract award will be issued to the successful bidder. It results in a binding obligation without further action by either party. This award does not authorize shipment. Shipment is authorized by the receipt of a purchase order from the ordering agency. **Firm Contract:** A written state purchase order authorizing shipment will be furnished to the successful bidder.
- 13. LENGTH OF CONTRACT:** The invitation for bid will show the period of time the term contract will be in effect.
- 14. DELIVERY ON FIRM CONTRACTS:** The invitation for bid will show the number of days to place a commodity in the ordering agency's designated location under normal conditions. If the bidder cannot meet the stated delivery, alternate delivery schedules may become a factor in an award. The Office of State Procurement has the right to extend delivery if reasons appear valid. If the date is not acceptable, the agency may buy elsewhere and any additional cost will be borne by the vendor.
- 15. DELIVERY REQUIREMENTS:** No substitutions or cancellations are permitted without written approval of the Office of State Procurement. Delivery shall be made during agency work hours only 8:00 a.m. to 4:30 p.m., unless prior approval for other delivery has been obtained from the agency. Packing memoranda shall be enclosed with each shipment.
- 16. STORAGE:** The ordering agency is responsible for storage if the contractor delivers within the time required and the agency cannot accept delivery.
- 17. DEFAULT:** All commodities furnished will be subject to inspection and acceptance of the ordering agency after delivery. Back orders, default in promised delivery, or failure to meet specifications authorize the Office of State Procurement to cancel this contract or any portion of it and reasonably purchase commodities elsewhere and charge full increase, if any, in cost and handling to the defaulting contractor. The contractor must give written notice to the Office of State Procurement and ordering agency of the reason and the expected delivery date. Consistent failure to meet delivery without a valid reason may cause removal from the bidders list or suspension of eligibility for award.
- 18. VARIATION IN QUANTITY:** The state assumes no liability for commodities produced, processed or shipped in excess of the amount specified on the agency's purchase order.
- 19. INVOICING:** The contractor shall be paid upon the completion of all of the following: (1) submission of an original and the specified number of copies of a properly itemized invoice showing the bid and purchase order numbers, where itemized in the invitation for bid, (2) delivery and acceptance of the commodities and (3) proper and legal processing of the invoice by all necessary state agencies. Invoices must be sent to the "Invoice To" point shown on the purchase order.
- 20. STATE PROPERTY:** Any specifications, drawings, technical information, dies, cuts, negatives, positives, data or any other commodity furnished to the contractor hereunder or in contemplation hereof or developed by the contractor for use hereunder shall remain property of the state, be kept confidential, be used only as expressly authorized and returned at the contractor's expense to the F.O.B. point properly identifying what is being returned.

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- 21. PATENTS OR COPYRIGHTS:** The contractor agrees to indemnify and hold the State harmless from all claims, damages and costs including attorneys' fees, arising from infringement of patents or copyrights.
- 22. ASSIGNMENT:** Any contract entered into pursuant to this invitation for bid is neither assignable nor the duties thereunder delegable by either party without the written consent of the other party of the contract.
- 23. OTHER REMEDIES:** In addition to the remedies outlined herein, the contractor and the state have the right to pursue any other remedy permitted by law or in equity.
- 24. LACK OF FUNDS:** The state may cancel this contract to the extent funds are no longer legally available for expenditures under this contract. Any delivered but unpaid for goods will be returned in normal condition to the contractor by the state. If the state is unable to return the commodities in normal condition and there are no funds legally available to pay for the goods, the contractor may file a claim with the Arkansas Claims Commission. If the contractor has provided services and there are no longer funds legally available to pay for the services, the contractor may file a claim.
- 25. DISCRIMINATION:** In order to comply with the provision of Act 954 of 1977, relating to unfair employment practices, the bidder agrees that: (a) the bidder will not discriminate against any employee or applicant for employment because of race, sex, color, age, religion, handicap, or national origin; (b) in all solicitations or advertisements for employees, the bidder will state that all qualified applicants will receive consideration without regard to race, color, sex, age, religion, handicap, or national origin; (c) the bidder will furnish such relevant information and reports as requested by the Human Resources Commission for the purpose of determining compliance with the statute; (d) failure of the bidder to comply with the statute, the rules and regulations promulgated thereunder and this nondiscrimination clause **shall** be deemed a breach of contract and it may be cancelled, terminated or suspended in whole or in part; (e) the bidder will include the provisions of items (a) through (d) in every subcontract so that such provisions will be binding upon such subcontractor or vendor.
- 26. CONTINGENT FEE:** The bidder guarantees that he has not retained a person to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies maintained by the bidder for the purpose of securing business.
- 27. ANTITRUST ASSIGNMENT:** As part of the consideration for entering into any contract pursuant to this invitation for bid, the bidder named on the front of this invitation for bid, acting herein by the authorized individual or its duly authorized agent, hereby assigns, sells and transfers to the State of Arkansas all rights, title and interest in and to all causes of action it may have under the antitrust laws of the United States or this state for price fixing, which causes of action have accrued prior to the date of this assignment and which relate solely to the particular goods or services purchased or produced by this State pursuant to this contract.
- 28. DISCLOSURE:** Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that order, **shall** be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy **shall** be subject to all legal remedies available to the agency.

SOFTWARE SPECIAL TERMS AND CONDITIONS

1. **Software Maintenance and Support**

Changes in the software that would have the effect of causing the state to incur additional costs for either hardware or software upgrades or both **must** be identified in writing to the state ninety (90) calendar days in advance of the software's commercial availability date. Said changes in the software will be accompanied with the software documentation as a part of the release notes.

The Contractor is required to notify the State in the event a HotFix or Service Pack or general software enhancement is incompatible with the state's delivered software. Software maintenance and support begins after the warranty period.

Maintenance and support can be cancelled by the state with a written 30 calendar day notification.

The Contractor will provide the state with all changes, modifications, enhancements or customized features it makes to any state licensed and delivered software.

The Contractor will maintain a list of all licensed and delivered software provided to the State, sufficiently identifiable within the Contractor's software and services identification standards and dating of materials for all commercial product offerings. Identifications standard include product or service name, number, version, release, issue date, packaging series.

2. **Software Compliance Audits**

A license compliance audit will only be requested and performed by the software manufacturer. Only the current version of software, plus one prior version of software, may be audited regardless of the released version available in the marketplace.

The manufacturer **must** provide details of the required data for purposes of an audit.

All audits will be done at the State facility during normal business hours and applicable security restrictions will apply.

Should Licensor's current installs of software not delete the prior installs of software, prior installs of software will not be subject to licensing restrictions or audits.

3. **Software Documentation**

All software **must** be provided with complete installation documentation.

All manufacturer software and services documentation will be made accessible in electronic format (Microsoft Word or portable document format {PDF}) for use by the State via the Internet on the software manufacturers' web site of software and services portal.

4. **Federal Requirements**

In accordance with 45 CFR 95.617 and 45 CFR 92.34, all appropriate federal agencies, including but not limited to CMS, will have a royalty free, nonexclusive, and irrevocable license to reproduce, publish, translate, or otherwise use, and to authorize others to use for federal government purposes: (i) software, modifications, and documentation designed, developed or installed with Federal financial participation under 45 CFR subpart F; (ii) the Custom Software and modifications of the Custom Software, and associated Documentation designed, developed, or installed with Federal Financial Participation under the Contract; (iii) the copyright in any work developed under this Contract; and (iv) any rights of copyright to which Contractor purchases ownership under this Contract.

5. Software Disposal

Software disposal will be conducted according to the established Department of Finance and Administration (DFA) guidelines. All related hard copy media will be shredded. Disposed software will be removed from audit counts.

6. Software Copies

The State has the right to have a backup copy of the software for disaster recovery and business continuity and contingency planning (DR-BCCP) purposes.

The State has the right to deploy software through various types of deployment applications.

7. Software Warranty

Software warranty 'Warranty Period' starts on the date that the software begins use in the production environment and will continue for the next 12 months.

While the Warranty Period will expire before the CMS certification will take place, the Contractor is responsible for remediating all findings that result from the CMS certification process to the satisfaction of the State and CMS.

8. Software Acceptance

Date of Acceptance is the date of Final Acceptance of the software and related platform hardware.

The State of Arkansas owns all documents, communication, and materials received by the Contractor from Providers, Members and the State, all documents, materials, and reports generated through new MMIS Software or components and processing, documents relating to administration and support of the new MMIS Software or components, and all documents, materials, and reports produced by the Product Contractor from any information, communication, or material received from or transmitted to the State.

9. Open Source Software

Any open source software utilized by the Contractor **must** use third-party commercially supported products by more than one Contractor having an integrated package with compact disc (CD) or other electronic media, documentation, and support contracts.

Any open source software **must** be developed with the source code and revisions freely available. Any revisions to the open source commercially supported software product **must** be made available back to the open source community and the State using a common methodology for change control unless otherwise approved by the State in writing.

10. No Surreptitious Code

The Contractor warrants to the State that the Software including, but not limited to the Proprietary Software provided to the State under this Contract contains or will contain no Self Help Code nor any Unauthorized Code.

The Contractor warrants it will not introduce, via modem or otherwise, any code or mechanism that electronically notifies Contractor of any fact or event, or any key, node, lock, time out, or other function, implemented by any type of means or under any circumstances, that may restrict the State's use of or access to the Software, Data, or Equipment, in whole or in part, based on any type of limiting criteria, including without limitation frequency or duration of use for any copy of the Software provided to the State under this Contract

11. Industry Exit or Bankruptcy

Should the software manufacturer exit the industry, or go out of business, the State will retain software ownership rights that extend to the following:

- a. All computer programs including all software for use in the Contract as well as any and all object code, source code, intermediate code and databases. This includes all software on State-owned mainframes, servers, minicomputers, PCs or any other types of computers, together with those that directly or indirectly impact the Contractor's ability to fulfill its obligations under this Contract.
- b. All data files and form designs
- c. All documentation used in the performance of operations and support of the Contract, including claims resolution manuals, claims processing manuals, any reports generated by the Contractor, policy manuals, and financial accounts manuals.

12. Transferability

All Contractor computer software utilized for the performance of the Contract, wherein the Contractor is unable to transfer proprietary rights to the State because it does not hold such proprietary rights, **must** meet one of the following conditions:

- a. Be available in the public domain
- b. Be available at established catalog or market prices and licensed or sold to the general public in substantial quantities. An "established catalog or market price" **must** be printed, published, regularly maintained, current, readily available to a wide number of commercial customers, and a large number of the listed items are actually being sold at the listed prices. "Sold to the general public in substantial quantities" means the items in the commercial catalog or price list **must** actually be sold in large enough quantities to show that customers are actually paying those prices.
- c. To verify this, the Contractor will assure that the company has a reasonable sales volume for its size; and prices listed are comparable to those shown in the price lists of other companies in the same business
- d. The sales to the general public will account for at least 50 percent of the company's total sales; and, at least 75 percent of the sales to the general public will be at the catalog prices
- e. Be otherwise approved by the State in writing prior to its use under the Contract
- f. All licenses are to be obtained in the State's name or include an option for transferability either to a subsequent Contractor or to the State, at no additional cost. Where a license cannot be transferred, the Contractor will, if requested by the Contract Administrator, assist the State in obtaining a license of its own, at the Contractor's cost.

13. Proprietary Software

Contractor grants the State an irrevocable, perpetual, non-transferable license to use and reproduce all Proprietary Software and related documentation. The State's license includes the right to all Software fixes, updates, upgrades, enhancements, and configurable modifications for operational use produced by or for the Contractor. The payments paid by the State under the Price Proposal will be the sole source of payment for the cost of such Software fixes, updates, upgrades, enhancements and configurable modifications during the term of the Contract.

The Contractor may charge a commercially reasonable additional license fee for updates, upgrades, or other enhancements following the expiration or termination of the Contract but such fee will be no greater than five percent higher than the fee on the last year of the Contract term.

14. Subcontractor Proprietary Software

The Contractor will obtain, at no additional cost to the State, an irrevocable perpetual, non-transferable, and non-exclusive license to use and reproduce all Subcontractor Proprietary Software and related documentation. The State's license will include the right to Software fixes, updates, upgrades, enhancements, and configurable modifications for operational use produced by or for the Subcontractor. The payments paid to the Prime Contractor by the State under the Price Proposal will be the sole source of payment for the cost of such Software fixes,

updates, upgrades, enhancements, and configurable modifications during the term of the Contract.

15. Commercial Software

The Contractor will procure all commercial software and related documentation in the State's name, necessary for the MMIS project. All licensing, rights or remedies granted by the commercial software manufacturer to consumers of its software will be granted directly to the State.

The Contractor will obtain all maintenance and all updates, upgrades, or other enhancements to commercial software during the term of the Contract.

The payments paid by the State under the Price Proposal will be the sole source of payment for such updates, upgrades, or other enhancements during the term of the Contract.

The Contractor will provide to the State copies of any applicable third-party license agreement from the licensor of the third-party software to the State in which third-party software is included as part of the Software to the State or as part of the new MMIS that will require the State to execute a license agreement from the licensor.

The Contractor will assign to the State applicable licenses for the third-party software that begins upon Acceptance of the System.

16. Inventory of Software

The Contractor will provide an inventory of all software and software related documentation used or required to perform the Contract, five State work days after the Contract Start Date, which **shall** be updated, and provide updates to the Software documentation every six months thereafter.

17. Replacement Equipment

The State will be entitled to exercise its rights to the Software on the equipment or any replacement equipment used by the State, and with any replacement third-party software chosen by the State without payment of additional charges, fees, or other dollar amounts.

18. Versions

Unless otherwise mutually agreed to in writing, Contractor will, during the Project, maintain any and all third-party software products at their most current version or no less than one version back from the most current version at no additional charge, provided that such third-party software version upgrades can be installed and maintained with the State staff proposed in the Proposal for the Maintenance and Support services.

However, the Contractor will not maintain any third-party software versions, including one version back, if any such version would prevent the State from using any functions, in whole or in part, or would cause deficiencies or defects in the Software within the new MMIS.

If implementation of an upgrade to a third-party software product requires Contractor personnel in addition to the State staff proposed in the Proposal for the Maintenance and Support Services, the State and Contractor will discuss whether to implement such an upgrade and, if mutually agreed upon in writing, the additional charges, if any, to be paid by the State for such upgrade. Any additional costs that are charged by a third-party software manufacturer for an upgrade to a third-party software product that is not covered by such Software's Maintenance and Support agreement will be charged to and paid for by Contractor.

19. Software and Product Changes

The State anticipates the Contractor will introduce changes to the initial product and software

during the initial licensed period and subsequent periods of annual license renewals in the form of new software and products, new versions, new releases, enhancements or upgrades and critical fixes known as emergency patches as part of the firm, fixed-price contract.

The Contractor will establish a mutually agreed software management schedule with the state for planned software changes or introductions into the state's software operating environment without change to the contractor's firm, fixed-price contract.

20. Software and Product Warranty

The Contractor warrants all software and product changes will be compatible, forward and backward, with two (2) successive versions which include the then in effect or embedded releases, enhancements or upgrades, critical fixes known as emergency patches which are also compliant with all federal (Centers for Medicare & Medicaid (CMS)) regulatory and State statutory requirements and of then in effect licensed software and products accepted and executing within the State's production operating environment.

The Contractor warrants the product performs in accordance with the software and product configuration and design specifications as provided to the State in Attachment G1.

21. Software and Product User Group

The Contractor will establish, or make known to the State, a software and product user group consisting of the Contractor's installed software customer base. The Contractor will provide a toll free conference line to assemble a user group forum on a monthly basis or an interval mutually agreed upon with the state. The Contractor's toll free conference line will accommodate at a minimum, four (4) individuals of the state.

22. Software Roadmap

The Contractor will make the software roadmap available to the state illustrating the Contractor's funded advancements in changed or new software features and functionality due to be delivered to the state as the next commercially available software version, release, or enhancement.

State of Arkansas

**DEPARTMENT OF HUMAN SERVICES
700 South Main Street
Slot W345, P. O. Box 1437
Little Rock, Arkansas 72203**

CONFIDENTIALITY AGREEMENT

Arkansas's laws contain provisions related to confidentiality of records, lists, and information about applicants/Members and about State employees. These laws, and the penalties for violation, pertain to every Contractor working on the State Projects, at all levels and in any capacity.

As a condition of your continued work for the State, you are required to complete the confidentiality training exercise and sign the certificate verifying that you understand the laws and are aware of the penalties for violation. If at some future date, you have doubts about the legality of an action you may be about to take, ask the respective State project manager for guidance. Any staff working on the Contract is personally and legally responsible for any violation of these laws.

Compliance with State Policy Issuances: The Contractor and subcontractors agree to deliver the services authorized by this Contract or any Attachment in accordance with all policies, manuals and other official issuances of the State of Arkansas and State promulgated through the APA.

Records Retention: The Contractor agrees to retain all records for five years after final payment is made under this Contract or any related subcontract. In the event any audit, litigation or other action involving these records is initiated before the end of the five year period, the Contractor agrees to retain these records until all issues arising out of the action are resolved or until the end of the five year period, whichever is later. The Contractor agrees to retain all protected health information as defined by the Privacy Rule promulgated pursuant to HIPAA for six years or as otherwise required by HIPAA.

Confidentiality of Information: In connection with this Contract, the Contractor will receive certain Confidential Information relating to the State clients. For purposes of this Contract, any information furnished or made available to the Contractor relating to the State clients, the financial condition, results of operation, business, customers, properties, assets, liabilities, or information relating to Members and Providers including but not limited to protected health information as defined by the Privacy Rule promulgated pursuant to the HIPAA of 1996, is collectively referred to as "Confidential Information."

The Contractor will comply with all the State policies governing privacy and security of Confidential Information, including the Contracting division's designation of the Confidential Information as required by the Arkansas Data and System Security Classification Standards and will implement and maintain reasonable security procedures and practices appropriate to the nature of the Confidential Information as required by ACA § 4-11-104, the Personal Information Protection Act ("the Act").

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In addition, the Contractor will disclose any breaches of privacy or security by contacting the Information Technology Security Officer within one business day of the breach by notification to the following e-mail address: dhs-it-security@arkansas.gov

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The Contractor will treat all Confidential Information which is obtained by it through its performance under the Contract as Confidential Information as required by State and Federal law and will not use any information so obtained in any manner except as necessary for the proper discharge of its obligations. The parties acknowledge that the disclosure of Confidential Information in contravention of the provisions hereof would damage the party to whom the information disclosed relates and such party has the right to seek all remedies at law or equity to minimize such damage and to obtain compensation therefore. The Contractor agrees to retain all protected health information as defined by the Privacy Rule promulgated pursuant to HIPAA for six years or as otherwise required by HIPAA.

The Contractor will safeguard the use and disclosure of information concerning applicants for or recipients of title XIX services in accordance with 42 CFR Part 431, Subpart F, and will comply with 45 CFR Parts 160 and 164 and will restrict access to and disclosure of such information in compliance with Federal and State laws and regulations.

For the purposes of this certificate, the term "Contractor" will mean all approved Subcontractors assigned to the Project by the Contractor.

Instructions: Contractor and supervisor will sign prior to start of work. Return original to the State Project Manager or designee.

I certify that I have read the foregoing. My signature below means that I understand the provisions of law pertaining to the confidentiality of the State records and information. I also understand that these laws may change from time to time and that it is my responsibility to monitor the laws for changes and review changes as they are adopted.

Name (please print): _____

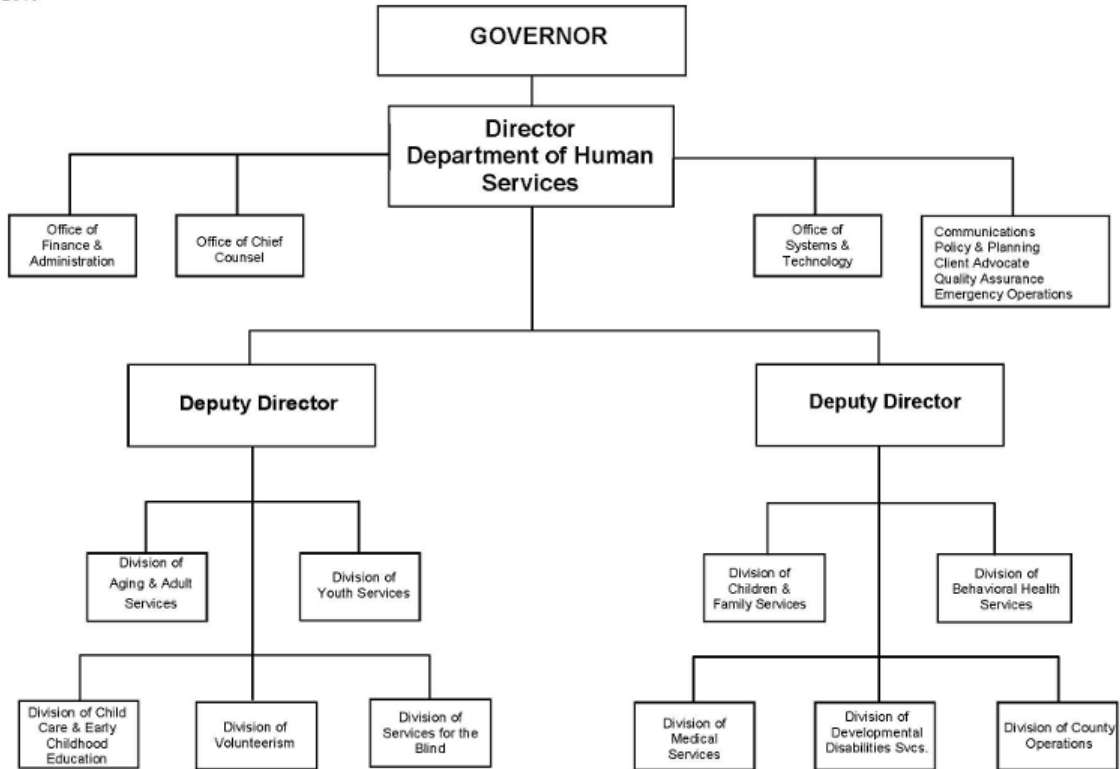
Signature: _____ **Date:** _____

Supervisor's Signature: _____ **Date:** _____

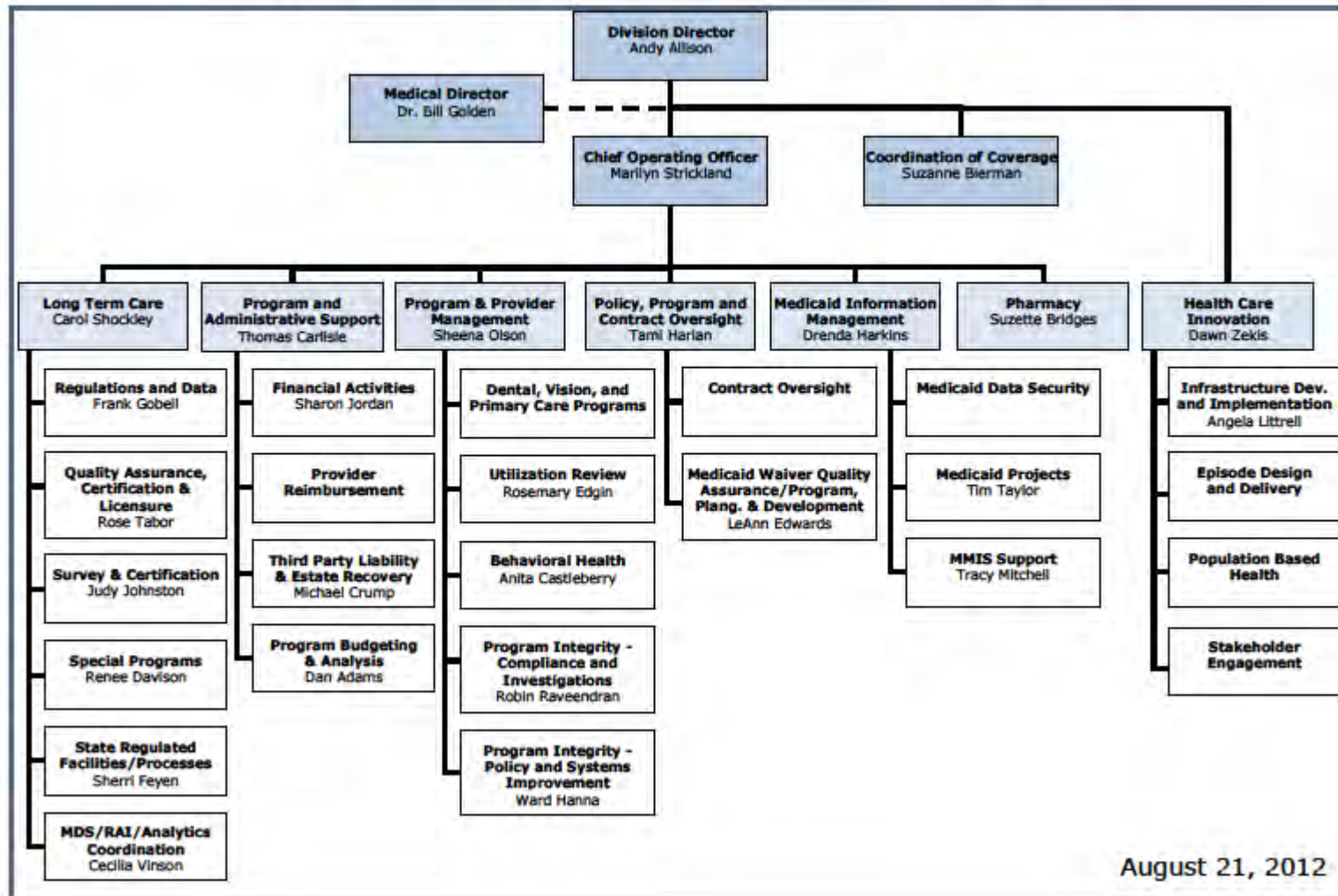
ORGANIZATIONS AND SERVICES

DHS Organization Chart

Arkansas Department of Human Services
January 2010



DHS — Division of Medical Services



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Arkansas Medicaid Services

Services Mandated by Federal Government:

- Child Health Services Early and Periodic Screening, Diagnosis and Treatment (EPSDT)
- Family Planning
- Federally Qualified Health Centers (FQHCs)
- Home Health
- Hospital, Inpatient and Outpatient
- Laboratory and X-Ray
- Medical and Surgical Services of a Dentist
- Certified Nurse Midwife
- Nurse Practitioner (Family and Pediatric)
- Nursing Facility Services (Age 21 or Older)
- Physician
- Rural Health Clinics (RHCs)

Optional Services Chosen by Arkansas:

- Ambulatory Surgical Center Services
- Audiological Services (Under Age 21)
- Certified Registered Nurse Anesthetist (CRNA)
- Child Health Management Services (CHMS) (Under Age 21)
- Chiropractic Services
- Dental Services (Under Age 21 and Over Age 21)
- Developmental Day Treatment Clinic Services (DDTCS) (Preschool and Age 18 or Older)
- Developmental Rehabilitation Services (Under Age 3)
- Domiciliary Care Services
- Durable Medical Equipment
- End-Stage Renal Disease (ESRD) Facility Services
- Hospice Services
- Hyperalimentation Services
- Independent Choices
- Inpatient Psychiatric Services for Under Age 21
- Intermediate Care Facility Services for Mentally Retarded
- Licensed Mental Health Practitioner Services (Under Age 21)
- Medical Supplies
- Medicare/Medicaid Crossovers
- Nursing Facility Services (Under Age 21)
- Occupational, Physical, Speech Therapy Services (Under Age 21)
- Orthotic Appliances
- Program of All-Inclusive Care for the Elderly (PACE)
- Personal Care Services
- Podiatrist Services
- Portable X-Ray Services
- Prescription Drugs
- Private Duty Nursing Services for Ventilator-Dependent (All Ages) and for High-Tech Non-Ventilator-Dependent Persons (Under 21)
- Prosthetic Devices
- Radiation Therapy Center
- Rehabilitative Hospital Services
- Rehabilitative Services for Persons with Mental Illness (RSPMI)
- Rehabilitative Services for Persons with Physical Disabilities (RSPD) (Under Age 21)
- Rehabilitative Services for Youth and Children (RSYC) (Under Age 21)
- Respiratory Care Services (Under Age 21)
- School-Based Mental Health Services (Under Age 21)
- Targeted Case Management for Pregnant Women
- Targeted Case Management Services for Beneficiaries Age 60 and Older

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- Targeted Case Management for Beneficiaries of Children's Services (Under 21)
- Targeted Case Management for Beneficiaries of Children's Services Who Are SSI Beneficiaries or TEFRA Waiver Beneficiaries (Under Age 16)
- Targeted Case Management for Beneficiaries in OSP of Children and Family Services (Under Age 21)
- Targeted Case Management for Beneficiaries in OSP of Youth Services (Under Age 21)
- Targeted Case Management for Beneficiaries Age 21 and Under With a Developmental Disability
- Targeted Case Management for Beneficiaries Age 22 and Over With a Developmental Disability
- Targeted Case Management Services for Other Beneficiaries Under Age 21
- Transportation Services (Ambulance)
- Ventilator Equipment
- Visual Care Services

Approved Medicaid Waivers:

- Alternatives for Adults with Physical Disabilities (AAPD) Waiver
- Arkansas Health Net
- ARKids First-B Waiver
- DDS Alternative Community Services (ACS) Waiver
- ElderChoices Waiver
- Living Choices Assisted Living Waiver
- Non-Emergency Transportation (NET)
- Tax Equity and Fiscal Responsibility Act (TEFRA)
- Women's Health (Family Planning)

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ATTACHMENT A – KEY PERSONNEL REQUIREMENTS

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1 KEY PERSONNEL REQUIREMENTS

1.1 General

The Respondent shall provide candidate names for each Key Personnel Profile. Subcontractor personnel may be identified as Key Personnel. All candidate Key Personnel shall meet the mandatory requirements **for** the proposed position.

The Respondent shall present a Key Personnel Profile Summary for each Key Personnel candidate. Key Personnel Summary Profiles shall be identically structured in format and layout for content.

1.1.1 Key Personnel Profile Completion Information

The underlined texts serve as the Key Personnel Profile Summary completion guidelines.

1. Candidate Professional References: Respondent shall provide at least three professional references per proposed candidate. Less than three professional references must be explained. The State may reject the candidate if less than three professional references are submitted.
2. Education and Training: Respondent shall list the relevant education and training of the proposed candidate and demonstrate in detail, how a candidate's education and training relates to their ability to properly and successfully perform the intended duties and obligations in this RFP.
3. Required Experience and Qualifications: The Respondent shall complete this section to show how the proposed candidate meets the experience requirements for the position. For each proposed candidate, the Respondent must provide the following profile information:
 - Full Name of project or engagement

- Contact Information
- Date(s) of Experience
- Description of Duties

4. Resume: The resume must support the candidate's education, training, experience and qualifications outlined in the Key Personnel Profile section above.

1.1.2 Additional Completion Guidelines

1.1.2.1 Professional References

The Respondent shall provide the following information for each candidate's professional references:

1. Contact name, including title
2. Phone number
3. Email address
4. Company name
5. Mailing address

The proposed candidate's reference shall be an individual within the client's organization having proper authority on the referenced account or Product project; not a co-worker or a contact within the Respondent's own organization, subsidiaries, partnerships, and so forth.

1.1.2.2 Experience Dates

The Respondent shall provide a beginning month and year and an ending month and year; specific to the time that the candidate performed in the position title or category of experience being described, technical or otherwise. It is not sufficient to provide only the length of time the proposed candidate worked for the client or the Respondent Company in general terms.

The State will not consider overlapping months of experience for a candidate as meeting or exceeding the Key Personnel Summary Profile "Mandatory Experience." It is acceptable to the State that the Respondent's proposed candidates for this RFP collectively meet or exceed "Mandatory Experience" set forth in the tables below. If the Respondent fails to submit a candidate as Key Personnel that can fulfill the Mandatory Experience the Respondent's Proposal may be rejected as non-responsive.

1.1.2.3 Description of Duties

The Respondent shall customize the description to clearly substantiate the proposed candidate's qualifications. Relevant experience should be clearly described.

The State will not assume that all skill set attributes or requirements descriptions provided relate identically to every technical skill set requirement. The candidate's work experience must be listed separately and completely each time it is referenced regardless. Failure to provide this information, or providing information that is inaccurate or out of date, or a client experience that

is not applicable, may result in the State not including the proposed candidate's client reference in the evaluation process or rejecting the Respondent's Proposal altogether.

1.1.2.4 Resume

The Respondent must provide a Curriculum Vita (CV) or resume for all individuals proposed as Key Personnel. The State is not imposing a format for the CV; however, the CV must be no more than four pages long, in a same font size as that used for the body of the technical proposal.

1.1.2.5 Exclusion of Sensitive Personal Information

It is the affirmative responsibility of the Respondent submitting a Proposal to remove all personal confidential information (such as home addresses and social security numbers) of Respondent staff and/or of any subcontractor and subcontractor staff from resumes or any other part of the Proposal package.

Following submission to the State, all Proposals submitted become part of the public record. See Section 1.9 Proprietary Information of the RFP Document.

1.2 Non-Key Personnel

All personnel assigned by the Respondent to the performance of services under this RFP will be fully qualified to perform. The Respondent must demonstrate its significant expertise of the remaining positions (non-Key Personnel) necessary to fulfill the requirements of this RFP.

2 KEY PERSONNEL POSITIONS

The State identified a set of key personnel to be associated with this contract. The positions described in this section are required, based on the anticipated demands and the complexity of the solution. Due to the importance of these positions, the State must approve in writing the assignment of a specific resource to these positions. The Respondent may not reassign or replace a named individual from a key position without approval of the State.

Key personnel are organized within two major categories, DDI and Operations, all performing under the direction of a Project/Account Manager. The DDI key personnel are expected to configure and install the Contractor's solution. They will ensure the solution is fully capable of supporting operations. The Operations key personnel will use the solution provided through the DDI period to execute the day-to-day business activities required of their contract. While there is a definite contract milestone defining the end of DDI, the State expects that some DDI key personnel will be required to support the Contractor's solution into the Operations period. Likewise, the State is requiring that key Operations personnel be available at various times during DDI.

The chart below identifies all key positions identified by the State. The organization of the key positions into a hierarchy is based on assumptions made by the State and is not a requirement. Respondents are expected to propose an organization that matches their experience and best practices.

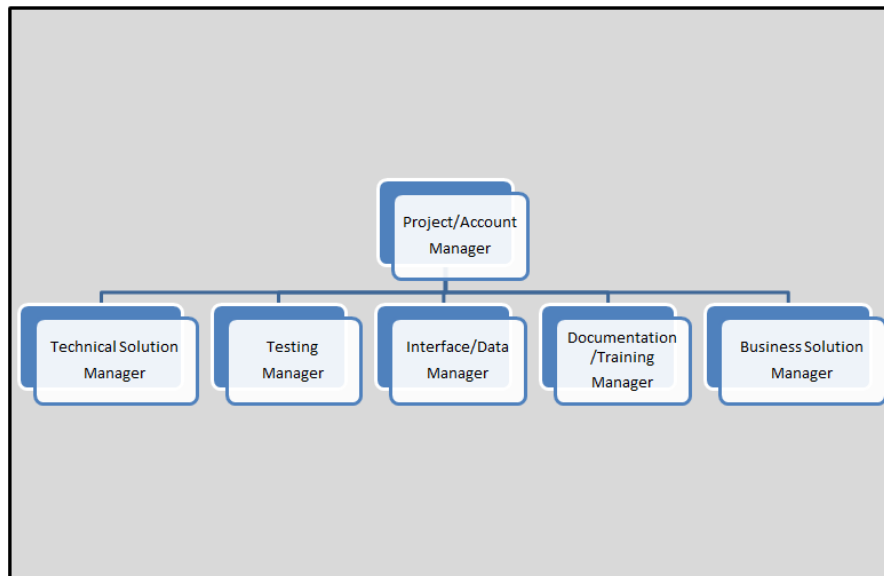


Figure 1 Key Personnel Organization (Sample)

Additional Key Personnel positions may be recommended by the Respondent. In those cases, the Respondent must describe the general responsibilities associated with the position and the qualifications of the position based on best practice and current experience. Respondents may also nominate candidates to these positions. The State will not evaluate or score the recommended additions to the Key Personnel positions.

2.1 Project/Account Manager

The Project/Account Manager is generally responsible for the following:

1. General management of the project, to include management of the DDI Manager, Operations Manager, and all associated subcontractors
2. Acting as principal interface for the Contractor with the State
3. Scheduling and provisioning resources
4. Presenting all formal communication and correspondence to the State

The list above generalizes the responsibilities of the Project/Account Manager and is not intended to be all inclusive. Table 1 details the specific qualifications that are required of the individual assigned to the Project/Account Manager position.

The State requires that the Project/Account Manager be dedicated full time to this project. The Project/Account Manager cannot serve in any other position on this or any other contract or project.

The Contractor must designate in writing, and the State must approve, an alternate for the Project/Account Manager. Designation of an alternate is required prior to Project start-up. The alternate will serve as the Contractor's primary representative in the absence of the

Project/Account Manager and be expected to respond to the State as necessary when performing as the Project/Account Manager.

Table 1 Project/Account Manager Qualifications

Project/Account Manager Qualifications	
1.	Possess a minimum of five (5) years of account management experience for a government or private sector health care payer.
2.	Must have excellent communications skills, writing skills, small group facilitation skills and formal presentation skills.
3.	Possess an advanced degree.
4.	Bachelor's degree with ten years' experience managing projects of similar size and complexity to the AME may be substituted for the advanced degree.
5.	Primary work location will be the Contractor's DDI facility.

2.1.1 Design, Development and Implementation (DDI) Key Personnel

2.1.1.1 DDI Manager

The DDI Manager will coordinate all activities related to readying the Contractor's systems and services solution for operational use. Responsibilities will commence during project start-up and will continue until the State accepts the solution for operational use.

The list below generalizes the responsibilities of the DDI Manager and is not intended to be all inclusive. The DDI Manager is generally responsible for the following:

1. Scheduling and provisioning resources to accomplish the DDI
2. Identifying and mitigating project risks associated with DDI activities
3. Ensuring that DDI milestones are achieved in accordance with the approved schedule
4. Reporting DDI status
5. Participating in configuration control activities

The DDI Manager must be dedicated full time to this project and cannot serve in any other position on this or any other contract or project.

Table 2 DDI Manager Qualifications below, identifies the specific qualifications required of the DDI Manager.

Table 2 DDI Manager Qualifications

DDI Manager Qualifications
<ol style="list-style-type: none"> 1. Possess a minimum of five (5) years experience implementing health care solutions within environments similar to that of the AME. 2. Possess excellent communications skills, including writing skills, small group facilitation skills and formal presentation skills. 3. Possess current Project Management Professional (PMP) certification or have a comparable project management (PM) certification. 4. Possess a Bachelor's degree. 5. Primary work location will be the Contractor's DDI facility.

2.1.1.2 Technical Solution Manager

The Technical Solution Manager is directly responsible to the DDI Manager for coordinating all activities related to implementing the Contractor's technical solution. This individual is expected to coordinate the technical activities of the DDI staff to ensure that all technical requirements are met.

The list below generalizes the responsibilities of the Technical Solution Manager and is not intended to be all inclusive. The Technical Solution Manager is generally responsible for the following:

1. Scheduling resources to configure and implement the Contractor's solution.
2. Coordinating with the other AME Contractors to identify and resolve any issues to ensure proper operation of the Contractor's solution within the AME.
3. Ensuring that all technical milestones are met in accordance with the approved work plan.
4. Ensuring that all business and technical requirements are correctly incorporated into the Contractor's solution.
5. Recommending technical improvements to the Contractor's solution to ensure that the final solution enables cost savings to the State through process improvement and leveraged technology.
6. Ensuring that all technical environments are established and maintained according to the requirements of the contract.

The State desires continuity related to defect resolution and warranty repair so it is desired that the Technical Solution Manager's responsibilities begin at project start-up and continue throughout the warranty period.

The Technical Solution Manager must be dedicated full time to this project and cannot serve in any other position on this or any other contract or project Specific requirements for the

Technical Solution Manager are defined in Table 3 Technical Solution Manager Qualifications below.

Table 3 Technical Solution Manager Qualifications

Technical Solution Manager Qualifications	
1.	Possess a minimum of five (5) years experience implementing health care solutions within environments similar to that of the AME.
2.	Possess expert knowledge of the Contractor's solution, having implemented the solution in no less than one (1) environment at least as complex as the AME.
3.	Possess demonstrated experience implementing solutions within an integrated environment, employing SOA and intelligent business routing.
4.	Possess a Bachelor's Degree OR four (4) years experience, in addition to the general requirement for five (5) years experience, will be a suitable substitute for the Bachelor's degree.
5.	Primary work location will be the Contractor's DDI facility.

2.1.1.3 Business Solution Manager

The Business Solution Manager is directly responsible to the DDI Manager for coordinating all activities related to the identification and implementation of business rules associated with the Contractor's solution. This individual is expected to coordinate the activities of the DDI staff to ensure that business rules and workflows are correctly defined and implemented.

The list below generalizes the responsibilities of the Business Solution Manager and is not intended to be all inclusive. The Business Solution Manager is generally responsible for the following:

1. Ensuring that business rules and processes are identified and documented
2. Ensuring that all business logic is correctly configured within the Contractor's solution
3. Ensuring that all business rule configuration is completed in accordance with the approved work plan
4. Recommending improvements to business processes to ensure that the final solution enables cost savings to the State through process improvement
5. Assisting in identifying and developing test cases for using in User Acceptance Testing and Operational Readiness Testing

The Business Solution Manager's responsibilities begin at project start-up and continue throughout DDI.

The Business Solution Manager must be dedicated full time to this project and cannot serve in any other position on this or any other contract or project during DDI. Specific requirements for the Business Solution Manager are found in Table 4 Business Solution Manager Qualifications below.

Table 4 Business Solution Manager Qualifications

Business Solution Manager Qualifications	
1.	Possess a minimum of five (5) years experience implementing health care solutions within environments similar to that of the AME
2.	Possess three (3) years experience extracting and documenting business rules
3.	Possess a working knowledge of business process modeling
4.	Possess expert knowledge of the Contractor's solution, having implemented the solution in no less than one (1) environment at least as complex as the AME
5.	Possess expert knowledge of national policy and standards that impact the Medicaid environment
6.	Possess a Bachelor's Degree in a health care related field; OR four (4) years experience, in addition to the general requirement for five (5) years experience, will be a suitable substitute for the Bachelor's degree
7.	Primary work location will be the Contractor's DDI facility.

2.1.1.4 Testing Manager

The Testing Manager is directly responsible to the DDI Manager for coordinating all activities related to the testing the Contractor's solution. This includes unit testing, system testing, and readiness testing.

The list below generalizes the responsibilities of the Testing Manager and is not intended to be all inclusive. The Testing Manager is generally responsible for the following:

1. Ensuring that test cases are defined, executed, and documented for the Contractor's solution
2. Consulting with State to identify and plan for tests that address situations that routinely challenge the State's business processes
3. Monitoring test activities to ensure that test steps are correctly followed and that test results are repeatable
4. Establishing and maintaining a process for capturing test results
5. Recording and reporting the results of test activities
6. Documenting and tracking issues and defects status

The Test Manager's responsibilities begin at project start-up and continue throughout CMS certification of the solution as an element of the AME. This includes assisting the State with identification of test cases for UAT and ORT, monitoring UAT and ORT test case execution, and

assisting with documenting testing results. The specific qualifications for the Testing Manager are listed below in Table 5 Testing Manager Qualifications.

Table 5 Testing Manager Qualifications

Testing Manager Qualifications	
1.	Possess a minimum of five (5) years experience developing and executing testing programs for solutions similar to Contractor's solution for the AME
2.	Possess a working knowledge of the Contractor's proposed solution for the AME
3.	Possess a working knowledge of business processes associated with the AME
4.	Possess a Bachelor's Degree in information technology OR four (4) years experience, in addition to the general requirement for five (5) years experience, will be a suitable substitute for the Bachelor's degree
5.	The Testing Manager is not required to be on-site full time; however, the Testing Manager will be on-site any time that testing activities are being performed.

2.1.1.5 Documentation and Training Manager

The Documentation and Training Manager is directly responsible to the DDI Manager for coordinating all activities related development of project documentation and training. This position is unique among the DDI manager positions. It will transition to operations and continue through the life of the contract.

The list below generalizes the responsibilities of the Documentation and Training Manager and is not intended to be all inclusive. The Documentation and Training Manager is generally responsible for the following:

1. Defining and enforcing documentation standards upon all materials developed under this project
2. Developing, publishing, and maintaining system documentation
3. Maintaining an indexed, current inventory of all documentation associated with the project
4. Developing and improving documentation quality control processes to ensure that materials associated with the project are of the highest quality
5. Developing training materials to ensure that State and Contractor staff are equipped to perform the tasks associated with their positions
6. Presenting training to State and Contractor staff as required
7. Developing and maintaining a training schedule of training events and offerings
8. Establishing and maintaining training records for Contractor staff

The Documentation/Training Manager's responsibilities are broad and demanding. Respondents may elect to offer two candidates, one for documentation and one for training. In that case, both candidates must satisfy the requirements identified in Table 6 Documentation/Training Manager Qualifications.

Table 6 Documentation/Training Manager Qualifications

Documentation/Training Manager Qualifications	
1.	Possess a minimum of five (5) years experience developing and executing testing programs for solutions similar to Contractor's solution for the AME
2.	Possess a working knowledge of the Contractor's proposed solution for the AME
3.	Possess a working knowledge of business processes associated with the AME
4.	Possess a Bachelor's Degree in a business administration, education OR four (4) years experience, in addition to the general requirement for five (5) years experience, will be a suitable substitute for the Bachelor's degree.
5.	Primary work location will be the Contractor's DDI facility.

2.1.1.6 Interface/Data Manager

The Interface/Data Manager is directly responsible to the DDI Manager for ensuring that interfaces between the Contractor's solution and other components of the State are correctly configured and deployed. Also, the Interface/Data Manager will ensure that all data exchanges between the Contractor's solution and the AME components provide accurate and appropriate content, compliant with data definitions established within the AME.

The list below generalizes the responsibilities of the Interface/Data Manager and is not intended to be all inclusive. The Interface/Data Manager is generally responsible for the following:

1. Identification of all interfaces between the Contractor's solution and the other components of the AME
2. Designing, documenting, and deploying interfaces for the Contractor's solution
3. Interacting with the other AME contractors regarding interface and data requirements
4. Supporting data cleansing and data conversion from the legacy
5. Ensuring that data dictionaries are current for the Contractor's solution

The Interface/Data Manager must be available fulltime on the project during DDI. There is not a requirement that the Interface/Data Manager be present fulltime **on-site in Arkansas**; however, the Interface/Data Manager must be on-site during all testing of interfaces. Also, this key individual must be present on-site during design sessions related to interfaces or data requirements. Specific requirements for the Interface/Data Manager are found in Table 7 Interface/Data Manager Qualification below.

Table 7 Interface/Data Manager Qualifications

Interface/Data Manager Qualifications
<ol style="list-style-type: none"> 1. Possess a minimum of three (3) years experience developing and deploying interfaces for systems similar to contractor's solution 2. Possess a minimum of five (5) years experience performing data cleansing or data conversion activities for systems similar to the contractor's solution 3. Possess a minimum of three (3) years experience managing a data conversion or interface design project similar to the needs of the AME 4. Possess excellent communications skills, written and oral 5. The Interface/Data Manager is not required to be on-site full time; however, the Interface/Data Manager will be on-site as required to clarify requirements or participate in testing. <p><i>Note: A Bachelor's Degree in an information technology or a related field is preferred but not required</i></p>

2.1.2 Operations Key Personnel

The State has identified no key positions within Operations. The State expects to leverage the Contractor's experience, the strength of the Contractor's proposed solution, and industry best practices to achieve the most efficient operation possible. Therefore, the State is intentionally limiting the designation of Contract key personnel.

The State expects that the Contractor will propose an organization that best fits their solution and business model. Respondents will nominate positions within their proposed organizational structure that should be designate as key personnel. Staff positions identified as key personnel will be incorporated into the full list of key personnel and the Respondent will be bound by the same conditions for nominating candidates to these positions listed above in Section 1.1.1, Key Personnel Profile Completion Information. Individuals assigned to these positions may not be moved or replaced without complying with requirements in Section 2, Key Personnel Positions. Contractors must identify candidates to fill any key personnel positions within Operations at least 90 days prior to commencement of operations (approximately the Contract Award date plus nine (9) months).

ATTACHMENT B – GLOSSARY OF TERMS AND ACRONYMS

ACRONYM	DESCRIPTION
AAPD	Alternatives for Adults with Physical Disabilities
AASIS	Arkansas Administrative Statewide Information System
ACA	Arkansas Code Annotated
ACES	Arkansas Client Eligibility System
ADA	American's with Disabilities Act
ADA	American Dental Association
AEVCS	Automated Eligibility Verification and Claim Submission
AKA	Also Known As
AM	Ante Meridiem – <i>(before midday)</i>
AME	Arkansas Medicaid Enterprise
ANSI	American National Standards Institute
ANSI X12N	American National Standards Institute Accredited Subcommittee X12, Insurance Subcommittee
ANSWER	Arkansas Networked System for Welfare Eligibility and Reporting
AP	Accounts Payable
APA	Administrative Procedures Act
APD	Advance Planning Document
API	Application Programming Interface
AR	Accounts Receivable
AR	Arkansas
ARRA	American Recovery and Reinvestment Act
ASC	Accredited Standards Committee <i>(Part of American National Standards Institute)</i>
ASCII	American Standard Code for Information Interchange
AVRS	Automated Voice Response System
AWP	Average Wholesale Price
BC	Business Continuity
BCCDTP	Breast and Cervical Cancer Diagnosis and Treatment Program
BCP	Business Continuity Plan
BIA	Business Impact Analysis
BIN	Beneficiary Identification Number or Bank Identification Number
BMN	Brand Medically Necessary
BOM	Bill of Materials
BPEL	Business Process Execution Language
BPMN	Business Process Modeling Notation
BRD	Business Rules Development
BRMS	Business Rules Management System

ACRONYM	DESCRIPTION
CAP	Corrective Action Plan
CBT	Computer Based Training
CCN	Claim Control Number
CCU	Central Control Unit
CD	Compact Disc
CDA	Clinical Document Architecture
CDR	Claim Detail Requests
CECIG	Computing Environment Configuration and Integration Guide
CFR	Code of Federal Regulations
CHMS	Child Health Management Service
CI	Configuration Items
CIP	Configuration and Integration Plan
CLIA	Clinical Laboratory Improvement Amendment
CM	Clinical Modification
CMDB	Configuration Management Data Base
CMO	Chief Medical Officers
CMS	Centers for Medicare and Medicaid Services
CN	Control Number
COB	Coordination of Benefits
COLD	Computer Reports on Laser Disc
COS	Category of Service
COTS	Commercial Off-The-Shelf
CPAS	Claim Processing Assessment System
CPT	Current Procedural Terminology
CRNA	Certified Registered Nurse Anesthetist
CSHCN	Children with Special Health Care Needs
CSR	Computer Service Request
CST	Central Standard Time
CT	Central Time
CTS	Change Tracking System
DAD	Deliverable Acceptance Document
DBHS	Division of Behavioral Health Service
DCN	Document Control Number
DCO	Division of County Operations
DD	Developmental Disability
DDE	Direct Data Entry
DDI	Design, Development, and Implementation

ACRONYM	DESCRIPTION
DDS	Developmentally Delayed Services
DDTCS	Developmental Day Treatment Clinic Services
DEA	Drug Enforcement Administration
DED	Deliverable Expectation Document
DFA	Department of Finance and Administration
DHHS	Department of Health and Human Services (<i>Federal</i>)
DHS	Department of Human Services (<i>Arkansas</i>)
DIPRP	Defect Identification and Problem Resolution Plan
DIS	Department of Information Systems
DME	Durable Medical Equipment
DMO	District Medical Officers
DMS	Division of Medical Services
DPI	Dots per Inch
DR	Disaster Recovery
DRG	Diagnosis Related Group
DRS	Designated Record Set
DSP	Disproportionate Share Payment
DSS	Decision Support System
DSS	Disability Support Services
DSS/DW	Decision Support System/Data Warehouse
DUR	Drug Utilization Review
DVD	Digital Video Disc
E&A	Error and Activity (Report)
EA	Enterprise Architecture
EAC	Estimated Acquisition Cost
EAI	Enterprise Application Integration
ECS	Electronic Claim Submission
ED	Effective Date
EDB	Enrollment Database (<i>Medicare</i>)
EDI	Electronic Data Interchange
EDP	Electronic Data Processing
EDWM	Enterprise Data Workflow Management
EFT	Electronic Funds Transfer
EH	Eligible Hospital (<i>eligible for PIP payments</i>)
EHR	Electronic Health Record
EID	Electronic Identification
EIN	Employer Identification Number (<i>Federal</i>)

ACRONYM	DESCRIPTION
EMR	Electronic Medical Record
EO	Executive Order (by the Governor)
EOB	Explanation of Benefits
EOMB	Explanation of Medicaid Benefits
EOR	Explanation of Remittance
EP	Eligible Provider (<i>eligible for PIP payments</i>)
ePHI	Electronic Protected Health Information
EPMO	Enterprise Project Management Office
EPSDT	Early and Periodic Screening, Diagnosis, and Treatment
ESB	Enterprise Service Bus
ESRD	End Stage Renal Disease
ESUR	Enterprise Surveillance and Utilization Review
ETG	Episode Treatment Grouper
EVC	Eligibility Confirmation Records
EVS	Eligibility Verification System
FA	Fiscal Agent
Family PACT	Family Planning Access Care and Treatment
FAQ	Frequently Asked Questions
FDD	Functional Design Document
FFP	Federal Financial Participation
FFS	Fee-for-Service
FICA	Federal Insurance Contribution Act
FQHC	Federally Qualified Health Center
FR	Federal Reports
FTE	Full Time Equivalent, occasionally Full Time Employee
FUL	Federal Upper Limit
FY	Fiscal Year
GAAP	Generally Accepted Accounting Principles
GCN	Generic Code Number
GIF	Graphics Interchange Format
GOTS	Government Off-the-Shelf
GUI	Graphical User Interface
GUL	Generic Upper Limits
HBE	Health Benefits Exchange
HCBS	Home and Community Based Services
HCPCS	Healthcare Common Procedural Coding System
HEDIS	Health Plan Employer Data and Information Set
HIE	Health Information Exchange

ACRONYM	DESCRIPTION
HIPAA	Health Insurance Portability and Accountability Act
HIPP	Health Insurance Premium Payment
HIT/HIE	Health Information Technology/Health Information Exchange
HITECH	Health Information Technology for Economic and Clinical Health
HIX	Health Insurance Exchange
HL7	Health Level Seven
HPES	Hewlett Packard Enterprise Services
HTTPS	Hypertext Transfer Protocol Secure
ICD	Interface Control Documents
ICD	International Classification of Diseases and Related Health Problems
ICD-10-CM	International Classification of Diseases and Related Health Problems, Tenth Revision, Clinical Modification
ICD-10-PCS	International Classification of Diseases and Related Health Problems, Tenth Revision, Procedural Coding System
ICE	Integration and Configuration Environment
ICF/MR	Intermediate Care Facility for Mentally Retarded
ICN	Internal Control Number
ICR	Intelligent Character Recognition
ID	Identifier
IEEE	Institute of Electrical and Electronic Engineers
IHS	Indian Health Service
IPR	Internal Project or Program Review
IRS	Internal Revenue Service
IT	Information Technology
ITIL	Information Technology Infrastructure Library
ITSM	IT Service Management
IV&V	Independent Verification and Validation
J2EE	Java 2 Platform, Enterprise Edition
JMS	Java Messaging Service
KDE	Keyed Data Entry
KDP	Kidney Disease Program
KPI	Key Performance Indicator
LAN	Local Area Network
LDAP	Lightweight Directory Access Protocol
LDD	Logical Design Document
LIS	Low Income Subsidy
LLC	Limited Liability Company
LOC	Level of Care

ACRONYM	DESCRIPTION
LOI	Letter of Intent
LOINC	Logical Observation Identifiers Names and Codes
LTC	Long Term Care
M&E	Modification and/or Enhancements
M&O	Maintenance and Operations
MAC	Maximum Allowable Cost
MAR	Management and Administrative Report
MARS	Management and Administrative Report System
MB	Mega Byte
MCHIP	Managed Care Health Insurance Plan
MCI	Multi-Cluster Interleaving (data retrieval)
MCO	Managed Care Organization
MECT	Medicaid Enterprise Certification Toolkit
MFA	Medicaid Fairness Act
MFCU	Medicaid Fraud Control Unit
MITA	Medicaid Information Technology Architecture
MMA	Medicare Modernization Act
MMCS	Medicaid Managed Care Services
MMIS	Medicaid Management Information System
MOU	Memorandum of Understanding
MQC	Medicaid Qualify Control
MRI	Magnetic Resonance Imaging
MRP	Managing for Results Program
MS	Microsoft
MSIS	Medicaid Statistical Information System
NCPDP	National Council of Prescription Drug Programs
NDC	National Drug Code
NDDF	National Drug Data File
NET	Non-Emergency Transportation
NF	Nursing Facility
NHII	National Health Information Infrastructure
NHIT	National Health Information Technology
NIST	National Institute of Standards and Technology
NPI	National Provider Identifier
NPPES	National Plan and Provider Enumeration System
NUBC	National Uniform Billing Code
NUCC	National Uniform Claim Code

ACRONYM	DESCRIPTION
OASIS	Outcome and Assessment Information Set
OCC	Office of Chief Counsel
OCR	Optical Character Recognition
ODMA	Open Document Management Application
OEM	Original Equipment Manufacturer
OFA	Office of Financial Activities
OIPMF	Other Intermediary Provider Master File
OLTC	Office of Long Term Care
OLTP	On Line Transaction Processing
OMR	Optical Mark Recognition
OPPS	Outpatient Prospective Payment System
ORR	Operational Readiness Review
ORT	Operational Readiness Test
OSP	Office of State Procurement
OTC	Over the Counter (<i>medications available without prescriptions</i>)
PA	Prior Authorization
PACE	Program for All Inclusive Care of the Elderly
PAHP	Pre-Paid Ambulatory Health Plan
PBC	Performance Based Contracting
PBM	Pharmacy Benefit Management
PBS	Performance Based Standards
PC	Personal Computer
PCCM	Primary Care Case Management
PCN	Processor Control Number
PCP	Primary Care Provider
PCS	Procedure Coding System
PCSAS	Personal Computer Statistical Analysis Software
PDCAP	Production Environment Corrective Action Plan
PDF	Portable Document Format
PDL	Preferred Drug List
PDO	Paid Days Off
PHI	Protected Health Information
PHR	Public Health Record
PI	Program Integrity
PIHP	Prepaid Inpatient Health Plan
PIN	Personal Identification Number
PIP	Provider Incentive Payments

ACRONYM	DESCRIPTION
PIU	Program Integrity Unit
PM	Post Meridiem (<i>period from noon to midnight</i>)
PM	Project Management
PMBOK	Project Management Body of Knowledge
PMF	Provider Master File
PMI	Project Management Institute
PMO	Project Management Office
PMP	Project Management Professional
PMPM	Per Member Per Month
PNF	Portable Network Framework
PNG	Portable Network Graphics
POC	Plan of Care
POS	Point of Sale
Pro DUR	Prospective Drug Utilization Review
PRTF	Psychiatric Residential Treatment Facility
PSCAP	Production Environment Defect Corrective Action Plan
PSRR	Preadmission Screening and Resident Review
QA	Quality Assurance
QARI	Quality Assurance Reform Initiative
QC	Quality Control
QI	Quality Improvement
QIO	Quality Improvement Organization
RA	Remittance Advice
RBAC	Role-Based Access Control
RBRVS	Resource Based Relative Value Scale
RDUR	Retroactive Drug Utilization Report
REC	Regional Extension Center
REM	Risk Enterprise Management
Retro DUR	Retrospective Drug Utilization Review
RFP	Request for Proposals
RHC	Rural Health Clinic
ROI	Return on Investment
RQI	Regional Quality Improvement
RSPD	Rehabilitative Services for Persons with Physical Disabilities
RSPMI	Rehabilitative Services for Persons with Mental Illness
RSV	Respiratory Syncytial Virus
RSYC	Rehabilitative Services for Youth and Children

ACRONYM	DESCRIPTION
RTM	Requirements Traceability Matrix
RTP	Return to Provider
RUG	Resource Utilization Group
RVU	Relative Value Unit
Rx	Prescription/pharmacy
RxBIN	Pharmacy Beneficiary Identification Number
SASS	Statistical Analysis for Social Services
SCCAP	Score Card Corrective Action Plan
SDLC	System Development Life Cycle
SDPM	Service Delivery Performance Measure
SDX	State Data Exchange
SEDS	Statistical Enrollment Data System
SEMP	System Engineering Management Plan
SFA	State Fiscal Year
SFTP	Secure File Transfer Protocol
SFY	State Fiscal Year
SHARE	State Health Alliance for Records Exchange (Arkansas)
SI	Systems Integrator
SLA	Service Level Agreement
SMAC	State Maximum Allowable Code
SME	Subject Matter Expert
SMHP	State Medicaid Health Information Technology Plan
SMM	State Medicaid Manual
SOA	Service Oriented Architecture
SOAP	Simple Object Access Protocol
SOC	Share of Costs
SOR	Statement of Remittance
SOW	Scope of Work
SQL	Structured Query Language
SQR	Structured Query Reporter
SRD	System Requirements Documents
SS	Social Security
SSA	Social Security Administration
SS-A	State Self-Assessment (for MITA)
SSI	Supplemental Security Income
SSN	Social Security Number
SSO	Single Sign On

ACRONYM	DESCRIPTION
ST&E	Security Test and Evaluation
SUR	Surveillance and Utilization Review
TA1	Transaction Acknowledgement 1
TBD	To Be Determined
TCM	Targeted Case Management
TCS	Transactions and Code Sets
TDD/TTY	Telecommunication Device for the Deaf/Tele Typewriter
TEFRA	Tax Equity and Fiscal Responsibility Act
TELCO	Telecommunications Company
TEMP	Test and Evaluation Master Plan
TEMP	Test and Evaluation Management Plan
TIN	Tax Identification Number
TIP	Technical Infrastructure Plan
TOC	Table of Contents
TOS	Type of Service
TPL	Third Party Liability
U&C	Usual and Customary
UAT	User Acceptance Testing
UB04	Uniform Billing Form 04
UCD	Unique Client Directory
UM	Utility Management
UPC	Universal Product Code
URL	Uniform Resource Locator
US	United States
USPS	United States Postal Service
VPN	Virtual Private Network
WAN	Wide Area Network
WBS	Work Breakdown Structure
WebDAV	Web-based Distributed Authoring and Versioning
XML	Extensible Markup Language
XSLT	Extensible Stylesheet Language Transformations

ATTACHMENT C – REQUIREMENTS TRACEABILITY MATRIX

Requirements Traceability Matrix

The Requirements Traceability Matrix (RTM) is used to document and track the project requirements from the proposal through to testing to verify that the requirement has been completely fulfilled. The Contractor will be responsible for maintaining the set of Baseline Requirements directly related to the configuration of the Decision Support Systems. Additions, modifications, and deletions to these requirements will be added and modified throughout the project so it is imperative that a current version of the matrix be maintained at all times.

The Respondent will provide an initial RTM as part of its proposal. The RTM shall follow the instructions provided in Table 8 and the Excel spreadsheet format in Table 9. The Respondent must state requirements exactly as they are provided in this RFP. The Respondent must indicate how it will achieve full compliance (i.e., requirement fulfilled 100%). Any requirements that the Respondent cannot attest to full compliance, following the guidance in Table 8 below, must be documented as outlined in Attachment D: Gap Analysis.

Per Attachment G1: Statement of Work, this RTM will be validated during Phase II to establish the baseline requirements for the DSS framework and updated through the subsequent phases to establish an evolving requirements baseline as additional capabilities are integrated with the framework. Requirements for services will not be included in the RTM. The RTM will form one of the key artifacts required for testing and validation that the Contractor has complied with each requirement (i.e., 100% fulfilled).

Table 8: Requirement Traceability Matrix Instructions

Column Description	Respondent Responsibility
Identifier	The unique identifier for the requirement as assigned by the State. This column is dictated by this RFP and must not be modified by the Respondent.
Requirement Description	The statement of the requirement to which the Respondent must respond. This column is dictated by the RFP and must not be modified by the Respondent.
Compliant?	Respondent to indicate "Y" (Yes) or "N" (No) as to whether their solution is compliant with the requirement. If "N", the Respondent must address the gap in Attachment D: Gap Analysis Table. The Respondent must also address the following in the Attachment D: Gap Analysis Table for the following conditions: <ul style="list-style-type: none"> • Capability does not currently exist in the proposed Decision Support Systems as indicated by an Availability of "B," "C," or "D" as defined below • Capability not available, is not planned, or requires extensive source-code design and customization to be considered part of the Respondent's standard Off-the-Shelf (OTS) capability as indicated by availability of "N/A" • Requires an extensive integration effort of more than 5,000 hours
Availability	Respondent to indicate one of the following: <ul style="list-style-type: none"> • A = Capability operating in Respondent's installed customer base (commercially available release) • B = Capability available in the product's next scheduled release and proposed for AME Decision Support Systems • C = Capability under development: new release / upgrade version (resources committed). Provide availability date published to installed customer base • D = Capability defined and committed to the product roadmap for availability in 12 months • N/A = Not available, not planned, or requires extensive effort to be made part of OTS baseline capability
Availability Date	Provide date the capability will be available as published / release to Respondent OTS baseline capability (e.g., available to installed customer base). Note: For an availability value of "A," use date of proposal submittal to the State.
Proposal Reference	Cross-reference to Respondent's Technical Proposal.
Key Features of Solution	Provide a short description for each requirement that Compliant? = "Y": <ol style="list-style-type: none"> 1. Describe briefly how compliance will be established, highlighting the following:

Column Description	Respondent Responsibility
	<ul style="list-style-type: none"> a. Is compliance established through rules-based modifications to the product/system (e.g., table changes, workflow updates)? b. Is compliance established through a combination of system automation and manual processes/procedures? <p>2. Provide an estimate of the effort needed during integration to achieve compliance using the final criteria:</p> <ul style="list-style-type: none"> a. Minor = less than 500 man hours. b. Moderate = more than 500, less than 1,000 man hours. c. Extensive = more than 1,000, less than 5,000 man hours. d. Significant = more than 5,000 man hours. <p><u>A restatement of the requirement is not considered a substantive response.</u></p>
Testing Methodology	Provide a brief description on how the requirement will be validated. This description should be consistent with the Respondent's DRAFT Test and Evaluation Master Plan (TEMP) being submitted with its proposal.

Table 9: Requirement Traceability Format (Excel)

Identifier	Requirement Description	Compliant? (Y or N)	Availability Reason (A,B,C,D or N/A)	Date Available	Proposal Reference	Key Features of Solution	Testing Methodology

ATTACHMENT D – REQUIREMENT GAP ANALYSIS

Requirement Gap Analysis

Any requirements that the Respondent cannot attest to full compliance (i.e., provides a value of “N” in the Compliant? field of the Requirements Traceability Matrix), must document the requirement gap as outlined in this Attachment. The Respondent must ensure that the Gap Analysis Matrix contains an entry for each requirement where one or more of these conditions are true:

1. Respondent has indicated “N” to Compliant? in the RTM
2. Respondent has indicated “B,” “C,” “D,” or “N/A” to Availability in the RTM
3. Respondent has indicated that an extensive integration effort of more than 5,000 hours will be needed to meet the requirement as documented in the Key Features of the Solution description in the RTM

For each requirement gap, the Respondent must follow the instructions in Table 10. The Respondent must copy, exactly, the Identifier, Requirement Description, and Availability from the RTM to ensure linkage between the RTM and the Requirement Gap Analysis Matrix. The Respondent must provide an assessment of the requirement gap, including an estimate of its impact or severity if not compliant, and the steps necessary to close the gap and achieve full compliance. For system and/or product features that will support the requirement and close the gap, the Respondent must also provide an estimated date when the capability will be available as part of the Respondent’s OTS baseline capability.

Table 10: Gap Analysis Matrix Instructions

Column Description	Respondent Responsibility
Identifier	The unique identifier of the requirement which does not have a compliant solution according to the criteria established in Table 8 under the column description titled “Compliant?”. Copied from RTM.
Requirement Description	Copied from RTM for requirement identified above.
Availability	Copied from RTM for requirement identified above.
Impact / Severity (Product development/integration efforts fulfill the requirement)	High (H) = >5000 hours Medium (M) = >1000 hours - <5000 hours Low (L) = <1000 hours
Gap Analysis	Description and analysis of gap as provided by Respondent.
Recommendation for	Recommended steps provided by the Respondent to close the gap and

Column Description	Respondent Responsibility
Closure	achieve full compliance with the State requirement.
Date Available	Date to be published/for release to Respondent OTS baseline capability (e.g., available to installed customer base) per recommendation for closure above.

REPLACEMENT ATTACHMENT E Price Sheet Instructions

1 GENERAL

1.1 Instructions

Price Sheets will be submitted as part of the Price Proposal. The Respondent will propose firm pricing on each Price Sheet. Price Proposals must contain Responsible Pricing and must remain in effect for a period of six (6) months after the anticipated award date listed in Section 1.28 of this RFP.

The Respondent will complete the Official Proposal Price Sheet using the Microsoft Excel® 2007 Workbook that is provided on the OSP website. The workbook is organized to easily identify deliverables and service offerings within the phases of the project and within the State's fiscal years.

1.2 Definition of Terms

"Respondent Prices" is defined as the amount of money asked by the Respondent to perform a task(s), including the actual pricing with overhead and a margin for profit.

"Actual Pricing" is defined as the amount of monetary resources (including operating overhead) needed to perform a task(s).

"Nominal Pricing" is defined as having zeroes or standard pricing that is below the industry norms and not reflective of a reasonable projection of "Actual Pricing."

"Responsible Pricing" is when the Respondent has; 1) the ability to perform and; 2) the willingness to perform throughout the course of a contract.

1.3 Pricing

DO NOT INCLUDE ANY PRICING FROM THE OFFICIAL PROPOSAL PRICE SHEET ON THE TECHNICAL PROPOSAL COPIES, INCLUDING THE CD. PRICING FROM THE OFFICIAL PROPOSAL PRICE SHEET MUST BE SEPARATELY SEALED FROM THE TECHNICAL PROPOSAL RESPONSE AND CLEARLY MARKED AS PRICING INFORMATION.

2 PRICE SHEET INSTRUCTIONS

2.1 Organization of the Price Sheets

Seven (7) worksheets compose the set of Price Sheets that will be provided to the State. The worksheets are:

- Deliverables
- Development Facility
- Hardware
- Software
- Labor Rates
- Operations
- Summary

2.2 State Fiscal Year

Each Price Sheet is arranged to isolate prices with a State Fiscal Year (SFY). An Arkansas State Fiscal Year begins on July 1 and ends on June 30. Respondents will use the following dates to associate a specific time span to a State Fiscal Year:

- SFY 2014 – July 1, 2013 through June 30, 2014
- SFY 2015 – July 1, 2014 through June 30, 2015
- SFY 2016 – July 1, 2015 through June 30, 2016
- SFY 2017 – July 1, 2016 through June 30, 2017
- SFY 2018 – July 1, 2017 through June 30, 2018
- SFY 2019 – July 1, 2018 through June 30, 2019
- SFY 2020 – July 1, 2019 through June 30, 2020
- SFY2021 – July 1, 2020 through June 30, 2021

2.3 Deliverables Price Sheet

The Deliverable Price Sheet (see Figure 1) lists all of the deliverables identified in Attachment G1. The following guidance is provided for completing the Deliverables Price Sheet:

- Respondents will place price information for each deliverable and allocate the costs to the appropriate SFY column to the right of the deliverable name. For example, if the Respondent plans to deliver the Project Facility Plan – Data Center (see Figure 1, item 1) in SFY 2014, the Respondent will enter the price of the deliverable under the column heading “SFY2014”.

The Official Proposal Price Sheet will calculate the “Total Cost” for each deliverable; therefore, make no entries in the “Total Cost” column. Altering the content of the Total Cost column could result in errors in the Summary Price Sheet. Bidders are encouraged to check to totals to

ensure that the formula in the cell has not been corrupted during the entry of data into the sheet. This is critical since the total values will be carried onto the Summary Worksheet.

Figure 1 Deliverable Price Sheet (extract)

PHASE I – PROJECT PLANNING									
Number	Deliverable	Total Cost	SFY2014	SFY2015	SFY2016	SFY2017	SFY2018	SFY2019	SFY2020
1	Project Facility Plan - Data Center	\$ -							
2	Infrastructure Assets Inventory	\$ -							
3	Computing Environment Plan	\$ -							
4	Project Facility Plan - DOI Project Office	\$ -							
5	Project Facility Plan - Operations	\$ -							
6	Project Management Plan	\$ -							
7	Incoming Orientation Plan	\$ -							
8	Requirements Traceability Matrix (RTM)	\$ -							
9	Training Master Plan	\$ -							
10	Staffing Master Plan	\$ -							
11	Performance Management Plan	\$ -							
12	Data Center Computing Environment Specifications Plan	\$ -							
13	Systems Engineering Management Plan (SEMP)	\$ -							
14	Test and Evaluation Management Plan (TEMP)	\$ -							
15	Technical Architecture Specifications	\$ -							
16	Information Architecture Specifications	\$ -							
17	Business Architecture Specifications	\$ -							
18	Phase I Completion Report	\$ -							
Phase I Subtotal		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Phase II - DEVELOPMENT, CONFIGURATION, AND UAT TEST									
Number	Deliverable	Total Cost	SFY2014	SFY2015	SFY2016	SFY2017	SFY2018	SFY2019	SFY2020
19	Technical Architecture	\$ -							
20	Information Architecture	\$ -							
21	Business Architecture	\$ -							
22	End-to-End Integration Test	\$ -							
23	User Acceptance Test	\$ -							
Phase II Subtotal		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Phase III Operations Readiness, Production Cutover, and Facilities Rollout									
Number	Deliverable	Total Cost	SFY2014	SFY2015	SFY2016	SFY2017	SFY2018	SFY2019	SFY2020
24	Implementation Master Plan	\$ -							
25	Detailed Training Plan	\$ -							
26	Detailed Data Conversion Plan	\$ -							
27	Detailed End-to-End Integration	\$ -							
28	Detailed User Acceptance Test Plan	\$ -							
29	Detailed Performance Management Plan (Operations)	\$ -							
30	Detailed Operations Readiness Review Plan	\$ -							
31	Operations Readiness Report and State Approvals	\$ -							
32	Final Acceptance Certification	\$ -							
Phase III Subtotal		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Phase V Operations and CMS Certification									
Number	Deliverable	Total Cost	SFY2014	SFY2015	SFY2016	SFY2017	SFY2018	SFY2019	SFY2020
33	Federal Certification Review Package	\$ -							
Phase IV Subtotal		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Phase VI Turnover (Contract Closeout)									
Number	Deliverable	Total Cost	SFY2014	SFY2015	SFY2016	SFY2017	SFY2018	SFY2019	SFY2020
34	Turnover Plan - Detailed Planning	\$ -							
35	Turnover Management and Status Reporting	\$ -							
36	Turnover Deliverables and Archive Complete	\$ -							
37	Turnover Final Status Report	\$ -							
Phase VI Subtotal		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Deliverables Total		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

2.4 Development Facility Price Sheet

The Development-Facility Price Sheet contains all pricing information related to data center and development facility costs during the design, development, and implementation of the DSS solution (see Figure 2). The following guidance is provided for completing the Development Facility Price Sheet:

- Facility price information should include all costs associated with the facility used for development activities.
- Specific amounts must be allocated to the appropriate State Fiscal Year. The State is planning for the DSS solution to be operational 12 months after the start of the contract (February 2015), which is in State Fiscal Year 2015. A Respondent committed to that delivery date would reflect Development Facility costs in the columns marked SFY2015 and SFY2016.
- All price information related to facility 'build out', to include furnishings, is to be identified in Item Number DEV.4.1 Other installation and configuration costs, not related to the build out of the facility are to be entered in DEV.4. The line identified as DEV4.1 will be used for planning and budgeting by the State but will be excluded from the cost proposal evaluation.

The Official Proposal Price Sheet will calculate the “Total Cost” for each deliverable; therefore, make no entries in the “Total Cost” column. Altering the content of the Total Cost column could result in errors in the Summary Price Sheet. The State recommends that bidders verify the totals on the spreadsheet since formulas can be corrupted and this data is used in the Summary Worksheet.

Figure 2 Development Facility Price Sheet (extract)

Development Facility Price Sheet

Item Number	Description	SFY2014	SFY2015	SFY2016	SFY2017	SFY2018	SFY2019	SFY2020	SFY2021	TOTAL
DEV.1	Development Facility									\$ -
DEV.3	Data Center (Vendor Facility)									\$ -
DEV.4	Installation/Configuration Costs									\$ -
DEV.4.1	Facility Build-Out									\$ -
Total by SFY		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

2.5 Hardware Price Sheet

Respondents will use the Hardware Price Sheet (Figure 3) to identify all costs associated with system hardware. The Price Sheet contains two sets of cost information for each product identified: purchase cost and annual maintenance fees. The following guidance is provided for completing the Hardware Price Sheet:

- The “CI Number” should be the same value as the CI Number for the item in the Bill of Materials which is required by this RFP
- The “Hardware Product” content should be specific enough to identify the model or variant of the product
- The “COTS or Proprietary” column is a drop-down menu with two options: “COTS” and “Proprietary”
- Respondents are required to allocate the hardware “Purchase Cost” and the “Annual Maintenance Fee” to the appropriate SFY

Bidders should insert additional rows in the spreadsheet for additional items as needed.

The Official Proposal Price Sheet will calculate the “Total Cost” for each deliverable; therefore, make no entries in the “Total Cost” column. Altering the content of the Total Cost column could result in errors in the Summary Price Sheet. The State recommends that bidders verify the totals on the spreadsheet since formulas can be corrupted and this data is used in the Summary Worksheet.

Figure 3 Hardware Price Sheet (extract)

Hardware Price Sheet																								
CI Number	Hardware Product	Number of Licenses	COTS or Proprietary	Purchase Cost								Annual Maintenance Fee*												
				Total Cost	SFY2014	SFY2015	SFY2016	SFY2017	SFY2018	SFY2019	SFY2020	SFY2021	Total Cost	SFY2014	SFY2015	SFY2016	SFY2017	SFY2018	SFY2019	SFY2020	SFY2021			
				\$ -									\$ -											
				\$ -									\$ -											
				\$ -									\$ -											
				\$ -									\$ -											

2.6 Software Price Sheet

Respondents shall identify all software products that will be associated with the DSS solution. The Price Sheet contains entries for both “Purchase Cost” and “Annual Maintenance Fee”. The following guidance is provided for completing the Price Sheet (Figure 4):

- The “CI Number” should be the same the “CI Number” as that found in the Bill of Materials.
- The “Software Product” column should include the name of the product, including the version/release of the software.
- The “License Type” column is a drop-down entry where the values are limited to: “concurrent”, “named”, or “site.”
- The “COTS or Proprietary” column is a drop-down entry where the values are limited to: “COTS” and “Proprietary.”
- Price information should be allocated to the correct SFY.

Bidders should insert additional rows in the spreadsheet as necessary.

The Price Sheet will calculate the “Total Cost” for each deliverable; therefore, make no entries in the “Total Cost” column. Altering the content of the Total Cost column could result in errors in the Summary Price Sheet. The State recommends that bidders verify the totals on the spreadsheet since formulas can be corrupted and this data is used in the Summary Worksheet.

Figure 4 Software Price Sheet (extract)

Software Price Sheet																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
CI Number	Software Product	Number of Licenses	License Type	COTS or Proprietary	Purchase Cost								Annual Maintenance Fee*																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																												
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2.7 Labor Rates Price Sheet

Respondents will identify labor rates specific to Operations using the Labor Rate Price Sheet (Figure 5). There is no requirement to identify labor rates for personnel supporting development and implementation activities. The following guidance is provided for completing the Labor Rates Price Sheet:

- The Respondent should provide a complete set of labor categories
- Each “Labor Category” will have a defined rate for all contract years where the labor category will be used
- Labor categories may have rates in one or all contract years

Figure 5 Labor Rates Price Sheet (extract)

Labor Rates Price Sheet								
Item Number	Labor Category	Hourly Rate						
		Base Year	Renewal Year 1	Renewal Year 2	Renewal Year 3	Renewal Year 4	Renewal Year 5	Renewal Year 6
1								
2								

2.8 Operations Price Sheet

The Operations Price Sheet (see Figure 6) contains all costs related to professional services, the data center, and the administrative facility. These costs must be allocated by State Fiscal Year. The following guidance is provided for completing the Operations Price Sheet:

- Cost must be allocated to the correct SFY
- Respondents may include additional categories of cost as they deem appropriate with the goal of providing a complete accounting of all costs associated with Operations
- All price information related to facility 'build out', to include furnishings, is to be identified in the line identified as "Operations Facility Build Out" (see Figure 6). This line be used for planning and budgeting by the State but will be excluded from the cost proposal evaluation.

Bidders who are proposing to start operations in less than the 12 months (allowed in the schedule) should identify all operations costs in the top section of the spreadsheets, identified under "Operations Before Contract Month 12". Otherwise, all information should be entered into the section identified as "Operations Starting in Contract Month 12". Bidders are reminded that for evaluation purposes, the State will exclude all operations costs occurring before Contract Month 15. These costs will be included in actual contract award price for the winning bidder.

Make no entries in the "Total Cost" column. This column will calculate the total cost of the deliverable and is used in the Summary worksheet. The State recommends that bidders verify the totals on the spreadsheet since formulas can be corrupted and this data is used in the Summary Worksheet.

Concerning pricing data conversion activities related to the Core MMIS, the State agrees that it is difficult to provide accurate information without knowing the system with which the bidder will interface. Bidders should assume that the State will select a solution that is similar to a current, modern MMIS. Bidders should place the derived cost into the "Miscellaneous Cost" line of the "Operations before Month 12" section of the Operations Pricing Sheet. Pricing related to data conversion with the Core MMIS will be excluded from the evaluation price calculated within the Summary Worksheet. This pricing information will be included in the contract price of the winning bidder.

Figure 6 Operations Price Sheet (extract)

Operations Price Sheet

Line Item Description	SFY2014	SFY2015	SFY2016	SFY2017	SFY2018	SFY2019	SFY2020	SFY2021	Total
Operations Before Contract Month 36									
Salaries and Benefits									\$ -
Administrative Overhead									\$ -
Other Costs (Itemized in the following rows)									
Data Center (Vendor Facility)									\$ -
Operations Office Spaces									\$ -
Operations Facility Build Out									\$ -
Miscellaneous Costs									\$ -
Operations less Facility Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Operations Starting in Contract Month 36									
Salaries and Benefits									\$ -
Administrative Overhead									\$ -
Other Costs (Itemized in the following rows)									
Data Center (Vendor Facility)									\$ -
Operations Office Spaces									\$ -
Operations Facility Build Out									\$ -
Miscellaneous Costs									\$ -
Operations less Facility Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

2.9 Summary Price Sheet

The Summary Price Sheet is designed to collect data from the other price sheets and produce the total price. While all formulas embedded in the worksheet have been tested, the State strongly recommends that Respondents verify all information in the Summary Price Sheet prior to submitting the cost proposal.

The DDI-Deliverable section totals the pricing information provided on the Deliverables Worksheet. It includes all deliverables for Phase I, Phase II, and Phase III.

The DDI Facilities section contains pricing information taken from the "Development-Facility" worksheet. The Hardware and Software pricing information is taken directly for the corresponding worksheets.

The summary information for Operations is derived from two worksheets: the "Deliverables" worksheet and the "Operations" worksheet. Pricing information for deliverables produced for Phase V and Phase VI are captured in the "Deliverables" line in the Operations Summary Section. The other Operations pricing information is derived from the "Operations" worksheet.

The Total Cost summary is computed by adding the "Total DDI Cost" and the "Total Operations Costs". Finally the Total Price for evaluation purposes is computed by subtracting all costs attached to "Operations beginning before Month 12" from the Total Cost. This value is the value that DHS will use for evaluation purposes. Any costs related to build-out for the DDI facility are also subtracted.

Bidders are encouraged to verify all values on this page prior to submitting their cost proposal. The State believes the worksheets are currently error free and assumes no responsibility for changes that occur during preparation of the bidder's proposals.

Replacement Deliverables Price Sheet

PHASE I – PROJECT PLANNING										
Number	Deliverable	Total Cost	SFY2014	SFY2015	SFY2016	SFY2017	SFY2018	SFY2019	SFY2020	SFY2021
1	Project Facility Plan - Data Center	\$ -								
2	Infrastructure Assets Inventory	\$ -								
3	Computing Environment Plan	\$ -								
4	Project Facility Plan - DDI Project Office	\$ -								
5	Project Facility Plan - Operations	\$ -								
6	Project Management Plan	\$ -								
7	Incoming Orientation Plan	\$ -								
8	Requirements Traceability Matrix (RTM)	\$ -								
9	Training Master Plan	\$ -								
10	Staffing Master Plan	\$ -								
11	Performance Management Plan	\$ -								
12	Data Center Computing Environment Specifications Plan	\$ -								
13	Systems Engineering Management Plan (SEMP)	\$ -								
14	Test and Evaluation Management Plan (TEMP)	\$ -								
15	Technical Architecture Specifications	\$ -								
16	Information Architecture Specifications	\$ -								
17	Business Architecture Specifications	\$ -								
18	Phase 1 Completion Report	\$ -								
Phase I Subtotal		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Phase II - DEVELOPMENT, CONFIGURATION, AND UAT TEST										
Number	Deliverable	Total Cost	SFY2014	SFY2015	SFY2016	SFY2017	SFY2018	SFY2019	SFY2020	SFY2021
19	Technical Architecture	\$ -								
20	Information Architecture	\$ -								
21	Business Architecture	\$ -								
22	End-to-End Integration Test	\$ -								
23	User Acceptance Test	\$ -								
Phase II Subtotal		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Phase III Operations Readiness, Production Cutover, and Facilities Rollout										
Number	Deliverable	Total Cost	SFY2014	SFY2015	SFY2016	SFY2017	SFY2018	SFY2019	SFY2020	SFY2021
24	Implementation Master Plan	\$ -								
25	Detailed Training Plan	\$ -								
26	Detailed Data Conversion Plan	\$ -								
27	Detailed End-to-End Integraion	\$ -								
28	Detailed User Acceptance Test Plan	\$ -								
29	Detailed Performance Management Plan (Operations)	\$ -								
30	Detailed Operations Readiness Review Plan	\$ -								
31	Operations Readiness Report and State Approvals	\$ -								
32	Final Acceptance Certification	\$ -								
Phase III Subtotal		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Phase V Operations and CMS Certification										
Number	Deliverable	Total Cost	SFY2014	SFY2015	SFY2016	SFY2017	SFY2018	SFY2019	SFY2020	SFY2021
33	Federal Certification Review Package	\$ -								
Phase IV Subtotal		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Phase VI Turnover (Contract Closeout)										
Number	Deliverable	Total Cost	SFY2014	SFY2015	SFY2016	SFY2017	SFY2018	SFY2019	SFY2020	SFY2021
34	Turnover Plan - Detailed Planning	\$ -								
35	Turnover Management and Status Reporting	\$ -								
36	Turnover Deliverables and Archive Complete	\$ -								
37	Turnover Final Status Report	\$ -								
Phase VI Subtotal		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Deliverables Total		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

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1 GENERAL INTRODUCTION

This Attachment G1 defines the Contractor's Statement of Work (SOW) for the DDI and Operations Phases. The Contractor must, after the implementation the SOW defined in Attachment G1 and Attachment G2 demonstrate the successful delivery of the Project Components in the State-designated computing environment. The Contractor must clearly achieve the Critical Dates (e.g. implementation dates) defined herein Table 3.

Furthermore, the Contractor must participate with the Core System Contractor in the cross-platform interoperability of the Shared Services. The Core System Contractor will have primary responsibility for guiding the cross-platform configuration and integration seamlessness objectives defined herein this RFP as "Stage 2" (also deemed herein as Critical Dates in Table 3). The Contractor may tailor this SOW to complement its structured methodology.

1.1 Key Objectives

The State considers this RFP as foundational to the State's transformation of the Medicaid enterprise. The Key Objectives are defined in Table 1. The State encourages the Vendor to periodically reference the Key Objectives and to utilize the information located in this RFP's Resource Library to enhance the Vendor's Proposal response.

Table 1 Key Objectives

Key Objectives	
Identifier	Description
T1.1	Deliver the Centers for Medicare & Medicaid (CMS) criteria defined in the Medicaid Enterprise Certification Toolkit (MECT) v 2.01.
T1.2	Leverage where appropriate the State's existing investments in information technology, systems and services, and 3rd party relationships operating as part of the Medicaid enterprise.
T1.3	Comply with the CMS Seven Standards and Conditions released April, 2011.
T1.4	Advance the organizational productivity and analytical capabilities of the Medicaid enterprise to promote cost reduction and MITA process maturity.
T1.5	Support the advancement of payment reform methodologies.
T1.6	Participate in the State's Medicaid domain information exchange goals.
T1.7	Deliver the Project in accordance with the Contractor's contractual obligations.
T1.8	Support Arkansas' business process improvement objectives as defined in its MITA State Self-Assessment or SS-A.

1.2 Continuous Improvement

The Contractor is encouraged to participate in an operating environment of continuous improvement. The Contractor may, each State Fiscal Year (SFY) end, present to the State an annual Business Process Improvement Plan (BPIP) with specific objectives for State approval and adoption at no cost to the State.

1.3 Cost Avoidance and Cost Savings

The Contractor is encouraged to participate in an operational environment of program cost avoidance and cost savings. The Contractor may, each monthly reporting period, present to the State valid initiatives that will deliver identifiable program cost avoidance and cost savings.

1.4 Roles and Responsibilities

The section below describes the roles and responsibilities of the State of Arkansas and Contractor.

1.4.1 State of Arkansas Role and Responsibility

The State of Arkansas assumes the role as subject matter experts (SMEs) which includes responsibility, ownership, and control of the State's Medicaid programs and policies, the federal regulations and State statutes, including interpretations and subsequent decisions with regard to policies and programs development and implementation.

The State has full decision-making authority relative to the Contractor's bilateral relationship, the operational compliance and reporting of the Medicaid operations; the clinical, financial, administrative objectives and results.

1.4.2 Contractor Responsibility

The Contractor is responsible for delivering upon its contractual obligations in accordance with the terms and conditions, specifications and requirements defined in this RFP, including all State-approved Change Orders to the Contractor's Contract. The Contractor responsibility extends also to the interdisciplinary cooperation and coordination of tasks, activities, deliverables, and milestones assigned to the State or the State-designated agencies and departments, local and remote, including other Project-related Contractors ("Stakeholders") defined herein this RFP.

1.5 Project Components

Table 2 illustrates the Systems and Services components defined within this RFP.

Table 2 Decision Support Services Project Components

Decision Support Services Project Components	
Category	Components
ATTACHMENT G1	
SHARED SERVICES	General Technical Standards Service Oriented Architecture Records Retention and Data Management Mailroom and Print Center Services Workflow Automation Tool Report Management Tool Document Imaging Tool Phone System – Call Center Services Performance Management Tool

Decision Support Services Project Components	
Category	Components
	Security and Privacy Rules Engine Concept
ATTACHMENT G2	
INTEGRATION SERVICES	Configuration Management Environmental Components Network Components Usability and Accessibility Transition – Business Services Technical Services and Coordination Training Management Interface Components Electronic Documentation Component Rules Management Component Performance Standards
DECISION SUPPORT SERVICES (DSS)	Decision Support Component Data Warehouse Component Business Intelligence and Query Tools Fraud Detection Component (Pre and Post Processing) Management and Administrative Reporting (MAR) Surveillance and Utilization Review (SUR) Federal Reporting

2 PROJECT ORGANIZATION

2.1 Project Phases Overview

This Project is arranged into two major categories: The DDI category is subdivided into three phases and the Operations category is subdivided into three phases; six distinct phases in all.

1. Development, Design, and Implementation (DDI)
 - a. Phase I – Project Planning and Startup
 - b. Phase II – Infrastructure and Development, Configuration and Implementation
 - c. Phase III – Operations Readiness, Production Cutover, and Facility Rollout
2. Operations
 - a. Phase IV – Initial Operation
 - b. Phase V – Operations and Federal Certification
 - c. Phase VI – Turnover and Contract Closeout

Unless expressly stated by the State, the Contractor will adhere to the two categories and the subdivision of the six phases defined herein this RFP.

2.1.1 Phase I – Project Planning and Startup

Phase I constitutes the project's comprehensive planning efforts between the State and the Contractor during a joint planning kick-off meeting to confirm the scope of services, to establish firm baselines for all plans, to initialize the project's tools and techniques, and to prepare for the Project's management and administration of all six Phases.

The more notable outcomes in Phase I are a mutual understanding of the State's current strategic and Project objectives and the RFP requirements and specifications, and on the part of the Contractor, validation of its contractual obligations for methodical approach and "stepwise" plans to deliver their statement of work and perform services; principally the technical infrastructure, engineering and testing plans for deployment of the computing environments with the systems and services and shared services components interoperating to deliver the State's Medicaid operations.

2.1.2 Phase II – Infrastructure and Development, Configuration and Integration

Phase II constitutes the baseline plans execution approved in Phase I: The deployment of the technical infrastructure and facilities; the computing environments (in the data center), the business areas for operations and the Project's DDI office or work space. It includes the software and services configuration and integration with the cooperation of the State and the Contractor staff as designed and approved. All the training materials and technical and operations documentation is available and training is complete.

The more notable outcome is a fully operational system and services operating without severe defects, properly staged, in a pre-production computing environment. It is interfacing and interoperating fully compliant within the Medicaid domain. It is the preparation and delivery of the user's acceptance test defined by the State and the Contractor. All assurances of the federal and State-defined requirements are reported by the Contractor as present and accounted for, and the computing environment simulations are processing at acceptable performance levels. All essential and State-approved corrective actions are in place for addressing known defects.

2.1.3 Phase III – Operations Readiness, Production Cutover, and Facility Rollout

Phase III constitutes the initialization of the operational system and services, complete with a final production-data migration into the final computing environment. This Phase III confirms the readiness of all technical infrastructure and all the facilities one last time. It validates the readiness of all operations staffs' skills and training and validates all documentation is current. The requirements for intra and inter-domain information exchanges objectives included. Lastly, the State-approved service level agreements (SLAs) are documented, the Contractor-defined key performance indicators (KPIs) are properly aligned and the data is captured and reported.

The more notable outcome of this Phase III is the State's final acceptance of the Project Components. Evidence exists the CMS federal certification criteria are observable and reportable. Importantly, this Phase produces the Contractor's full assurances the delivery of the DDI category, Phases I, II, and III, are complete and State-approved and the Contractor may now dissolve the DDI Project Office or facility.

2.1.4 Phase IV – Initial Operation

Phase IV is the start of the initial term of the Contractor's operations, maintenance, and support of the systems and services. It is start of the Contractor's warranty period for stabilization and defect corrections; a period of technical and operational compliance and evaluation of adherence to all the clinical, financial, and administrative obligations of the State's Medicaid programs and services. This Phase IV is the initial period of production operations and performance under the Contractor's warranty period and reporting the systems and services performance.

The more notable outcome of Phase IV is the Contractor's demonstration of dedication to the systemic identification, root-cause analysis, and State-approved cure to all known deficiencies, and its responsiveness to quality.

2.1.5 Phase V – Operations and Federal Certification

Phase V is the State-renewal of the Contractor's contractual period for continued delivery of the operations, maintenance and support services. It is the period of managing State-approved change orders to mature the Medicaid systems and services, and the performance obligations in terms of refining the SLAs and KPI data capture points. It is the period of control and predictability, of enhancing and modifying the technical infrastructure and facilities in a systematic way that enables the maturity of the Medicaid systems and services.

The more notable outcome of Phase V is the achievement of federal certification, a declaration to CMS and the State by the Contractor that the delivery of systems and services indeed satisfy the CMS checklist criteria.

2.1.6 Phase VI – Turnover and Contract Closeout

Phase VI is the Contractor's demonstrated readiness to turn over the State-contracted relationship to another and to closeout all Contract-related obligations after satisfying a series of activities that benefit both the Contractor and the State's relationship closure objectives. Phase VI is the timely execution and quality management of the turnover and Contract closeout to be undertaken by the Contractor and the State.

The more notable outcome of Phase VI is defining, cooperating, and coordinating the predecessor and successor dependencies for relationship separation without interruption of services or quality of care to the State's Medicaid population. The successful reassignment of operations, maintenance and support as well as the timely communication of the turnover project-related results to the State and its Stakeholders are all critical to success.

2.2 Project Timeline and Critical Dates

The Project Timeline relative to the Contractor's Components for this RFP is defined in Table 3.

Table 3 DSS Systems and Services Project Timeline

DSS Systems and Services Project Timeline				
Phase I	Project Planning and Startup		10/29/2013	
Phase II	Infrastructure and Development, Configuration and Integration			
Phase III	Operations Readiness, Production Cutover, and Facility Rollout			10/29/2014
Phase IV	Initial Operation		10/29/2014	11/03/2016
Phase V	Shared Services "Seamless" Integration (DSS and Core) Operations and Federal Certification		10/29/2014	11/04/2016
			11/04/2016	11/04/2017
Phase VI	Turnover and Contract Closeout		11/04/2019	10/29/2020
Contract Start Date to Stage 1 Implementation Date		12 Mo.		
Contract Start Date to Stage 2 Implementation Date		36 Mo		

The Project Timeline, by Phase, allows for the Contractor's Project plans to incur overlapping start-stop dates and dependencies of tasks and activities among certain deliverables within their Proposal response to this RFP.

NOTE: This RFP has established for the Project five "hard-stop" dates defined as Critical Dates each appended to the bottom of Table 3. The Core System Contractor's Project plans must adopt the Stage 1 and Stage 2 Implementation Dates or Critical Dates as being interdependent with the delivery with the DSS and Pharmacy Solution RFPs' Project Components.

2.3 Project Facilities

The State, as defined herein this RFP, assigns to the Contractor the responsibility, ownership and control of three discrete facilities.

1. Data Center - Computing Environment
2. DDI Project Office

3. Operations - Business Services

2.3.1 Data Center

The State, throughout the Contract Period, seeks a data center with a computing environment operating at a commercially available grade. The Successful Vendor's Proposal must document and demonstrate a wholly independent and operational data center; one that is a commercially viable and economically competitive computing environment providing the Contractor's Product Components operations, maintenance, and support services.

1. **Contractor Hosted Data Center:** A Contractor-hosted data center leveraging the existing assets of the Contractor or the Contractor's preferred 3rd party relationships must be proposed.

The Contractor must maintain the Infrastructure Asset Inventory throughout the Contract Period. The Contractor is encouraged to use the Infrastructure Assets Inventory Checklist of considerations defined in Table 4 to more accurately reflect the hosting option's unique environment requirements, attributes, characteristics, and services as made available.

Table 4 Infrastructure Assets Inventory Checklist

Infrastructure Assets Inventory Checklist	
Identifier	Description
T4.1	Managed Services (Bandwidth)
T4.2	Space (New installations)
T4.3	Power (Primary and Redundant AC/DC)
T4.4	Cooling
T4.5	Network
T4.6	Network Monitoring Services
T4.7	Carrier Neutral Network
T4.8	Cross Connects
T4.9	Data Security (HIPAA II, PHI)
T4.10	Network Security
T4.11	HIPAA II Compliance Audits
T4.12	Disaster Recovery (Facilities, systems and infrastructure)
T4.13	Data Backup Services
T4.14	Operations and Technical Support and Monitoring
T4.15	Remote Expertise and Desktop Control
T4.16	Technical Performance Monitoring
T4.17	Unified Communications (Video, Audio, Data, Voice)
T4.18	Scalable infrastructures (Guaranteed space and power)
T4.19	Service Level Agreements (top-tier technical performance measures) Data center uptime Network uptime Server availability Power uptime 24-hour cooling with guaranteed temperature range

Infrastructure Assets Inventory Checklist	
Identifier	Description
	New installation and initial operation advance notices Other as defined by the Contractor
T4.20	Service Level Agreements (top-tier operations performance measures) Severity-tickets management End-user response times Other as defined by the Contractor
T4.21	Comply with the Technical Infrastructure Plan

2.3.1.1 Data Center Standards

The State requires the Contractor to provide the documented statements of the data center's ability to provide the following capabilities and assurances:

1. SSAE 16 Type II Audits (Statement on Standards for Attestation Engagements)
2. Information Technology Infrastructure Library (ITILv3) Best Practice Standards
3. Service Level Agreements (SLAs)

2.3.1.2 Data Center Infrastructure and Procurements

The State requires the Contractor to provide an Infrastructure Assets Inventory as a deliverable supporting the Contractor's Technical Infrastructure Plan. **The Vendor must provide in its Proposal an Infrastructure Assets Inventory.** The Infrastructure Assets Inventory is the "bill of materials" ("BOM") for use by the State in evaluating the best course of action when making purchasing decisions. See Table 5 recommendations for definition of BOM line items.

Table 5 Infrastructure Assets Inventory - BOM

Infrastructure Assets Inventory - BOM	
Identifier	Description
T5.1	Configuration Item (CI) Number: Related to the sequential order number beginning with "1" as defined in Attachment H: Price Sheet Instructions - Section 2.8 for Hardware and Section 2.9 for Software)
T5.2	Phase Name: The Project Phase the CI is delivered
T5.3	OEM / Supplier Name: The original equipment manufacturer / supplier identifier
T5.4	CI Description: A description of the CI and any distinguishing features.
T5.5	CI Model Number: The model number of the CI, or an identifying part number, if applicable
T5.6	CI Serial Number: The serial number of the CI
T5.7	Quantity: The number of individual units of the CI
T5.8	Other information as defined by the Contractor

The Data Center Hosting Options must, during the Contractor's Contract Period, equate the current and future capabilities commercially available in today's marketplace. The State expects

that all data center hardware, whether provided directly by the Contractor or by the State per Contractor specifications to meet the State defined standards.

NOTE: The Contractor should allocate at least 20 State work days from approval of the deliverable for the State to conduct its evaluation process and to determine the procurement method, State or Contractor purchased.

2.3.1.3 Computing Environments

The Contractor must provide the diagrams to accompany the number of computing environments, either physical or virtual architectures, it deems necessary to permit discrete Project life cycles, the demands or instances of environmental configurations, including training that may optimally exist to support the development, configuration, test, integration and production go-live Project events. See Table 6 Computing Environments.

The State requires that the various environments be logically partitioned. The State requires assurance that test or development data cannot corrupt operational data. Furthermore, the State does not believe that the test environment can be used as the fail over for the operational system.

Table 6 Computing Environments

Computing Environments	
Identifier	Description
T6.1	Development and Unit Test
T6.2	System Test and Integration Test
T6.3	End-to-End Regression Test
T6.4	Release Packaging and Test (User Acceptance)
T6.5	Preproduction (Release Staging)
T6.6	Production Operations (Final Acceptance)
T6.7	Production Reporting
T6.8	Product Training
T6.9	Model Office (Simulation and Modeling)

The Contractor will provide the computing environments (physical and virtual) with the following characteristics:

1. Easily configurable for special processing cycles
2. Use of tools and utilities for rapidly recreating or setting up new environments
3. Use of tools and utilities for future demand planning and analysis

2.3.2 DDI Project Office

The DDI Project Office must accommodate the workspace requirements defined in Table 7 for State staff, PMO and IV&V contracted staff. These requirements are additional to any facility and staffing needs the DSS Contractor may have. The requirements in Table 7 are for State, PMO, and IV&V staff only.

NOTE: There must be local workspace immediately available for the Contractor until the DDI Project Office facility is operational. The DSS Contractor will be required to provide temporary work space until the permanent Project office is operational.

Table 7 DDI Project Office Requirements

DDI Project Office Requirements	
Identifier	Description
T7.1	<p><u>DDI Conference Room:</u></p> <ol style="list-style-type: none"> 1. One large conference room for workgroup meetings for 25 people with the following: <ol style="list-style-type: none"> a. Projection system b. Network connectivity with a minimum of five (5) network connections and the capability to expand to 15. c. Conference phone line and conference phone speaker system d. Table(s) and chairs for 25 people e. Video conferencing system 2. Guest areas seating and mobile workspace amenities.
T7.2	<p>DDI Administration:</p> <ol style="list-style-type: none"> 1. Administrative Office Hours (est. 7:30 AM to 5:00 PM)
T7.3	<p><u>DDI Training Room:</u></p> <ol style="list-style-type: none"> 1. Seating capacity of 25 students. 2. Workspace capacity for one (1) training instructor. 3. Use of the Data Center Computing Environment Training applications (no desktop simulation). 4. One (1) desktop computer per student seat and instructor seat. 5. Training enrollments available for four (4) weeks after the System

DDI Project Office Requirements	
Identifier	Description
	<p>Implementation Date (Stage 1) defined herein as a Critical Date.</p> <p>6. Training room retirement available five (5) weeks after the System Implementation Date (Stage 1) defined herein as a Critical Date.</p>

Furthermore, the Project Contractor must provide the DDI Project Office technical requirements defined in Table 8.

Table 8 DDI Project Office Technical Requirements

DDI Project Office Technical Requirements	
Identifier	Description
T8.1	Secure collaboration tools access and interoperability with other State-authorized Project Stakeholders' tools (as warranted).
T8.2	Bridge the infrastructure, communications, tools and technology needs of the Contractor's off-site or remote facilities that are supporting the Project.
T8.3	Provide 24 x 7 secured access or as mutually agreed with the State.
T8.4	Comply with State-owned asset security and privacy safeguards, and ensure Project materials, work products, and deliverables are secured, and that confidentiality is maintained at all times.
T8.5	Comply with all federal regulation and State statutes for business services. Comply with the Technical Infrastructure Plan.
T8.6	Prohibit performance of the Contract's services outside the continental United States, Alaska, or Hawaii.
T8.7	Define additional DDI Project Office requirements necessary to perform under the obligations of the Contract.
T8.8	Provide all collaboration tools and unified communications technologies and services required for optimal performance of the Project's personnel.

2.3.2.1 DSS Contractor Facilities:

The DSS Contractor will be responsible for a centrally located DDI Project Office or facility for additional Project objectives or needs; they include the following:

DDI Project Office:

- DDI Project Office operational 60 State calendar days after Contract Execution date.
- Seating capacity for seven (7) individual workspaces.
- DDI Project Office available six (6) weeks after the System Implementation Date (Stage 1) defined herein as a Critical Date.

4. The DDI project office must be located within five (5) miles of 700 Main Street, Little Rock, AR.

2.3.3 Operations (Business Services)

The Contractor is responsible for providing fully operational and compliant business services facilities to conduct the contracted operations. Operations must interoperate with the State's technical infrastructure regardless of the facility's physical location, within or outside of the State of Arkansas. The Operations facilities constitute the business services provided by the Contractor's Key Personnel, categorized staff, and other FTEs to deliver the State's Medicaid obligations, programs and services under Contract with the Contractor.

The State seeks to mirror the Contractor's operating environment when necessary to enable a more seamless exchange of Shared Services. The Contractor must provide a BOM of recommended State-owned and operated operations equipment, the peripheral hardware and software (e.g., desktop and laptop computers, monitors, printers, scanners) for use by the Stakeholders when the minimum installation requirements are required.

The Project Contractor must provide the Operations Facility requirements defined in Table 9.

Table 9 Operations Facility Requirements

Operations Facility Requirements	
Identifier	Description
T9.1	Secure collaboration tools access and interoperability with other State-authorized Project Stakeholders' tools (as warranted).
T9.2	Comply with State-owned asset security and privacy safeguards, and ensure Project materials, work products, and deliverables are secured, that confidentiality is maintained at all times.
T9.3	Comply with all federal regulation and State statutes for business services. Comply with the Technical Infrastructure Plan.
T9.4	Prohibit performance of the Contract's services outside the continental United States, Alaska, or Hawaii.
T9.5	Define additional Operations (business services) requirements necessary to perform under the obligations of the Contract.
T9.6	Provide all collaboration tools and unified communications technologies and services required for optimal performance of the Project's personnel.

3 PROJECT MANAGEMENT AND ADMINISTRATION

Based on the Contractor's methodology for an optimal outcome, the Contractor may propose revisions to the Project Management Plan and Phase deliverables using the Change Management Process. The Contractor must comply with the State's Performance Based Contracting policy defined in Resource Library and its compliance activities that are detailed herein.

NOTE: The Project Management Plan and the Project's Phase deliverables must reflect the shared analysis and joint-decisions as baselines of the final versions made during the Phase I "Planning Kick-off Meeting" defined herein.

3.1 Project Management and Administration Deliverables

All the Project Component documentation must be accurate and current at the time of Proposal submission. It must reflect the contents of the Contractor's Proposal response. Afterwards, during the Planning Kick-off Meeting in Phase I, updates to the Contractor's documentation may be introduced.

The Contractor's deliverables for the Project's Management and Administration are defined in Table 10.

Table 10 Project Management and Administration Deliverables

Project Management and Administration Deliverables	
Identifier	Description
T10.1	Project Management Plan
T10.2	Project Tools and Techniques
T10.3	Project Methods and Procedures
T10.4	Project Status Reporting
T10.5	Performance Management – DDI Phases

3.2 Project Management and Services

The Contractor must provide a Project Management Plan, a methodical approach to the Project via individual "stepwise" plans for management and administration of the Project's Phases. The Contractor must adopt PMI's PMBOK fifth edition for the project management knowledge areas and process groups supporting the DDI Project Phases. The Project Management Plan may also be influenced by the Contractor's approach to the Project using the Institute of Electrical and Electronic Engineers (IEEE) as a standards-based methodology.

3.3 Project Tools and Techniques

The Vendor is responsible for a Proposal detailing the Project's tools and techniques used to facilitate, track, and control the Project artifacts. The Vendor must incorporate use of the tools and techniques defined in Table 11 or propose similarly purposed ones for use. The tools defined herein are not intended to be mutually exclusive, meaning one tool may accommodate or satisfy one or more of the State's requirement for management and administration.

NOTE: The products or outputs of the tools must be accessible to authorized individuals designated by the State and State-designated Stakeholders.

Table 11 Project Tools and Techniques

Project Tools and Techniques	
Identifier	Description
T11.1	Organization Charts and Contact Lists – A tool for illustrating the Project’s execution and management structures, decision making hierarchy, span of control, and contact information that includes escalation points.
T11.2	Documentation Repository – A tool to identify, capture, catalogue and maintain all Systems and Services, and Enterprise Services documentation during the Project and throughout the Contract Period. The documentation must be made accessible to authorized Stakeholders during the Contract Period and the tool, and its contents, those that are non-proprietary and State-owned, retained by the State at the end of the Contract Period.
T11.3	Performance Management – A tool to electronically define, capture, and report Project services delivery performance and the reporting capability to report electronically, online in a dashboard, or hardcopy print (see Section 3.4.6 Performance Management Process – Contract Delivery herein).
T11.4	Requirements Tracking and Management – A tool for electronic capture, verification, traceability, amendment, and reporting of all the Project requirements defined in State-approved baseline of the Requirements Traceability Matrix (RTM) (see Attachment C). The RTM is a key deliverable utilized throughout the Project as an tracking instrument or source of contractual fulfillment and assurance by the State, and for use in the CMS certification of System that its operations satisfies all the Federal and State requirements defined in this RFP.
T11.5	Defect Management – A tool for electronic definition, traceability, verification, and reporting of all defects and resolutions. This includes the work-around resolutions as approved by the State using the Change Control Process throughout the Project’s lifecycle.
T11.6	Work Plan Management – A tool for electronic definition of the Project’s baseline tasks, activities, milestones, deliverables, and dependencies. This includes the capture of work plan estimates, actuals, estimates to complete, and a reporting capability to see the information in a variety of standard reporting format. (Gantt charts, task lists, key activity lists, tiered tasks levels, priority, dependencies, successor and predecessor, open, closed, remaining hours, estimated hours, actual hours, planned hours, baselines).
T11.7	Change Control – A tool for the systematic management of all changes or requests for changes made to the Project (scope, cost, quality, objectives, priorities, resources, software, design, schedule, etc.). A process and event log with approvals and authorizations to ensure that no unnecessary changes are made, that all changes are documented, that services are not unnecessarily disrupted and that resources are used efficiently.
T11.8	Deliverables Tracking and Approvals – A tool for the systematic management of all

Project Tools and Techniques	
Identifier	Description
	deliverables through their development, review, and approval.
T11.9	Status Reporting – A tool for the systematic development, review, approval, and distribution of Project status data as determined by the State.
T11.10	Task Orders – A tool for the systematic development, review and approval of Task Orders using the Change Control Process; Task Orders are the authorized State and Contractor terms and conditions to proceed with changes to the Contractor's contractual obligations, Scope of Work or Services.
T11.11	Project Collaboration – A tool for capture and distribution of formal, yet routine Project communications and deliverables management and collaboration; the access, storage, manipulation, and retrieval of Project artifacts (e.g., SharePoint).
T11.12	Configuration Management – A tool or database that contains all relevant information about the components of the System deployed herein this RFP and the services and the relationships between those components. Within this context, components of an information system are referred to as configuration items (CI).
T11.13	Change Tracking System (CTS) - The Contractor must document all Change Requests, and as a result, provide for a tool and procedures. The Contractor shall provide an application used to remotely submit a Change Request, to track the status of the Change request, and to report resolution or completion of a Change Request. The Contractor shall ensure that the application permits for the Project's planning and budgeting needs for Project and fiscal year reporting.
T11.14	Training Enrollment and Tracking Tool - The Contractor, as part of the Training Plan, must provide for a Training Enrollment and Course Completion tool. This tool must be capable of enrolling, scheduling, tracking attendance, and reporting training results.

3.4 Project Methods and Procedures

3.4.1 Deliverables Tracking and Approval Process

The State will review and approve all Project deliverables (and milestones) for quality, completeness, and compliance. The Contractor must provide for the following deliverables tracking and approval process requirements defined in Table 12.

NOTE: The State reserves the right to reject any new deliverables or milestones based on inconsistencies of accepted standards of practice. The State requires all deliverable-based or contributed documents be provided in electronic format for shared file use, access, storage, and retrieval as determined by State.

Table 12 Deliverables Tracking and Approval Process Requirements

Deliverables Tracking and Approval Process Requirements	
Identifier	Description
T12.1	Conduct formal reviews with the State-designated individuals prior to receiving approval as prescribed by the State.
T12.2	Allow a State review cycle-time period of ten State work days for each review period, although less time may be taken.
T12.3	Schedule new deliverables or rejected deliverables review meetings if necessary with the State to clarify the State's findings.

Deliverables Tracking and Approval Process Requirements	
Identifier	Description
T12.4	Additional deliverable and milestone reviews will reset the ten State work day review period to State work day one each time Contractor revisions are made.
T12.5	All revisions to the deliverable must be made before the deliverable is resubmitted to the State for another review.
T12.6	The Contractor must be consistent with accepted standards of practice adopted by the State as final versions of deliverables and milestones.
T12.7	The Contractor is allowed to submit interim deliverables to the State for their advance review to promote schedule progress.
T12.8	All formally approved deliverables must be submitted on CD-ROM with fully readable and updateable (modifiable) files using tools from Microsoft (MS) Office 2003 and 2007 (MS Word 2003 and 2007, MS Excel 2003 and 2007, MS PowerPoint 2003 and 2007, and MS Access 2003 and 2007) and in some cases, in Adobe portable document format (PDF) readable, searchable, and updateable by special request of the State.

3.4.2 Defect Identification and Problem Resolution Process

The Defect Identification and Resolution Process obligates the Contractor during the Contract Period to perform the tasks defined in Table 13. The resolution or cure period will commence upon approval by the State of the defect resolution and priority and written notice to the Contractor is made. The State may modify the time-to-fix period after consultation with Contractor if it is judged to be in the best interest of the State or its Stakeholders.

The Contractor's process for tracking defects and reporting the status of defect corrections shall be pursuant to the final guidelines in the State approved Defect Identification and Resolution Plan. This process will be defined and administered by the State.

Table 13 Defect Identification and Resolution Process

Defect Identification and Resolution Process	
Identifier	Description
T13.1	Participate in State's defect root-cause analysis and reporting.
T13.3	Adopt the State's defect severity ratings and resolution response times: <ol style="list-style-type: none"> 1. Priority 1 - Fewer than five calendar days 2. Priority 2 - In the next monthly release 3. Priority 3 - Within the next two monthly releases 4. Priority 4 - Within the next three monthly releases 5. Priority 5 - Within a schedule to be mutually agreed upon
T13.4	Participate in root cause analysis and the defect resolution within timeframes defined by the State after the defect is identified.
T13.5	Provide for temporary workarounds, when approved by the State, until the cause of the defect is cured.
T13.6	Obtain State approval to proceed with all defect resolutions and State sign-off or acceptance when the defect is cured.
T13.7	Allow five State work days for reviewing and approving the Contractor's defection resolution or corrective action plan (CAP).

3.4.3 Change Tracking Process

The Contractor will provide for electronic or hardcopy documentation of the CTS, a handbook that is made available. The Contractor shall provide training in the use of the application for Change Request procedures during Phase I prior to giving any Contractor and/or State personnel authorized access.

3.4.4 Status Reporting Process – DDI

The Contractor's status reporting schedule, criteria and formats must adhere to the standards of practice defined in Table 14 and as approved in the Phase I Project Kick-off Meeting.

Table 14 DDI Status Reporting Requirements

DDI Status Reporting Requirements	
Identifier	Description
T14.1	Due ten State work days after the Contract Start Date, and every other Monday or State work day thereafter if that Monday is not a State work day, for the duration of the Contract Period unless designated otherwise by the State.
T14.2	Any material impacts to the Project, meaning a negative impact is eminent or a probably of 75% or greater exists in terms of scope, quality, schedule, assumptions or risks or pass-through cost originating from the Project Management Plan will also be reported by the Contractor.
T14.3	Material impacts will accompany the Status Report frequency in a Microsoft Word or PowerPoint medium and supported with a Contractor-recommended Corrective Action Plan (CAP).
T14.4	The results of State approved CAPs will be reported each period, or more frequently as defined by the State PMO, until such time the State deems the material nature of the impact has been resolved or the probability of occurrence is less than 40% during the next reporting period.
T14.5	The Contractor will support the State PMO in preparations regarding Project status, specifically in terms of authoring and packaging meeting agenda and materials, status presentations, and ad-hoc contents based upon the interests of the State and the Project's Stakeholders.
T14.6	Status Reports will be provided to the State PMO electronically and in softcopy on CD-RW in Microsoft Project accompanied with an updated version of the Project Work Plan aged no later than 24 hours representing the last State work day.
T14.7	Status reporting includes the following obligations: <ol style="list-style-type: none"> 1. Project Work Plan Updates (in proper Format, Medium, Frequency) 2. WBS Updates 3. Key Assumption Updates 4. Risks and Risk Avoidance Responses 5. Project Management Plan Updates (material impacts) 6. Corrective Action Plans and Progress (material impacts)

3.4.5 Project Environmental Impacts Analysis Process

The Contractor, during the Contract Period, must recognize the environmental impacts defined in Table 15 as candidate influences or material impacts to the Contractor's SOW as defined

herein this RFP. The State reserves the right to submit Task Orders to the Contactor as the State's vehicle for adaptation of environmental impacts.

The State's Task Order requires approval to proceed with a State-sponsored or Contractor-sponsored request to modify the Contractor's SOW defined herein this RFP. The Task Order will participate in the Project's Change Control Process.

Table 15 Environmental Impacts

Environmental Impacts	
Identifier	Description
T15.1	State Medicaid Health Information Technology Plan (SMHP)
T15.2	State of Arkansas Strategic Plan for Information Technology
T15.3	State Mandated Requirements
T15.4	Federally Mandated Requirements
T15.5	Federal Medicaid Industry Adoption of New Business Rules/Standards
T15.6	Federal (CMS) Certification Toolkit Checklist Requirements
T15.7	Federal (CMS) Medicaid Information Technology Architecture (MITA) Standards
T15.8	Federal American Recovery and Reinvestment Act of 2009 (ARRAs)
T15.9	Federal Patient Protection and Affordable Care Act (ACA)
T15.10	National Correct Coding Initiative
T15.11	Federal (CMS) State Medicaid Directives (Director's Letters)
T15.12	Health Information Technology for Economic and Clinical Health (HITECH) Act Requirements
T15.13	State Payment Reform Initiatives

3.4.6 Project Performance Management Process – Contract Delivery

The Office of State Procurement (OSP) promotes the use of "performance-based contracting" (PBC). See Resource Library herein this RFP. PBC gives the State the unilateral right to measure adherence to standards of performance and assess withholds from the Contractor's payments until final acceptance of the cure resulting from a State-approved corrective action plan (CAP), a Task Order, a Change Control, or other criteria as established between the Contractor and the State. See Table 16. **The Contractor will not be assessed damages for performance/service level criteria if the State determines the deficiency is not within the control of the DSS contractor.**

Table 16 Performance Management Measures

Performance Management Measures			
Identifier	KPI	Performance/Service Level	Assessed Payment/Recoupment
T16.1	Key Personnel Positions	Positions that are designated as Key Personnel shall not remain vacant for more than 30 calendar days. A temporary replacement acceptable to the State must be named within five calendar days of the date the Key Personnel position becomes vacant. A	Payments will be assessed per State work day for each State work day the Contractor fails to meet the requirements. Payments will start two

Performance Management Measures			
Identifier	KPI	Performance/ Service Level	Assessed Payment/Recoupment
		<p>permanent replacement must be named within 60 calendar days of the date the position becomes vacant. Key staff positions shall not be filled with employees who are acting in a temporary capacity and also maintain responsibilities for another position for more than 60 calendar days after the vacancy. No position may be filled with a temporary appointee for more than 60 calendar days in any one-year period.</p> <p>This requirement does not relate to annual leave taken by key staff.</p>	<p>weeks after the position becomes vacant and continue until filled by a temporary employee acceptable to State or 60 calendar days after the date the temporary employee assumes the position and ending with the first date the position is filled with a permanent employee that has been approved by State. The payment amount will be five hundred (\$500) per State work day for up to 30 calendar days.</p> <p>For 30 calendar days or longer, the assessment amount will be one thousand dollars (\$1,000) per State work day.</p>
T16.2	Categorized Staffing	The Contractor must maintain the minimum number and levels of qualified Product and Project staff specified in its proposal, and in all other respects meet the Product and Project staffing requirements of the Project Organization and Personnel Plan and WBS.	<p>The Contractor's staffing levels are subject to State audit at any time during the Contract.</p> <p>If the audit reveals staffing levels more than 5% below the staffing level requirements of the Contract for a staffing category, payment to the Contractor shall be reduced by the number of FTE vacant positions in the staffing category times the effective rate of pay for those FTEs.</p>
T16.3	Status Reporting	The Contractor, in a manner acceptable to State, must provide a monthly status report within five State work days after the end of the calendar month.	Two hundred, fifty dollars (\$250) per State work day the Status Report is not received or is unacceptable to the State.
T16.4	HIPAA Compliance Requirements	All Federal regulations are met regarding standards for privacy, security, and individually identifiable Protected Health Information (PHI) as identified in the HIPAA of 1996 and	Reimbursement of any federal penalties the State may be assessed.

Performance Management Measures			
Identifier	KPI	Performance/ Service Level	Assessed Payment/Recoupment
		updates to the Act known as HIPAA II.	
T16.5	Production Environment Defect Correction Action Plan (PDCAP)	All Defects identified within in the State's Production Environment must have a CAP produced by the Contractor.	Five hundred dollars (\$500) every four hours per calendar day a CAP with clearly defined actionable steps is not provided.
T16.6	Production Environment Emergency Requests for Support	All Severity Level 1 notices in the State's Production Environment (Severity Levels 1 notices as defined by the State) that are determined by the State to be a Defect must within four hours from receipt of the Severity Level 1 notice to the Contractor by the State, have a completed Defect analysis provided by the Contractor.	Five hundred dollars (\$500) every four hours, per calendar day, an analysis of the Defect (Defect Analysis) is not provided to the State.
T16.7	Change Order	Change Order due dates, requested by the State, shall be evaluated for reasonableness and complexity by the Contractor within three State work days of the receipt of Change Order.	Two hundred, fifty dollars (\$250) for each calendar day the response is delayed by the Contractor after receipt by the State.
T16.8	Change Order Commitment Dates	The Contractor must complete the approved Change Order by the mutually agreed upon effective date 100% of the time.	Two hundred, fifty dollars (\$250) each calendar day the Commitment Date is delayed per Change Order.
T16.9	Score Card Review Schedule	The State and the Contractor will conduct regularly scheduled Score Card performance reviews.	Two hundred, fifty dollars (\$250) per calendar day for each calendar day that the Contractor does not meet schedule as mutually agreed with the State.
T16.10	Score Card Corrective Action Plan (SCCAP)	If State's Score Card reflects the Contractor's performance below the mutually agreed upon metrics or thresholds as defined, and not otherwise addressed in the Contract provisions, the State will require the Contractor to develop a SCCAP within five State work days for State review. The CAP will be reviewed by State within five State work days and modified by the Contractor upon State request within five State work days.	Five hundred dollars (\$500) per calendar day shall be assessed for each calendar day past the commitment date specified in the SCCAP that the deficiency is not corrected to the satisfaction of the State.
T16.11	Remote Site	The Contractor must notify the State of	Two hundred, fifty

Performance Management Measures			
Identifier	KPI	Performance/ Service Level	Assessed Payment/Recoupment
	Operations	all remote site infrastructure downtime. Planned downtime will be provided in writing to the State five State work days in advance. Unplanned downtime will be provided in writing to the State no later than 30 minutes after the event occurs at the Contractor's remote facility.	dollars (\$250) per failure for planned downtime. Two hundred, fifty dollars (\$250) per failure for unplanned downtime.
T16.12	Access to Contractor Key Personnel	Access to the Contractor's Key Personnel will be available 8:00 AM to 6:00 PM every State work day during the Contractors Contract period (or as agreed upon with the State in advance for Key Personnel schedule changes or commitments).	One hundred dollars (\$100) per hour after four hours of not Contractor Key Personnel contact electronically in writing or by phone.
T16.13	Milestones	Unless otherwise specified, all Milestones required in Attachment G: Statement of Work must be achieved on the dates specified in the Contractor's approved WBS, or modified WBS as approved using the State's Change Order process. The State shall provide final acceptance in written form of all Milestones. Milestones will be reviewed weekly as defined in the WBS and published as weekly progress reporting.	Contractor agrees to provide Milestones in a timely manner or agrees to pay five hundred dollars (\$500) per State work day per Milestone for each State work day the Milestone is late or deemed unacceptable by the State.
T16.14	Documentation	An electronic copy of the approved Documentation must be provided to the State on a Contractor web site or a State designated electronic repository within 10 State work days after State approval of the initial Product or Product Changes. The Contractor must update all Documentation as required to ensure that Documentation is current when modification(s) have been made to the Product after the initial delivery. The Contractor will provide the required Documentation to the State in the same formats within 20 calendar days of final approval from the State to fully implement the modification(s). The Contractor must provide an online (.PDF) version at all times, and upon request by the State, a single (1) printed hardcopy of Documentation. Documentation (in whole or in part) not	Contractor agrees to submit the documentation in a timely manner in compliance with the associated requirements or pay five hundred dollars (\$500) for each State work day the Documentation is not submitted or is unacceptable to the State. (Includes number of copies delivered if less than the requested count or in the incorrect media). Payments are assessed separately for each deliverable document that is out of compliance

Performance Management Measures			
Identifier	KPI	Performance/ Service Level	Assessed Payment/Recoupment
		meeting the State standards must be corrected and resubmitted to State for approval within 15 calendar days of the initial electronic copy transmittal date.	and each instance of the documentation (i.e., project portal, State portal, and backup and recovery site).
T16.15	Support Access	Ninety-eight percent (98%) of all State Support calls in a calendar day will have ring-answer contact (not receive a busy signal).	Fifty dollars (\$50) per call representing over 2% of all calls in a calendar day receiving a busy signal.
T16.16	Support Response Time	Every call with ring-answer contact (not a busy signal) must be in the control of an authorized and trained specialist or technical services representative within 30 seconds after initial contact is made.	Fifty dollars (\$50) for each call that is not in the control of an authorized and trained specialist or technical services representative within 30 seconds.
T16.17	CMS Certifiable	Federal certification of the features and functionality is achieved and continues to remain certifiable by the Contractor throughout the Product's life cycle during the licensed Contract period.	The Contractor shall be liable for the difference between the maximum allowable FFP and that actually received by the State for the assembly portion of the new Product Components, if CMS does not fully compensate the State at the maximum allowable FFP rate for the Contractor's firm, fixed-price Contract as delivered by the Contractor, which is attributable to performance or nonperformance of the Contractor.
T16.18	Deliverables	Unless otherwise specified, all Deliverables required in Attachment G: Statement of Work must be delivered to State in final form on the dates specified in the Contractor's approved WBS, or modified WBS as approved using the State's Change Order process. The State shall review and provide final acceptance in written form of all Deliverables.	Contractor agrees to provide Deliverables in a timely manner or agrees to pay five hundred dollars (\$500) per State work day per Deliverable for each State work day the Deliverable is late or deemed unacceptable by the State (Excludes waived deliverables determined in advance of start-date not subject

Performance Management Measures			
Identifier	KPI	Performance/ Service Level	Assessed Payment/Recoupment
			to the standard reviews and rework cycle times by the State and Contractor due to the volume or size or complexity in subject matter or development.)
T16.19	Records and Data Retention and Access	The Contractor must maintain at all times and grant access to its Project records upon request by State or federal government entities, as described in RFP: Standard Terms and Conditions, Record Retention Section. The Contractor must make requested Project records available to the State or federal government entities within three State work days of request.	The Contractor must produce the records requested in a timely fashion or agrees to pay three hundred dollars (\$300) per request per State work day or any part of a State work day (past the allowable three State work days) for failure to produce requested records. If, upon review, the records fail to comply with RFP: Standard Terms and Conditions, Section 1.7 Record Retention, the Contractor agrees to pay the same amount for each State work day or part of a State work day the Contractor fails to correct the records to the State's satisfaction. (See also the Resource Library).
T16.20	Publicity	Any publicity concerning this Contract, including notices, information pamphlets, press releases, research, reports, signs, Web posting, and similar public notices prepared by or for the Contractor will contain a statement indicating sponsorship by the Contractor and the State. The language of the statement will be specified by the State after the Contract is awarded. The Contractor must obtain prior written approval from the State before issuing any new publicity associated with the Contract.	The payment will be twelve thousand, five hundred dollars (\$12,500) per incident in which State approval is not obtained.

Performance Management Measures			
Identifier	KPI	Performance/ Service Level	Assessed Payment/Recoupment
T16.21	Deduction from Payments	<p>Deductions from "payment amounts due" to the Contractor by the State for the Contractor's failure to perform as defined in this RFP, including this Section 5.7 PBC, may be deducted by the State from any money payable to the Contractor pursuant to the Contract.</p> <p>The State shall notify the Contractor on the Contractor's Invoice of the deductions in payment amounts due, and the failure to perform.</p>	<p>Payment amounts due the State as recoupment payments may be deducted from any money payable to the Contractor pursuant to the Contract. The State shall notify the Contractor on the Invoice Payment of the applicable withholds or deductions are planned for actual damages.</p>
T16.22	Withholds from Payments	<p>Scheduled "payment amounts due," as planned Withholds related to Phases I, II, and III, and the Federal or CMS Certification may be payments deducted during the entire period of Phases I, II, and III and the period designated in Phase IV and V for Federal or CMS Certification, as long as the conditions for final Phase approval by the State and CMS approval for Certification remains unmet or lacking.</p>	<p>The State shall reimburse the Contractor for the withheld amounts for Phases I, II, and III when the State provides final approval in writing of the completion and acceptance of the Phases' Deliverables and Milestones. The State will reimburse the Contractor for the withheld amounts for Federal or CMS approval when final written approval by CMS is achieved in writing, and after the full FFP portion is received by the State from CMS.</p>

4 PROJECT PHASES

4.1 Phase I - Project Planning and Startup

Phase I constitutes the Projects comprehensive planning efforts between the State and the Contractor during a joint planning kick-off meeting to confirm the scope of services, to establish firm baselines for all plans, to initialize the project's tools and techniques, and to prepare for the Project's management and administration of all six Phases.

The Contractor's Incoming Orientation Plan deliverable is important in this Phase I. The Incoming Orientation Plan's purpose is to advance the objectives of the State to facilitate a rapid start of the Project using a Planning Kick-off Meeting.

4.1.1 Planning Kick-off Meeting

The Contractor is responsible for facilitating the Planning Kick-off Meeting and producing the Phase I deliverables that result as the Project's baselines; all of which must be approved by the State. The Planning Kick-off Meeting objectives are defined in Table 17 and deliverables in Table 18.

The contractor is expected to provide the deliverable definition for each deliverable identified in table 18 during the planning kick off meeting. The deliverable definition shall be a document containing a proposed outline for the deliverable with amplifying text in each section of the outline to explain the intended purpose of the section and the general content that will be present in the final deliverable.

Table 17 Planning Kick-off Meeting Objectives

Planning Kick-off Meeting Objectives	
Identifier	Description
T17.1	A detailed review of the Contractor's Proposal.
T17.2	A detailed review and orientation of the Contractor Documentation as defined in Table 16.
T17.3	A detailed exchange and knowledge transfer by the Contractor and the State needed to achieve business and technology goal and objective alignment among the Attachments G1, G2, and G3 (if applicable) herein this RFP.
T17.4	A detailed review and validation of the Project's Requirements Traceability Matrix (RTM).
T17.5	The production of the Requirements Gap Matrix as input to the Contractor's Gap-closure Recommendations and Priority Matrix.
T17.6	The production of the Contractor's Gap-closure Recommendations and Priority Matrix.
T17.7	The production of the baseline versions of the Project Management Plan and the Planning Kick-off Meeting Deliverables defined herein Phase I.
T17.8	The production of clearly articulated division of responsibility defined in the tasks, activities, deliverables, and milestones for the Contractor's SOW. Clearly illustrated areas of collaboration and coordination with the State and its Stakeholders, predecessor and successor dependencies.

Planning Kick-off Meeting Objectives	
Identifier	Description
T17.9	The distinction between the Performance Management of the Contract and the Operations.
T17.10	The detailed review and approval of the Data Center Computing Environments' systemic data capture of the KPI data, the frequency of data capture, the process for data extraction, evaluation, storing, and reporting performance measures and their correlation to the SLAs.
T17.11	The definition of the proper order and sequence of Project Components schedule of activities to optimize the State's goals and objectives and reduce waste and rework.
T17.12	The definition, deployment, configuration, initialization of the Project management and administration Tools and Techniques deployed throughout the Project lifecycle and during the Contract Period.
T17.13	The detailed review and approval of the Contractor's plans for MITA maturity; scheduled improvements in the business, information, and technology architectures.
T17.14	A detailed review of the Project's objectives, plans, life cycle, schedules, interfaces, deliverables, hardware and software configurations, infrastructure designs, training materials, bill of materials, business rules, processing logic, workflow and imaging, and any other artifacts the Contractor deems material to the Project's successful implementation and operation.

Table 18 Planning Kick-off Meeting Deliverables

Planning Kick-off Meeting Deliverables	
Identifier	Description
T18.1	Incoming (Kick-off) Orientation Plan
T18.2	Contractor Documentation (Table 19)
T18.3	Project Requirements Traceability Matrix (RTM)
T18.4	System Engineering Management Plan (SEMP)
T18.5	Test and Evaluation Management Plan (TEMP)
T18.6	Performance Management Plan: Operations Phases
T18.7	Data Center Computing Environment Specification Plan
T18.8	Technical Infrastructure Plan (TIP)
T18.9	Configuration and Integration Plan (CIP)
T18.10	Configuration Management Plan (System and Services Software)
T18.11	Defect Identification and Problem Resolution Plan (DIPRP)
T18.12	Score Card Template
T18.13	Project Turnover Management Plan (High-level)
T18.14	Training Master Plan (high level)
T18.15	Staffing Management Plan (high Level)
T18.16	Phase 1 Completion Report (with appendix of the lessons learned)

Table 19 Contractor Documentation

Contractor Documentation	
Identifier	Description
T19.1	Systems and Services Roadmap (Funded Developments 12, 24, 36 Months)
T19.2	36 Month Schedule (Releases, Enhancements, Patches, Conversions, Retirements)
T19.3	Computing Environment (Technical Diagrams, Specifications, Configurations)
T19.4	Enterprise or Enterprise Services (Technical Diagrams, Specifications, Configurations)
T19.5	Supported Standards (HIPAA, ANSI X.12, HL7, Other)
T19.6	Interfaces (Inventory, Standards, Specifications, Configurations)
T19.7	Software (Inventory, Supplier, Configuration)
T19.8	Hardware (Inventory, Specifications, Configurations, Supplier)
T19.9	Networks (Technical Diagrams, Specifications, Configurations)
T19.10	Data (Logical and Physical Models) and Data Management
T19.11	Privacy and Security (Network, Data, System, Services, End-user)
T19.12	Infrastructure (Systems and Services) Support (Components, Assumptions)
T19.13	Rules Engine (Repository, Editor, Reporting, Configuration Manual)
T19.14	Business Processes (Inventory, Business Rules, Controls, Evidence of Controls)
T19.15	Documentation (Technical, Business, Operations, Support, Training)
T19.16	Desktop / Browser Specifications
T19.17	Definition of Terms / Glossary
T19.18	Crosswalk to Documentation (Order and Index of Contents)

4.1.1.1 Systems Engineering Management Plan

The Contractor must provide a Systems Engineering Management Plan (SEMP). The SEMF plan must meet the requirements defined in Table 20. The SEMF is the Contractor's plans for engineering the Project Components (Systems and Services) defined herein this RFP as the Contractor's SOW.

Table 20 Systems Engineering Management Plan Requirements

SEMP Requirements	
Identifier	Description
T20.1	Comply with the State of Arkansas's Technical Standards and Guidelines.
T20.2	Comply with the State of Arkansas' Records and Data Retention Policy.
T20.3	Provide a diagram and narratives for engineering the Project Components within the Data Center Computing Environments (applicable Options only). Illustrate the different types of environments (development, systems test). Include the following: <ol style="list-style-type: none"> 1. Technical Architecture 2. Information Architecture 3. Business Architecture 4. Exchange Data Services (Shared Services) 5. Performance Management Services :Operations

SEMP Requirements	
Identifier	Description
T20.4	Provide a narrative of the Contractor's MITA framework (technical, information, and business architectures) and adaptation of the CMS Seven Standards and Conditions.
T20.5	Provide a narrative of the problem-solving and decision-making approach for resolving technical, operational, and support objectives while engineering of the Project Components.
T20.6	Provide a narrative of the tools and techniques prescribed by the Contractor to assure completeness and coverage of the RTM during the engineering.
T20.7	Identify the technical, operational and performance risks and challenges when engineering to interfacing with the State's existing infrastructure and assets (computer-to-computer, system-to-system, intra- and inter-domain databases, or health information and insurance exchange protocols).
T20.8	Provide a diagram and narrative of the business areas technical interfaces and interoperability to be engineered for use of the Project Components and any specialized configurations and their purpose (physical or logical).
T20.9	Define the approach to sequencing the order of interfaces and the plans for interacting with the State's trading partners under the following scenarios: <ol style="list-style-type: none"> 1. Current legacy applications 2. Other
T20.10	Provide diagrams and descriptive narratives of the Contractor's approach to engineering for optimal data services or data management. Provide assumptions for legacy interfaces, applications, or trading partner exchanges. Include federal and State and local registries. Provide expectations of the data cleansing, conversions rules and migration procedures required to population or initialize the Data Center Computing Environments or the peripherals in the Operations (business services) facilities.
T20.11	Provide the Project Components' inventory (data dictionary) of new data definitions; conceptual, logical, physical model diagrams.
T20.12	Provide the engineering plans for the following Shared Services preparations, the order or sequence of activities relative to the SEMP schedule. List predecessor and successor events and deliverables at a high level for the following (see Section 6 - Shared Services): <ol style="list-style-type: none"> 1. Workflow Automation: business area definition, preparation, analysis, design, configuration, and deployment of business processes. This includes business process rules, controls, control data capture, business intelligent captures, and productivity and performance data capture and reporting. 2. Enterprise Service Bus (ESB): the engineering plan for the deployment and orchestration of SOA services (perhaps using an ESB services architecture (middleware)) for orchestration or promoting information across the Medicaid enterprise systems. 3. Performance Management: Technical and operations performance data capture, the engineering plan to support the monitoring and management of the Systems and Services key performance indicators (KPIs) relative to established service levels in agreements with the State producing meaningful analytics (real-time/on-demand). 4. Environmental Impacts: the identification, impact analysis, alternative evaluations, and proposed response to the environmental, regulatory, statutory, and technological changes that may materially alter or shape the Contractor's Systems and Services during the Contract Period (see Table 15 herein).

4.1.1.2 Test and Evaluation Management Plan

The Contractor must provide a Test and Evaluation Management Plan (TEMP). The TEMP is the Contractor's proposed testing framework, methodology, and "stepwise" plans for the attributes defined in Table 21 as the TEMP Objectives.

The objectives of the TEMP assures the testing functions performed are iterative and repeated based upon the life cycle used and upon the quality of test results produced by the testing activities. The TEMP objectives, when satisfied, provide additional assurances the Project Components are executing as stable, reliable, predictive, and consistent functions in a production computing environment (dependent upon Options 1 and 2).

The Contractor TEMP Objectives must result in the coordinated, structured testing activities of the State-designated Data Center Computing Environment each one complete with its uniquely defined processing requirements, the DDI Project Office, and all Operations. This consists of data, test cases and use cases, structured business rules and transactional and operational decision support and dashboard reporting; all defined as essential integration components of the technical, information, and business architectures.

Table 21 TEMP Objectives

TEMP Objectives	
Identifier	Description
T21.1	Provide the testing methodology for use by the Contractor to accommodate a comprehensive coverage of the many types of testing (e.g., system, regression, integration, parallel, production). <ol style="list-style-type: none"> 1. Definition of the testing environments 2. Categories of testing and testing objectives 3. Definition of test deliverables and artifacts 4. Definition of test reviews and objectives 5. Definition of testing roles and responsibilities 6. Definition of testing preparations, tools, and techniques 7. Definition of test automation tools 8. Definition of producing test data, test scenarios, use cases 9. Definition of test results repository and status reporting
T21.3	Testing Dependencies – A plan detailing the Stakeholders' predecessor and successor activities and deliverables, including assumptions which are determined by the Contactor to be critical to the TEMP for the Project's success.
T21.4	Testing Training – A plan detailing the Stakeholder training for application in the test framework using the Contractor's methodical approach and "stepwise" plans that includes standard terminology, definitions, structures for the test tracking tools and reporting techniques, methods and procedures, roles and responsibilities and assumptions.
T21.5	Test Releases – A methodical approach and "stepwise" plan for the management and packaging of testing cycles in terms of releases, versions, upgrades, patches, and others modular software adaptations (custom), third party products and interfaces, hardware and network interfaces configurations.
T21.6	Adopt the CMMI level 2 or ISO/International Electro-technical Commission (IEC) 12207:2008 standards for documentation of test results on all test cases, use cases, and modeled scenarios for every testing environment or category of tests.
T21.7	Provide guidelines for testing new and existing business applications on new and

TEMP Objectives	
Identifier	Description
	existing infrastructure.
T21.8	Provide, deliverable reviews, roles and responsibilities, and support tools for business application and information and technology infrastructure testing functions to facilitate efficient, responsive, and secure use and operation of the same.
T21.9	Reduce organizational risk, facilitate better Stakeholder resource forecasts, improve testing schedules, and lower the incidence of reactive break / fix episodes.
T21.10	Identify the order by which the selected testing functions are to be performed during the Project life cycle, identify if some testing functions are to be combined for testing efficiencies.
T21.11	Provide the overall testing activities that must be appropriately documented in a Test Plan(s), along with a detailed description of each of the planned tests.
T21.12	From an architecture perspective, provide a test plan for the application of services in a Service Oriented Architecture (SOA) and the testing of the scenarios of how the service is used by the business application.
T21.13	Provide test cases for all configurable components including third-party software, interoperable data exchanges, business logic, electronic data interfaces (EDI), and their test data preparations.
T21.14	Provide for tests of the Shared Services defined herein this RFP and as much as possible, reuse of test plans, test cases, test scripts, and test data should be considered using automated testing tools where applicable.
T21.15	Provide for every type of processing cycle (daily, weekly, bi-weekly, monthly, quarterly, annually, year-end, financials, special runs).
T21.16	Provide for the data refresh capability of every testing environment(s) and achieve a clean (error-free) and adequate testing cycle, online and batch, for all test categories.
T21.17	Provide for the test environment rollbacks (for new releases, versions, upgrades, and critical fixes) in the UAT and Final Acceptance Test environments.
T21.18	Define the process for definition, build, capture, and report of all RTM test cases and test case data supporting use cases and modeling scenarios specific to the objectives of each category of testing.
T21.19	Provide for a capture and search tool capability that cross-references the test logic/edits by scenario or use cases including defects and defect resolutions.
T21.20	Support the ability to create "what-if" scenarios in all testing environments and compare results between scenarios in all testing environments.
T21.21	Support the single sign-on (SSO) infrastructure capability and demonstrate, validate, and report the accuracy of "role-based security with permissions." Participate in HIPAA specific testing objectives and resolution of issues/errors.
T21.22	Document all RTM testing assumption, issues, action items, including strategies to manage execution and quality risks.
T21.23	Document all Project "requests for change" related to execution of the SEMP and TEMP plans during testing.
T21.24	Provide changes to the WBS baseline and assumptions to accommodate approved "requests for change."
T21.25	Support the use of testing tools and electronic utilities to be deployed as part of the testing methodology in each category of test.
T21.26	Support online inquiry and update access to all test data, test cases, and use case scenarios in the testing tools.
T21.27	Support test and test results validation procedures of the Production environment

TEMP Objectives	
Identifier	Description
	throughout the Contract Period.
T21.28	Adopt the CMMI level 2 or ISO/International Electrotechnical Commission (IEC) 12207:2008 standards for documentation of test results on all test cases, use cases, and modeled scenarios for every category of test (1, 2, 3, and 4).
T21.29	Provide for testing version control procedures to facilitate testing and defect tracking.
T21.30	Provide an optimal test of the computing environments for performance tuning to establish baseline sizing and define benchmarks to size for future growth requirements, include capacity planning and utilization activities.
T21.31	Provide for activities in the converted data validation prior to testing.

4.1.1.3 Test Categories

Table 19 lists the TEMP guidelines for all Contractor's testing of the business applications defined in Attachment G2 herein this RFP and the information and technology infrastructures defined herein this Attachment G1. The Contractor must provide a complete narrative and detailed plan of the Contractor's Test Strategy and Plan, which the State considers as foundational to the Project's success. The Contractor must provide sufficient time or durations for testing, as stated according to the State's Category and Durations of Testing defined in Table 22.

Table 22 Category and Durations of Testing

Categories and Durations of Testing	
Identifier	Description
T22.1	Category 1: Staging – The Contractor's initial deployment of the Project Components software and testing on the technical infrastructure provided (data center options) hardware or platform configurations verifying the ability to monitor and control network and equipment via the software's configured designs. To incorporate all Contractor Project Component software upgrades, enhancements and arrival of all current technical and operations support documentation.
T22.2	Category 2: Systems – The Contractor's testing focused on the introduction of additional modules as interrelated functionality to provide a seamless systems computing configuration across the Project Components.
T22.3	Category 3: End-to-End Integration Testing – The Contractor's (primarily technical) focus on the technical infrastructure's relationship with all the Project Components successful execution within the computing environment.
T22.4	Category 4: User Acceptance Testing (Not less than 30 days) – The Contractor's (primarily business or end-user) focus on the operational features and functionality of the Project Components, including workarounds.
T22.5	Category 5: Parallel Testing (optional) – The Contractor's comparative analysis of the Project Components processing cycles outputs with the legacy systems' production cycle's output. A comparison of expected outcomes with actual outcomes to determine parity or equality in the results. Expected and actual results may vary intentionally.
T22.6	Category 6: Final Acceptance Testing (minimum of 30 calendar days) – The

Categories and Durations of Testing	
Identifier	Description
	Contractor's spot-check for a production-ready operating environment validating mission critical systems and services functionality and results, and access by authorized users in operations across the State.

4.1.2 Technical Architecture Specifications

The Contractor must provide the technical architecture design and support specifications to fulfill the Contractor's SOW for Systems and Services, and the Shared Services delivery and operations throughout the Contract Period.

The Contractor may, under Sections 1.2 Continuous Improvement and 1.3 Cost Avoidance and Cost Savings defined herein, collaborate and cooperate with the State and its Stakeholders to continue optimizing the technical and business architectures under State management and control to meet common performance goals. The Contractor must commit to use of the Project's Defect Identification and Problem Resolution, Task Order, and Change Management processes defined herein this RFP throughout the Contract Period.

Both the Technical Infrastructure Plan (TIP) and the Services Plan must accommodate the systematic capture of performance measures for service levels compliance reporting by working together. The TIP and the Services Plan must provide the State with a methodical and "stepwise" representation of the Contractor's deployment sequence of the State's technical infrastructure and business services areas, the services interdependency with the other State agency operations and those of its Stakeholders local (health information exchanges) and remote (federal agencies).

4.1.2.1 Technical Infrastructure Plan

The Contractor must provide, as part of the technical architecture specifications, a Technical Infrastructure Plan (TIP). The TIP includes a series of individual plans defined in Table 23 for achieving a comprehensive State-wide technical infrastructure. The TIP must result in properly designed and sized technical infrastructure for every facility; Data Center, DDI Project Office, and Operations.

Table 23 Technical Infrastructure Plan

Technical Infrastructure Plan	
Identifier	Description
T23.1	Infrastructure Assets Inventory: Bill of Materials (BOM)
T23.2	Technical Infrastructure Plan
T23.3	Configuration Management Plan
T23.4	Release Management Plan
T23.5	Security and Privacy Plan
T23.6	Network Design and Management Plan
T23.7	Disaster Recovery and Business Continuity and Contingency Plan (DR-BCCP)
T23.8	Systems and Services Implementation Plan (Data Center Options)
T23.9	Shared Services Implementation Plan (Data Center Options)

T23.10	Federal (CMS) MECT Certification Criteria Plan (updated)
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4.1.2.2 Configuration Management Plan

The Contractor must provide a configuration management plan defined herein as a set of standardized processes of configuration management required to specify, control, and track configuration items (CI) and any changes made to them in a comprehensive and systematic fashion.

The IT Infrastructure Library (ITIL) defined in the RFP is the recommended best practices standards which include specifications for configuration management. The configuration management plan must adopt the four Contractor tasks of configuration management ITIL specifications defined in Table 24 Configuration Management.

Table 24 Configuration Management

Configuration Management	
Identifier	Description
T24.1	Identification of configuration items to be included in the Configuration Management Data Base (CMDB).
T24.2	Control of data to ensure that it can only be changed by authorized individuals.
T24.3	Status maintenance, which involves ensuring that current status of any CI is consistently recorded and kept updated.
T24.4	Verification, through audits and reviews of the data to ensure that it is accurate.

4.1.2.3 Release Management

The Contractor shall develop, deliver, maintain, and execute a Release Management Plan demonstrating or forecasting an 18 month release cycle. The Release Management Plan must satisfy the requirements defined in Table 25.

Table 25 Release Management Plan

Release Management Plan	
Identifier	Description
T25.1	Identification of the release packaging, the contents: modifications and enhancements and regular maintenance components within the release.
T25.2	Justification for the release packaging grouping or contents: why the grouping represents a sound business decision, optimal advantage.
T25.3	Identification of changes to tables and rules engine, with an explanation of the system changes effected by the change.
T25.4	Estimates for each release, including effort, cost, staffing summary, and schedule summary.
T25.5	Identification of applicable processes and activities for each release that meet the requirements for System Development, Testing, and Implementation.
T25.6	Identification of applicable deliverables for each release that meet the requirements of System Development, Testing, and Implementation.
T25.7	In the Release Management Plan, Contractor shall identify any expected major

Release Management Plan	
Identifier	Description
	activities to be completed and the resources required (e.g., Contractor, State and County staff).
T25.8	The process for releases shall include both quarterly and monthly releases, the exact date of which shall be adjustable to facilitate special processing and holidays. Quarterly releases shall include major and moderate system changes. Monthly releases shall include only minor changes. Major and minor changes are further defined below:
T25.9	A major change reflects a significant change in State business requirements (e.g., new legislation or State policy change).
T25.10	Minor changes can be a modification to provide minor problem resolution or improvements to procedures such that the changes do not require updates to user documentation, training, data conversion, or Logical Design Document (LDD) modification.
T25.11	In addition, the Contractor shall execute "emergency" updates to the system as an "exception release" outside of the scheduled releases if approved in writing by the Contract Administrator. Exception releases are to correct defects that have a Priority 1 impact to the program and cannot wait until the next scheduled release. The Contractor's release recommendation shall identify any system defects to be corrected in a maintenance release, and include the hours estimated and impact analysis of correcting the system defects.

4.1.2.4 Security and Privacy Plan

The Security and Privacy plan must be developed alongside or complement the Integration and Configuration Environment Specifications deliverable. The State anticipates various levels of security, including facility physical security requirements to be documented in the Security and Privacy Plan. This plan is separate and apart from the Security and Privacy Requirements of the Contractor's Systems and Services defined Attachment G2 SOW. The Contractor must provide the Architecture Security and Privacy Plan with the requirements defined in Table 26.

Table 26 Security and Privacy Plan Requirements

Security and Privacy Plan Requirements	
Identifier	Description
T26.1	Establish security standards for the System and Services consistent with federal and State security requirements provided in the Resource Library.
T26.2	Obtain Security and Privacy Plan input from the State and its Stakeholders to ensure completeness and coverage, including network topology to uncover possible break-points or potentially negative impacts to the Security and Privacy Plan objectives.
T26.3	Obtain Security and Privacy Plan input from the State and its Stakeholders with respect to the State's Data Center, Project Facilities and Workspace, State-designed Agencies, Offices, and County Operations, and operations such as Disaster Recovery services.
T26.4	Conduct a Security and Privacy Plan risk analysis to identify System security policies, procedures, and controls (e.g., administrative, physical, and technical (i.e., identity management)).
T26.5	Establish Security and Privacy monitoring criteria, thresholds, benchmarks, and alerts

	with respect to an operationalized Systems and Services environment. Report regularly as scheduled or as defined by the State and the Contractor.
T26.6	Establish Security and Privacy Plan audits, institute best-practice processes that ensure that security and privacy measures address all federal and State policies, procedures, reporting and compliance training.
T26.7	Establish Security and Privacy Plan governance structures designed to assess the audits, and make recommendations to improve the Security and Privacy Plan obligations. Review unauthorized and authorized incidents, breaches, and effectiveness and adaptability of the process and procedural improvements.
T26.8	Establish guidelines for the possible vulnerability of breach, and stipulate conditions requiring assessment by an independent 3rd party, including the Security and Privacy Plan.
T26.9	Provide the security and privacy concerns of the technical infrastructure, the computing environments, and all the Systems and Services authorized users, including exchange data services partners or trading-partners rights to data security, data privacy and data confidentiality.
T26.10	Adhere to all specifications defined herein and do not conflict with the State-defined standards for security and privacy, or with the federal requirements defined as MECT.
T26.11	Provide security and privacy for each computing environment including those used by the State's local agencies and remotely throughout the State as the Department of Country Operations.

4.1.2.4.1 Network Design and Management Plan

The Contractor, with respect to the Data Center Options and the specifications for an optimally performing Systems and Services production environment and Stakeholder experience, must provide the State with a Network Design and Management Plan with the attributes defined in Table 27.

Table 27 Network Design and Management Plan Requirements

Network Design and Management Plan Requirements	
Identifier	Description
T27.1	Provide a network design and configuration taking into account the State's current technology and infrastructure assets including the SOA architecture and planned exchange data services (health information exchange, health insurance exchange, web-services).
T27.2	Provide a network modeling capability to verify and assure the network capacity and the demand for capacity (bandwidth) will be met or exceeded in the network design and configuration anticipated in the State's augmentation or growth estimates, including COLD storage requirements, storage area networks (SANs), business intelligence capture, operational and transaction data capture and storage.
T27.3	Provide a network design and configuration that addresses multiplatform environments, web-services, mainframe, client-server, and exchange data services and service platforms (health information exchange, health insurance exchange, and the Shared Services) and avoid conflicts causing network latency.
T27.4	Provide a network design and configuration that interfaces with the State's 3 rd Party services and support for Disaster Recovery – Business Continuity and Contingency

	Plan (DR-BCCP) events, updating of the procedures and training materials.
T27.5	Provide a network design and configuration that will meet redundancy and failover requirements for interim or temporary technical infrastructure, and will immediately reroute all communications to the appropriate backup site during for failover.
T27.6	Provide a network design and configuration plan that addresses: <ol style="list-style-type: none"> 1. State network interfaces 2. Network security 3. Network monitoring 4. Network performance and management 5. Network access points 6. Unified communications (video, voice, data, email) 7. Network protocols and standards (mobile, Wi-Fi, landline)

4.1.2.5 Disaster Recovery – Business Continuity and Contingency Plan

The Contractor, with the cooperation of the State, must coordinate and adopt an approach to integrating seamlessly (with respect to the Data Center Options) into the State’s existing DR-BCCP. The Contractor, together with State, must provide all DR-BCCP supporting services with respect to the Contractor’s Systems and Services technical infrastructure and environmental configurations it has contracted to deliver. This includes the business services peripheral equipment and services (desktops, scanners, printers, copiers) yet excludes all State-managed and contracted technical infrastructure and operations assets, networks, and network services and unified communications services.

The range of infrastructure and services responsibility covers the spectrum from partial loss of function or data for a brief amount of time to a “worst-case” scenario in which a man-made or natural disaster or IT data center failure may result. The Contractor, as part of the DR-BCCP, must include the requirements defined in Table 28.

The State objective for recovery of the DSS is seven (7) calendar days.

Table 28 Disaster Recovery Plan Requirements

Disaster Recovery Plan Requirements	
Identifier	Description
T28.1	<p>The Contractor will categorize system outages using the five severity levels, ranging from Level 1 (most severe) to Level 5 (least severe) as guidelines.</p> <ol style="list-style-type: none"> 1. Level 1: Major system disaster where the only action is to move the system applications to the targeted backup sites. 2. Level 2: Major system outage. If the outage remains at this level beyond the time period designated for recovery, the System or any Component will be moved to a targeted host at the alternate site. 3. Level 3: Major application/infrastructure problems. The System or any Component is not working properly or users are prevented from accessing the application. There is a severe impact to the business processes. 4. Level 4: Moderate application/infrastructure problems. One or more System-supported services are experiencing problems that affect the business processes. There is minimum system outage or downtime apparent to users. 5. Level 5: Minor application/infrastructure problems. Users are experiencing minor operational problems. There is no system outage and there is little or no impact on business processes.

T28.2	The Contractor will ensure the Technical Infrastructure Plan adequately supports the content and design of the DR-BCCP ensuring the State's technical and operational performance measures and SLAs can be met.
T28.3	Provide updates to the DR-BCCP methods and procedures, communications and training on a quarterly basis, or as required to remain "evergreen" or current.
T28.4	Make modifications to the DR-BCCP as the technical infrastructure and asset inventory changes or evolves. Include the "spares inventory" to be provided by the OEM or purchasing agent as part of the DR-BCCP severity level response and notifications.
T28.5	Ensure methods and procedures exist to avoid disruption in service regardless of the level of severity; highest severity levels have published alternative workspace and temporary facilities contacts, communications, and training.
T28.6	Ensure adequate standards, methods, procedures, and training materials exist in the operations (daily, weekly, quarterly, annually) manuals for securing backups and access to the backup environments are included in the alternative workspace and temporary facilities.
T28.7	Provide descriptions of the DR-BCCP execution plan, the hierarch of planned events, key roles and responsibilities, and tools for communicating event status to Stakeholders.
T28.8	Ensure periodic reviews are conducted to ensure a timely restoration and continuity of services and test them as part of the State's standard "drill" exercise.
T28.9	Include the Data Center (options) and their backup data centers, at least one local business office, and any required telecommunications connectivity and external system interfaces in the DR-BCCP exercise drills or tests. The Contractor shall update the DR-BCCP Plan each time based on the exercise drill results.
T28.10	The disaster recovery and production systems must be geographically separated.

4.1.3 Information Architecture Specifications

4.1.3.1 Shared Services Capabilities

Shared Services are an integral part of the State's planned infrastructure and technology architectures to deliver value and efficiency to the business services they support and enable. The Contractor, throughout the Contract Period, is responsible for the development, design, configuration, testing, integration, and operational support of the Shared Services requirements defined in Section 6 of this Attachment to the RFP. They include:

1. Workflow Automation
2. Report Management
3. Performance Management

The Vendor must propose shared services with configurable or programmable interfaces that will successfully accommodate cross-platform exchanges of data and content interoperability that has originated from identically purposed services' platforms operating elsewhere as a function of the Medicaid enterprise.

4.1.3.2 Data Conversion

The Contractor must provide in its proposal the information architecture of its Project Components. This should include narratives and diagrams of the logical and physical data models, data dictionaries, and pre-configured business rules for computing environment initialization. The information architecture may include files, databases, repositories, operational data stores, transaction data stores, reporting repositories, parameter files, reference files, and reference information.

The Contractor must include a proposal for identifying and securing the legacy systems data, data definitions, conversion rules, and migration approaches best suited to initialize and populate the Contractor's Project Components architectures.

The State will assume responsibility for all legacy system data, data definitions, data cleansing and data migrations based upon the requirements set forth to the State. The Contractor's planned data conversion and migration must be communicated to the State as requirements for a transition that is as non-disruptive as possible.

The Contractor, in its plan must provide their approach defined in Table 29 in terms of requirements to the State.

Table 29 Data Conversion Approach

Data Conversion Approach	
Identifier	Description
T29.1	Approach to validate the legacy system data elements, sources, definitions, conversion rules, including corrective actions taken upon the legacy data for cleansing or reducing duplicates or orphans.
T29.2	Approach to conduct the bi-directionally map between the data structures of the legacy

	system and the Systems and Services, and Shared Services.
T29.3	Approach to automated tools and software to be used in the repeatable conversion of legacy data and the accuracy validation testing of results.
T29.4	Approach to reconcile converted legacy data to be reconstituted by the legacy systems data teams to ensure a more accurate conversion with fewer exceptions.
T29.5	Approach to data derivation for new data that is not legacy system data but required to support the Contractor's Systems and Services, and Shared Services.
T29.6	Approach to document, assign, resolve, and approve unexpected and anticipated conversion issues and risks.
T29.7	Approach to joint cooperate with the State, and the legacy systems' vendors , the cooperation and governance surrounding proposed timelines, schedules, and resources for conversion or migration events, and follow-up afterwards.
T29.8	Approach to ensure "ready to go" status of data prior to conversion, and migrations into the Contractor's scope of services.

4.1.4 Business Architecture Specifications

4.1.4.1 Operations Plans

The Contractor must provide, as a separate component part of the Integration and Configuration Environment, the Services Plan, identical in purpose to the TIP deliverable as the operations installed atop the technical infrastructure.

The Contractor must, for is Project Components, provide Services Plans. The Services Plan includes a series of individual plans defined in Table 30 for achieving comprehensive State-wide operations. The Contractor is encouraged to establish Services Plans for each discrete Operations functions in Section.

Table 30 Services Plan Specifications

Services Plan Specifications	
Identifier	Description
T30.1	Business Area Facilities Plan (Workspace and Equipment Layout)
T30.2	Business Area Equipment Plan (Desktop and Peripherals Engineering and Configuration and Test)
T30.3	Business Services Activation Plan <ol style="list-style-type: none"> Standards-based Messaging Standards-based Exchange Data Non-standard exchanges
T30.4	Business Services Analysis and Design Plan <ol style="list-style-type: none"> Business Processes (Workflow) Business Rules (Workflow) Process Controls (Business Intelligence / Reports) Supporting Tools (Manual Practices and Automated Practices)
T30.5	Business Services Acceptance Test Plan <ol style="list-style-type: none"> Workflow Business Rules Controls
T30.6	Business Services Training Plan <ol style="list-style-type: none"> Services Administration Tools

Services Plan Specifications	
Identifier	Description
	2. Services Train-the-Trainer 3. Business Area Equipment (Maintenance and Consumables) 4. Work Group Floor Support (at cutover)
T30.7	Business Services Rollout Plan 1. Pre-Rollout Preparations – Archives and Imaging 2. Rollout Work Group #1 3. Rollout Work Group #1 Checklist
T30.8	Business Services Assurance Plan 1. Dashboards 2. Reports 3. Performance Data Capture 4. Security and Privacy Checklists
T30.9	Federal (CMS) MECT Certification Criteria Plan (updated)

4.1.4.2 Operations Functions

The Services Plans must detail the business architecture to be configured and implemented, the State's requirements and specifications as defined Attachment G2 for all operations or business services. The business services functions for this RFP are defined in Table 31.

The Operations functions for this RFP are defined in Table 31.

Table 31 DSS Operations Functions

DSS Operations Functions	
Identifier	Description
T31.1	Decision Support Component
T31.2	Data Warehouse Component
T31.3	Business Intelligence and Query Tools
T31.4	Fraud Detection Component (Pre and Post Processing)
T31.5	Management and Administrative Reporting (MAR)
T31.6	Surveillance and Utilization Review (SUR)
T31.7	Federal Reporting

4.1.5 Phase I Completion Report

The Contractor, after successful close of the Planning Kick-off Meeting must provide to the State the Project Initiation Completion Report deliverable. Acceptance of this deliverable by the State indicates formal completion of Phase I. The Project Initiation Completion Report is evidence of the following:

1. The Contractor has delivered DDI and Operations Phases' plans as baselines complete with tasks, activities, deliverables, and milestones.
2. The Project DDI Office and infrastructure is established, staffs are allocated to workspace, and the tools and techniques, methods and procedures, and performance management processes are documented and ready to be institutionalized.

3. The repository linkages to the State's **existing** documentation and related databases are accessible to authorized individuals.
4. The Phase I Planning Kick-off Meeting Objectives and Deliverables (Table 17, 18, and 19) were provided and approved by the State for formal closure of Phase I.

4.2 Phase II – Infrastructure and Development, Configuration and Integration

Phase II is primarily the deployment of infrastructure and the configuration of the operations or business services. In effect, it constitutes delivery of the baseline plans approved by the State in Phase I.

It includes the software and services configuration and integration with the cooperation of the State and the Contractor staff as designed and approved. It includes the delivery of the business services-ready environment complete with documentation and training having been delivered.

4.2.1 Infrastructure and Development Implementation

The Contractor must deliver the approved technical infrastructure and computing environments, according to the Data Center Option documented in Phase I. This implementation includes the State-approved procurements for the BOMs required to satisfy the computing environment options. Also included are the infrastructure for the operations, or business services and the Project's DDI Office.

Table 32 identifies the Contractor requirements with respect to the Technical Infrastructure Plan's deployment or implementation. Afterwards, in this Phase II the Technical Infrastructure Administration Procedures deliverable is produced (depending upon the Data Center Option) and it concludes with the Technical Infrastructure Review and Acceptance Report deliverable.

Backup of the current DSS is performed by the State's current fiscal agent. This is done as a process step within the overall backup of the MMIS

Table 32 Technical Infrastructure Deployment

Technical Infrastructure Deployment	
Identifier	Description
T32.1	Identify, confirm, acquire, and configure all software and hardware assets constituting the technical infrastructure maintained and operated by the Contractor.
T32.2	Establish and execute the software development life cycle (SDLC) for all the State-approved Task Orders, Change Controls, and Contractor-identified Gap-closure Recommendations for Project Component software and services.
T32.3	Identify each of the technical infrastructure assets assigned within every Stakeholder operating facility (remote and local) including the Data Center Options, the backup facility locations, and the Contractor business services operation sites).
T32.4	Components must be accompanied with the development, configuration and integration of Project interfaces, exchange services, interoperability tools, databases and data warehouses, performance reporting, and access to legacy applications for seamless operations of the computing environments under the management and

	control of the Contractor defined herein this RFP.
T32.5	Document the configuration of the assets that are Contractor maintained and operated.
T32.6	Install, configure, and test all hardware and software (e.g., operating software, network monitoring software, software utilities, communications software, peripheral equipment and software) for all computing environments and networks that will be Contractor-maintained and operated.
T32.7	Interface and test all hardware and software and networks that are participating in the technical infrastructure that are State maintained and operated for full interoperability and computing service related.
T32.8	Prepare and deliver the Technical Infrastructure Administration Procedures for the operation of the deployed Technical Infrastructure. The Contractor must include all supporting documentation supplied by the equipment or commercial software vendor.
T32.9	<p>The Technical Infrastructure Administration Procedures must include best practices to be used:</p> <ol style="list-style-type: none"> 1. Roles and responsibilities 2. Detailed procedures, decision trees, and their frequency performed 3. Data backup, archiving, and file restoration processes. 4. Asset and configuration management within the Data Center Options 5. Monitoring of system and services activity (i.e., event logs) 6. Identification of abnormal activity and alerts resolution procedures 7. Update and repair management procedures 8. Ability to restore the last known stable configuration 9. Storage management and monitoring procedures 10. Data management and administration procedures 11. Procedures to ensure data integrity and minimize data corruption 12. Procedures for protection of physical assets 13. Authorized access to backups during emergency or disaster 14. Security procedures supporting State security and privacy policies
T32.10	<p>The Contractor must demonstrate successful results for the following:</p> <ol style="list-style-type: none"> 1. Connectivity – Successful log-on and response connection to all computing environments from a State specified location and workstation 2. Response Time – Successful response time to ensure workstation meets minimum response time requirements, even while allowing for known latencies or delays in the Contractor or State infrastructure 3. System Availability – Successful availability or uptime access by Stakeholders 4. Disaster Recovery – Successful backup and restoration, transfer of operations to the backup site and access, and identify and measure all performance points and go-live criteria 5. Security – Successful monitoring and governing of network and infrastructure related security requirements 6. Documentation and Procedures – Demonstrate a correctly configured technical infrastructure complete with local and remote administration and management, the administration plans and procedures and tools, all are in conformance with the actual practices
T32.11	Produce the Technical Infrastructure Review and Acceptance Report for delivery to the State.

4.2.2 Configuration and Integration

The Contractor, after development of the gap-closure Task Orders and Change Controls and deployment of the technical infrastructure must provide proposal information to configure and integrate all the Project Components atop the technical infrastructure. The Contractor must deliver as part of its configuration and integration obligations the plans and requirements defined in Table 33 Component Configuration and Integration Requirements:

Table 33 Configuration and Integration Requirements

Configuration and Integration Requirements	
Identifier	Description
T33.1	Deliver the Configuration and Integration Plan.
T33.2	Deliver the Functional Design Document.
T33.3	Deliver the Interface Control Document.
T33.4	Execute the tasks, activities, and deliverables including coordination with the State for their predecessor and successor dependencies (tasks, activities, and deliverables) to integrate the Technical Infrastructure as a complete deployment capable of supporting the Contractor's Systems and Services and Shared Services (depending upon the Data Center Options).
T33.5	Execute the tasks, activities, and deliverables including coordination with the State for their predecessor and successor dependencies (tasks, activities, and deliverables) to configure the Contractor's Systems and Services and Shared Services components atop the Technical Infrastructure and computing platforms (depending upon the Data Center Options).
T33.6	Fulfill the regulatory and statutory Standards as defined herein participating in the Technical Infrastructure and the Systems and Services, and Shared Services computing environments.
T33.7	Execute the tasks, activities, and deliverables of the Contractor's SDLC for designated RTM component and Task Order component build, configuration, integration, and test as part of the Technical Infrastructure and computing environments successful operations and interoperability.
T33.8	Execute the tasks, activities, and deliverables of the Contractor's comprehensive series of tests within each of the computing environments processing transactions as part of the Contractor's Systems and Services, and Shared Services defined herein this RFP.
T33.9	Prior to execution, conduct a comprehensive review with the State-designated Stakeholders to confirm the configuration and integration standards, specifically as they apply to the configuration and integration activities of this Project.
T33.10	Fully describe how its standards will result Systems and Services, and Shared Services atop a technical infrastructure and computing environment that is clearly organized, and easy to operation and maintain.
T33.11	Assess whether any changes are needed to the standards in light of the functional design of the Services Components and Shared Services.
T33.12	Provide detailed updates reflecting the specific schedule and resource requirements to the baseline WBS and Project Work Plan mutually approved during Phase I.
T33.13	Document the various standards for use in configuration, software customization, and integration as an appendix to the Configuration and Integration Plan.

4.2.2.1 Computing Environments Guidelines

The Contractor must provide a Computing Environment Configuration and Integration Guide (CECIG) (see specifications defined in Table 34) for use by the State and Contractor to communicate the proper assembly of the Project Components. The Contractor's approach to the Data Center Computing Environment Options will differ in both approach to integration and testing, yet the criteria for "Go; No-go" promotion of across the different computing environments (pre-production vs. production operation environments) depending on the Data Center Options.

Table 34 Computing Environment Specifications

Computing Environment Specifications	
Identifier	Description
T34.1	Provide a sufficient level of detail describing in the Guide the approach to the TEMP and overall testing methodology, tools and techniques, the execution steps, how it is similar or dissimilar for each computing environment, and the entrance and exit criteria for promotion from one computing environment to another (e.g., staging, model office, development, system, integration, regression, pre-production, production, training, parallel).
T34.2	Provide a detailed description for each processing environment as to: <ol style="list-style-type: none"> 1. How the specific environment is configured. 2. What software and hardware supports it (e.g., resident on Contractor- or State-provided platforms, security controls). 3. The inventory of administrative and management procedures directly associated with the management and use of that specific environment.
T34.3	Provide, as recommendation to the State, a similarly purposed integration laboratory that provides the ability to exercise scenarios in a controlled test environment that is fully representative of the System and Services and Shared Services (applications and data) prior to formally releasing the item for integration. The integration laboratory may also be used to support "what if" scenarios.

4.2.2.2 Project Components Guidelines

4.2.2.2.1 Functional Design Documents

The Functional Design Document is a deliverable relative to the Project Components' software and services provided, maintained, and supported from the Data Center. It is a deliverable that cross-maps to the RTM and modifications to the RTM via Change Control. This includes State-approved RTM requirements for additional business logic, business processes, business rules, business process controls, control data, database and data structures, interface and end-user access points; impacts to the applications operating in the technical infrastructure and the data center's computing environments (as opposed to the Services Plan for the functional design of services or operations workflow).

Table 35 provides the Functional Design Document requirements based on the Integration and Configuration Environment Specifications and the Technical Infrastructure Plan.

Table 35 Functional Design Document Specifications

Functional Design Document Specifications	
Identifier	Description
T35.1	Describe and diagram all the modular functionality and interrelationships of the Project Components (including interfaces and exchange services tools).
T35.2	Describe and diagram all the end-user access points (application or portal access).
T35.3	Describe the functional tools and techniques for configurations, algorithms, communications, and messaging, automation services, and support tools and techniques.
T35.4	Describe and diagram the logical data models and physical data models.
T35.5	Produce a cross-reference of the Functional Design Document as it relates to satisfying the State's applicable Key Objectives and Technical Infrastructure Plans' ability to enable the design.

4.2.2.2 Functional Interface Control Documents

The Contractor must provide Interface Control Document (ICD) deliverables for each interface, intra-domain and inter-domain with the Medicaid enterprise. The ICD documents all interfaces relative to the Contractor's Systems and Services, and Shared Services technical infrastructure, computing environment, and operations environments. The Contractor must provide interface criteria to the State as reference documentation to incorporate legacy services. For each interface, the Contractor provides the State with a current ICD that meets the requirements defined in Table 36.

Table 36 Interface Control Document Specifications

Interface Control Document Specifications	
Identifier	Description
T36.1	Provide sufficiently detailed documentation (technical, operational, and end-user configuration support) to ensure a successful interoperability and exchange of data within the technical infrastructure and computing environments, includes message structure and error messaging configurations.
T36.2	Provide in the detailed documentation the concept of operations for the interface; define the messaging structure and protocols that govern the interchange. Identify the communication paths along which the data is expected to flow.
T36.3	Provide the qualification requirements that each interface must meet (technical and operational) and incorporate these requirements into an interface test procedure that exercises all aspects of the interface, including any required data processing.
T36.4	Propose an interface testing methodology in accordance with the TEMP that emulates the behavior of the external system if there is difficulty in obtaining permission for a "live" test in early stages of the Systems and Services, and Shared Services integration.
T36.5	Seek advance State approval on the proposed approach and data for interface testing with third parties, Stakeholders, and trade partners prior to conducting the actual test. Provide expected outcomes for each test scenario.
T36.6	Provide the State with the test approach and results for review and approval prior to placing the interface into a computing environment beyond development and unit test, at minimum; seek approval as part of the systems testing or a similarly defined purpose environment.
T36.7	Support State review and approvals for interfaces, intra and inter Medicaid domain,

Interface Control Document Specifications	
Identifier	Description
	with the additional documentation, such as system administration manuals, related to the inter-domain or external systems.

4.2.2.3 End-to-End Integration Test and User Acceptance Test

After the successful deployment and configuration of the technical and business architectures, and interoperability of the Project Components, the Contractor has established a pre-production computing environment in the data center that is validated by the Contractor, the State and its Stakeholders as “ready-to-go.”

The definitions for the End-to-End Integration and UAT are defined in Section 4.3 Test Categories to aid the Contractor’s proposal for these deliverables. The Contractor must provide detailed test plan information with regard the test categories provided in the Phase I deliverable for the TEMP.

4.3 Phase III – Operations Readiness, Production Cutover, and Facilities Rollout

This Phase produces written assurances to the State by the Contractor the DDI Phase SOW is delivered and operational. Phase III constitutes the preparations and migration of the Project Components approved by the State as “ready-to-go” currently staged in a pre-production data center computing environment into a production operating environment.

The production operating environment, constituting the three architectures (technical, information, and business) is then initialized with a successful migration of the production data and a final test is conducted by the Contractor and the State affirming end-user access to mission critical applications and services within predetermined operations facilities, functions, or work groups as provided in a State-approved rollout schedule.

4.3.1 Implementation Planning

The Contractor must be compliant with the deliverables approved in Phase I and Phase II during implementation of the Project Components and the interrelated systems and services. The Contractor must provide for the detailed sub-plans to the overall Implementation Master Plan coordinating the following:

1. Training Plan
2. Data Conversion Plan
3. End-to-End Integration Test Plan
4. User Acceptance Test Plan
5. Performance Management Plan
6. Operations Rollout Preparations Plan
7. Operational Readiness Review Plan

4.3.1.1 Implementation Master Plan

The Contractor, together with State and its Stakeholders, will develop a mutually agreed Implementation Master Plan that includes the implementation strategy, the diverse resources, and a schedule for State-wide implementation of the Systems and Services, and Shared Services.

The Implementation Master Plan deliverable must accommodate, as designated by the State, the concurrent operation and interoperability of existing legacy systems as contracted by the State to remain in place.

The Implementation Master Plan must incorporate the requirements defined in Table 37.

Table 37 Implementation Master Plan Requirements

Implementation Master Plan Requirements	
Identifier	Description
T37.1	Provide an approach that addresses the size and complexity of the Stakeholders, the end-user population, taking into account any transition and productivity concerns, hardware and technical considerations, logistical and training, or implementation support issues.
T37.2	Provide an implementation work plan in Microsoft Project that provides a detailed schedule and quantifies required resources for both the Contractor and State with estimates and durations by skill-set.
T37.3	Review the physical space and security requirements for all operational, technical, and business services facilities.
T37.4	Update, on a site-by-site basis, the detailed access (security control) plans and procedures, data security plans and procedures, and physical considerations for DR-BCCP that must be tailored to each location.
T37.5	Provide updates to the Security and Privacy Plan to reflect any new findings related to physical security.
T37.6	Minimize known areas of possible disruptions in services, including legacy operations, and to all the State and its Stakeholders in the transition of business operations.
T37.7	Ensure the interfaces for interoperability (intra and inter-domain) with legacy systems and services remains. Involve the State to jointly determine the concurrency requirements.
T37.8	Coordinate with the legacy vendors.
T37.9	Secure the State's support for a contingency to roll-back to legacy operations if, at any point during State-wide implementation, the Systems and Services, or Shared Services fails to comply with State and federal requirements or mission critical application failure in terms of features, functionality, availability, and performance in the delivery of Medicaid programs and services.
T37.10	Establish a Rollout Schedule with the Go: No-go criteria and responses for each facility rollout event scheduled.

4.3.1.2 Training Plan - Detailed

The State anticipates significant training will be needed to provide applicable State staff with a comprehensive understanding of the Systems and Services, and Shared Services functionality and performance as defined in the initial Training Plan deliverable in Phase I. A detailed update to the initial Training Plan must include hands-on, train-the-trainer materials, and include the use

of new tools and techniques that support the functions. Initial instructor-led training will be the responsibility of the Contractor according to the primary training objectives or requirements defined in Table 38.

Table 38 Training Plan Requirements

Training Plan Requirements	
Identifier	Description
T38.1	Provide a detailed Training Plan that addresses the use of the Systems and Services, and Shared Services according to the State and its Stakeholders' roles and responsibilities and skill-sets.
T38.2	Include all known operational, and support procedures for using any Contractor-provided support resources.
T38.3	Address fully any specialized training for State staff and designated Stakeholders whose assigned duties and responsibilities are related to the management, administration, and security of the Systems and Services, and Shared Services.
T38.4	Provide a comprehensive training rollout schedule that includes all the training courses, the training locations, the enrollment process, the pre-training course instructions, the training materials, and any supporting infrastructure and equipment, passwords, long-on, and connectivity to the computing environment. Include the mechanisms to address questions, or resolve issues, including defects that may be identified during the training courses.

4.3.1.3 Data Conversion Plan - Detailed

The Contractor must provide for a Data Conversion Plan for End-to-End Integration Test and a User Acceptance Test (UAT) complete with all pre-production data conversions as verified and approved by the State. The requirements of the Data Conversion Plan deliverable are defined in Table 39.

Table 39 Data Conversion Plan Requirements

Data Conversion Plan Requirements	
Identifier	Description
T39.1	Report on all UAT data conversion and migration activities to ensure completeness of coverage for each data conversion cycle. Detail the cycle's progress and accuracy of data conversion results.
T39.2	Provide for pre-conversion analysis using trial cycles to fully validate the conversion rules, conversion processes, and conversion results. Allow for State review and approval of the pre-conversion trial.
T39.3	Provide a UAT Data Conversion Final Report deliverable to the State as input to the States approval to proceed to UAT planned events.
T39.4	Provide a methodology and "stepwise" plan for ongoing data verification and/or reconciliation needs in an evolving modular environment and while pursuing business process maturity.
T39.5	Provide participation and support, particularly in the Defect Identification and Problem Solving activities, of the UAT; specifically in the UAT activities related to the computing environments and applications and data under the direct management and control of the Contractor.

4.3.1.4 End-to-End Integration Test Plan

The Contractor must, in consideration of the End-to-End Integration Test Plan, allow for the test plan objectives defined in Table 40.

Table 40 End-to-End Integration Test Plan Objectives

End-to-End Integration Test Plan Objectives	
Identifier	Description
T40.1	Conduct all testing activities, produce all deliverables, and manage all defects according to the requirements and specifications defined herein. (Illustrate complementary tests of technical and operational aspects of the Systems and Services, and Shared Services. Must produce, capture, and document the results of every test scenario required to demonstrate completeness of the RTM and any modifications as a result of the Project's decision-making.
T40.2	Conduct testing in a manner that is deemed progressive; augmented deployments of Systems and Services, and Shared Services functionality, including exchange data services and third party or trading partner agreements, and State Stakeholders; each one adding more functionality to the computing environments.
T40.3	Conduct a full regression test at the conclusion of each major set of testing objectives to ensure stability of progress. The conclusion of all testing will allow the Contractor to provide physical evidence the completeness of deployment and operation according to, and in full compliance with the specifications and requirements defined herein this RFP.
T40.4	Provide a methodology that permits Contractor-appointed staff to be members of an independent team, not from the Contractor's design and implementation staff, to perform key validations of all final integration testing. This test group shall include both functional and technical representatives, as needed and defined by the Contractor and approved by the State.
T40.5	After each major Component, document results to ensure that expected results are returned, then provide written certification the Component was accepted as testing for inclusion in further, broader integration and testing activities as provided for in the TEMP.
T40.6	Attain written certification in writing that each Component has been accepted as tested with no severity level 1 and severity level 2 tickets opened.
T40.7	Develop test procedures that support the Integration Test Plan and test automation tools with an appropriate set of tests that will achieve the following test objectives (depending upon the Data Center Options): <ol style="list-style-type: none"> 1. All Systems and Services, and Shared Services Components, Technical Infrastructure, Interfaces, and Computing Environments tested. 2. All RTM entries and enabling business rules, controls, and evidence of the controls are tested, validated, confirmed independently, and certified as meets the federally-mandated and State-defined requirements, including trading partners. 3. All workstations and peripheral equipment, software, and services are certified as meeting the configurations to enable business functionality supported by workflow, imaging, printing, copying, workstation commands, security and privacy guidelines and logons. 4. All test results, not deemed acceptable, are given proper priority status and level of severity for managing to Contractor and State procedures for defects and workarounds. 5. All training on test tools and techniques, documentation and protocol for

End-to-End Integration Test Plan Objectives	
Identifier	Description
	<p>reporting results are signed-off by the State, its Stakeholders, and permissions granted for Inter and intra-domain testing scenarios and protocols.</p> <p>6. All testing cycles, batch and online, real-time and near real-time, daily, weekly, week-end, monthly, quarterly, annually, and special runs are executed, and certified as compliant with federal and State procedures, and protocols for reporting and producing report formats.</p> <p>7. Verify the correctness of System and Services, and Shared Services error and message generation, warnings or other monitoring messages as designed.</p>
T40.8	<p>Provide evidence all testing and processing environments associated with a given test can be restored to their original pre-test states prior to the start of the given test. At a minimum, the Contractor shall define in detail the objectives and expected outcomes with the following types of technical infrastructure and computing environment tests:</p> <ol style="list-style-type: none"> 1. Performance Testing 2. Load Testing 3. Stress Testing 4. Security and Privacy Compliance Testing <p>Each test will have expected outcomes and validations related parameter files and databases that may be affected or changed (add, change, delete, restore) during execution of the test</p>
T40.9	Prepare and produce the Integration Test Results Report as defined by the State for progressive testing or integration testing as each component or function is integrated and added to the baseline.
T40.10	Prepare and produce the Integration Test Summary Report Upon completion of end-to-end testing of all Components, Systems and Services, and Shared Services. Include in the Summary definitions and descriptions of the testing environments and related scopes of testing activities performed, all the types of tests and the results of the tests to allow State visibility into all testing and test outcomes relative to the RTM.
T40.11	Ensure the Test Summary Report includes evidence of all supporting or contributing technical materials, documentation, and generated output as required by the State.
T40.12	The Contractor must present to the State all physical evidence that all requirements have been met.
T40.13	The Contractor shall prepare supporting documentation, conduct a formal review, and provide any appropriate demonstration of System capabilities, including State participation in or observation of selected functional and integrations tests, as appropriate.

4.3.1.5 User Acceptance Test Plan

Provide the User Acceptance Test Plan that contains the requirements defined in Table 41.

Table 41 User Acceptance Test Plan Requirements

User Acceptance Test Plan Requirements	
Identifier	Description
T41.1	A description of proposed tests to be conducted during UAT.
T41.2	A description of the tools, environments, and controls to be used during UAT.
T41.3	A proposed test schedule.
T41.4	A description of the Contractor and State roles, responsibilities, and resources needed

	to perform UAT.
T41.5	A proposed training plan and schedule for UAT team.
T41.6	A process for UAT problem reporting, tracking, and resolution processes.
T41.7	A proposed approach to the correction of deficiencies identified during UAT.
T41.8	Provide the following support for defect identification and problem resolution. <ol style="list-style-type: none"> 1. Problem description and root cause 2. Business processes, system functions, or interfaces impacted 3. CAP and resources required/assigned 4. Implementation approach and schedule for completion
T41.9	Participate fully in all UAT status review meetings with State to review the results of UAT and determine whether the Contractor has met all State requirements in advance of Rollout.
T41.10	Certify in writing all known defects and deficiencies in the computing environment, the Project Components, the technical infrastructure and the operations facilities have been corrected.
T41.11	Provide a means to capture and manage all State-developed test scenarios together with the related procedures.
T41.12	Correlate the relationship assigned each test scenario and its procedures to the RTM.
T41.13	Produce the standards of practice datasets that support each test scenario.
T41.14	Configure the UAT computing environment, the pre-production staging of the discrete functions of the end-to-end processing environment.
T41.15	Train the State and its Stakeholders on the UAT testing tools and processes; management of test results, defect identification and problem resolution, and corrective action plans in the case of identified deficiencies.
T41.16	Install special software and other technical and operational environmental changes to ensure a “ready-to-go” computing environment for UAT.
T41.17	Provide computing environment simulation tools to Project Component performance (volume, stress, response time) under extreme and standard practice operational conditions.

The State, in support of the UAT will:

1. Determine the UAT acceptance criteria and govern the UAT plan.
2. Assess UAT reports for quality and completeness and promote or reject user acceptance testing deliverables and milestone based upon entrance and exit success criteria.
3. Perform UAT using data sets representative of operational complexity.
4. Record all UAT results and the Contractor shall prepare the reports that include a record of all successes, failures, and corrective actions taken by the Contractor during UAT.
5. Jointly develop complex test scenarios.
6. Notify the Contractor of any deficiencies encountered during UAT.

4.3.1.6 Performance Management Plan

The Contractor must provide the State a Performance Management Plan deliverable defined in Table 42 that is detailing the Contractor's proposal to identify, capture, measure, monitor, and report the technical and operational performance criteria defined as key performance indicators (KPIs) measures against the Contractor's service level commitments.

The Contractor must keep the Performance Measurement Plan current using the Change Management Process instituted by the State. Changes may include additions, modifications, or deletions to the Project Components, the computing environment, or the technical, information, and business architectures for any reasons, including Environment Impacts. The Performance Management Plan results will participate in the Contractor's annual Score Card review process.

Table 42 Performance Management Plan Specifications

Performance Management Plan Specifications	
Identifier	Description
T42.1	Define the tools and techniques used to identify, capture, store, access, report, and monitor each KPI and the mechanisms in place to report the levels of service.
T42.2	Define the KPI data capture points proposed by the Contractor in one of the Phase II deliverables (Functional Design Document, Technical Infrastructure Plan, and Information Architecture).
T42.3	Define the Performance Management System capabilities as a flexible, configurable vehicle to govern activity logs, produce reports, and modify data and data retention periods.
T42.4	Procedures to correct any compliance issues or problems using a Corrective Action Plan (CAP).

4.3.1.7 Operations Rollout Preparations Plan

The Contractor must provide a description of its methodical approach and "stepwise" preparations for a controlled rollout of the operations or business services after a successful UAT. The Contractor must provide detailed Rollout Preparations Plans and include the requirements for documentation and the training materials defined in Table 43.

Table 43 Rollout Preparations Specifications

Rollout Preparations Specifications	
Identifier	Description
T43.1	Provide up-to-date technical, operations, and support Documentation that is representative of the data center production operation environment in the specified mediums.
T43.2	Grant an unlimited right to copy Documentation limited to internal use by the State unless otherwise restricted.
T43.3	Provide a Documentation update capability permitting authorized State representatives direct access to modify and add Documentation.
T43.4	Provide the Training Materials deliverable supporting the Training Plan including procedures for accessing the Contractor-provided training support and training resources.
T43.5	Provide all Training Materials at least thirty (30) calendar days prior to the start of the first facility implementation.

Rollout Preparations Specifications	
Identifier	Description
T43.6	Provide and maintain all Training Materials (e.g., hardcopy and electronic on-line) for each training session, consistent with the Training Plan.
T43.7	Develop materials that reflect realistic scenarios based on State standards of practice for business services, specifically tailored to the users' applications.
T43.8	Ensure the Training Materials and tutorials accurately reflect the online version of the Project Components' functionality.
T43.9	Ensure hard copy documentation is made available to end-users by the first calendar day of any classroom training and online documentation, including help functions by the first calendar day of User Acceptance Test.
T43.10	Provide the State with master copies of all Training Materials produced or provided by the Contractor.
T43.11	Provide the State the right to incorporate changes and updates to the Training Materials maintained by the Contractor.
T43.12	Ensure Training Materials are precise, clear and understandable.

4.3.2 Operational Readiness Plan and Review

The Contractor must propose the Operational Readiness Plan deliverable for cooperation with the State and its Stakeholders to deploy system and services in the Operations facilities. Table 44 defines the specifications of the Operational Readiness Plan and State review for certification of readiness.

Table 44 Operational Readiness Specifications

Operational Readiness Specifications	
Identifier	Description
T44.1	Prepare the list of indicators, checklists, and validation-point results deemed appropriate for assurance of operational readiness of the Project Components in a production operating environment.
T44.2	Prepare the list of procedures, tools and techniques for validation of the readiness of performance management.
T44.3	Prepare the validation of training, rollout support and operations support, communications plan and escalation procedures that must be in place.
T44.4	Ensure the criteria for a "back-out" plan during rollout is established and documented. Include the criteria as part of the Operational Readiness Plan checklist.
T44.5	Conduct the last legacy data conversion and migration cycle to initialize the first production cycle of the production operating environment. Validate the results with the State.
T44.6	Certify in writing to the State the Project Components' operational readiness, including a report that documents the results of an Operational Readiness Review (ORR) held with the State.
T44.7	Provide in the ORR all contributing materials, artifacts, reports, and documentation, and subsequent actions and approvals resulting from the ORR.
T44.8	The State acceptance of the ORR certification allows the Contractor to advance to the operations rollout.

4.3.3 Operations Readiness

The Contractor, after certification of operational readiness by the State provided as a result of the successful deployment of the Implementation Master Plan, must conduct the operations readiness by satisfying the last steps of methodical and “stepwise” approach approved by the State.

4.3.3.1 Final Data Conversion

The Contractor must provide a Data Conversion Final Report of all the production data conversion activities and their results. The Contractor must execute the Data Conversion Plan as approved by the State. The Contractor must report the results of each production data conversion cycle, detailing the progress and accuracy of all production data conversion activities until the Project Components and the production operating environment and operations facilities are completely converted and the systems and services are accessible by the authorized and trained State staff and Stakeholders.

4.3.3.2 Final Training and Knowledge Transfer

The Contractor must aid the State in providing a skill set proficiency and needed expertise to successfully deliver on the State’s Medicaid obligations and services. Therefore, the Contractor must provide for the final assessments of the skills and knowledge as part of operational readiness defined in Table 45.

Table 45 Final Training and Knowledge Transfer Specifications

Final Training and Knowledge Transfer Specifications	
Identifier	Description
T45.1	The Contractor must assess the operations staffs, prepare an operations staff skills development plan for approval, then educate and train the eligible or qualified staff to accomplish the transfer of key knowledge and to raise the skill set proficiency in the operations.
T45.2	The Contractor must ensure that State personnel are trained along at the appropriate speed of implementation to mitigate the adverse impact of new technology on the conduct of State business.
T45.3	The Contractor must conduct training in accordance with the Training Plan.
T45.4	The Contractor must coordinate all trainers, training manuals and materials, training locations, network connectivity, and equipment necessary to train the eligible and qualified State staff, and its designated stakeholders.
T45.5	The Contractor must be responsible for developing a Training Enrollment and Tracking System.
T45.6	The Contractor must prepare the Training Completion Report certifying the individuals that have received Contractor-led training, how many enrollees have passed the State-approved proficiency test, and all individuals required to participate in additional training required to succeed.

4.3.3.3 Final Evaluation of Facility Readiness

Prior to each operations facility, function or work group operational readiness, the Contractor must evaluate the facility, function, or work group for the criteria defined in Table 46.

Table 46 Final Evaluation of Facility Readiness

Final Evaluation of Facility Readiness	
Identifier	Description
T46.1	System functionality continues to meet the specifications in the Functional Design Document).
T46.2	System performance (i.e., availability and response time) is being met according to State-designated service.
T46.3	All cases and related data maintained by that site have been successfully converted.
T46.4	Local users have received appropriate training according to their roles as outlined in (Training Plan).
T46.5	All user documentation has been delivered and is accessible to local users.
T46.6	Contractor support-staff has been assigned to the site for support during and after cutover.

4.3.3.4 Production Cutover

After a facility, function or work group has been determined to be ready for production cutover, the Contractor must bring that site up or online in accordance with the State-approved scheduled time-frames. The Contractor after production cutover, must prepare the Facility Post-implementation Reports. Afterwards, when all facility operations, functions and work groups have cutover to a production operating environment, the Contractor must provide an Implementation Final Report deliverable to the State and Acceptance by the State of this report constitutes preliminary Final Acceptance of DDI Phase as a milestone and initiates the Performance Verification Period defined in Section 4.3.3.6.

4.3.3.5 Facility Post-Implementation Reporting

4.3.3.5.1 Post-Implementation Evaluations

The Implementation Master Plan requires the operations facilities, functions, or work groups must be implemented at time where the State's business cycles are uninterrupted. The Contractor and State must plan for a post-implementation oversight for thirty (30) calendar days following each facility or function, or work group implementation assessing the following criteria defined in Table 47.

Table 47 Facility Evaluation Criteria

Facility Post-cutover Evaluation Criteria	
Identifier	Description
T47.1	Impact on performance due to the additional load
T47.2	Continued effectiveness of M&O services
T47.3	User feedback as to ease of use and support of the business process
T47.4	Adequacy of support tools, procedures, and documentation
T47.5	Impact on performance, including the delivery of client correspondence
T47.6	Impact on the ability to produce standard and ad hoc reports

4.3.3.5.2 Post-Implementation Remediation

If significant operations defects or deficiencies are encountered post-implementation, the Contractor must develop a CAP according to the requirements defined herein to cure deficiencies. The CAP must provide a detailed schedule of events for the corrective actions' closure. The Contractor deficiencies CAP must address the requirements defined in Table 48.

Table 48 Deficiencies CAP Requirements

Deficiencies CAP Requirements	
Identifier	Description
T48.1	Problem description and root cause
T48.2	Business processes, system functions, or interfaces impacted
T48.3	Potential risks to continue Statewide implementation
T48.4	CAP and implementation approach
T48.5	Schedule for completion and resources required/assigned
T48.6	State coordination and list of approving agents for corrective actions
T48.7	Problem description and root cause

4.3.3.5.3 Post-Implementation Summary Report

The Contractor shall present to the State post-implementation evidence that all Project requirements have been met. The Contractor shall prepare a Facility Post-Implementation Summary Report deliverable defined in Table 49 with supporting documentation, conduct a formal review, and provide appropriate demonstration of the Project Components' capability as proposed by Contractor and approved by the State.

Table 49 Post-Implementation Summary Report Requirements

Post-Implementation Summary Report Requirements	
Identifier	Description
T49.1	Deficiencies, defects, and issues encountered and their resolution
T49.2	Lessons learned, especially issues and risks that will affect the successful completion of Phase IV (Initial Operation and CMS federal Certification)
T49.3	Recommendations for any improvements to the System
T49.4	Need for any updates to the Project Management Plan for Phase IV
T49.5	Need for any updates to the Security and Privacy Plan for Phase IV

4.3.3.6 Performance Verification Period

The Contractor must support all post-implementation activities leading up to Final Acceptance by the State and the transition to warranty support, which succeeds the period of performance verification. During the Performance Verification Period, the Contractor must fulfill the requirements of the performance verification period as defined in Table 50.

Table 50 Performance Verification Period Requirements

Performance Verification Period Requirements	
Identifier	Description
T50.1	Verify the computing environments for production processing performance by following the plans and procedures outlined in the Performance Management Plan.
T50.2	Document the process for facilitation of the performance verification, the procedures for capturing, analyzing, and reporting results, the acceptance criteria for the completion of Performance Verification Period, and the criteria for the Final Acceptance deliverable.
T50.3	The Contractor must verify performance systematically measuring and reporting on performance using the metrics described in the Performance Management Plan deliverable.
T50.4	The Contractor will work with the State to evaluate service level performance criteria and adjust the data capture points for the KPIs on a yearly basis or a mutually agreed.
T50.5	The computing infrastructures DR-BCCP “planned drill exercise” have been conducted.

Note: The State anticipates that the SLA management process will include periodic and formal updates to KPIs and service levels, particularly as part of the Score Card process, based upon the Project Components planned performance objectives and actual performance results. There will be an ongoing relationship between State’s technical resources and the Contractor throughout the Operations, Phase IV, Phase V, and Phase VI.

4.3.3.7 Final Acceptance

The Contractor will support all activities leading up to Final Acceptance by the State. Final System Acceptance will mark the end of the DDI and start of the Operations. The Contractor must provide to the State the Certification of Compliance with Final Acceptance as a deliverable. The Final Acceptance deliverable must satisfy the requirements defined in Table 51.

Table 51 Final Acceptance Requirements

Final Acceptance Requirements	
Identifier	Description
T51.1	Contractor delivery of the SOW, a fully operational infrastructure and services. The Severity Level 1 and 2 incidents are resolved. Severity Level 3 incidents are identified on an exception list for remediation by the Contractor after Final System Acceptance. There are no known deficiencies or defects preventing the State from fulfilling its obligations.
T51.2	The production operating environment has successfully executed its operations obligations for 90 consecutive calendar days without producing a Severity Level 1 or Level 2 incident.
T51.3	The Contractor's DDI tasks, activities, deliverables, and milestones defined herein this RFP have been delivered and approved by the State.
T51.4	The valid transfer of rights and ownership of any licenses and maintenance contracts have been assigned from the Contractor to the State.
T51.5	The transfer of all Project documentation and electronic repositories from the Contractor to the State has occurred.
T51.6	The transfer of operational knowledge of the production operations has been successfully adopted and executed by the State (as assigned) for the fulfillment of the Medicaid obligations.
T51.7	The exercise of one DR-BCCP drill has been conducted during the Performance Verification Period.
T51.8	The delivery of the RTM, complete with referenced physical and observable evidence reflect the current production operating environment (Project Components and related services).

4.4 Phase IV - Initial Operations

Phase IV is attestation by the Contractor of the initial operations are performing as planned and delivered as a federally certifiable solution in a production operating environment, and that the Contractor's warranty period remains in effect until the federal certification by CMS is achieved in Phase V.

Phase IV, as result, is the period of stabilization of the solution with maintenance services and operations support services. Status reporting is provided to the State on a regular basis providing performance results for review to ensure operational quality is maintained, and perhaps strengthened with recommendations by the Contractor and the State. The Contractor, throughout Phase IV, will provide the services defined Section 5 Operations Support.

The Contractor's attestation relates to the Project Components defined herein this RFP, including the SOW defined in the Attachments;

1. Attachment G1
2. Attachment G2

4.5 Phase V Operations and Federal Certification

The Contractor must continue to provide, as renewed by the State during the Contract Period, the services defined in Section 5 Operations Support and to cooperate with the State to ensure the mechanisms are in place to support the State's Key Objectives defined herein this RFP.

In this Phase V, the operations are demonstrated to CMS and the State by the Contractor to be federally certifiable in a production operating environment, and that the Contractor's warranty period remains in effect until the federal certification by CMS is achieved.

4.5.1 Federal Certification

Federal certification is a requirement of this RFP. The CMS Medicaid Enterprise Certification Toolkit (MECT) must be adopted by the Contractor as the official guide for certifying the Project Components operating in the State-designated production data center environment. The Contractor, using the Toolkit guidelines and checklists, or its successor versions dictated by CMS, must prepare for the State and CMS federal certification on-site review.

4.5.2 Certification Planning

The Contractor must participate in all planning activities associated with the federal certification. The federal certification criteria are defined in Table 52.

Table 52 Certification Plan Criteria

Certification Plan Criteria	
Identifier	Description
T52.1	The Contractor must create a schedule for CMS Certification activities and submit the schedule for State approval.
T52.2	The Contractor responsibility for planning and executing the CMS federal certification of the Project Components begins at Contract Start Date until federal Certification by CMS is achieved.
T52.3	The Contractor must guide the CMS federal certification by providing to the State the Certification Readiness Plan and Review Package deliverable to prove fulfillment of all certification requirements.
T52.4	The Contractor must support certification by running reports, analyzing samples, providing walkthroughs and demonstrations, and providing completed system documentation to both the State and CMS.
T52.5	The Contractor must, with a written statement of intent to claim enhanced Federal Financial Participation (FFP), submit the Certification Review Package to the State. The State will be responsible for submitting the approved review package to CMS.

4.5.3 Certification Meetings

When CMS or the State schedule certification meetings, the Contractor must participate and support every requirement of the certification process.

4.5.4 Certification Responsibilities - State

The State will serve as the point of contact with CMS. The State will communicate all pertinent information from the Contractor to CMS and from CMS to the Contractor. The State will facilitate

the certification meetings, review, and approve all certification deliverables before they are distributed to CMS.

4.5.5 Certification Responsibilities - Contractor

The Contractor is responsible for identifying and satisfying all certifiable criteria demanded by CMS. The Contractor must provide continuity in staffing through completion of certification activities and shall retain sufficient systems and operations staff onsite to assist with resolving any problems or issues encountered during the certification process.

For any business requirement in the State Medicaid Manual (SMM), Part 11 (which was fulfilled under the Medicaid Information Technology Architecture (MITA) or that otherwise is not apparent in the System), the Contractor must demonstrate functional equivalence to the satisfaction of CMS.

4.5.6 Certification Payment Eligibility

The CMS federal certification must be obtained within 12 months of the Core System Implementation Date. The Contractor must meet all federal certification deliverables and milestones to attain payment eligibility defined in Table 53.

Table 53 Certification Payment Eligibility

Certification Payment Eligibility	
Identifier	Description
T53.1	Completion of the Certification Readiness meetings
T53.2	Validation of System functionality using the Toolkit Checklists for guidance
T53.3	Pre-certification meeting and/or call with CMS
T53.4	CMS Certification visit
T53.5	Completion of any remediation activities
T53.6	Certification of the System

Note: The State must approve the content and format of all deliverables at the outset of the certification process. The State reserves the right to reject any deliverable that is not in the proper format or does not appear to completely address the function of the deliverable requirement.

4.6 Phase VI – Turnover and Closeout

4.6.1 Turnover and Closeout Planning

The Contractor will provide Turnover Detailed Plan and Services as determined by the State. The Turnover Services and Detail Plan is initialized during the Phase I – Planning Kick-off Meeting but updated throughout the Contract Period as necessary to retain the Contractor's contractual obligation and scope of services current. Turnover preparation activities shall begin 18 months prior to the end of the Contract Period and shall continue through three months after the end of the Contract Period (including renewals).

4.6.1.1 Eighteen Months Prior to Closeout

A State-designated Project leader will be assigned oversight responsibility of the Turnover Team including the Contractor's tasks, activities, milestones, and deliverables. The Contractor will have Turnover progress status reporting input responsibility to the State's Project Leader.

Eighteen months prior to the end of the Contract Period, the Contractor must provide for the following requirements in Table 54.

Table 54 Eighteen Month Requirements

Eighteen Month Requirements	
Identifier	Description
T54.1	Notify the State in writing according to the Notices Section herein this RFP of its commitment to begin Project turnover and closeout planning, unless otherwise notified in advance by the State of the State's decision not to issue a renewal of the Contract for the next Contract Period.
T54.2	Provide a listing of all System production jobs executed during the previous 12 months. The Contractor will provide this inventory list of System production jobs inventory list in a single, comprehensive, and complete listing to the State for review and approval. This documentation shall be updated and delivered to the State every month thereafter through the end of the Contract Term and shall be delivered via secure electronic media and/or secure transmission.
T54.3	Whenever requested in writing by the State, provide to the State operational performance statistics or copies of existing operational reports. Specific requested information must be delivered to the State no later than two weeks from the date of the written requests.
T54.4	Provide transfer Acceptance Testing support to both the State and the Successor Contractor within two State work days, unless given prior written approval by the State.
T54.5	<p>The Contractor must provide to the Successor Contractor as requested by the Successor Contractor, the following:</p> <ol style="list-style-type: none"> 1. Provide the State System software, files, test data files, tables, System document copies, and all other documentation and information requested by the State to support at least two parallel tests and other testing as determined by the State 2. Provide assistance to the State with interpretation and analysis of test results 3. Provide any statistics requested by the State regarding the levels of accuracy of the System and its Components 4. Provide to the Successor Contractor any Department-owned and leased equipment in the Contractor's possession that is necessary to conduct acceptance testing, as long as this does not, in the judgment of the Contract Administrator, jeopardize meeting Contract requirements 5. Provide update/transaction files for all files required for delivery prior to the cessation of claims processing activities (Contract Term), so that the Successor Contractor's version will contain the same data as the Contractor's version. The updated files shall be delivered to the Contract Administrator weekly on the following Monday after each update 6. Provide to Successor Contractor certified production copies (certifying in writing that each is complete, current, accurate, and is what the Contractor uses for production) of each of the following via electronic media and/or secure transmissions:

Eighteen Month Requirements	
Identifier	Description
	<ul style="list-style-type: none"> a. Names of modules b. A listing identifying which, if any, modules are online and which, if any, are batch processed c. A directory listing of all programs on the requested file d. Data dictionary e. All other System software needed to execute the test f. All configuration parameters of all tools utilized to support the operation of the System g. All operational parameters to operate and support the operation of the System h. Any and all source-related components necessary to perform the Contract's SOW requirements, which shall be included in this requirement regardless of nomenclature.

4.6.1.2 Turnover Notification and Closeout Planning

The Contractor must provide, at time of written notice, a comprehensive Turnover and Closeout Project Plan that has been updated and descriptive of the methodology, also for approval by the State at the same time.

The Contractor's Turnover Project Plan will include the requirements defined in Table 55 set forth below to define the transfer of the Contractor's Systems and Services and related support processes and to formally conduct a Contract closeout.

Table 55 Turnover Project Plan Requirements

Turnover Project Plan Requirements	
Identifier	Description
T55.1	All the tasks, activities, durations, milestones, and deliverables associated with the Turnover process.
T55.2	Work schedule of tasks, deliverables, and milestones to be performed during Turnover including timeline.
T55.3	Narrative describing each task, deliverable, and milestone on the work schedule.
T55.4	Upon State approval of the Turnover Project Plan, the Contractor must provide a baseline of the turnover work schedule. The baseline will be utilized to provide any variances from the turnover work schedule.
T55.5	Scheduled twice-weekly progress meetings, or more frequently if required, to be attended by Contractor and the State.
T55.6	Production of a written progress report summarizing by week within month of the progress. This report shall be delivered to the State within one week after each scheduled turnover progress meeting and include: <ul style="list-style-type: none"> 1. Identities and job functions of the attendees at the Turnover monthly progress meetings 2. Agenda 3. Description of any progress made on each task, deliverable, and milestone, including any variance from the baseline if applicable for that period of time

Turnover Project Plan Requirements	
Identifier	Description
	<ol style="list-style-type: none"> 4. Topics of general discussion at the monthly progress meetings 5. Action items and decisions made at the monthly progress meetings 6. List of all problems and issues encountered, risks identified and status of resolution of each problem, issue and risk (e.g., a CAP for each problem, issue and risk, and timeline for resolution) 7. Planned tasks, deliverables, and milestones for the following two months 8. Status of contractually defined tasks, deliverables, and milestones scheduled in the Turnover Project Plan. The status shall include any baseline variances 9. Any other information required by the State.
T55.7	Provide written notification to the State of the Contractor's named Key Personnel and staff identified to serve as the Contractor's Turnover Team.
T55.8	Include detail tasks, deliverables, and milestones for transitioning all work-in-progress at the point of Contract Period closeout.
T55.9	Upon the State's approval in return, also written, the Contractor's Turnover Team must commence the Turnover Project Plan activities.

4.6.2 Turnover Status Report

Turnover Status Reports shall be submitted to the State for approval as part of the Turnover and Closeout process. The Contractor, to ensure the completeness of turnover and closeout, will comply with the Closeout Requirements in Table 56.

Table 56 Closeout Requirements

Closeout Requirements	
Identifier	Description
T56.1	Review the inventory of all Project and operations checklist of artifacts as evidence of a completeness of closeout with the State and provide for its checklist certification of existence, and proper packaging and delivery for formal written acceptance by the State including Contract-related correspondence, tools and databases.
T56.2	All System documentation listed shall include completed and State-approved assessment reports.
T56.3	Establish all technical, operational, and support documentation is current and up-to-date, electronic and hardcopy deliverables. That all documentation is complete and accurately reflects the System and Services according to the Contractor's contractual documentation requirements.
T56.4	Provide one comprehensive electronic copy of all documentation in a State-approved, accessible, and secure electronic media.
T56.5	Submit the completed Turnover Status Report for the State's written approval.
T56.6	<p>The Check-list and Documentation List must include a complete assessment of current status and a report for each of the following:</p> <ol style="list-style-type: none"> 1. Architectural Design 2. System Functional Design 3. Detailed Program Design 4. Detail Program Specifications 5. Data Descriptions

Closeout Requirements	
Identifier	Description
	<ol style="list-style-type: none"> 6. Data Element Dictionaries 7. Database Descriptions 8. Job and Process Scheduling 9. Computer Operations Procedures 10. User and System Documentation 11. Master List of all System manuals 12. An assessment of all System software 13. Documentation to facilitate successor-Contractor's understanding of overall standards, network bandwidth needs, hardware capacity, software needs, and network topology to transfer, operate, and maintain the System. 14. Master index of all records maintained by the Contractor pursuant to its records retention responsibilities that shall, for each record, include the name, span of dates covered, and volume and medium.
T56.7	Pursuant to the Cost Reimbursement provisions, lists of all costs reimbursed by the State by SFY: <ol style="list-style-type: none"> 1. Purchased or leased equipment and software 2. Print shop supplies, forms, and specifications used within the System 3. Reports for the end-of-Contract payments.
T56.8	The format of the Turnover Status Report and all Contractor Closeout deliverables must be approved by the State within one month of the Contractor's notice or notice by the State to the Contractor.
T56.9	In the event the State disagrees with the conclusions provided in the Contractor's Turnover Status Report, the State will provide written notice of the State's request for the Contractor's corrective action plan (CAP) and include a response time, which will be determined by the State.
T56.10	The Contractor must create a log of all problems, issues and action items with a brief chronology of the problem, issue, or action item. This log will include the identities and job functions of Contractor staff assigned to the problem, issue, or action item.
T56.11	The Contractor must post this log to the appropriate Project management tool or software approved by the State, and will be accessible by both the State and Contractor staff.
T56.12	The turnover monthly status report must be used by the Contractor and State in monitoring and managing the Contractor's progress against the Turnover Project Plan scheduled tasks, deliverables and milestones, and for tracking Contractor Turnover deliverables and milestones submitted to the State for approval.
T56.13	The Turnover Status Report and log must be delivered to the State five State work days prior to each progress report meeting and must be current at the time of submittal.

4.6.3 Turnover and Closeout Deliverable

The turnover and closeout deliverables must comply with the requirements defined in Table 57.

Table 57 Turnover and Closeout Deliverable Requirements

Turnover and Closeout Deliverable Requirements	
Identifier	Description
T57.1	Must exclude all Protected Health Information (PHI) or other confidential information, or information that will jeopardize security of the Technical Infrastructure as defined by the State.
T57.2	The State must have access and the capability to extract documents at one time, maintaining folder and file hierarchical structure and thereafter for updates and revisions.
T57.3	Contractor must provide monthly updates, or updates as necessary, to fulfill the State's requests. The Contractor shall also produce a report that lists the changes occurring from the previously updated report. Release periods will be specified to the Contractor in writing by the State. Status changes of all documents will be denoted in the Release Report in a fashion that does not cause prospective successor contractor to review previous documents unnecessarily.

4.6.4 Cooperate with Successor Contractor

The Contractor must cooperate with the Successor Contractor while performing turnover and closeout services defined herein this RFP. Beginning with the selection of a Successor Contractor and continuing through the end of the Contractor's Contract Period, the Contractor shall, whenever requested in writing by the State, provide the following as defined in Table 58.

Table 58 Contractor Cooperation Requirements

Contractor Cooperation Requirements	
Identifier	Description
T58.1	Develop mutually defined and agreed upon transition schedules; a detailed project plan of tasks, activities, milestones, deliverables and durations for transition to the Successor Contractor within the first month.
T58.2	Comprehensive training to the Successor Contractor's management, supervisory, and technical staff as required for the successful transition to deliver Medicaid programs and services.
T58.3	Training materials shall be based on the complete and current System and Services technical, operational, and support documentation and manuals required under this Contract.
T58.4	Training sessions shall be completed no earlier than two months prior to the end of the Contractor's Contract Period.
T58.5	Training shall include Contractor staff delivering hands-on instructional training, in combination with the Contractor's WBT as determined by the State.
T58.6	In advance of delivering Successor Contractor training, the Contractor shall provide to the State the following: <ol style="list-style-type: none"> 1. A schedule of planned training sessions 2. A description of the professional background, experience, knowledge of

Contractor Cooperation Requirements	
Identifier	Description
	<p>the subject, and previous training experience for each trainer</p> <ol style="list-style-type: none"> 3. Number of staff to be trained per area 4. Training subjects 5. Training methodology (including description of training material handouts and media format of this material) 6. Evaluation techniques 7. Length of each training session 8. Sample copies of material to be used in training sessions 9. Locations of training sessions
T58.7	Work with the State and the Successor Contractor on developing a Staff Transition Plan.
T58.8	Provide the State with required files, System software, and necessary services including the delivery of files and programs for Successor Contractor System and Services testing and State acceptance testing of the Successor Contractor's technical operations of the System as directed by the State.
T58.9	Provide any other files, documentation, records, transaction information, and assistance the State identifies as necessary for the orderly and successful transfer of the System to the Successor Contractor as directed by the State.

4.6.5 Turnover Archived Materials

On or about the last calendar day of the Contract Period, the Contractor must deliver the archived materials in accordance with the following requirements defined in Table 59.

Table 59 Archived Materials Requirements

Turnover and Closeout Deliverable Requirements	
Identifier	Description
T59.1	Confirm a documented transfer to the Successor Contractor all telecommunications network services, voice and data services used in the State's operations or confirm a documented termination of the same in the event the respective carriers or the State prohibit transfer. Inform the State of either action when taken and completed.
T59.2	<p>Confirm a documented transfer of responsibility for all cost-reimbursed, purchased, or leased equipment to the Successor Contractor with the exact transfer dates determined by the State including;</p> <ol style="list-style-type: none"> 1. The exact date of this transfer shall depend on the needs of the State and the type of equipment 2. The equipment, all associated software, supplies, operating manuals, maintenance Contracts, and any and all documentation used in the System 3. Reassignment of the cost-reimbursement equipment/software lease/maintenance and software license contracts.

Turnover and Closeout Deliverable Requirements	
Identifier	Description
T59.3	Confirm a documented transfer of all Project materials on a medium approved by the State. The Contractor will be required to supply all hardware and/or other medium required by the State in the transfer of data, files, and tables, and will be responsible for all associated shipping charges.

4.6.6 Contract Closeout Services

The Contractor, at the end of the Contractor's Contract Period, will complete the closeout functions defined in Table 60 as directed by the State. The closeout activities will be governed by the Office of State Procurement, Arkansas's procurement office responsible for rules and regulations pertaining to Contract closure:

Table 60 Contract Closure Requirements

Contractor Cooperation Requirements	
Identifier	Description
T60.1	Financial Reconciliation. <ol style="list-style-type: none"> 1. Final settlement of all Contractor invoices 2. Final reconciliation of all accounts receivables 3. Final assessment of any liquidated damages 4. An independent audit of the bank account by an entity with no contact or relationship with the Contractor
T60.2	Written Assessment of Contract Performance. The State will provide a written assessment of the Contractor's Contract performance for all Contract phases, including all Performance Monitoring System items during the operational phase of the Contract.
T60.3	Resolution of Turnover Issues. <ol style="list-style-type: none"> 1. The Contractor must ensure that the System will be error-free and complete when turned over to the State or the designated successor to the Contractor. 2. The Contractor must correct, at no cost to the State, any malfunction that exists in the system prior to turnover, or that was caused by the lack of support by the Contractor, as determined by the State.

4.6.7 State Responsibilities for Turnover Phase

The State, with respect to the Contractor's initial Contract Period and subsequent renewals, will meet the closeout responsibilities defined in Table 61.

Table 61 Turnover and Closeout Responsibilities - State

Turnover and Closeout Responsibilities - State	
Identifier	Description
T61.1	Notify the Contractor, through written notice, of the State's intent not to renew the Contract for System and Services 20 months prior to the end of the current Contract Period.

Turnover and Closeout Responsibilities - State	
Identifier	Description
T61.2	Review and approve a turnover plan to facilitate transfer of the System to the State or to its designated successor contractor.
T61.3	Review and approve a statement of resources, which would be required to take over operation of the System.
T61.4	Make State staff or designated agent staff available to be trained in the operation of the System.
T61.5	Coordinate the transfer of System documentation (in hard and soft copy formats), software, and data files.
T61.6	Review and approve a Turnover Results Report that documents completion of each step of the turnover plan.
T61.7	Obtain post-turnover support from the Contractor in the event of software malfunction.

The Contractor, with respect to the Contractor's initial Contract Period and subsequent renewals, will meet the closeout responsibilities defined in Table 62.

Table 62 Turnover and Closeout Responsibilities - Contractor

Turnover and Closeout Responsibilities - Contractor	
Identifier	Description
T62.1	The Contractor must provide a written statement listing the State facilities and assets for use to operate the System including: <ol style="list-style-type: none"> 1. Desktop Equipment 2. Meeting space 3. Work space 4. Special software 5. Copiers 6. Inventory, Supplies and Consumables 7. Ancillary equipment 8. Voice and Data Telecommunications Services and Support 9. Desktop and Conference Telephones 10. Conferencing Equipment
T62.2	The Contractor must provide a written statement listing all the Contractor and State staff skill-sets, titles, and functions (resource requirements) based on the Contractor's volumes, experience, and 3 rd party relationships devoted to the operation of the System.
T62.3	The Contractor must provide a detailed organizational chart depicting the Contractor's total staff supporting the System operation.
T62.4	The Contractor must provide training to the Successor Contractor staff in the operation of the System. Such training must be completed at least two months prior to the end of the contract.
T62.5	The Contractor must provide updates or replacements for all data and reference files, computer programs, and all other documentation that will be required by the State or the Successor Contractor to execute parallel and acceptance tests.

Turnover and Closeout Responsibilities - Contractor	
Identifier	Description
T62.6	Any hardware and storage space required to operate the System that has been purchased and maintained by the Contractor under this Contract will become the property of the State at the termination of the Contract.
T62.7	On a schedule to be determined by the State, the Contractor must package, insure, and deliver all hardware used in the System to a location in Arkansas designated by the State. The Contractor must pay all packaging, shipping, and shipping warranty costs to transport hardware to the State-designated location.
T62.8	At a turnover date to be determined by the State, the Contractor must provide to the State or the Successor Contractor all updated computer programs, data, and reference files, and all other documentation and records as will be required by the State or its agent to operate the System in the production environment.
T62.9	<p>The Contractor must provide all production documentation including, but not limited to, user and operations manuals, training materials, and system documentation (in hard and soft copy) needed to operate and maintain the System and the procedures of updating computer programs and other documentation.</p> <p>The Contractor must turn over all:</p> <ol style="list-style-type: none"> 1. Paper claims 2. Paper Provider files 3. Paper file maintenance forms 4. Financial paper records at a date determined by the State 5. Any other documents related to the Contract as requested by the State

5 OPERATIONS SUPPORT

This Section defines the Operations Support services provided by the Contractor throughout the Contract Period defined in Phase IV, Phase V and during the relationship turnover and Contract closeout defined in Phase VI.

1. Status Reporting
2. Maintenance and Operations Support
3. Modification and Enhancement Services
4. Performance Analysis Services
5. Planning Analysis Services

5.1 Status Reporting - Operations

The Contractor must provide Status Reports to the State as requested by the State during the Planning Kick-off Meeting. The Contractor must maintain the contributing documentation and provide access and copies for State review and audit to attain acceptance of report. The Contractor must provide the Status Reports defined below in Table 63, Table 64, Table 65, and Table 66.

Table 63 Operations Summary Report

Operations Summary Report	
Identifier	Description
T63.1	Data Center Operations Summary.
T63.2	Security Management Summary, including a summary of incidents and violations that occurred during the reporting period.
T63.3	Configuration Management Summary providing a high-level overview of any changes to the System baseline configuration.
T63.4	Service Desk Activity Summary which shall provide an overview of Contractor response to all requests by State during the previous month, disposition of request, and any open issue.
T63.5	Any identified issues and potential risks.

Table 64 Performance Summary Report

Performance Summary Report	
Identifier	Description
T64.1	KPI and service level target and actual performance.
T64.2	Performance previous reporting period.
T64.3	Compliance status.
T64.4	For each KPI and service level reported as non-compliant: <ol style="list-style-type: none"> 1. Actions to be taken for non-compliant KPI and service level requirements 2. Estimated compliance 3. Status of resolution date.

Table 65 Enhancements Summary Report

Enhancements Summary Report	
Identifier	Description
T65.1	Number of Enhancements by type.
T65.2	Number of active Enhancements (by current month, year).
T65.3	Number of completed Enhancements (by current month, year).
T65.4	Budget and schedule deviations.
T65.5	Identified issues, proposed solution, and status.

Table 66 Change Control Summary Report

Change Control Summary Report	
Identifier	Description
T66.1	Number of Change Requests by type.
T66.2	Number of active Change Requests (by current month, year).
T66.3	Number of completed Change Requests (by current month, year).
T66.4	Budget and schedule deviations.
T66.5	Identified issues, proposed solution, and status.

5.2 Maintenance Services and Operations Support

The Contractor, during the Contract Period, will have a shared responsibility established with the State's Department of Information Services (DIS) to manage and control and operate the Contractor's contractually obligated demarcation points.

5.2.1 Maintenance Services

The Contractor must provide the State with maintenance services that are reliable and dependable. The Contractor's proposal must provide for the services defined in Table 67 for the Maintenance Plan (with respect to the Data Center Option). The Contractor must update the plan quarterly or as mutually agreed with the State.

Table 67 Maintenance Services Requirements

Maintenance Services Requirements	
Identifier	Description
T67.1	Demonstration of the plan capabilities during Operational Readiness Review (ORR) testing.
T67.2	Conform to the Contractor's approved DDI methodology.
T67.3	Apply enhancement updates to protocols throughout the Contract Period.
T67.4	Support OEM-designated hardware, middleware and firmware enhancements and COTS software releases published as alerts to the embedded customer-base.
T67.5	Support the following instances or events: <ol style="list-style-type: none"> 1. Activities necessary to correct deficiencies or inaccuracies in business logic, including deficiencies identified post-implementation, including planned modifications 2. Activities necessary to meet the technical and operational performance

Maintenances Services Requirements	
Identifier	Description
	<p>requirements detailed in this RFP, including operations support</p> <ol style="list-style-type: none"> 3. Activities necessary to ensure that documentation, data, software, utilities, technical services, peripheral services, hardware, middleware, reports are accurate 4. Data maintenance activities for updates to tables, including database support activities 5. Changes to business services scripts or System parameters concerning the frequency, number, sorting, and media of reports 6. Changes to disposition parameters for established edit or audit criteria 7. Addition of new values or other operational and technical environment changes.
T67.6	Provide for 99.9% uptime availability except for State approved times of planned downtimes.
T67.8	Provide for the State-designated points-of-contact to be notified immediately of any unscheduled downtime with regularly scheduled status updates. Any unscheduled downtime must also be documented and explained in writing with acknowledgement of the State in writing.
T67.9	The Web Portal and other ancillary system components as required by the State must be available 24/7, except for State approved time for system maintenance.
T67.10	The Contractor must formally request approval for scheduled maintenance periods. Scheduled maintenance periods will be agreed upon and approved by the State and the Contractor.
T67.11	The Contractor must complete data maintenance requests within 24 hours of receipt from the State, unless alternate time frame is approved by the State.
T67.12	All downtime not approved in advance by the State, even when scheduled, will be deemed as unscheduled downtime, as well as all planned downtime where the Contractor does not notify the State.

5.2.2 Operations Support

The Contractor must provide ongoing maintenance and operations (M&O) services including all processes, resources, and required tools and techniques. The Contractor must provide an Ongoing Support Plan to the State with the requirements defined in Table 68.

Table 68 Operations Support Requirements

Operations Support Requirements	
Identifier	Description
T68.1	Provide a detailed plan that describes the activities and high-level processes for four main areas of service: M&O Services, Performance Analysis and Resolution, Modifications and Enhancements (M&E), and Planning and Analysis.
T68.2	Work with the State to establish the Stakeholder roles and responsibilities involved in the M&O, and document them the Systems and Services, and Shared Services operations plan.
T68.3	Present to the State the Initial Staffing Plan in Phase I to further detail and ensure the Contractor will meet the performance expectations and service levels in accordance with State requirements defined in this RFP.

Operations Support Requirements	
Identifier	Description
T68.4	Describe the structure and format of planned and periodic M&O, such as the Score Card reviews and reports provided to State.
T68.5	Provide Tier Three support to the State with contact by a limited number of State staff.
T68.6	Develop an interface between the State and the Contractor's service desk applications to ensure that any information used to report on, track, or resolve a problem is identical and provided to both service desk applications in real-time.
T68.7	Summarize its approach to reporting on all M&O activities, including both meetings and reports provided to State on a periodic basis.
T68.8	Make both State support staff and service desk applications staff available whenever the System is operational.
T68.9	Jointly finalize the service level criteria for distinguishing the priority and severity of a problem (i.e., high, medium, low), determining the category of the problem (i.e., User error, application error), and the guidance for establishing the nature of the problem (i.e., hardware, software, network, data).
T68.10	Jointly define the procedures for the escalation of an issue to increasingly responsible levels of the Contractor and/or State personnel for resolution of problems reported to the Contractor's Helpdesk.
T68.11	Ensure the service desk supports these escalation procedures, including automated notification to the appropriate parties.
T68.12	Provide access for authorized Stakeholder to knowledgeable Contractor staff who can answer questions on the use of the Systems and Services, and Shared Services or on solutions to operational problems that State may encounter.
T68.13	Ensure the helpdesk application and procedures are fully tested prior to use by State staff and trained and documented as an addendum.
T68.14	Work with the State to establish formal procedures for informing State of any emergency or routine issues that will affect the Systems and Services, and Shared Services.
T68.15	Establish the formal procedures for informing the State of any emergency or routine issues that will affect the technical infrastructure and computing environments.
T68.16	Establish processes for informing the Contractor staff of any issues regarding State infrastructure that may affect the Systems and Services, and Shared Services requirements. These communication procedures will be based on the priority and severity of the issue. The Contractor shall document these procedures as an addendum.
T68.17	Upgrades, additions, or removals of System assets.
T68.18	Track any related changes to the State technical infrastructure that may affect the Technical Infrastructure (e.g., deployment of data leakage prevention tools).
T68.19	Maintain compatibility (working with the State) with the security framework and standards maintained by the State in its WAN, local area network (LAN), and end-user/edge devices.
T68.20	Test (working with the State) for basic system/network performance prior to any extensive upgrade, new release, or scheduled integration/system test and taking corrective action according with findings.
T68.21	Aid the State in managing System security in accordance with the most recent, approved version of the Security and Privacy Plan.
T68.22	The Contractor must include an annual test the DR-BCCP.
T68.23	Data Center Facility – The Contractor shall provide operational management on a

Operations Support Requirements	
Identifier	Description
	24x7x365 basis. Operational support shall include monitoring of system and application activity, performing backups and restoration as needed, security and network monitoring, management, and alerting. The Contractor shall also manage the electronic transfer of data (e.g., interfaces, downloads, reports, extracts) between The Contractor, and State and other agencies. The Contractor will coordinate with the State regarding network and security management, especially monitoring access from the Internet, from the State network, and by other remote users.
T68.24	Operations Facility – The Contractor shall provide analysis and reporting services to include: asset management to demonstrate to State that all warranties, licenses, and maintenance Contracts with third-party vendors are kept current. The Contractor shall provide configuration management, control, and change notification processes to ensure that an accurate version of the technical infrastructure and Project Components configuration baseline is maintained. The Contractor shall coordinate with State system, network, and security management and administration staff as outlined in the Ongoing Support Plan deliverable. The Contractor will coordinate and provide (if required) an ongoing training required for routine maintenance (i.e., Project Component updates delivered under license agreement with the State).
T68.25	DR-BCCP Services – The Contractor shall maintain a backup schedule in accordance with and State requirements. The Contractor shall complete a full backup that reflects the Project Components configurations and data at the completion of the week's processing cycle (e.g., Sunday). The Contractor shall provide a daily backup at the end of day processing Monday through Saturday. The Contractor shall verify all backups. The Contractor shall make available to State a daily report, preferably online, delineating the completion of all backups, their status, and a catalog of the items backed up.

5.3 Modifications and Enhancements

The Contractor must provide modifications and enhancements to the Project Components for as defined in Table 69.

Table 69 Modifications and Enhancement Requirements

Modifications and Enhancement Requirements	
Identifier	Description
T69.1	The Contractor must participate in the evaluation of all proposed Change Requests as compliant with the Change Management Process.
T69.2	The Contractor must participate with the State in Change Management meetings for the prioritization of State-approved Change Requests.
T69.3	The Contractor must, at the request of the State, evaluate Change Requests and submit in return the Change Request schedule and pricing estimates back to State along with a Configuration Management deliverable that documents all proposed Project Component business and technical changes, including computing environments.
T69.4	The Contractor must, upon approval by the State, develop, configure, integrate, and test the approved Change Request including the provision of updates to technical, operational, and support documentation and end-user training.

Change Requests, compliant with the Change Management process, must adopt the attributes defined in Table 70.

Table 70 Change Request Attributes

Change Request Attributes	
Identifier	Description
T70.1	State-assigned priority
T70.2	Change Request Initiation Indicator: <ol style="list-style-type: none"> 1. Warranty 2. Environmental Factor 3. State-sponsored 4. Contractor-sponsored
T70.3	Change objectives and outcomes
T70.4	Contractor assessment of impact
T70.5	Budgeted time and materials for the approved change
T70.6	Work plan for change request including schedule, deliverables, and required resources by name and estimated hours by resource
T70.7	Changes to System baseline configuration, including requirements, design specifications, technical infrastructure, and application
T70.8	Test plan
T70.9	Training plan

The Contractor must use a Change Request tool to track and report all man-hours (budgeted, actual, variance, adjustments) by skill set category per Change Request. The State shall approve all Change Requests in writing prior to the Contractor providing any additional services to implement the Change Request. The State may request shorter turnaround times than proposed by the Contractor depending on the urgency of the Change Request.

The Contractor must, for each approved Change Request, provide the Change Request documentation defined in Table 71.

Table 71 Change Request Documentation

Change Request Documentation	
Identifier	Description
T71.1	A written summary of the Change Request and related activities
T71.2	A description of any modifications to the Project Management Plan baselines, or the computing environment's configuration, technical, operational and support
T71.3	Project test plans, test execution steps, test categories, including regression testing procedures and a final report on the test results
T71.4	Project document updates, those affected by the change, using a method that clearly identifies the changes to the documents and the date of the change including all technical, operational, support and training Documentation

The Contractor shall include the information in Deliverable 6.1 (Monthly M&O Status Reports) to allow the State to track the overall status of Change Requests: the total number of active

Change Requests, the number scheduled for completion during the previous month, the number actually completed, and the deviation from schedule.

5.4 Performance Analysis Services

The Contractor must continue its performance management activities to monitor, analyze, report, and manage acceptable performance to ensure compliance with service levels.

5.5 Planning Services

The Contractor must research Medicaid Industry trends and information technologies that could improve the efficiency and effectiveness of the Project Components or the computing environments. Based on research, the Contractor will make recommendations to State regarding improvements to the State-owned assets. This can include Contractor recommendations for new software or hardware technologies or improved system or functional processes as required.

6 SHARED SERVICES REQUIREMENTS

6.1 General Technical Standards

The General Technical Standards in Table 72 are common to the Contractor's Systems and Services. They are designed for adoption or flexibility within State's operations as a response rapid policy and program change.

NOTE: In the event a revision to, or the version of the General Technical Standards are not current, the then-in-effect (current) version of the standards apply throughout the Contract Period.

Table 72 General Technical Standards

STATE	
Identifier	Description
TS1.1	Ensure that all products covered by the Statement of Work (SOW) described in this Request for Proposal (RFP) are compliant with the Centers for Medicare & Medicaid Services (CMS) and Health Insurance Portability and Accountability Act (HIPAA) standards and requirements.
TS1.2	Comply with Department of Human Services (the State) standards and the State of Arkansas standards.
TS1.3	Adopt standards as required under Title II, Subtitle F, Sections 261 through 264 of the HIPAA, Pub. L. 104-191. These standards require measures to be taken to secure this information while in the custody of entities covered by HIPAA as well as in transit between covered entities and from covered entities to others.
TS1.7	Support an architecture that incorporates Medicaid Information Technology Architecture (MITA) principles, the security requirements of the National Institute of Standards and Technology (NIST) and HIPAA, and the application or solution architecture principals of the National Health Information Technology (NHIT) such as Service Oriented Architecture (SOA), to take advantage of Commercial-Off-The-Shelf (COTS) products and allow for the reuse of system functionality among the various business functions.
TS1.9	Utilize rules-based, table-driven, modular, and reusable components.
TS1.10	Provide online, browser-based web capabilities with no client-component download(s) for all authorized end-users including Providers and Members.
TS1.11	Employ the best available tools and support open architecture software that is flexible and cost effective to modify and maintain.
TS1.12	The contractor shall offer a platform that is scalable to accommodate growth in the future, with the understanding that the State will negotiate change orders to the contract for major system expansions.
TS1.13	Support functionality to interface with multiple entities outside of the Contractor's System for exchange of information. (Note: Refer to Resource Library for a list of current Core System interfaces with the various input and output vendors.)
TS1.14	Incorporate the Contractor's System requirements and replicate all in-scope related business functionality of the legacy system.
TS1.15	Provide online capability to view all job-related execution output including all associated artifacts.
TS1.16	Comply with all HIPAA-compliant transactions and code sets in place in the State and those mandated by CMS as of the date of implementation for the Contractor's

STATE	
Identifier	Description
	System, as well as Federal and State privacy and security requirements delineated in this Contract. Any HIPAA transactions and code sets not being implemented must be approved by the State in writing.
TS1.17	Use National Provider Identifier (NPI) logic as a key to indexing Providers in the Contractor's System and support a design that meets State design requirements.
TS1.18	Incorporate and use a Unique Client Directory (UCD) or identifier for Medicaid Members.
TS1.19	Have the capability to accept data updates from the Core system on a periodicity that could be as often as per transaction.
TS1.20	Support the capability to implement changes to the Arkansas Medicaid business rules quickly and efficiently according to the assigned role of an end-user (e.g., Contractor, or by designated State staff).
TS1.21	Monitor critical pathways and process timelines and events through an integrated customer relations and workflow management function.
TS1.22	Provide access to the Contractor's System for remote end-users, through a variety of communication channels and protocols.
TS1.25	Require a Graphical End-user Interface (GUI) for online access to all System services and System Components.
TS1.26	Create SOA services for the Contractor's System that can be used within the General environment consistent with MITA/SOA specifications. (Optional)
TS1.27	Be capable of being certified in Arkansas as meeting the requirements for federal funding at 75% match for Core System operations under Chapter 11 of the State Medicaid Manual (SMM).
TS1.30	Contain standard and ad hoc reporting capabilities, easily accessed by State end-users and other stakeholders.
TS1.32	Meet the Federal reporting requirements and performance standards, as defined by CMS in Chapter 11 of the SMM and the CMS Medicaid Enterprise Certification Toolkit (MECT), applicable at the time of Contract Award.
TS1.33	Implement and support a reporting repository with web-based access by authorized end-users, plus the ability to extract data to be used with desktop applications.
TS1.35	Contain workflow management tools and reporting capabilities for all business processes supported by the Contractor's System.
TS1.36	Provide a Contract Management Reporting Tool to track and report all the Core System performance measures.
TS1.37	Provide the capability to select among several media types for any outputs produced. The output media types must be role based or by individual end-user(s).
TS1.40.1	Use Internal Classification of Diseases, version 10 (ICD-10) Clinical Modification (CM) and Procedure Coding System (PCS) in native form as defined by CMS compliance date, revised compliance timeline.
TS1.40.2	Maintain a map for business processes (e.g., actuarial, rate setting, limited or one-time events such as hysterectomy) that will require ICD-9 historical information to be compared to ICD-10 information.
TS1.40.3	Continue after October 1, 2013 to both receive and process ICD-9 for dates of service and dates of discharge prior to October 1, 2013 and receive and process ICD-10 for dates of service and discharge as defined by CMS compliance date, revised compliance timeline. (Note: This will extend for the timely filing period and for any entities that are not covered entities (workers comp. automobile liability) that do not need to comply.)

STATE	
Identifier	Description
TS1.41	Implement MITA interface standards for every business process within one calendar year of the release of the standard.
TS1.42	Provide Single Sign-on capability using the State's standards for login and authentication. Single Sign-on is a session or end-user authentication process that permits an end-user to enter one name and password in order to access multiple applications. The process authenticates the user for all the applications they have been given rights to and eliminates further prompts when they switch applications during a particular session.

6.2 Service Oriented Architecture

The directives of CMS incorporate a service-oriented architecture (SOA) as a MITA system design. The SOA directive for a MITA compliant design of the State's Systems and Services are defined in Table 73. The Contractor must provide a CMS MITA compliant-response to the Systems and Services as high-level specifications. SOA is defined herein as an approach to loosely coupled, protocol independent, standards-based distributed computing where services are executed as an architectural design using an Enterprise Service Bus (ESB) or similar provisional technologies.

Table 73 Service Oriented Architecture

STATE	
Identifier	Description
MIT1.1	Representative of COTS product architectures and interfaces that allows for reuse of system functionality inclusion or redeployment among the various business functions.
MIT1.2	Supports flexibility for upgrades or replacement components in the future, and is capable of exposing system components for use by other State agencies.
MIT1.3	Supports integration and interoperability across the State' domain and other domain portfolios of systems.
MIT1.4	Ability exists to adapt to changes in technologies.
MIT1.5	Supports multiple industry standards not limited to Java Messaging Service (JMS), Extensible Markup Language (XML), XSLT, JCA, J2EE, and .NET technologies.
MIT1.7	Quickly and easily creates a business process from an existing Services inventory.
MIT1.8	Quickly and easily invokes a Service locally or remotely.
MIT1.9	Services are invoked in a variety of protocols. The choice of protocol does not restrict the behavior of the Service. (Binding to a specific protocol takes place at run-time / deployment-time, not at design or development.
MIT1.10	Ability exists to participate in a message queuing system feature using industry standard specifications for messaging such as Simple Object Access Protocol (SOAP) or JMS.
MIT1.11	Services are capable of performing specific tasks based upon business rules. Fundamental to the SOA approach is a separation between the business requirements and logic, defined in the form of business processes and rules and the technology, consisting of the infrastructure that underlies the Services layer of abstraction.
MIT1.12	The ability to meet future MITA or other external architecture requirements.
MIT1.13	Provide capability to access different systems or services with single log on process.

STATE	
Identifier	Description
MIT1.14	Distribute information across-platforms within the Medicaid enterprise quickly and easily.
MIT1.15	Mask differences among underlying platforms, software architectures, and network protocols.
MIT1.16	Ensure information delivery even when some systems or networks may go off-line from time to time.
MIT1.17	Re-route, log, and enrich information without requiring applications to be rewritten.
MIT1.18	Provide incremental solution implementations so all Medicaid services and applications need not change immediately or all at once.
MIT1.19	Provide ability to support incremental service and application integration as driven by business requirements, not as governed by available technology

6.3 Records and Data Retention Requirements

Retention Standards apply to various types and format of record and data regardless of the origin of the record. The State has specific standards for the Contractor's System data and records, both on-line and archived. The Contractor shall retain and manage records throughout the record life cycle, from their creation through active use, inactive storage, and final disposition during the entire life of the Contract.

Retention, storage, and disposition of records shall be in accordance with retention schedules and requirements, as specified in this RFP, and applied to those records, based on the records' administrative, fiscal, legal, and historical values. The Contractor shall support the efficient, effective, and proper record management to ensure the information is available when and where it is needed, in an organized and efficient manner and in an appropriate environment to support the State administrative operations.

The Contractor shall provide an Enterprise Report Management System product that can be used to centrally create, manage, store, and monitor the standard and ad hoc reports used by the Stakeholders. The State may, at any time, make revisions to the Record and Data Retention Standards

The Contractor shall meet the following requirements defined in Table 74 regarding records and data retention based on the data's administrative, fiscal, legal, and historical values.

Table 74 Records and Data Retention Requirements

STATE	
Identifier	Description
RDR1.1	Comply with State standards and the State of Arkansas standards.
RDR1.2	The Contractor is required to retain all data on the DSS for a minimum of ten (10) years. The Contractor agrees to retain all PHI for ten (10) years.
RDR1.3	Ensure archived data is retrievable, formatted to match the original intake document and shows the changes during processing.
RDR1.6	The Contractor must retain all records for both paper and electronic claims.

Table 75 includes retention standards specific to operation of the Replacement System. The Contractor shall also support, during operation of the Core System, all legacy system retention standards not identified in this section. The State may, at any time, request revised (extended) retention standards.

Table 75: Record and Data Retention Standards Table

Code	Title	Definition	Timeframe
A	Hard Copy	On-Site retention of hard-copy claims, attachments, and other documents.	Until resolved
B	EVC Records	Eligibility Verification Confirmation (EVC) Records.	Three years
C	Inbound and Outbound Phone Communications	Recording of all Telephone Calls.	One year
D	Online Claims Processing History	Claims processing history online accessible for claims adjudication and encounter processing, data queries and reporting, transaction log.	Three years
E	Exporting History Data	Export history data to the State approved electronic media.	Three years
F	Skeletal	Limited paid claims history for claims adjudication and inquiry uses.	Four years
G	Prior Authorizations	Maintain electronic record and/or electronic copy of all PA Requests including appeals, corresponding attachments, documents, and inbound and outbound communications regardless of method of submission.	Seven years
H	Retrieval of History Data	Retrieval of history data to match the original intake document.	Seven years
I	Audit Trail of Data Requested	Audit trail of data inquiries made, counts of specific data requested, information requested, and information conveyed.	Seven years
J	Digital Images Repository	Electronic images of all claims, corresponding attachments, documents, and inbound and outbound communications regardless of method of submission.	Seven years
K	Archived Claims History	Claims being purged from the active claims history.	Seven years
L	Audit Trail of System Changes	Automated audit trail record including but not limited to identifying every system change, table updates, and business rules updates.	Seven years
M	Provider and Recipient History	Real-time access to Provider and Recipient history for user-specified date range (e.g., Claim Detail Requests [CDRs]).	Eight years
N	Reports Outputs	MMIS Reports to Web and Ad Hoc.	10 years
O	Claims History Extension	Limited paid claim history to support Third-Party activities.	20 years
P	Business Rules and Reference Data	Historical date sensitive business rules and reference data (start and end date).	Seven years

Code	Title	Definition	Timeframe
Q	Recipients 55 years and older	Limited paid claims data to support Estate Recovery activities.	Permanent/Indefinitely
R	Service limit Procedures	Services that are once in a lifetime or service limit procedure code that must be retained for auditing processing according to audit criteria.	Permanent/Indefinitely
S	Paid Claims/Cash Accounts	Historical paid claims data and cash account records.	Permanent/Indefinitely
T	Special/Extracts	Request for data by the State as a result of Senate or Assembly Bills for reporting purposes. No special/extract shall be deleted or purged without the State approval.	Permanent/Indefinitely
U	Drug Formulary Rate File	Record of authorized drugs and prices.	Permanent/Indefinitely

6.4 This section has been deleted (including Table 76).

Table 76 Deleted

6.5 Workflow Automation System Requirements

This Section describes the requirements the Contractor must fulfill when implementing and operating the workflow management system. The Contractor must meet the Table 77 requirements in support of workflow management:

Table 77 General Workflow Management Requirements

STATE	
Identifier	Description
WFM1.1	The workflow management function shall provide a single workflow management view that allows specific work configurations by business area.
WFM1.2	The workflow management function shall support priorities, security alerts, and multi-routing of tasks including escalation to multiple layers of management.
WFM1.3	The workflow management function shall maintain all history as part of the entire claims history database for use by the workflow management tool.
WFM1.4	The workflow management function must be rules-based and easily modifiable by authorized users.
WFM1.5	The workflow management function must support electronic approvals.
WFM1.6	The workflow management function must support pre-defined and ad hoc reporting for items such as staff productivity, backlogs, and produce statistics for task-types processed.
WFM1.7	The workflow management function must integrate to the DIS.
WFM1.8	The workflow management function must support the ability to run a what-if impact analysis.
WFM1.9	The workflow management function must support the ability to run regression testing.
WFM1.10	The workflow management function must provide audit trails.
WFM1.11	The workflow management function must support the ability to run historical recreation (playback in step fashion actual rule selection).

STATE	
Identifier	Description
WFM1.12	The workflow management function must support the ability to back-out of implemented changes.
WFM1.13	The workflow management function must be integrated with imaging.

6.6 Report Management System

The Report Management System must support the design, creation, management, and reuse of reports and the requirements in Table 78.

NOTE: A complete list of standard reports currently available in the Legacy Core System can be found in the Resource Library.

Table 78 Report Management Requirements

STATE	
Identifier	Description
ERM1.1	Allow a user to save an ad hoc report as a standard report template.
ERM1.2	Include an integrated report writer that has the capability of reporting on any group of data fields in the entire system; can perform multi-layered sorts and selects; has the ability to utilize wild cards in any data position of a field to select items; has the ability to compute on any field or group of fields.
ERM1.3	Include an integrated report writer that generates both ad hoc query-type results and formatted reports that can be produced and distributed on an ongoing basis.
ERM1.4	Support the use of other SQL-compliant third-party report writers, especially Crystal Reports and SQL Reporting Services.
ERM1.5	Allow a user to schedule the production of a specific report to run on a routine basis at a specified time and frequency.
ERM1.6	Permit authorized staff to download aggregate data into spreadsheet, database applications, and other business intelligence tools (e.g. Microsoft Office 2007, Excel and Access, etc.).
ERM1.7	Support a report generation process, tested in the State environment, that ensures default or user-defined parameters can be limited to ensure that reports can be created in a timely manner and that the report processing will not adversely affect system resources.
ERM1.8	Allow a user to direct a report to a specific location for printing.
ERM1.9	Provide standard reports as specified by the State, allowing a user to generate a standard report based on default or user-defined parameters.
ERM1.10	Provide the capability for a user to develop, update, save, and reuse ad-hoc reports.
ERM1.11	Provide the capability for an authorized user to save a template used to generate ad-hoc reports as a standard report template.
ERM1.12	Control access to the data used to create a standard or ad-hoc report consistent with user role-based authorization (i.e., whether the user has access to the information based on their role).
ERM1.13	Control access to any saved reports based on the user role.
ERM1.14	Maintain an audit trail of when reports were run, where printed, and by whom.
ERM1.15	Provide the capability for an authorized user to specify the period (i.e. retention period) that output from a completed report can be saved on-line before the report

STATE	
Identifier	Description
	output is moved to archive and/or deleted.
ERM1.16	Automatically delete a saved report if the saved report is older than the user-defined retention period.
ERM1.17	Provide the capability for an authorized user to export saved reports in MS Office 2007 (e.g., Word, Excel) or PDF file formats.
ERM1.18	Automatically provide notification of errors in printing jobs.
ERM1.19	Retain a final, unalterable copy of a report or document, including its source data, when electronically signed.
ERM1.20	Provide the option of outputting reports to the screen, printer, and files in ASCII files and standard application formats such as XLSX, XLS, CSV, MDB, TXT, DIF, DOC, DOCX.
ERM1.21	Provide the capability for an authorized user to specify specific standard criteria clauses for compliance, disclosure, legal or financial concerns, or data classification to be included on a report.
ERM1.22	Provide the capability for an authorized user to generate a standard report with either default or user-specific parameters and save the standard report as a template with these parameters.
ERM1.23	Provide an estimate of time that it will take to run a report to completion.
ERM1.24	Allow for the selection and filtering of report parameters by key variables such as date range and Provider.

6.7 This section has been deleted (including Table 79).

Table 79 Deleted

6.8 This section has been deleted (including Table 80).

Table 80 Deleted

6.9 Performance Management System - Operations

The Contractor shall support the quantity of State Stakeholders including Contractor staff with access and authorization supporting the operations today, plus the projected level of new users for the DSS System.

The Stakeholders anticipated access and authorization is estimated at 233, of which 30 users are concurrently logged on, each with one or more active sessions. The number of new users for the Contractor's Systems and Services is projected to grow by 10% over seven (7) years.

The Contractor must provide a performance management system to support the capture, evaluation, configuration, test, and deployment of key performance indicators and their service levels. Table 81 defines the performance management system requirements.

Table 81 Performance Management System Operations

STATE	
Identifier	Description
PMSO1.1	The tool must report on all existing DSS system performance standards and incorporate all the Contractor's System performance standards.

STATE	
Identifier	Description
PMSO1.2	All capabilities of any supplied tools must be accessible and usable by the State appointed staff at no additional charge to the State.
PMSO1.3	The Contractor shall allocate 30 concurrent licenses specifically for the State use. Additional licenses for the State staff shall be covered under cost reimbursement provisions of the Contract.
PMSO1.5	Allow for additional input of data by the State assigned staff for performance measures.
PMSO1.6	Have the capability to configure thresholds, automate, and send alert notifications to the State staff for all SLA targets that are missed.
PMSO1.7	Provide instant access to reliable, up-to-date information daily.
PMSO1.8	Contractor shall include a plan for training all the State designated users and shall execute this training on the use of the supplied tools. Subsequent to the initial training provided during the DDI phase, the Contractor shall conduct one training session on a quarterly basis for up to 15 the State staff, throughout the life of the Contract. Each training session must be no less than 16 hours of instruction.
PMSO1.9	Allow customized views of relevant information for different information needs.
PMSO1.10	Create workable plans and monitor actual performance against targets.
PMSO1.11	Support color-coded status and progress indicators.
PMSO1.12	Have the capability to drill down easily to details and actionable information, as well as historical data.
PMSO1.13	Be able to build metrics from all data sources and applications.
PMSO1.14	Establish a core repository for performance measures and operational metric data.
PMSO1.15	Provide dashboards and performance reports in a timeline and format to be determined by the State
PMSO1.16	Centrally store all defined performance measures and key performance indicators.
PMSO1.17	Provide intuitive web interface for all users based on Balanced Scorecards.
PMSO1.18	Provide field sensitive user help.
PMSO1.19	Provide efficient and automated data analysis and integration.
PMSO1.22	The scope, format, content, measure criteria, and standards used in the tool must be submitted by the Contractor and approved by the State.
PMSO1.23	Provide an interface with the existing State capabilities for Service Level Management, specifically the State's implementation of the Corda Enterprise Dashboard for monitoring network related performance/thresholds

6.10 Performance Standards

The State has identified the operational performance standards for the DSS defined in Table 82.

NOTE: The performance standards must be accommodated as a consideration of the Phase 1 deliverables, SEMP and TEMP, and approved by State as initial or baseline definitions for measurements that will be assessed during Phase IV. The Contractor shall meet or exceed the following system performance standards.

Table 82 Performance Standards

STATE

Identifier	Description
TPS1.1	Comply with DIS and the State standards and policies relating to information systems, information systems security, physical security, confidentiality, and privacy. (http://www.dis.arkansas.gov/policiesStandards/Pages/default.aspx).
TPS1.2	Average response time must be less than ten (10) seconds when the DSS is being accessed by user directly connected to State networks.
TPS1.4	Decision Support System (DSS) weekend refreshes must be completed by Monday morning.
TPS1.5	Nightly refreshes must be completed each morning by a time established by the State.
TPS1.7	Security measures must be in place to maintain confidentiality of sensitive data.
TPS1.8	<p>The Contractor must meet the system response time requirements. Response time shall be measured during normal working hours, which are 7:00 AM to 7:00 PM, Central Standard Time (CT), Monday through Friday, and on Saturdays 8:00 AM to 12:00 PM, CT except for State observed holidays.</p> <ol style="list-style-type: none"> 1. The Web Portal response times shall be measured 24x7 except for the State approved time for system maintenance. 2. The Contractor shall only be responsible for that portion of the system and communication link for which the Contractor has responsibility and control. 3. For system response time performance measures, Contractor control shall be defined as any Sub-Contractor/Contractor service (i.e., AT&T) or point up to and including the State side of the router. 4. Ensure system response times meet the minimum standards. Time shall be measured at the State discretion. The Contractor must provide a system to monitor, log and report on response times. 5. The System Web Portal Response Time must be less than four (4) seconds 99% of the time. Web Portal Response Time is the elapsed time from the command to view a response until the response appears or loads to completion on the monitor.
TPS1.14	The response time for Print Initiation Time shall be less than two (2) seconds 99% of the time.
TPS1.15	The response time for switching between screens shall be less than two (2) seconds 99% of the time.
TPS1.19	Provide to the State all required reports according to the State-determined schedule.

6.11 Security and Privacy Requirements

The Contractor must meet the following security and privacy requirements including, but not limited to those in Table 83. (Note: Refer to the Resource Library and the DIS website at <http://www.dis.arkansas.gov> for additional information on State policies, procedures, and technical standards related to security and privacy.)

Table 83 Security and Privacy Requirements Identifier

MECT and State-Specified	
Identifier	Description
SP1	Control access to system and data.
SP1.1	Verify identity of all users; denies access to invalid users. For example:

MECT and State-Specified	
Identifier	Description
	<ol style="list-style-type: none"> 1. Requires unique sign-on (ID and password) 2. Requires authentication of the receiving entity prior to a system initiated session, such as transmitting responses to eligibility inquiries.
SP1.2	Enforce password policies for length, character requirements, and updates.
SP1.3	Support a user security profile that controls user access rights to data categories and system functions.
SP1.4	Permit supervisors or other designated officials to set and modify user security access profile.
SP1.5	Include procedures for accessing necessary electronic Protected Health Information (ePHI) in the event of an emergency; continue protection of ePHI during emergency operations.
SP1.6	Support workforce security awareness through such methods as security reminders (at log on or screen access), training reminders, online training capabilities, or training tracking.
SP1.7	Contain a data classification schema with data items flagged to link them to a classification category and have an access privilege scheme for each user that limits the user's access to one or more data classification categories.
SP1.8	Alert appropriate staff authorities of potential violations of privacy safeguards, such as inappropriate access to confidential information.
SP1.9	Contain a data definition for the Designated Record Set (DRS) that allows it to be included in responses to inquiries and report requests.
SP1.10	Support data integrity through system controls for software program changes and promotion to production.
SP2	Protect the confidentiality and integrity of ePHI.
SP2.1	<p>Contain verification mechanisms that are capable of authenticating authority (as well as identify) for the use or disclosure requested. For example:</p> <ol style="list-style-type: none"> 1. Denies general practitioner inquiry for Member eligibility for mental health services. 2. Permits inquiries on claim status only for claims submitted by the inquiring Provider.
SP2.2	Support encryption and decryption of stored ePHI or an equivalent alternative protection mechanism. Data at rest must encrypted.
SP2.3	Support encryption of ePHI that is being transmitted, as appropriate.
SP2.4	Support integrity controls to guarantee that transmitted ePHI is not improperly modified without detection (e.g., provide secure claims transmission).
SP2.5	Provide data integrity of ePHI by preventing and detecting improper alteration or destruction (e.g., double-keying, message authentication, digital signature, checks sums, etc.)
SPSS2.6	Accommodate Provider billing services and business associates needs to have own Web Portal security sign-on.
SPSS2.7	Ensure that Providers provide copies of business associate agreements for all associated billing services and all Cost Benefit Analysis (CBA) services.
SP3	Monitor system activity and act on security incidents.
SP3.1	Provide the capability to trace all system activity to a specific user.

MECT and State-Specified	
Identifier	Description
SP3.2	Generate alerts for conditions that violate security rules, For example: <ol style="list-style-type: none"> 1. Attempts to access unauthorized data and system functions. 2. Logon attempts that exceed the maximum allowed. 3. Termination of authorized sessions after a specified time of no activity.
SP3.3	Log and examine system activity in accordance with audit policies and procedures adopted by the Medicaid agency.
SP3.4	Provide security incident reporting and mitigation mechanisms, such as: <ol style="list-style-type: none"> 1. Generate warning or report on system activity based on security parameters 2. Terminate access and generate report when potential security violation detected. 3. Preserve and report specified audit data when potential security violation detected.
SP3.5	Support procedures for guarding, monitoring, and detecting malicious software (e.g., viruses, worms, malicious code, etc.).
SP4	Support individual rights specified in the HIPAA privacy regulations.
SP4.1	Develop the capability to respond to an authorized request to provide a report containing the DRS for a given individual.
SP4.2	Contain indicators that can be set to restrict distribution of ePHI in situations where it would normally be distributed.
SP4.3	Track disclosures of ePHI; provide authorized users access to and report on the disclosures.
SP4.4	Develop the capability to identify and note amendments to the DRS for a given individual.
SPSS4.5	Provide MMIS online training on HIPAA privacy and security for users.
SPSS4.6	Comply with HIPAA and provide capability to quickly update for changes in HIPAA.
SPSS5	Safeguards
SPSS5.1	In accordance with security guidelines (45 CFR Parts 164.306) implement policies and procedures to prevent, detect, contain, and correct security violations.
SPSS5.2	Implement: <ol style="list-style-type: none"> 1. Security measures sufficient to reduce risks and vulnerabilities to a reasonable and appropriate level to comply with Section 164.306(a) 2. For risk analysis, an accurate and thorough assessment of the potential risks and vulnerabilities to the confidentiality, integrity, and availability of ePHI held by the covered entity 3. Applied appropriate sanctions to workforce members who fail to comply with the security policies and procedures of the covered entity 4. Procedures to review records of information system activity, such as audit logs, access reports, and security incident tracking reports, on a frequency determined by the State 5. Assigned security officer who is responsible for the development and implementation of the policies and procedures required by this subpart for the entity 6. Security awareness and training program for all members of its workforce 7. Procedures for guarding against, detecting, and reporting malicious software 8. Identify and respond to suspected or know security incident, mitigate, to the

MECT and State-Specified	
Identifier	Description
	extent practicable, harmful effects of security incidents and their outcomes.
SPSS5.3	In accordance with Sec. 164.306, implement policies and procedures to limit physical access to its electronic information systems and the facility or facilities in which they are housed, while ensuring that properly authorized access is allowed.
SPSS5.4	Implement procedures for removal of ePHI from electronic media before the media are made available for reuse.
SPSS5.5	In accordance with Sec. 164.306, implement technical policies and procedures for electronic information systems that maintain ePHI to allow access only to those persons or software programs that have been granted access rights as specified in Sec. 164.308 (a) (4).
SPSS5.6	Assign a unique name or number for identifying and tracking user identity. Establish procedures for obtaining necessary ePHI during an emergency.
SPSS5.7	Provide a safe and secure location, in accordance with the State approved standards, including external surveillance, appropriate lighting, safe parking access, and security patrols, as appropriate.
SPSS5.8	<p>Ensure all processing facilities will meet State policies and procedures and information technology (IT) physical and logical security standards including the following requirements at a minimum:</p> <ol style="list-style-type: none"> 1. Swipe-card security will control all access to the building (if sole occupant) and offices and allow access by State authorized personnel 2. No windows or doors to the computer room will have direct external access 3. All doors accessible from a lobby area shall remain closed and locked 4. All visitors shall wear badges, sign the logbook when entering the facility, and be escorted. State reserves the right to designate staff that shall not require escort 5. Automatic heat and smoke detection system shall exist in the computer room 6. The data storage vault shall be protected by an automated fire detection and extinguishing system 7. Use of current generation master data shall be strictly limited to authorized production use only 8. Compliance with the State recycling program policies for all reports and documents shall occur 9. A separate secured area will exist for banking operations accessible only to banking personnel with a locked storage facility for a check stock and critical documents
SPSS5.9	<p>Electronic Data Processing (EDP) environment (including that portion controlled by the Respondent and that portion controlled by State) that accompanies the following activities:</p> <ol style="list-style-type: none"> 1. Log and report any privacy or security incident to the State Incident Reporting Site 2. Establish a limit of unsuccessful access attempts after which a user will be disconnected 3. Disconnect any user for whom a limit has been reached 4. Automatically log-off a user if a key is not depressed within the time established by State 5. Remote access protection, including dial-up sessions, to permit systems access only from authorized locations that accompanies the following functions: <ol style="list-style-type: none"> a. Provide automatic redialing by the central EDP facility as part of the

MECT and State-Specified	
Identifier	Description
	<p>connect/sign-on process to the previously authorized telephone number stored in the system</p> <ul style="list-style-type: none"> b. Log and report to the appropriate Contractor or State staff all unauthorized attempts to access the system c. Establish a limit of access attempts after which a remote session will be disconnected d. Complete confidentiality of all passwords and identification numbers used by Respondent and State employees. <p>6. Security of all State documents and data, including complete segregation of State data and files from the data and files of other Respondent customers.</p>
SPSS5.11	Track user access to data for both inquiry and update in compliance for privacy reporting.

6.12 Rules Engine Concepts

The State seeks to utilize rules engine concepts or configurable component parts for managing business change in the operations, specifically without having to make changes to systems' software or applications. Rules engine concepts as requirements are defined in Table 84.

These requirements provide the Contractor with language by the State for what constitutes "rules engine concepts" of an adaptable and configurable architecture in administering the Medicaid programs and services. The rules engine(s) must include the following requirements:

Table 84 Rules Engine Concept Requirements

STATE	
Identifier	Description
RE1.1	<p>The rules syntax must include the following:</p> <ul style="list-style-type: none"> 1. Easily understandable by business users 2. Utilize external routines when desired 3. Allow technical users to express concepts clearly and succinctly in technical terminology 4. Provide succinct ways to input and maintain large groups of rules 5. Utilize look-up tables supported in multiple formats 6. Utilize and support logic trees for dependent rule chains 7. Have methods to clearly and succinctly input and maintain relative weightings for many different factors contributing to a decision threshold 8. Track and report the most significant factors in a decision
RE1.2	<p>The following business user editing functions must be included:</p> <ul style="list-style-type: none"> 1. Allow a business user to enter a rule of any level of complexity through an environment separate from the development environment 2. Have an editing environment that is easily customized to closely match the look and feel of other editors that business users are familiar with 3. Utilize versioning for changes to rules 4. Controlled access to the editing environment through authorization functions 5. Display different views of the rules to users based on their role and security level

STATE	
Identifier	Description
	6. Provide the capability for the State to schedule when a new rule goes into effect.
RE1.3	<p>The following decision process design functions must be included:</p> <ol style="list-style-type: none"> 1. Separate the procedural order of steps in the decision process from the business logic involved in each step 2. Provide an editor for clearly diagramming the order of the steps in the business process without the user having to explicitly generate code or scripts 3. Produce a “big picture” view that can be created, reviewed, and understood by business people with minimal technical training 4. Group rules by task in order to simplify maintenance 5. View and edit related rules on the same page or screen for ease of reference and context.
RE1.4	<p>The following performance tuning and debugging functions must be included:</p> <ol style="list-style-type: none"> 1. The capability to tune individual steps in an overall decision process for maximum performance by the execution engine 2. The capability to capture business rule performance in test and production environments and to format the results for ease of analysis 3. The capability to allow users to set traces, breakpoints, and watches on all objects and events within the rule project 4. The capability to step line by line through the execution of the rules, setting a breakpoint on any of the lines of execution 5. The capability to display the steps that the rule engine goes through and stepping forwards and backwards to see internal operations of the rule.
RE1.5	<p>The following reporting functions must be included:</p> <ol style="list-style-type: none"> 1. The capability to generate reports on all the components of the project (rules set) 2. The capability to display comments in the reports 3. The capability to perform report format customization for both business users and technical users 4. The capability to identify and locate potential rule conflicts 5. The capability to perform impact analysis and report the results of the impact analysis.
RE1.6	<p>The following rule storage and versioning functions must be included:</p> <ol style="list-style-type: none"> 1. The capability to provide options in the choices of a storage mechanism for rules (e.g., databases, flat files, Lightweight Directory Access Protocol (LDAP) directories) 2. Provide a BRMS rules store that has a well-defined interface specification allow all components to access the rules, including any future replacement, new or updated components 3. The capability to provide complete versioned rule files 4. The capability to perform versioning of entire projects for release management purposes 5. The capability to perform roll backs to previous versions and run the rules as they were at a specific point in time 6. The System must support structured repositories to provide a hierarchical view of many rules 7. The capability to store information about the policy source behind the

STATE	
Identifier	Description
	<p>rule</p> <ol style="list-style-type: none"> 8. The capability to store metadata on any part of the project 9. The capability to store information used for rule promotion in the repository 10. The capability to perform searches of a project for a specific term or phrase 11. The capability to search a project based on when the files were edited, who edited them, or any other metadata associated with the project 12. The capability to save queries for later use by other users.
RE1.7	<p>The following integration functions must be included:</p> <ol style="list-style-type: none"> 1. The capability to directly access external data models 2. The capability to allow users to write rules without defining and maintaining a data dictionary 3. The product must include deployment facilities for rapid integration of rules into existing production systems, including generation of configuration and rule invocation files 4. The product must be capable of having predefined integrations with application server software, including regular updates to stay up to date with new versions of the application servers 5. The capability to update rules in the production application without the need to shut down or restart the production application 6. The capability to pass or transfer data to and from the rules service without requiring conversion to one of a limited number of supported data types
RE1.8	<p>The following dialog support functions must be included:</p> <ol style="list-style-type: none"> 1. The capability to support stateful sessions for tracking what has occurred to date in a transaction and continuing with session-appropriate questions and dialog 2. The capability to group questions into sets for easy interactive retrieval and storage of multiple data items without having to write separate code for each 3. The product must have an integration environment capable of working with interactive prompts designed for the production system without requiring separate "test only" code substitutions 4. The capability to build interactive rules-driven interfaces.
RE1.9	<p>The following help and documentation functions must be included:</p> <ol style="list-style-type: none"> 1. The product must have context sensitive help available in the Integration Environment 2. The product must have documentation, examples, tutorials, and help files available in commonly used formats for all product features. The documentation and other aids must be effective for both novice and experienced business users 3. The product must have documentation and information on best practices included in the documentation.

7 PROJECT DELIVERABLE SUMMARY TABLE

Table 85 represents a summary of the Project's deliverables for the DDI and Operations Phases.

Table 85 Phase Deliverable Summary Table

Phase Deliverable Summary Table		
Identifier	Description	Completion Date
Project Initiation		Contract Award Date plus 60 Calendar Days
Del 0.1	Data Center Facility 1. Option 1 – Contractor Hosted Plan	
Del 0.3	Infrastructure Assets 1. Inventory (Bill of Materials) 2. Asset Procurement Plan	
Del 0.4	Computing Environment Plan 1. Development 2. System 3. End-to-End Integration 4. User Acceptance 5. Production Operations 6. Training 7. Reporting 8. Model Office or Simulation	
Del 0.5	DDI Project Office Facility 1. Local Facility Plan 2. Staffing Plan 3. Technical Requirements	
Del 0.6	Operations Facility 1. Local or Remote Facility Plan 2. Staffing Plan 3. Technical Requirements	
Project Management Office and Administration		Contract Award Date plus 60 Calendar Days
Del 0.7	Project Management Plan 1. PMBOK / IEEE Individual Plans	
Del 0.8	Project Tools and Techniques 1. Organization Charts / Contact Lists 2. Documentation Repository 3. Performance Management Tracking Tool 4. Defect Management Tool 5. Work Plans Management Tool 6. Change Control Tracking Tool	

Phase Deliverable Summary Table		
Identifier	Description	Completion Date
	<ul style="list-style-type: none"> 7. Deliverables Tracking Tool 8. Status Reporting Tool 9. Task Orders Tool 10. Project Collaboration Tool 11. Configuration Management Tool 	
Del 0.9	Project Methods and Procedures <ul style="list-style-type: none"> 1. Deliverables Tracking and Approval Process 2. Defect Identification and Problem Resolution 3. Change Tracking Process 4. Status Reporting Process 5. Environmental Impacts Analysis Process Performance Management Process - DDI Phases	
Del 0.10	Project Initiation, Management and Administration Setup <ul style="list-style-type: none"> 1. Completion Certification - DDI Project 2. Office or Project Management Office (PMO) 	
Phase I – Project Planning and Startup		Contract Start Date – Plus 60 State Work Days
Del 1.1	Planning Kick-off Meeting Objectives	
Del 1.2	Planning Kick-off Meeting Deliverables <ul style="list-style-type: none"> 1. Incoming Orientation Plan 2. Contractor Documentation 3. Requirements 4. Traceability Matrix (RTM) 5. Training Master Plan 6. Staffing Master Plan 7. Performance Management Plan – Operations 8. Data Center Computing Environment - Specifications Plan 9. Systems Engineering Management Plan (SEMP) Engineering Requirements (all components and services) 10. Test and Evaluation Management Plan (TEMP) (all components and services) 	
Technical Architecture Specifications		
Del 1.3	Technical Services Requirements (Attachment G2) <ul style="list-style-type: none"> 1. Federally Mandated (MECT) Requirements 2. State-Specified Requirements 	
Del 1.4	Technical Infrastructure Plan <ul style="list-style-type: none"> 1. Infrastructure Assets Inventory (BOM) 2. Configuration (environment) Management Plan 3. Release Management Plan 4. Security and Privacy Plan 5. Network Design and Management Plan 6. Disaster Recovery – Business Continuity and 	

Phase Deliverable Summary Table		
Identifier	Description	Completion Date
	Contingency Plan	
Del 1.5	Software and Services Implementation Plan	
Del 1.6	Shared Services Implementation Plan	
Del 1.7	Federal Certification Criteria / Mapping Plan	
Del 1.8	Configuration and Integration Plan (Hardware and Networks)	
Del 1.9	Configuration Management Plan (Software and Services)	
Del 1.10	Defect Identification and Resolution Plan	
Information Architecture Specifications		
Del 1.11	Data Management Requirements	
Del 1.12	Data Conversion and Migration Plan	
Del 1.13	Data Models and Data Dictionaries	
Business Architecture Specifications		
Del 1.14	Facilities Blueprints (Facility, Function, Work Group)	
Del 1.15	Facilities Equipment, Engineering, and Test Plan	
Del 1.16	Services (Exchange/Messaging) Activation Plan	
Del 1.17	Services Requirements (G3) 1. Federally Mandated MECT Requirements 2. State-Specified Requirements	
Del 1.18	Services Workflow Analysis and Design Plan	
Del 1.19	Services Acceptance Test Plan	
Del 1.20	Services Training Plan	
Del 1.21	Services Rollout Plan	
Del 1.22	Services Assurance Plan (post-installation) Plan	
Del 1.23	Score Card Criteria Plan	
Del 1.24	Turnover Management Plan (High-Level)	
Del 1.25	Phase I Completion Report	
Phase II – Infrastructure and Development, Configuration and Integration		
Del 2.1	Technical Architecture 1. Technical Infrastructure Deployment (Data Center Option) – Specifications and Guide 2. Technical Infrastructure Administration Procedures	
Del 2.2	Information Architecture 1. Interface Control Documents (RFP Specific)	
Del 2.3	Business Architecture	

Phase Deliverable Summary Table		
Identifier	Description	Completion Date
	1. Functional Design Documents (RFP Specific)	
Del 2.4	End-to-End Integration Test 1. Test Plans (Objectives and Criteria) 2. Test Results	
Del 2.5	User Acceptance Test 1. Test Plans (Objectives and Criteria) 2. Test Results	
Phase III – Operations Readiness, Production Cutover, and Facilities Rollout		
Del 3.1	Implementation Master Plan 1. Training Plan – Detailed 2. Data Conversion Plan – Detailed 3. End-to-End Integration Plan – Detailed a. Test Plans b. Test Results c. Defect Repairs d. State-Approvals (Ready to UAT) 4. User Acceptance Test Plan – Detailed a. Test Plans b. Test Results c. Defect Repairs d. State-Approvals (Ready to Cutover) 5. Performance Management Plan (Operations) Detailed 6. Operations Rollout Preparations (Detailed)	
Del 3.2	Operations Readiness Review Plan (Detailed)	
Del 3.3	Readiness Certification: Operational Readiness Report	
Production Cutover		
Del 3.4	Implementation Events (Rollout #1, Rollout #2) 1. Facility, Function, or Work Group Cutovers 2. Facility, Function, or Work Group (Implementation) Final Reports	
Del 3.5	Post-Implementation Events (Rollout #1, Rollout #2) 1. Facility, Function, or Work Group Evaluations 2. Facility, Function, or Work Group Remediation Periods 3. Post-Implementation Summary Report	
Del 3.6	Performance Verification Period 1. Validation and Incident Reporting	(30 calendar day Observance)
Del 3.7	Final Acceptance 1. Certification of Compliance (State Final Acceptance)	
Phase IV – Initial Operations		(RFP System Implementation – Stage 1 Date)
Del 4.1	Warranty Period	(until Federal Certification)

Phase Deliverable Summary Table		
Identifier	Description	Completion Date
		in Phase V)
Del 4.2	Operations Support: SFY Remainder (Monthly Invoices) <ol style="list-style-type: none"> 1. Status Reporting 2. Maintenance and Operations Support Services 3. Modifications and Enhancements Services 4. Performance Analysis Services 5. Planning Analysis (Infrastructure) Services 	
Phase V – Operations and Federal Certification		
Del 5.1	Federal Certification <ol style="list-style-type: none"> 1. Certification Plan 2. Certification Activities Report 3. Certification Review Package (to State) 	
Del 5.2	Operations Support: SFY Renewal Periods (Monthly Invoices) <ol style="list-style-type: none"> 1. Status Reporting 2. Maintenance and Operations Support Services 3. Modifications and Enhancements Services 4. Performance Analysis Services 5. Planning Analysis (Infrastructure) Services 	
Phase VI – Turnover and Contract Closeout		
Del 6.1	Operations Support: SFY Renewal Periods (Monthly Invoices) <ol style="list-style-type: none"> 1. Status Reporting 2. Maintenance and Operations Support Services 3. Modifications and Enhancements Services 4. Performance Analysis Services 5. Planning Analysis (Infrastructure) Services 	
Del 6.2	Turnover <ol style="list-style-type: none"> 1. Turnover Plan - Detailed 2. Turnover Progress Reports 	
Del 6.3	Contract Closeout <ol style="list-style-type: none"> 1. Office of State Procurement Requirements 	
Del 6.4	Turnover and Contract Closeout <ol style="list-style-type: none"> 1. Certification of Completion – Turnover Status Report 	

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1 INTRODUCTION

1.1 Purpose

This Attachment G2 defines the AME Decision Support System (DSS) RFP requirements defined by the State to support the Medicaid goals and objectives. The first part, Section 2 Integration Requirements details the DSS integration into the Medicaid domain computing environment's configuration requirements. Section 3 Services Requirements details the functional requirements of the DSS operations; the responsibilities of the State and the Contractor including the key performance indicators and measures. Section 4 System Requirements details the DSS systemic processing or computing requirements needed to enable and support the operations' functional requirements.

1.2 Objectives

1. Comprehensive Program Integrity (PI) services defined at times as surveillance and utilization reviews (SURs) for auditing and tracking medical necessity, appropriateness of care, quality of care, erroneous payments, administrative abuses
2. State Management and Administration Reports (MARs)
3. Designated (CMS) Federal Reports (FRs)
4. Exchange data services (configurable interfaces to health information exchanges, health insurance exchanges, intra and inter-Medicaid domain databases and registries, other State agency data warehouses)
5. COTS products (configurable interfaces to complex data navigation and manipulation tools and techniques supporting sophisticated decision support dashboards and predictive "what if" modeling and analysis)
6. Accommodate the standardized storage, retrieval, evaluation, analysis, inquiry, and report capabilities housing complex "rows and columns" structures on data harvested from the State's Medicaid Management Information System (Core System).
7. Refresh data in real-time or periodically on a schedule as determined by the State's requirements; a definition that must be timely enough to meet the Medicaid domain end-users' DSS needs
8. Support HIPAA compliant data security, and allow for data cleansing, data archiving, data management, and data standards defined as transactional data and operational data for serving a variety of Medicaid domain end-end-users

1.3 Interfacing Applications

The current DSS/DW interfacing applications include;

1. MapInfo, a geographical mapping tool that lets end-users map information according to Member or Provider demographics.
2. Personal Computer Statistical Analysis Software (PC SAS), a statistical analysis tool.

3. DSS analytics tool, a subset of information to enhance the analytical capabilities of the DSS that provides partial redundant functionality to Pandora. The DSS analytics tool also provides age/sex/morbidity adjustments that allow concise comparison of information.
4. Episode Treatment Grouper® (ETG®), a disease management oriented task and Provider profiling tool that pulls in all claim types and associated diagnosis for more than 500 diseases.
5. MACBIS, the Medicaid and CHIP Business and Information Solutions database sponsored by CMS to reduce the variation in federal and State reporting using the States' three main administrative data sources: CMS-64, MSIS, and SEDS.
6. Medicaid and Medicare ("Medi-Medi") application for interfacing with the federal repositories for information.

1.4 Federal and State Requirement Designations

1.4.1 Federal Requirements (CMS)

Section 3 and Section 4 provide the federally-mandated and State-defined requirements intended by both CMS and the State of Arkansas.

The federally-mandated (CMS) requirements are defined as the Medicaid Enterprise Certification Toolkit (MECT) v 2.01 requirements in Table 31. The MECT requirements must be met for CMS certification and for the State to receive federal financial participation (FFP). Again, MECT requirements are "not optional" and must be delivered and identifiable in the Proposal response.

1.4.2 State-defined Requirements

All other requirements are State-defined (State-Specific) requirements determined and issued by the State of Arkansas. While not Federally mandated, the State requirements are indeed essential for delivering the unique characteristics of the State's Medicaid Member and Provider programs' obligations and services.

1.4.3 Requirement Identifiers: Use in Response Proposal

Identifier Column Meaning

Federally-Mandated: Specifications will be designated in tables titled with the capital letters "MECT" (Medicaid Enterprise Certification Toolkit).

State-Specified: Specifications will be designated in tables titled with the capital letters "STATE" and identifiers that appear in standard text format throughout this document.

Use in Proposal Documents

The Identifier in the left column of the requirements tables is a reference number that must be transferred to the RTM defined in Attachment C and the Gap Analysis defined in Attachment D. Also included, is the requirement description of the reference number, that also must be transferred to the RTM and Gap Analysis documents.

The Contractor must ensure the “Identifier and Description” of the requirements are ***transferred exactly as defined*** to the Requirements Traceability Matrix (RTM) defined in Attachment C and the Gap Analysis Matrix defined in Attachment D of this RFP.

2 INTEGRATION REQUIREMENTS

The configurable integration requirements are arranged into **ten (10)** different categories. These are:

- Configuration Requirements
- Environmental Requirements
- Network Requirements
- Usability and Accessibility Requirements
- Technical Coordination
- Training Requirements
- Interface Requirements
- Electronic Documentation Requirements
- Rules Management Services Requirements
- Systems Performance Management

2.1 Configuration Requirements

Table 1 describes the requirements for the flexibility required in the Contractor's DSS to provide simplified use and improved access to information. The DSS configuration requirements must be incorporated into the Contractor's Configuration Management Plan described in Attachment G1 of this RFP.

The DSS configuration management process will manage all hardware and software pursuant to industry standard systems and services management tools and provide reporting capability of configuration relationships and the current state of components.

The State will use the Configuration Management Plan and resulting guidelines to control software development and releases, define design specifications, provide source code standards, test specifications, database descriptions, operations and installation guidelines, packaged software standards and all aspects of the system development life cycle (SDLC).

The Contractor will meet the following configuration requirements:

Table 1 Configuration Requirements

Identifier	Configuration Requirements Description
TCR1.1	Store and display in layperson's terms all codified information (e.g., ICD-9 and ICD-10 code sets for Member access) and vocabulary as a service that can be leveraged enterprise-wide (i.e., terminology service).
TCR1.2	Provide processes that allow business rules to be configured by a trained and authorized individual (not hard coded).
TCR1.3	Provide business rule updates with an audit trail to see by whom and when the update was made.

Identifier	Configuration Requirements Description
TCR1.4	<p>Use software version control procedures to:</p> <ol style="list-style-type: none"> 1. Facilitate testing. 2. Facilitate analysis of resolutions. 3. Report and track discrepancies. <p>The Contractor may input updated rules and algorithms and propagation into the technical computing environment's production operations, but the State is responsible for approval testing.</p>
TCR1.5	Support the ability to test business rules and procedures in a simulation environment.
TCR1.6	Store all business rules maintenance (additions, modifications, deletions) as an audit trail history of business rule changes.
TCR1.7	Ensure all business rules are date driven by a "from" and "through" designation.
TCR1.8	Enable users to simultaneously open and view multiple screens and switch between screen views.
TCR1.9	Display information associated with each screen such that no horizontal screening is required by users in order to view information (vertical scrolling is acceptable, but not horizontal scrolling) and no visual impairment results (e.g., screen enlargement may create visual impairment for a user).
TCR1.10	<p>Support a solution that is scalable and preserves State-approved customizations. The Contractor must meet the following requirements:</p> <ol style="list-style-type: none"> 1. The hardware must be appropriately sized to handle the State's transaction traffic and volume at the State accepted performance levels in each of the Contractor's computing environments. 2. Perform regular maintenance and enhancements to ensure optimum performance. 3. Configurations must easily accommodate future changes in the State, changes in standards and transactions and increased volume of processing. 4. Provide performance benchmarks in order to properly size the hardware requirements prior to implementation. 5. Perform resource capacity utilization and capacity planning. 6. Implement needed expansions before 90% of maximum capacity is reached at the Contractor's own expense. 7. The State will own any software or components that are designed, or developed, or improved with Federal Financial Participation (FFP). 8. The Contractor will agree in writing to grant the State at no additional cost a perpetual (Royalty Free and non-transferable) license(s) for the use of any proprietary software for the continuous use of the AME DSS until a turnover and Contract close-out is complete and Final Acceptance of the replacement Contractor's solution is successfully approved by the State. 9. Any DSS hardware or software, including licensed software, will be acquired in such a manner that it may interface with the State's Core System. 10. Ensure all DSS hardware, software or communications components installed by the Contractor for use by State are compatible with the "Contractor" provided and State approved DSS-related Technical Infrastructure Plan (DEL 1.4), infrastructure assets, and inter-domain interfaces. 11. DSS version upgrades must be applied in a controlled manner to prevent disruption to State business services and Stakeholders' operations. 12. Contractor must coordinate DSS operating system changes with the State-

Identifier	Configuration Requirements Description
	impacted operations.
TCR1.11	In the event the DSS Solution and Services fail to meet the uptime availability requirements, the Contractor will furnish replacement equipment of equal or greater capacity having the required characteristics with no increase in cost to the State. The replacement equipment will be subjected to the same acceptance criteria as for all other components and services provided as part of the Contractor's compliance with the requirements of this RFP.
TCR1.12	Provide data exchange technologies that support current industry standards for data exchange.
TCR1.13	Utilize automated tools measuring hardware, software, and network performance for proactive system monitoring, tuning mechanisms, reporting, and trend analysis. Performance monitoring alerts must be configurable and allow for user notification using multiple communication methods.

2.2 Environmental Requirements

Table 2 defines the environmental requirements (standards and interoperability) required of the DSS operating platform. The DSS environments established and operated by the Contractor must support the requirements defined herein this RFP including:

Table 2 Environmental Requirements

Identifier	Environmental Requirements Description
EF1.1	Provide the following computing environments: <ol style="list-style-type: none"> 1. Unit Testing. 2. System Testing. 3. System Integration Testing. 4. Regression Testing. 5. End-to-End Integration 6. User Acceptance Testing (UAT). 7. Parallel Testing. 8. Final Acceptance 9. Model Office or Simulations.
EF1.1.1	Ensure the End-to-End, UAT, Parallel, Final, and Model Office environments replicate the full features and functionality of the State's production operations environment. Any determined need for "production" data for supporting testing will be approved in writing by the State.
EF1.2	Demonstrate that End-to-End, UAT, Parallel, Final, and Model Office environments test environments can meet production capability but not affect production data.
EF1.3	Provide the capability for regression testing that supports complete system life cycle testing.
EF1.4	Support the ability to test and implement two concurrent releases on a monthly basis.
EF1.5	Track test cases that have expected results documented to show that the proposed change does not introduce other changes that produce unwanted results.
EF1.6	Allow for setup of test cases for positive and negative testing and configurations that enable testing new capabilities that are not yet in production.
EF1.7	Ensure that all data being stored or exchanged meets the federal and State standards for protected health information (PHI) and accidental disclosure. This includes off-network storage and backup operations and any other accessible "data at rest" or "data in transit" assets.

Identifier	Environmental Requirements Description
EF1.8	Manage, by Phase, all computing environments throughout the Contract Period.
EF1.9	Provide concurrent access to all computing environments as authorized by the State for all Stakeholders.
EF1.10	Provide for a regression test environment executing valid versions of batch programs and files and online application for use with new releases and non-release changes to a production computing environment.
EF1.11	Provide a library of use cases, test cases, and associated datasets that may be selected and modified by the user for testing.
EF1.13	Provide search capability for the test case library that is cross-referenced to the logic/edit that the identified test case is designed to test.
EF1.14	Provide the ability to execute impact analysis testing of any proposed change.
EF1.15	Provide the ability to create hypothetical scenarios and compare results between scenarios in a test environment.
EF1.17	Provide the ability to save and reuse all test cases and associated test datasets without the need to re-enter the data.
EF1.18	Allow for testing of all development projects before and after implementation.
EF1.22	Provide analysis of production versus test results (e.g., field level compares with reporting).
PIU1.14	Provide the maintenance, security, and operation of all DSS applications and databases.

2.3 Network Requirements

The Contractor must meet the following network requirements in Table 3 below:

Table 3 Network Requirements

Identifier	Network Requirements Description
NET1.1	Comply with State computer application and network security policies (e.g., Active Directory authentication, data encryption, bandwidth, etc.).
NET1.3	The Contractor will supply network support staff required for Contractor's DSS-related applications and system administration that are in State facilities or part of Contractor's Scope of Work.
NET1.4	Contractor's network performance support staff must be available to assist the State (i.e., DIS) to help triage and resolve services issues.
NET1.5	Provide network access using Single Sign-on (SSO). Single sign-on (SSO) is a session or end-user authentication process that permits an end-user to enter one name and password in order to access multiple applications. The process authenticates the user for all the applications they have been given rights to and eliminates further prompts when they switch applications during a particular session.

2.4 Usability and Accessibility Requirements

The Contractor must meet the following usability and accessibility requirements define in Table 4 below:

Table 4 Usability and Accessibility Requirements

Identifier	Usability and Accessibility Requirements Description
U&A1.1	Provide web-based portals for user access that requires no desktop software

Identifier	Usability and Accessibility Requirements Description
	except the State-standard version web browser.
U&A1.3	Design a web-based portal subject to State approval with input from the State during all phases of the Contract.
U&A1.4	Web-based portals as end-user interfaces must provide for resizing of windows to accommodate different display sizes and resolution without truncating the windows.
U&A1.5	Support performance across both slow and high speed Internet connections with ability to toggle between slow and high speeds modes.
U&A1.6	Provide end-user access and availability in accordance with the Service Level Agreements (SLAs) included in this RFP.
U&A1.8	Provide error messages and alerts to authorized users on status of application interfaces and portal data processing (i.e., when processing is completed or errors occur).
U&A1.11	Provide web-based portal functionality including: <ol style="list-style-type: none"> 1. Online, context-sensitive help. 2. Hovering. 3. Hypertext links. 4. Drop down lists and menus. 5. Point and click. 6. "Forward" and "Back" navigation. 7. Copy, Cut and paste. 8. Shortcut Keys (Ctrl+P, Ctrl+S, etc.). 9. Drag and Drop. 10. Bookmarking with appropriate title and title tags. 11. Customized views of web pages (i.e., bookmarking inside the browser).
U&A1.12	Ensure the DSS and services end-user access has online help to include the following categories: <ol style="list-style-type: none"> 1. General DSS Information. 2. DSS User's Manual with context-sensitive links. 3. DSS Technical Documentation with context sensitive links. 4. Data Element Look-up or Dictionary 5. Other State-defined resources.
U&A1.13	The DSS help functions must be configurable for changes, independent of the DSS component "product" or executable software or "code".
U&A1.15	Provide "Screen Print" functionality that creates a user-friendly formatted print of screens including identifiable computing device characteristics such as terminal ID, current date and time stamp, business area ID specific to the application being used (e.g., Member, Provider, benefits, reference data, claim types, PAs, change management, Coordination of Benefits (COB) and financial).
U&A1.15.1	The user must have the ability to select identifiable end-user or application information as printing options on the printed document. The layout for these formatted prints must be approved by the State.
U&A1.16	"Screen Print" function must be a security-assigned privilege of the end-user role, or access via an administrative function authorized by the State.
U&A1.17	Provide online view access of a common, integrated, fully attributed data dictionary.

2.5 Technical Coordination

Table 5 defines the Contractor's obligations to provide the DSS technical coordination and support for authorized State end-users.

Table 5 Technical Coordination

Identifier	Technical Coordination Description
TC1.1	Provide DSS technical support to the State for development of SOA interfaces for exchange data services and include the concept as an integral part of system maintenance and development and technical training.
TC1.2	Provide DSS technical support to the State for MITA maturity compliance and the State's effort to achieve a higher level of MITA maturity through the functions enabled herein this RFP.
TC1.3	Provide DSS technical and operational and support requirements reviews with the State, and authorized Stakeholders, including DIS staff including ad-hoc reporting.
TC1.4	Validate DSS interface requirements with the Core System's exchange data services (SOA; ESB) requirements for application to the State and its Stakeholders.
TC1.5	Validate local and remote access to State network connections for authorized use by DSS end-users.
TC1.6	Establish DSS role based security protocols for all authorized end-users or groups.
TC1.7	Provide and confirm technical training objectives have been met as part of the operational readiness checklist and preparations.

2.6 Training Requirements

The Contractor will be responsible for developing and delivering a broad spectrum of comprehensive training programs, supporting materials and documentation as defined in the Phase I Master Training Plan. The training materials and approach will include sufficient information for trainees to perform DSS responsibilities accurately and efficiently. The Contractor will assure that trained personnel will be able to demonstrate State-approved target proficiency in training topics through testing, quality control (QC) reviews, and where necessary, retraining the personnel. Table 6 defines the Contractor's training requirements.

Table 6 Training Requirements

Identifier	Training Requirements Description
TR1.1	At a minimum, DSS training requirements will address the following areas: <ol style="list-style-type: none"> 1. General training 2. Training facility 3. Training staff 4. Training materials 5. State staff training
TR1.2	Develop or employ a Commercial Off-the-Shelf (COTS) product to create and present online training courses and track enrollment and progress.
TR1.3	Produce course presentation materials and hard-copy classroom materials using software and media approved by State.
TR1.4	Furnish training rooms with and maintain appropriate hardware, software, and telecommunications to support the development, maintenance, and presentation of Contractor's training programs and materials.
TR1.5	Equip the training facility to provide an effective learning environment with appropriate desks, chairs, computers, tables, whiteboards, easels and flip charts, projector and screen, teleconference phone, and network access.
TR1.6	Provide a detailed training plan, curricula, and syllabi for State approval that addresses the Contractor's DSS solution, initial and ongoing training, including how

Identifier	Training Requirements Description
	ongoing training will be managed, for both Contractor and the State individuals. Training plans must be updated annually.
TR1.7	Provide the State with the training-related requirements to include Key Personnel defined in Attachment A as specified in this RFP.
TR1.8	Post training schedules on the web portal and generate training correspondence for users that do not have access to the web portal.
TR1.9	Provide an interactive forum to allow users to submit questions concerning the State's use and provide responses to those questions. Track frequent questions and maintain a frequently asked questions (FAQ) site on the web portal.
TR1.10	Implement CBT and WBT as a training tutorial for reinforcement training accessed by State authorized users. The CBT and WBT applications will be accessible via a secured internet log-on environment, 24 hours per day, 365 calendar days per year, with the exception of State-approved system downtime periods. Content for CBT and WBT applications must be reviewed and approved by State.
TR1.11	Ensure CBT and WBT applications and modules are consistent with the Contractor's training modules used by trainers in the hands-on facilitated training sessions. The CBT and WBT applications and modules will incorporate training cases for users to learn or enhance hands-on practice of skills, information processing, and system change control information dissemination.
TR1.12	Ensure that each CBT and WBT training module includes an electronic proficiency test. Specific course tracking for each trainee will also be included within the applications. For incorrect answers, the proficiency test will provide the correct answer, include narrative explaining why it is correct, and further direct the user to additional contextual and reinforcement information.
TR1.13	Provide at least 30 days prior to delivery of a training session the Contractor's designated training for the State end-users; plans, curricula, syllabi, training materials, and course evaluations or questionnaires for State review, input, and approval.
TR1.14	Provide the final version of training materials to State within 15 calendar days of receipt of the identified change(s) or sooner if there is a scheduled training session that will be negatively impacted.
TR1.15	Ensure that training materials address the specific job functions of the State-authorized individuals being trained.
TR1.16	Maintain documentation of participation in facilitated training, including training course name, trainer's name, date and location of the training, State' identified individuals as training attendees, attendee participation, attendee course completion, and attendee proficiency test results.
TR1.17	Provide, upon request by the State, training materials customized for a specific facility, function, or workgroup specialty.
TR1.18	Provide on a semi-annual basis for State review, a Training Review Report including suggestions for improving effectiveness and proficiency.
TR1.19	Submit to the State 60 calendar days prior to the Contract renewal period, a revised Training Plan that includes: <ol style="list-style-type: none"> 1. The types of training needed. 2. Specific areas of focus based on experience. 3. Suggested changes or enhancements to the training methodology. 4. Training schedules and locations.

2.7 Interface Requirements

The connection between the DSS and the Core should support updates from the Core system to be provided to the DSS on a periodicity that could be as often as “per transaction”. The policy established by DMS may require updates every four (4) hours or once daily, but the technology must support “real time” updates to the DSS.

The Contractor is required to meet the DSS interface requirements defined in Table 7 below:

Table 7 Interface Requirements

Identifier	Interface Requirements Description
INT1.2	Provide automated Federal reporting (financial and statistical). Where required, provide interface with Federal systems for simplified and automated reporting and data sharing.
INT1.3	Provide the capacity to interface with the State-defined or federal EHR or PHR exchange data services or exchanges (HIX, HIE) the State may implement.
INT1.4	Determine portal access and develop web-based services as defined by the State.
INT1.8	Comply with agency computer application and network security policies (Active Directory authentication, data encryption, bandwidth, etc.).
INT1.10	Provide for data interchange with other registries, agency data warehouses, and other forms of domain information as defined by the State.

2.8 Electronic Documentation Requirements

The Contractor must deliver the Contractor Documentation, and for each Business Services or Operations functions defined herein this RFP, provide for electronic documentation accessible by the State-authorized DSS end-users. The Contractor must deliver the electronic documentation during the DDI phase and must provide content updates of the electronic documentation during the Final Acceptance testing tasks.

The Contractor will be responsible for the production and distribution of all online, end-user electronic documentation in a timely manner, including revisions, modifications and updates. Table 8 defines the online, end-user electronic documentation requirements.

Table 8 Electronic Documentation Requirements

Identifier	Electronic Documentation Requirements Description
DRU1.2	The electronic documentation must also include context-sensitive help screens.
DRU1.3	The electronic documentation must be linked; to track, and update simultaneously all content affected by an electronic documentation change.
DRU1.4	The electronic documentation must be prepared in a format that facilitates efficient and immediate updating and dissemination.
DRU1.5	The electronic documentation must be available on-line and provide an on-line search capability with context-sensitive help; the State requires one paper copy using 8-1/2" x 11" pages in three-ring binder form, pages numbered within each section, and a revision date on each page. Revisions must be clearly identified in bold print.
DRU1.6	Create and maintain in Microsoft Office 2007 Suite or higher (consistent with the current State standards) and Visio for diagrams.
DRU1.7	Provide to State in CD-ROM, or DVD upon request, and be accessible to DSS end-users via the Web during Phase IV – Initial Operations.

Identifier	Electronic Documentation Requirements Description
DRU1.8	Accommodate novice end-users not trained in the DSS applications: to learn from reading the electronic documentation instructions, to how to access the System on-line, understand how the screens function, understand the layout of reports, and how to perform entry-level ad hoc report development and ad-hoc related print-key functions.
DRU1.9	Produce electronic documentation in a procedural, systematic format and aligned with the business services they support.
DRU1.11	Provide a table of contents and an online index using key words.
DRU1.12	Display error messages for visible data elements as “keyed-entry” fields with edits, and must display the corrective actions as steps to be taken by the end-user for overcoming such errors.
DRU1.14	Identify acronyms used in end-user instructions. Instructions must be identified and must be consistent with windows, screens, reports, and the data element dictionary.
DRU1.15	Process system errors using standardized error-handling module that translates technical messages into commonly understood laypersons’ terminology.
DRU1.16	Consistently define abbreviations and acronyms.
DRU1.17	Field names for the same fields on different records must be consistent throughout the electronic documentation.
DRU1.18	Include tables of valid values for all data fields, including codes and an layperson description, presented on windows, screens, and reports.
DRU1.19	Provide illustrations of windows and screens used with all data elements on the screens identified by number.
DRU1.20	Provide a section describing all standard reports generated within the business area or function, which includes the following: <ol style="list-style-type: none"> 1. A narrative description of each report. 2. The purpose of the report. 3. Definition of all fields in the report, including detailed explanations of calculations used to create all data and explanations of all subtotals and totals. 4. Definitions of all user-defined, report-specific code descriptions; and copies of representative pages of each report.
DRU1.21	Provide instructions for requesting standard and ad-hoc reports at a ninth grade reading level as accessed by the Flesch-Kincaid Grade Level calculation.
DRU1.22	Present all functions and supporting materials for DSS file maintenance as independent sections of the manual.
DRU1.23	Include the descriptions of code sets or data element values and the data element numbers for all authorized data maintenance.
DRU1.24	Provide an electronic confirmation for authorized changes to documentation.
DRU1.25	Provide electronic links guiding users to role-based functions and instructions to assist in completing system-related tasks.
DRU1.27	Provide up-to-date illustrations of windows and screens that are consistent with the production system.
DRU1.29	Exclude trademarks, logos, and identifying information for all documentation.

2.9 Rules Management Concept

The Contractor is required to provide a rules management concept for managing business rules in the operations. The rules management concept is identifiable as a systemic capability to define, test, and deploy business rules following the rules management requirements in Table 9.

Note: The State has invested in a repository of business rules representing program policy at a high-level (physician manuals) and business rules representing transactional logic embedded within legacy systems.

Table 9 Rules Management Concepts

Identifier	Rules Management Concepts Description
RUL1.2	Allow for business rules to be implemented and immediately applied in a real-time enterprise environment.
RUL1.3	Provide a graphical front-end to the business rules repository, enabling State-authorized users to apply or disable rules quickly and usually without programmer intervention.
RUL1.4	Provide business rules that support rapid reconfiguration in support of legislative or administrative mandates.
RUL1.5	Provide business rule edit processes to be configured by a trained business analyst, not hard coded in the DSS. Note: the State may update the business rules and validate testing, but the Contractor is responsible for business rule promotion into the production operating environment.
RUL1.6	Provide capability for the State to view business rules online and trace rule dependencies, including exceptions-based business rules.
RUL1.7	Support the assembly of business rules into a package or service.
RUL1.8	Provide real-time, online business rules debugging procedures and tools to aid the analysis and identification of execution or call logical errors (i.e., conflict, redundancy, and incompleteness) across business rules.
RUL1.9	Allow for the business rules to be tested against production data in the test environment.
RUL1.10	Provide an automated process for business rule review and approval that identifies execution or call logic conflicts.
RUL1.11	Allow for the tracking, logging and reporting of business rules' invoked usage, the count in terms of execution and the name of the calling instruction in the application.
RUL1.12	Provide a hard-copy and online report of all business rules.
RUL1.19	Provide for business rule (add, delete, change) reject transactions based on State-defined edits. Report on business rule errors to be corrected or worked manually.
RUL1.30	Provide the flexibility to define business rules by inclusion or exclusion.
RUL1.32	Define a rules-driven, methodology based on industry standards and best practices for accommodating policy changes and incorporating new policy requirements within the rules engine solution.
RUL1.34	Provide ability to trace business rules to policy origination reference with a cross-reference to all related updates.
RUL1.35	Support end user online access to policy origination document references by hyperlinks.
RUL1.36	Identify a single source of record for updating any business rule.
RUL1.37	Provide a simulation or model office environment to perform hypothetical testing, or scenario modeling, to assess the impact of a proposed business rules change resulting from policy and legislation changes.
RUL1.38	Provide an audit capability that maintains a history of all changes to business rules.

Identifier	Rules Management Concepts Description
RUL1.39	Ensure all business rules allow for date range “from” and “through” designations.

2.10 Systems Performance Management

The purpose of the performance management is to ensure the Contractor’s System, in its operational environment, meets the State’s performance and the federal and State Requirements’ standards for a CMS certifiable production operation.

2.10.1 Performance Objectives - State

The State has identified the minimum performance standards for the Systems and will measure adherence to these standards at a frequency defined by the State. The Contractor’s System is expected to meet or exceed these operational performance standards consistently over the life of the Contract.

The State believes that this will:

Provide documented performance levels in all critical areas of the System and its interfaces to the targeted System and ancillary systems.

- Provide documented performance levels for all business office obligations to fulfill the duties of the Medicaid Enterprise
- Improve the management of the Contract
- Improve State and federal government return on investment (ROI) for administration of the Arkansas Medicaid Program
- Enables the State to reduce payment on an invoice pending compliance with the System’s operational specifications

A major objective for the State is to develop a more structured System monitoring process supported by automated reporting processes. The State expects to monitor and audit the Contractor’s System’s performance through automated reporting tools provided by the Contractor as a major component of the State’s effort to reach a higher-level for MITA process maturity. All System performance standards must be stored in a central repository for reporting and auditing purposes and will be subject to the Contractors’ Score Card as measurable criteria.

2.10.2 Performance Responsibilities - Contractor

It is the Contractor’s responsibility to support the identification and collection of all Services Delivery performance standards data identified by the State. The Contractor is responsible for collecting all performance standards data from the System. The Contractor, in cooperation with the State, will be responsible for performing the following activities:

1. Monitor the System’s Quality of Service (QoS) (output)
2. Monitor the System’s KPIs and service levels
3. Capture System performance data
4. Initiate and report System problem tickets when defects are identified

5. Establish all problem ticket priorities
6. Review and approve problem tickets, interim Contractor responses, System Corrective Action Plans (CAPs)
7. Initiate all correction notices to the Business Offices
8. Participate in the Score Card assessments
9. Manage administration of the State's initiated quality audits

2.10.3 DSS Performance Standards

The Contractor as part of the System's performance will meet or exceed the following general performance standards defined in Table 10.

Table 10 DSS Performance Standards

Identifier	DSS Performance Standards Description
PGPS1.1	Comply with State's standards and policies relating to information systems, information systems security, physical security, confidentiality, and privacy. (http://www.dis.arkansas.gov/policiesStandards/Pages/default.aspx).
PGPS1.2	The DSS Solution's online response time will be measured during normal working hours, which are 7:00 AM to 7:00 PM, Central Standard Time (CT), Monday through Friday, and on Saturdays 8:00 AM to 12:00 PM, CT except for State observed holidays.
PGPS1.3	The DSS Solution's average online response time per active session without images at the End-user's workstation or desktop must be less than three (3) seconds (Internet-based services) for inquiry display, and add, delete, and change instructions, as well as print spooling commands 100% of the time.
PGPS1.4	The DSS Solution's generated transactions for near real-time or for nightly batch processing, including DSS-required data refreshes must process within a window for a full nightly batch cycle to be completed by 7:00 AM CT, Monday through Friday.
PGPS1.5	The DSS Solution's responsibility for performance regarding response times extends to its configurable software and third-party components, data file structures and physical data base designs, and internal transaction processing logic.
PGPS1.6	The DSS must provide interoperability across the Core System's Shared Services technologies and management systems including; but not limited to: <ol style="list-style-type: none"> 1. Imaging 2. Work Flow Automation 3. Business Intelligence Dashboards 4. Business Rules Management 5. Other Decision Support Services 6. Exchange Data and Message Services 7. Web Services 8. Real-time Processing Cycles 9. Core System Performance Management
PERF2.01	SLA: DSS response time from pressing enter to the system returns must be less than three seconds wait time. Metric: 99.5% of all responses are completed within three (3) seconds.
PERF2.02	SLA: DSS weekend processing cycle completed by Monday morning. Metric: 100% of all weekly processing is completed by 6:00 AM CT Monday

Identifier	DSS Performance Standards Description
	mornings.
PERF2.03	SLA: DSS weekend refreshes completed by Monday. The Contractor is required to provide notification of downtime for weekend refreshes (e.g., DSS). Weekend refreshes will be scheduled at specific times (agreed upon by the State and the Contractor) on Saturdays. Metric: 100% of all DSS weekend refresh processing (e.g. DSS) is completed by 6:00 AM CT Monday mornings
PERF2.05	SLA: DSS data file updates and backups are to be completed nightly if applicable. Metric: 100% of all nightly updates and backup processing is completed by 6:00 AM CT the following morning.
PERF2.07	SLA: The DSS operating as a modular component in the Core System must be available 22 hours per calendar day, seven (7) calendar days per week, except for scheduled downtime as agreed to by the State. Metric: 99.95% of the time the System is available 22x7.
PERF2.08	SLA: The DSS must report within ten (10) minutes of catastrophic error detection, any unauthorized downtime and maintain a month-to-date (MTD), and year-to-date (YTD) summary of all unscheduled downtime. The reporting should distinguish between full system downtime and application-specific, or functional driven downtime. Metric: 100% of all DSS downtime incidents must be reported and tracked.
PERF2.12	SLA: The DSS response time for print initiation must be within two (2) seconds. Print initiation time is the time elapsed from the command to print a screen or report until it appears in the appropriate queue. Metric: 99% of all DSS print initiation response times are within two (2) seconds
PERF2.14	SLA: The DSS time to access a new screen or page must be less than two seconds. (2) New screen or page time is the time elapsed from the time a new screen is requested until the data from the screen appears or loads to completion on the display. Metric: 99% of all DSS screen changes are completed within two (2) seconds.
PERF2.15	SLA: The DSS time to perform a record retrieval must be less than four (4) seconds. Record retrieval time is the time elapsed after the retrieve command is entered until the record data appears or loads to completion on the display. Metric: 99% of all DSS record retrieval responses are completed within four (4) seconds.
PERF2.16	SLA: The DSS screen edit display time must be less than two (2) seconds. Screen edit time is the time elapsed after the last field is filled on the screen with an enter command until all field entries are edited with errors highlighted on the display. Metric: 99% of all DSS screen edits are displayed within two (2) seconds.
PERF2.18	SLA: The DSS Solution's use of image retrieval time must be less than two (2) seconds. Each subsequent page of the same document (or a claim and its attachments) must be displayed in one (1) second. Image retrieval time is the time elapsed after the retrieve command is entered and until the image data appears or loads to completion on the display. Metric: 99% of all subsequent pages using Image Retrieval are displayed within one (1) second.
PERF2.19	SLA: The DSS web browser responses must be less than four (4) seconds. Web browser response time is the elapsed time from the command to view a response until the response appears or loads to completion on the user's display.

Identifier	DSS Performance Standards Description
	Metric: 99% of all DSS Web browser responses are completed within four (4) seconds.
PERF2.20	SLA: The Contractor will submit schedule and pricing estimates for a Change Request back to the State within ten (10) State work days after receiving the request. Metric: Submit schedule and pricing estimates to the State 90% of the time and within 30 State work days 100% of the time.
PERF2.21	SLA: The Contractor will complete Change Requests from the State within the original schedule and budget. Metric: Complete Change Requests within the original schedule and budget 98% of the time.
PERF2.22	SLA: The Contractor will provide Provider training to all users affected by a completed Change Requests no later than 30 State work days after the implementation of the M&E. Metric: Complete M&E training within 30 State work days 98% of the time.
PERF2.23	SLA: The Contractor will prioritize all Severity Levels and seek to resolve them according to the established timeframes for the production operating environment: Metric: Resolve all defects within the following timeframes: <ol style="list-style-type: none"> 1. Severity Level 1 Defects – Within 24 hours. 2. Severity Level 2 Defects – Within three (3) calendar days. 3. Severity Level 3 or higher – Within an agreed upon schedule between the Contractor and the State after the defect was identified.

3 SERVICES REQUIREMENTS

3.1 Program Integrity and Decision Support Services

The Program Integrity and Decision Support Services functions encompass the following areas:

1. Decision Support Services
2. Claims Analysis
3. Pharmacy Audits
4. Provider Profiling
5. Review of Cases
6. Surveillance and Utilization Review
7. Fraud Detection
8. Management and Administration Reporting
9. Federal Reporting

Contractors will plan to support the MITA SS-A for meeting Program Integrity services improvements as defined in the Arkansas MITA SS-A. This includes clinical data initiatives (i.e., ICD-10, EHR) and the MITA-defined business processes associated with Program Integrity Management as well as the manual workflow as required to interfaces with any systems. In addition, the Contractor must operate and maintain the Program Integrity Management services in compliance with the federal regulatory and State statutory requirements or mandates.

3.1.1 Decision Support Services

3.1.1.1 *DSS Responsibilities - State*

The State has the following responsibilities:

Table 11 DSS Responsibilities - State

Identifier	DSS Responsibilities – State Description
T11DSSR.1	Identify the data that must be maintained on the DSS and the frequency of updates
T11DSSR.2	Review reports and notify the Contractor of any problems

3.1.1.2 *DSS Responsibilities - Contractor*

The Contractor has the following responsibilities:

Table 12 DSS Responsibilities - Contractor

Identifier	DSS Responsibilities – Contractor Description
DSSSS2.13	Provide a monthly drug claim report on claims that exceed \$500 per claim. Identify them via workflow to highlight as they happen.
DSSSS3.8.2	Provide queries that track financial transactions impacting funding down to the category-of-service level. Provide standard reports that combine data from the current

	Core System' 244 and 210 reports in a format to be defined by the State.
DSSSS3.13	Maintain a privacy and security program in compliance with HIPAA rules and the State policies.
DSSSS3.17	Develop standard Medicaid management information queries that retrieve data without relying on programmers or predetermined reports.
DSSSS3.22	Provide technical and end-to-end user training on a schedule to be determined by State.
DSSSS3.23	Propose enhancements to the DSS.
DSSSS3.27	Submit balancing and validation reports to the State.
DSSSS3.33	Ensure DSS standard reports are available as scheduled by State.
DSSSS3.34	Provide a process to allow ad-hoc reports to become standard as requested by State.
DSSSS3.35	Provide a usage report for management with number of reports, name, subject matter, type, and reports with similar outcomes.
DSSSS3.44	Perform trend analysis reports for federal agencies or the State.
DSSSS3.45	Provide monthly summary management reports by month, including but not limited to reporting on the number of premium checks processed per day and monthly totals collected.
DSSSS3.47	Assist the State in creating the capability to alert end-users when there is an ad hoc report with the same or similar data fields in the central repository to prevent duplication of reports.
OFAO1.7	Provide staff with DSS expertise and analytical abilities to train State end-users in data analysis, query design, and execution.
OFAO1.9	Provide staff with DSS expertise and analytical abilities to provide business intelligence reporting training to State business intelligence "super end-users."
OFAO1.12	Provide staff with DSS expertise and analytical abilities to train State end-users on fraud and abuse detection using business intelligence reporting tools. Tools are to include: <ol style="list-style-type: none"> 1. Researching data sources 2. Reviewing reports and establishing report parameters 3. Analyzing fraud and abuse detection data 4. Providing training to end end-users 5. Helping to produce complex reports
OFAO1.13.1	Provide DSS expertise and analytical abilities to train State end-end-users on financial requirements using business intelligence reporting tools. Tools are to include: <ol style="list-style-type: none"> 1. Researching and analyzing data 2. Reviewing reports and establishing report parameters 3. Producing complex data queries 4. Optimize Program Integrity: Management and Administration (MAR) and (SUR) queries 5. Researching data sources
OFAO1.15	Provide DSS expertise on establishing report parameters, and analyzing data; on query report design and execution to Pharmacy end-end-users.
PAY4.2	Provide all ad-hoc and system generated reports that currently support the financial reporting function. See Resource Library.
PISS3.21	Develop queries to identify and report on new Providers and capture billing practices based on criteria defined by State.

3.1.1.3 *Key Performance Indicators - DSS*

Table 13 Key Performance Indicators - DSS

Identifier	Key Performance Indicators – DSS Description
DSP1.3	Resolve DSS functionality errors within five (5) State work days of identification of the error.
DSP1.5	Generate unique Program Integrity reports within two (2) State work days. Unique Program Integrity reports are those that require technical input for design and execution and may require use of historical data or reconciliation of data sources.
DSP1.6	Respond to State requests to run unscheduled reports within one (1) State work day of receipt of request from State and provide an estimated delivery date.
DSP1.7	Respond to State requests to design new reports within one (1) State work day of receipt of request from State and provide an estimated delivery date.
DSP1.8	Execute basic and advanced online queries, within the following time constraints: <ol style="list-style-type: none"> 1. Basic queries (predefined) will be returned within five (5) minutes of executing the query 2. Advanced queries will be returned within 15 minutes of executing the query, or if not completed within 15 minutes the system must provide expected delivery time at query submission
PAY4.15	Access to archived history for query purposes must be available within two (2) State work days.

3.1.2 **Claims Analysis**

The Claims Analysis function consists of reviewing paid claims to provide assistance to the State in developing policy for the Arkansas Medicaid Program.

3.1.2.1 *Claims Analysis Responsibilities - State*

The State has the following responsibilities:

Table 14 Claims Analysis Responsibilities - State

Identifier	Claims Analysis Responsibilities – State Description
T14CAR.1	Establish sample criteria and provide required inputs
T14CAR.2	Request samples to be selected for reviews monthly or as needed
T14CAR.3	Identify the general types of claim documentation needed to complete claim reviews and request the documentation from the Contractor for sample claims
T14CAR.4	Review and approve Contractor policies for claims analysis process
T14CAR.5	Establish goals and objectives for the claims analysis process
T14CAR.6	Provide all system functionality to support business office operations

3.1.2.2 Claims Analysis Responsibilities - Contractor

The Contractor has the following responsibilities:

Table 15 Claims Analysis Responsibilities - Contractor

Identifier	Claims Analysis Responsibilities – Contractor Description
T15CAR.1	Develop or input the report algorithms in the system that generate the reports using the sample criteria provided by the State.
T15CAR.2	Produce reports relating to claims analysis as defined by the State.
T15CAR.3	Provide expertise to define claims analysis processes and develop data search tools and capabilities to achieve State objectives.

3.1.2.3 Table 16 (Key Performance Indicators – Claims Analysis) was deleted; therefore this section has been

3.1.3 Pharmacy Audits

The Pharmacy Audit function consists of auditing participating pharmacies for compliance with Medicaid policy and procedures. The State will discuss the assignments of audits with the contracted vendor.

3.1.3.1 Pharmacy Audits Responsibilities - State

The State has the following responsibilities:

Table 16 Pharmacy Audits Responsibilities - State

Identifier	Pharmacy Audits Responsibilities – State Description
T17AU.1	Provide policy direction and make administrative decisions
T17AU.2	Determine the frequency, content, format, media, and number of copies and distribution of reports
T17AU.3	Review and approve the Contractor's procedures for conducting reviews
T17AU.4	Determine corrective action processes for Contractor use
T17AU.5	Action taken on audit report

3.1.3.2 Pharmacy Audits Responsibilities - Contractor

The Contractor has the following responsibilities:

Table 17 Pharmacy Audits Responsibilities - Contractor

Identifier	Pharmacy Audits Responsibilities – Contractor Description
AU1.1	Perform audits. Preliminary audit findings will be communicated to the State by the contractor. The State PI unit will communicate final audit findings to the provider.
AU1.2	Perform pharmacy audit functions to include, but not be limited to, policy issues as Usual and Customary and NDC miss-bill.
AU1.3	Perform audits on drugs that have fiscal integrity edits implemented.
AU1.4	Audit all claims that have been selected for audit. Recoupment documentation and any other supporting documentation must have notation entered into system for recognition of audit recoupment (modify the claim dollar amount with a notation of the recoupment without actual reverse and rebill that would interfere with rebates).

3.1.3.3 Key Performance Indicators - Pharmacy Audits

Table 18 Key Performance Indicators - Pharmacy Audits

Identifier	Pharmacy Audits KPIs Description
AU2.1	Complete one quarter (1/4) of the Pharmacy Provider audits each three (3) month period of the year.
AU2.2	Submit all audit recoupment reports and supporting documentation in accordance with Arkansas PIU department guidance.
AU2.3	Provide a dedicated staff in adequate numbers to perform the necessary pharmacy audit functions. The Program Integrity (PI) unit will coordinate the data analysis task between the contractor and the RAC to prevent duplication of effort.
AU2.4	Provide staffing to include a pharmacist licensed in the State of Arkansas, a pharmacy technician with good analytical accounting skills, and a data analyst with knowledge of Medicaid Programs along with ICD-9, ICD-10, CPT Codes. (see Section 3.2 of this document)
AU2.7	Complete a desk audit within 30 days of notification for miss-bills or any billing issues.
AU2.8	Audit every enrolled pharmacy Provider at a minimum of one (1) time per year.

3.1.4 Provider Profiling

The Provider Profiling function consists of developing and updating Surveillance and Utilization Review System (SURS) parameters to identify Provider overutilization, underutilization, and misutilization of services provided to Arkansas Medicaid Members.

3.1.4.1 Provider Profiling Responsibilities - State

The State has the following responsibilities:

Table 19 Provider Profiling Responsibilities - State

Identifier	Provider Profiling Responsibilities – State Description
T20PP.1	Provide policy direction and make administrative decisions regarding SURS
T20PP.2	Determine the frequency, content, format, media, and number of copies (if hard copies are required) and distribution of reports

3.1.4.2 Provider Profiling Responsibilities - Contractor

The Contractor has the following responsibilities:

Table 20 Provider Profiling Responsibilities - Contractor

Identifier	Provider Profiling Responsibilities – Contractor Description
PP1.1	Improve delivery of health care services and the integrity of the Medicaid program by reducing waste, fraud, and abuse through analysis of Provider performance.
PP1.2	Set, monitor, and report on performance benchmarks that demonstrate sound progress in the detection of fraud and abuse and result in recoupment.
PP1.3	Provide access to all books, algorithms, documents, papers, and records related to this Contract, to the State, and its designees at no additional expense to the State.
PP1.4	Compile Provider profiles.
PP1.5	Provide a profile of health care Providers and Members through which the quality, quantity, and timeliness of services can be identified and assessed.
PP1.6	Develop and update a parameters file to classify treatment into peer groups by diagnosis or range of diagnosis codes, levels of care, or other methodology for the purpose of developing statistical profiles.
PP1.7	Maintain a process to evaluate the statistical profiles of all individual Providers within each peer group (State specified) against the matching exception criteria established for each peer group.
PP1.8	Provide dashboard to Providers showing how they match with other peers regarding billing and quality comparisons.
PP1.9	Create a comprehensive profile of health care delivery and utilization patterns established in all categories of services, including prescribed drugs, under the Arkansas Medicaid Program.
PP1.10	Provide flexibility and responsiveness in addressing how to accommodate mandated changes with enterprise-wide impacts (including programming, rules, code sets, transactions, and end-user interfaces) such as ICD-10.
PP1.11	Review pharmacy Provider profiles and identifying those whose practices indicate potential mis-use of the Arkansas Medicaid Program.
PP1.11.1	The Contractor is responsible for annual reviews of all enrolled pharmacy Providers to identify non-compliance with Medicaid pharmacy policy, such as but not limited to U&C pricing compared to Medicaid, 340b pricing, and NDC misbills.
PP1.11.2	The Contractor is responsible for visiting pharmacy Provider site to conduct reviews of pharmacy records.
PP1.13	Support fraud and abuse investigations.
PP1.14	Make recommendations for improvements to the SURS area.

Identifier	Provider Profiling Responsibilities – Contractor Description
PP1.15	Train State end-users on financial requirements using business intelligence reporting tools. Tools are to include: 1. Researching and analyzing data 2. Reviewing reports and establishing report parameters 3. Producing complex data queries 4. Researching data sources

3.1.4.3 *Key Performance Indicators - Provider Profiling*

Table 21 Key Performance Indicators - Provider Profiling

Identifier	Provider Profiling KPIs Description
PP2.1	Within 45 State work days of Contract signing, develop a methodology in accordance with CMS standards to calculate the State of Arkansas' Return on Investment (ROI) for the purpose of calculating PIU efforts and to facilitate comparison of the Division's fraud and abuse recovery efforts against those of other states. The methodology will include both recovered and cost-avoided expenditures.
PP2.2	Upon notification that any work is not in compliance with the Contract and/or agency specifications, bring work into compliance within five (5) State work days of written notice from the State.
PP2.3	Develop and coordinate the update of the parameters file on the AME to classify Providers into peer groups using criteria such as category of service, Provider type, specialty, type of practice or organization, enrollment status, facility type, geographic region, billing versus performing Provider, and size for the purpose of developing statistical profiles by the end of each quarter, assuring that all Provider types are reviewed in a one-year period.
PP2.4	Develop Medicaid policy-compliant algorithms used in conjunction with the SURS software provided by the Contractor to identify aberrant claims, including those that clearly do not meet the requirements of the Arkansas Medicaid Program, by analyzing and scoring every claim during a five (5) year period.

3.1.5 **Review of Cases**

The Review of Cases function consists of performing desk reviews of Provider profiles to determine whether a Provider potential fraud and abuse in providing services to Arkansas Medicaid Members. The DSS System and Services RFP requires a case management tool with features to include tracking cost avoidance and recovery.

3.1.5.1 *Review of Cases Responsibilities - State*

The State has the following responsibilities:

Table 22 Review of Cases Responsibilities - State

Identifier	Review of Cases Responsibilities – State Description
DRC1.1	Provide policy direction and make administrative decisions regarding SURS.
DRC1.2	Determine the frequency, content, format, media, and number of copies (if hard copies are required) and distribution of reports.
DRC1.3	Review and approve the Contractor's procedures for conducting desk reviews.
DRC2.11	Analyze every paid claim, 100%, utilizing SURS system, fraud alert from various private and government agencies, algorithm published by CMS, and the algorithm developed by the Contractor. The Contractor must develop algorithms at the request

Identifier	Review of Cases Responsibilities – State Description
	of the PIU (the State) and must identify Providers who exhibit aberrant practice or utilization patterns, as determined by an exception process, comparing the individuals' profiles to the limits established for their respective peer groups, reviewing each Provider type scheduled in that quarter.

3.1.5.2 *Review of Cases Responsibilities - Contractor*

The Contractor has the following responsibilities:

Table 23 Review of Cases Responsibilities - Contractor

Identifier	Review of Cases Responsibilities – Contractor Description
DRC2.3	Provide reports to conduct post and pre-utilization review services for identification of erroneous abusive or otherwise inconsistent claims.
DRC2.7	Review the Arkansas State Plan, Federal and State regulations, and policy to ensure the appropriateness and accuracy of SURS practices.
DRC2.8	Develop and establish a Provider prepayment review plan for Medicaid Providers who demonstrate a pattern of billing outside acceptable norms.
DRC2.9	Provide data as well as witness testimony, if required, for any investigation, dispute resolution meeting, or hearing arising from data.
DRC2.10	Aid management in ensuring that only medically necessary covered services and items, including prescribed drugs, are provided in the appropriate setting at the lowest cost.
DRC2.15	Analyze and propose cost avoidance initiatives and regular self-review requests to Providers, including credit balance reviews for hospitals and other institutional Providers.
DRC2.16	Provide a basis for the outliers identified utilizing data analysis tools to conduct medical reviews to verify that covered health care services have been documented and that payments have been made in accordance with State and federal policies, regulations, and statutes.
DRC2.17	Support the PI Unit by tracking overutilization and underutilization of health care services.
DRC2.20	Develop and maintain written procedures for all analytical activities, including review criteria for all Provider groups.
DRC2.21	Comply with the Department SURS staff to discuss analytical outcomes.
DRC2.26	Meet all the federal certification standards for operation of surveillance and utilization review functions.
DRC2.31	Produce a quarterly identification of the medical services for which overutilization is most prevalent.
DRC2.32	Assist PIU as needed for appeal hearings for all SURS cases that result in an appeal by the Provider.

3.1.5.3 *Key Performance Indicators - Review of Cases*

Table 24 Key Performance Indicators - Review of Cases

Identifier	Review of Cases KPIs Description
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DRC3.1	Report findings from medical record reviews to the Department three (3) State work days after the close of the month.
DRC3.2	<p>In each Contract year, recover no less than 350% of the total State cost of SURS and Provider review activities including the following:</p> <ol style="list-style-type: none"> 1. Measurable and quantifiable recoveries, which are actual recoupment's made and money received. 2. Avoided costs, which are those expenses eliminated or reduced as reducing future costs of the Medicaid program (such as identifying a AME Core System edit that will reduce costs of Medicaid claims). 3. Enhanced revenues that are additional recoveries that the SURS staff identified, including those funds that are included in pending appeal hearings at any point in time. <p>This KPI is measured across two (2) consecutive contract years. If the Contractor fails to meet this KPI the State will take appropriate action to remedy the deficiency. State actions may result in termination of the contract.</p>
DRC3.3	<p>Annually review a random minimum sample of one-half percent (0.5 %) of paid claims.</p> <p>The reviews will involve performing both in-house and field reviews.</p> <p>Review cases must include Providers who exceed calculated norms and a random sample of similar types of Providers who do not exceed norms. These reviews are performed at the header and detail claim level. At a minimum the State requires the contractor to provide the following types of feedback reporting information: Number of cases identified from data analysis, desk review and auto recoupment, number of pharmacy review conducted on site as well desk review onsite review referred to PI unit "State Staff" total ROI cost avoidance, identify policy weakness, and for the contractor to suggest changes to the policy.</p>
DRC3.4	<p>Open a minimum of 60 cases for Provider reviews during each quarter according to the following criteria:</p> <ol style="list-style-type: none"> 1. All cases referred from the Department must be opened in the quarter referred. 2. Review cases must include both Providers who exceed calculated norms, and a random sample of Providers who do not exceed norms. 3. The Contractor must describe in its Proposal the percentage of cases to be opened for Providers who exceed the norm and the percentage of cases for the random sample. 4. The State requires a 95% confidence level for the random sample.
DRC3.5	On average for all cases, complete reviews within 90 calendar days when all documentation required necessary to perform the review has been obtained.
DRC3.6	Proposals for cost avoidance measures submitted by SURS staff Members or other entities will be analyzed and addressed with a response for proposed action (including the option of closure) within 30 calendar days of the date the Proposal was submitted.
DRC3.7	Proposals for cost avoidance measures that have been approved for follow-up action to be implemented by the SURS unit will be addressed with the identified follow-up action within 45 calendar days of the date that the Proposal was approved by the State.

3.1.6 Surveillance and Utilization Review

3.1.6.1 *Surveillance and Utilization Review Responsibilities - State*

The State has the following responsibilities:

Table 25 Surveillance and Utilization Review Responsibilities - State

Identifier	Surveillance and Utilization Review Responsibilities – State Description
T26SUR.1	Provide policy direction and make administrative decisions regarding SURS.
T26SUR.2	Determine the frequency, content, format, media, and number of copies (if hard copies are required) and distribution of reports.
T26SUR.3	Review and approve the Contractor's procedures for conducting desk reviews.

3.1.6.2 *Surveillance and Utilization Review Responsibilities – Contractor*

The State expects the contractor to provide the SURS tool and staff to perform data mining activities to identify potential targets.

The State anticipates CMS to provide guidance on a universal acceptable methodology to calculate ROI and cost avoidance; we also anticipate a redesign of SPIA.

The Contractor has the following responsibilities:

Table 26 Surveillance and Utilization Review Responsibilities - Contractor

Identifier	Surveillance and Utilization Review Responsibilities – Contractor Description
PISS3.20	Provide SURS report as directed by State.
PISS4.6	Provide end-user training based on a schedule to be defined by State on topics such as: system use, statistical parameter setting, interpretation of reports, algorithms used, new elements or analysis procedures, enhanced cost avoidance capabilities and other pertinent analytical techniques.
PISS4.8.1	Provide updated system and end-user SURS documentation.
PISS4.17	Provide Provider reconciliation report of claim activity by end-user-defined time period to payment to see every claim reported and voided.
CRSS3.21	Identify specific training needs and frequencies for SURS: Conduct training every month as directed by the State. Obtain State approval for the training sessions and trainers. Ensure that trainers are knowledgeable in the areas covered.
OPER1.97	Maintain and operate a solution that meets current Federal PI requirements.
PIU1.4	Support pattern recognition and provide an automated fraud and abuse analytical profiling for the ongoing monitoring of Provider and Member claims to detect patterns of potential fraud, abuse and excessive billing.
PIU1.5	Apply clinically approved guidelines against episodes along with State approved episode mode of care to identify instances of treatment inconsistent with guidelines.
PIU1.5.1	Operate and maintain the SURS area in compliance with State and Federal requirements including modifications and enhancements as they are implemented.
PIU1.5.2	Assume complete responsibility for the maintenance, security, and operation of all computer programs and data files that are part of the SURS area.
PIU1.5.3	Maintain and operate the SURS area efficiently with responsive processing time and products.

Identifier	Surveillance and Utilization Review Responsibilities – Contractor Description
PIU1.5.4	Provide at least annual training for State staff on these and other pertinent topics: system use, statistical parameter setting, interpretation of reports, algorithms used, new elements or analysis procedures, and other pertinent analytical techniques. Note: May be replaced by the SURS liaison requirements.
PIU1.5.5	Provide correct reports to State in format and media and on a schedule stipulated by State.
PIU1.5.6	Provide updated system and end-user documentation.
PIU1.5.7	Provide Systems Engineer (SE) expertise for advice to SURS end-users and to assist with training.
PIU1.5.8	Ensure that procedure code updates and yearly CPT conversions are made to the medical criteria file.
PIU1.5.9	Provide enhanced cost avoidance capabilities and train State staff on their use.
PIU1.5.10	Provide and maintain an automated recoupment notification system.
PIU1.5.11	Make recommendations for improvements to the SURS area.
PIU1.5.12	Provide a CMS compliant methodology. The methodology will include both recovered and cost-avoided expenditures.
PIU1.5.13	The Contractor will provide the methodology within forty-five (45) calendar days of the Contract Start Date.
PIU1.5.14	Provide modeling algorithms, scores, or any other techniques as a pre-payment analytical tool supporting proactive payment collections.
PIU1.5.15	Provide predictive models that generate alerts and that triangulate results to identify high-risk claims and providers most likely to be engaged in fraudulent or wasteful behavior.

3.1.6.3 Key Performance Indicators – Surveillance and Utilization Review

Table 27 Key Performance Indicators – Surveillance and Utilization Review

Identifier	Surveillance and Utilization Review KPIs Description
PIU1.6	Set, monitor, and report on performance benchmarks that demonstrate sound progress in the detection of fraud and abuse and result in recoupment.
PIU1.7	Produce a written framework within 90 calendar days of Contract Start Date for the State's participation in the CMS Medicare/Medicaid project to include written protocols for identifying Providers, claims, and overpayments.
PIU1.8	Develop a methodology in accordance with CMS standards to calculate the State of Arkansas' Return on Investment (ROI) for the purpose of calculating Program Integrity efforts and to facilitate comparison of the State's fraud and abuse recovery efforts against those of other states.
PIU1.16	Bring work into compliance within five (5) State working days of written notice of any work is not in compliance with the Contract and/or State specifications.

3.1.7 Fraud Detection

3.1.7.1 *Fraud Detection Responsibilities - State*

The State has the following responsibilities:

Table 28 Fraud Detection Responsibilities - State

Identifier	Fraud Detection Responsibilities – State Description
T29FD.1	Provide policy direction and make administrative decisions regarding Fraud Detection
T29FD.2	Determine the frequency, content, format, media, and number of copies (if hard copies are required) and distribution of reports
T29FD.3	Review and approve the Contractor's procedures for conducting fraud detection

3.1.7.2 *Fraud Detection Responsibilities - Contractor*

The Contractor has the following responsibilities:

Table 29 Fraud Detection Responsibilities - Contractor

Identifier	Fraud Detection Responsibilities – Contractor Description
FDC1.3	Generate random sampling reports, including stratified random sampling with associated statistics using a State approved methodology and in accordance with State regulations.
FDC1.25	Produce reports of statistical norms, by peer group, for each indicator contained within each statistical profile by using averages and standard deviations or percentiles and exception limits based on business rules approved by State.
FDC1.27	Enterprise Surveillance and Utilization Review (ESUR) reports are the end result of a Study. The formats of the reports are not customizable, with the exception of the State Identification in the report headers. The text designated by the State for those functions will be system defaults and remain constant for all end-users. The end-user, of course, controls the contents of the reports as they create their Studies. The contents and functionality of the ESUR reports are dictated by federal requirements. The reports include: <ol style="list-style-type: none"> 1. Participant Ranking 2. Study Group Participants 3. Participant Profile 4. Claims Header Report 5. Study Profile 6. Report Item Exceptors by Time Period 7. Frequency Distribution Histogram 8. Behavior Pattern Totals 9. Report Item Exception Parameters 10. Study Parameters
PIU2.1	Develop Medicaid policy-compliant algorithms used in conjunction with data mining software to identify aberrant claims, including those that clearly do not meet the requirements of the Arkansas Medicaid Program, by analyzing and scoring every claim during a five (5) year period. Compliance audits on pharmacies to include but not limited to Usual & Customary (U&C) billing and NDC miss-billing, and compliance on billing for cost for 340b pharmacies.

Identifier	Fraud Detection Responsibilities – Contractor Description
PIU2.2	Develop algorithms that will select, rank, and score pharmacies for on-site audit selection.
PIU2.3	Develop algorithms based on clinical and business rules systems that will detect patterns, trends, anomalies, errors, and potential fraudulent activity during desk audits on community pharmacies, 340b pharmacies, specialty pharmacies, home-health IV pharmacies, or compounding pharmacies.
PIU2.3.1	Use focus investigation audits when other audit methods, tips, etc., indicate it is necessary. These audits should correlate results of several distinct analyses, including pharmacy location surveillance, request of wholesaler purchase records, in-depth analysis of prescription records, and pharmacy stock analysis.
PIU2.3.2	Pharmacy claims identified as potentially overpaid will be flagged for further analysis and manual review by auditor.
PIU2.4	Use predictive modeling techniques as well as computer algorithms to help identify individual Providers as well as all enrolled pharmacies for review.
PIU2.5	Develop algorithms to routinely check for waste/abuse/fraud in home health/IV, compounding pharmacies and specialty pharmacies.
PIU2.6	Develop algorithms to identify potential “doctor shoppers” (i.e., individuals seeking narcotics and other abuse-able drugs who use multiple doctors and pharmacies in order to escape detection).
PIU2.7	Develop algorithms to identify parent(s) using child’s ID to fill prescriptions for persons other than the child. This may include verifying through the physician’s office the intended recipient for the prescription in cases where the child and parent have the same name.
PIU2.8	Provide Medicaid pre-and post-utilization review services for the identification of Medicaid payments determined to be erroneous, abusive or otherwise inconsistent with Division policy.
PIU2.9	Provide professional services in an appropriate and cost effective manner to detect and identify payments made to a Medicaid Provider or on behalf of a recipient in violation of Division policy, state regulation, or federal law.
PIU2.10	Provide the capability to profile Provider groups and individual Providers within group practices.
PIU2.11	Develop Provider, physician, and patient profiles sufficient to provide specific information as to the use of covered TOSs and items, including prescribed drugs.
PIU2.12	Profile primary care case managers, including all referrals and other services received by their enrollees.
PIU2.13	Automatically identify exceptions to norms of utilization or quality of care standards established by the agency for any type of Provider and any type of Member covered by the State plan.
PIU2.14	Provide the capability to develop queries based on clinical guidelines.
PIU2.15	Provide the capability to determine outliers within different selected criteria.
PIU2.16	Provide capability to aggregate information for diagnosis, patients, age groups, etc.
PIU 2.17	Track federally assisted program participants separately from other categories of assistance.
PIU2.18	Identify Members who exceed program norms, ranked in order of severity.
PIU2.19	Identify services received by Members who are enrolled in selected programs.
PIU2.20	Identify services received by Members who have specified diagnoses.
PIU2.21	Link all services to a single Member regardless of the number of historical changes in Member ID.
PIU2.22	Profile all services provided to a Member during a single episode of care.

Identifier	Fraud Detection Responsibilities – Contractor Description
PIU2.23	Provide capabilities to identify Members and related Providers receiving services from other states. (CMS Initiative)
PIU2.25	Provide the ability to update information real-time with standards applied to each data element.
PIU2.26	Maintain a process to apply weighting and ranking of exception report items to facilitate identifying the highest deviators.
PIU2.28	Allow comparisons in utilization review between institutional and community care and aberrations outside the median service delivery.
PIU2.29	Provide capabilities to track and investigate complaints received. Also track suspected prior abusers based on past experience.
PIU2.30	Report the identification of any person or agency alleged to have committed waste and abuse to the Division. Information shall include, but not be limited to: <ol style="list-style-type: none"> 1. Recipient Medicaid identification number; 2. All active Provider numbers in which an identified Provider is billing Medicaid. It is the Vendor's responsibility to verify the Provider is actively billing Medicaid; 3. The name, address and telephone number with a narrative of the suspected inappropriate billing; 4. All associated claims data and files.
PIU2.31	Support waste, abuse and fraud investigations.
PIU2.33	Provide capabilities to identify Random Sample and the ability to extrapolate the results.
PIU2.34	Participate in monthly meetings to discuss alleged overpayments.
PIU2.34.1	After an existing deficiency has been determined, the Vendor shall develop all relevant criteria needed to implement systematic editing in the MMIS and/or the fiscal agent's software, as warranted, to identify and address future occurrences of the same type of overpayments to Providers.
PIU2.35	Assist with fraud and abuse investigations as directed.
PIU2.36	Review the Arkansas State Plan, federal/state regulations, and policy to ensure the appropriateness and accuracy of SURS practices.
PIU2.37	Ensure that procedure code updates and yearly CPT conversions are made to the medical criteria file.
PIU2.38	Include an indexing feature for an electronic document management system to access RAs by financial paid date.
PIU2.39	Schedule dispute resolution meetings and assist Program Integrity Staff with meetings.
PIU2.40	Develop and establish a Provider prepayment review plan for Medicaid Providers who demonstrate a pattern of billing outside acceptable norms.
PIU2.41	Provide data as well as witness testimony, if required, for any investigation, dispute resolution meeting, or hearing arising from data concerning a Medicaid Provider identified by the Vendor Software. All referrals must be submitted to the Division. The Vendor is not to contact any other agency unless approved by the Division.
PIU2.42	Provide capabilities to track all collections of claims for all liable or responsible recipients, Providers, their agents and other persons to recover improper Medicaid payments or reimbursements, including interest and applicable penalties.
PIU2.43	Centralize all information on Members, Providers, and claims in one location to ensure appropriate control and to facilitate access by MMIS and other systems.
PIU2.44	Provide capabilities to data mine by episodes of care.
PIU2.45	Emphasize prepayment analysis and enhance post-payment analysis to identify

Identifier	Fraud Detection Responsibilities – Contractor Description
	patterns of potential waste, abuse and fraud.
PIU2.46	Enhance ability to detect high cost users of Medicaid services.
PIU2.47	Provide ability to produce reports to track and analyze trends in Provider practice patterns and to monitor primary care case management (PCCM).
PIU2.48	Provide users with electronic access to information in pre-defined report formats and user-definable custom reports. Users will be able to download reports in formats that allow importing into other PC applications.
PIU2.49	Develop a comprehensive statistical profile of health care delivery and utilization patterns established by Provider and Member participants in various costs of service authorized under the Medicaid program.
PIU2.50	Display all data by National Provider Identifier (NPI) or by a subset of the Provider's practice.
PIU2.51	Provide information that reveals and facilitates investigation of potential defects in the level of care and quality of service provided under the Medicaid program.
PIU2.52	Provide the capability to develop Provider, physician, and patient profiles sufficient to provide specific information as to the use of covered types of service and items, including prescribed drugs, and alert to possible misuse of Medicaid.
PIU2.53	Utilize a minimum level of manual clerical effort in providing information that reveals potential defects in level of care and quality of service.
PIU2.54	Select claims and encounter data dating back to whatever time period is appropriate for the specific research being performed.
PIU2.55	Ensure the system has the capability to suppress processing on an individual within specified categories on a run-to-run basis.
PIU2.56	Investigates and reveals misutilization of the state's Medicaid program services by individual participants and promotes corrective action.

3.1.7.3 *Key Performance Indicators – Fraud Detection*

Table 30 Key Performance Indicators – Fraud Detection

Identifier	Fraud Detection KPIs Description
T31FD.1	Develop algorithms to capture and analyze claim information to detect fraud and abuse within timeframes established by the State.
T31FD.2	Produce routine and ad hoc reports on schedules determined by the State.

3.1.8 Management and Administration Reporting

3.1.8.1 *Management and Administration Reporting Responsibilities - State*

The State has the following responsibilities:

Table 31 Management and Administration Reporting Responsibilities - State

Identifier	Management and Administration Reporting Responsibilities – State Description
T32MARS.1	Provide policy direction and make administrative decisions regarding Management and Administration Reporting
T32MARS.2	Determine the frequency, content, format, media, and number of copies (if hard copies are required) and distribution of reports
T32MARS.3	Review and approve the Contractor's procedures for conducting Management and Administration Reporting

3.1.8.2 *Management and Administration Reporting Responsibilities - Contractor*

The Contractor has the following responsibilities:

Table 32 Management and Administration Reporting Responsibilities - Contractor

Identifier	Management and Administration Reporting – Contractor Description
MARS1.2	Produce and submit MAR reports according to a schedule determined by the State in the format and media requested by the State.
MARS1.5	Include all financial transactions and all claims-related adjustments into MARS reporting based on State defined criteria.
MARS1.7	Produce and submit the Federal 2082 report in format and media required by the State and CMS.
MARS1.10	Produce special request reports for the State in format, media, and timeframe determined by the State.
MARS1.11	Train State end-users on the MAR capabilities, parameter options, and outputs to promote effective use of the MAR.
MARS1.13	Operate and maintain the MAR in compliance with the State and Federal requirements including modifications and enhancements as they are mandated.
MARS1.14	Validate financial reports data to ensure data integrity.
MARS1.16	Correct, rerun, verify, and distribute MAR reports according to State-specified requirements that are consistent with Contract standards, for any period in which a problem occurred.
MARS1.28	Ensure required retroactive and current changes to financial tables are applied.

3.1.8.3 *Key Performance Indicators – Management and Administration Reporting*

Table 33 Key Performance Indicators – Management and Administration Reporting

Identifier	Management and Administration Reporting KPIs Description
MARS1.26	Produce Federal reports at required frequencies and in the format specified required by the State.

MARS1.33	Send financial data to the State per business rules.
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3.1.9 Federal Reporting

3.1.9.1 *Federal Reporting Responsibilities - State*

The State has the following responsibilities:

Table 34 Federal Reporting Responsibilities - State

Identifier	Federal Reporting – State Description
T35FR.1	Establish direction for the timely and accurate completion of required Federal Reporting
T35FR.2	Review contractor policies regarding Federal Reporting processes
T35FR.3	Assure all Federal Reports are complete, accurate, and timely

3.1.9.2 *Federal Reporting Responsibilities - Contractor*

The Contractor has the following responsibilities:

Table 35 Federal Reporting Responsibilities - Contractor

Identifier	Federal Reporting – Contractor Description
FRSS4.2	Provide State-approved training on reporting tool, which includes business process solutions.
FRSS4.8	Generate reports according to State-specified schedule or on-demand on: <ol style="list-style-type: none"> 1. Claims statistics 2. Members' enrollment and utilization 3. Provider payments by type of service 4. Date of payment and date of service 5. Financial data (adjustments, recoveries, cost settlements, payouts, 6. Recoupment (overpayments, claim holds, and other financial categories)
FRSS4.14	Maintain information on actions taken to resolve errors on claims and financial transactions, the frequency of resolution methodologies, and the identity of the person responsible for the resolution.
FRSS4.16	Meet all requirements and specifications identified by CMS and the Department for federally mandated report content, storage, maintenance, and file transfers.

3.1.9.3 *Key Performance Indicators – Federal Reporting*

Table 36 Key Performance Indicators – Federal Reporting

Identifier	Federal Reporting KPIs Description
FRSS4.9	Produce all management reports: <ol style="list-style-type: none"> 1. Within the timeframes defined by the Department 2. According to State-defined format, input parameters, and content 3. According to State-defined frequency, media and number of copies requested
FRSS4.15	Ensure that all reports are: <ol style="list-style-type: none"> 1. Produced and distributed in a format, media, and schedule as agreed 2. Utilizing uniform heading titles, including creation date 3. Presented in a consistent manner

3.2 Services Staffing Skill Set Requirements

Table 38 defines the minimum skill set requirements to be assigned to Contractor positions. The Contractor's staffing model may augment and propose alternative positions defined herein by the State. Any recommendation must include defined requirements associated with the position. The State must approve each position description prior to any individual being assigned to the position. The Contractor's methodology will be provided to the State as a deliverable.

Table 37 Services Staffing Skill Set Requirements Description

Skill Set	Description
Pharmacist	<ul style="list-style-type: none"> Licensed Pharmacist, State of Arkansas License
Pharmacy Technician	<ul style="list-style-type: none"> Three (3) years of experience Analytical accounting skills
DSS Data Analyst I	<ul style="list-style-type: none"> Three (3) years of experience Knowledge of Medicaid Programs Knowledge of ICD-9, ICD-10, and CPT codes.
DSS Data Analyst II	<ul style="list-style-type: none"> Well versed in extrapolation and sampling methods Use of a CMS-approved methodology.

4 SYSTEMS REQUIREMENTS

This Section 4 provides all of the of Federally-mandated MECT and State-specified Systems requirements for the AME Decision Support solution. MECT requirements are extracted directly from the toolkit produced by HHS / CMS, dated September 28, 2007.

4.1 Federal Requirements

Table 38 Federal System Requirements

MECT Requirements	
Identifier	Description
DSS1	Support better understanding and management of the Medicaid program by collecting and organizing Medicaid-related data and making this data available in a timely and effective manner.
DSS1.1	Identify relationships between key entities in the Medicaid enterprise.
DSS1.2	At a minimum, transfers data from Core System claims history, Member enrollment, Provider enrollment, and primary reference data (e.g., diagnosis, procedure, National Drug Code (NDC), and pricing) information.
DSS1.3	Accept data in a variety of formats from a variety of additional sources, e.g., Vital Statistics, Managed Care Organization (MCO) encounter data, Benefit Manager encounter data (pharmacy, dental, mental health), Waiver program data, and Census Bureau.
DSS1.4	Refresh or replace all historical claim data, Member enrollment, Provider enrollment, and other primary reference data on a scheduled basis.
DSS1.5	Associate clinical data (e.g., claims attachment) with the claim record.
DSS1.6	Maintain synchronization of claims and encounter record dates with Provider and Member record dates (i.e., a claim or encounter is always linked to the Provider status and Member status segments associated with the date of service).
DSS2	Provide timely and effective reports for management planning and control.
DSS2.1	Support simple queries and preformatted reports that are easy to access, follow a user-friendly protocol, and produce responses immediately.
DSS2.2	Provide ad-hoc reporting capability that presents summarized information on key factors (e.g., number of enrollees, total dollars paid) to executive staff upon request.
DSS2.3	Provide ad-hoc query capability for retrieval of data relevant to specific operational units, e.g., claims resolution, prior authorization (PA), and medical necessity review.
DSS2.4	Support retrieval and presentation of data associated with geographic indicators such as by state, by county, and by zip code.
DSS2.5	Support Federal reporting requirements when these requirements are met through the DSS.
DSS2.6	Extend system flexibility by adding enhanced reporting above and beyond what is available through other Core System functions.
DSS2.7	Support a variety of formats and output options (e.g., MS Word, MS Excel, Hyper Text Mark-up Language (HTML), MS Access database, or graphical user interface (GUI) formats).
DSS2.8	Provide online assistance to users to support effective use of data query, data

MECT Requirements	
Identifier	Description
	analysis, and report formatting capabilities.
DSS3	Support improved analysis for decision-making.
DSS3.1	Maintain easy access to data relevant to the needs of staff as anticipated in the APD and/or RFP (e.g., claims adjudication, prior approval, medical review, utilization review, and analysis of specific payment areas; pharmacy, dental, and inpatient, etc.).
DSS3.2	Support a range of analysis actions including: benefit modeling, utilization management (UM), Provider-Member-MCO profiling, program planning, forecasting, program assessment, Provider or contractor performance, quality assurance, fraud detection, comparison of Fee-for-Service (FFS) and managed care, and other functions as described in the APD and/or RFP.
DSS3.3	Support analytical staff through sophisticated analytical tools that perform specific analytical functions (e.g., statistical analysis, comparative analysis, financial trends, case-mix adjustments with time ranges specified in the APD and/or RFP).
DSS3.4	Collect and summarize data for specific user communities (e.g., data marts or cubes) such as program analysis staff, research group, and financial management unit.
DSS3.5	Provide reports that allow users to drill down from summarized data to detailed data.
DSS3.6	Demonstrate support for standard summarized data to be accessed by agency executives (e.g., Executive Information System or dashboards).
FR1	Create and submit to CMS the federally required Medicaid Statistical Information System (MSIS) reports.
FR1.1	Maintain data sets for MSIS reporting as required.
FR1.2	Merge into MSIS data from outside sources if required: <ol style="list-style-type: none"> 1. Capitation payment records from enrollment process 2. Eligibility characteristic data from eligibility intake process 3. Medicaid services processed by non-Core System State departments, such as mental health services 4. Utilization based on managed care encounters
FR1.3	Provide and maintain MSIS data for the following adjudicated claims: <ol style="list-style-type: none"> 1. Inpatient hospital 2. Long term institutional care 3. Prescription drugs 4. Other, not included in the above categories
FR1.4	Provide and maintain encounter data in appropriate claim(s) file.
FR1.5	Follow the eligibility reporting guidelines in "A MSIS Tape Specifications and Data Dictionary" document.
FR1.6	Meet MSIS reporting timelines, providing MSIS tapes for submission in accordance with the tape delivery schedules.
FR2	Create and submit to CMS the federally required EPSDT reports.
FR2.1	Produce the CMS-416 report in accordance with CMS requirements. The report must include: <ol style="list-style-type: none"> 1. The number of children provided child health screening services 2. The number of children referred for corrective treatment 3. The number of children receiving dental services 4. The State's results in attaining goals set for the State under Section 1905(r) of the Act provided according to a State's screening periodicity

MECT Requirements	
Identifier	Description
	schedule
FR3	Create and submit to CMS the federally required Home and Community Based Services (HCBS) waiver reports (optional, not needed if State has no waivers).
FR3.1	Produce the CMS-372 and CMS-372S annual reports on HCBS waivers in accordance with CMS requirements.
FR4	Meet all other Federal Reporting requirements.
FR4.1	Provide data to support the production of CMS-37 quarterly estimates and CMS-64 expenditure reports, CMS-21, CMS-21b, the pharmacy report sent to CMS, and Statistical Enrollment Data System (SEDS).
MG5.2	Generate reports to compare FFS claims statistics and PCCM data, re: cost of care, timeliness of care, quality of care, grievance and appeals, and outcomes.
MP5.4	Detect under/overutilization of PIHP enrollees using encounter data.
PI1	Improve delivery of health care services and the integrity of the Medicaid program by reducing waste, fraud, and abuse through analysis of Provider performance.
PI1.1	Produce comprehensive statistical profiles of Provider health care practices by peer groups for all categories of service(s) authorized under the Medicaid program.
PI1.10	Generate early warning reports of high cost services and service misutilization based on current payment data to quickly identify high volume practices.
PI1.2	Automatically identify deficiencies and generate reports on levels of care and quality of care by Provider type.
PI1.3	Automatically report on the details of the practice of Providers identified as exceptions or outliers.
PI1.4	Provide the capability to profile Provider groups and individual Providers within group practices.
PI1.5	Automatically identify exceptions to norms of practice established by the agency for any type of Provider covered by the State Plan.
PI1.6	Display all data by National Provider Identifier (NPI) or by a subset of the Provider's practice.
PI1.7	Profile primary care case managers, including all referrals and other services received by their enrollees.
PI1.8	Perform analysis of rendering, ordering, and billing practices to generate reports of aberrant utilization or billing patterns.
PI1.9	Apply clinically approved guidelines against episodes of care to identify instances of treatment inconsistent with guidelines.
PI2	Improve delivery of health care services and the integrity of the Medicaid program by reducing waste, fraud, and abuse through analysis of Member utilization.
PI2.1	Automatically identify exceptions to norms of utilization or quality of care standards established by the agency for any type of Member covered by the State Plan.
PI2.2	Track federally assisted program participants separately from other categories of assistance.
PI2.3	Identify Members who exceed program norms, ranked in order of severity.
PI2.4	Identify services received by Members who are enrolled in selected programs.
PI2.5	Identify services received by Members who have specified diagnoses.
PI2.6	Link all services to a single Member regardless of the number of historical changes in Member ID.
PI2.7	Profile all services provided to a Member during a single episode of care.
PI2.8	Provide a methodology and generate a report to classify treatment modalities into

MECT Requirements	
Identifier	Description
	peer group categories, by diagnosis or range of diagnosis codes.
PI2.9	Provide (has) the capability to generate reports of individual Members by peer group.
PI3	Support analysis of, and provide reports for fraud and abuse analysis and investigations
PI3.1	Utilize a minimum level of [avoid] manual clerical effort in providing information that reveals potential defects in level of care and quality of service.
PI3.10	Facilitate export of claims-based class groupings such that data can be used by spreadsheet or database software.
PI3.11	Support fraud and abuse investigations.
PI3.12	Support pattern recognition and provide an automated fraud and abuse profiling system for the ongoing monitoring of Provider and Member claims to detect patterns of potential fraud, abuse and excessive billing.
PI3.13	Provide and store all utilization reports in the medium designated by the State.
PI3.14	Provide the flexibility to vary time periods for reporting purposes and to produce reports on daily, monthly, quarterly basis, or other frequency specified by the State.
PI3.15	Maintain a process to apply weighting and ranking of exception report items to facilitate identifying the highest deviators.
PI3.16	Provide for development and implementation of technical and end-user training programs.
PI3.2	Provide the ability to perform analysis and produce reports responsive to requests from Title XIX managers, QIO and State Medicaid fraud control units by means of computerized exception processing techniques.
PI3.3	Select claims and encounter data dating back to whatever time period is appropriate for the specific research.
PI3.4	Support the capability to produce claim and encounter detail and special reports by Provider-type and Member classification (e.g., category of service (COS) and other key variables (e.g., group practice, case)).
PI3.5	Support capability to perform focused review and to generate reports of all reviews undertaken.
PI3.6	Provide (has) the capability to suppress processing on an individual within specified categories on a run-to-run basis.
PI3.7	Provides access to all data elements outlined in the SMM Part 11 (Part II), section 11335 and all additional data required for appropriate analysis of the program.
PI3.8	Generate reports as needed.
PI3.9	Test criteria and develop algorithms for expected outcomes prior to production of reports.
PI4	Identify and analyze program trends and directions in Provider, Member, and service utilization and expenditure patterns.
PI4.1	Investigate and reveal misutilization of the State's Medicaid program services by individual participants and promote corrective action.
PI4.2	Develop Provider and Member (physician and patient) profiles sufficient to provide specific information as to the use of covered type of service and items, including prescribed drugs.
POS1.7	Interface with the Core System or other payment systems to maintain records of time of claims payment in order for the payment system to pay claims within 30

MECT Requirements	
Identifier	Description
	calendar days of receipt by the POS of an error free claim.
WA5.1	Gather (HCBS) data and produce a variety of financial reports to facilitate cost reporting and financial monitoring of waiver programs.
WA5.2	Gather (HCBS) data and produce utilization reports for monitoring cost neutrality of waiver services to a target population. The average cost of waiver services cannot be more than the cost of alternative institutional care. State may define average either in aggregate or for each Member.

4.2 State-Defined Requirements

Table 39 State-defined System Requirements

State-Specific	
Identifier	Description
PISS1.11	Develop queries based on clinical guidelines.
PISS1.12	Determine outliers within different selected criteria.
DSR1.1	Provide a catalog of queries, including descriptions of each item, for the State users to view and select as a basis for new ad-hoc reports.
DSR1.3	Provide the ability to forecast implications or outcomes for applications such as risk adjustment to managed care rates, changes in a drug's preferred or covered status, and changes to rate components for Medicaid reimbursement.
DSR1.4	Provide online context sensitive help to guide users in the use of the DSS solution.
DSR1.6	Allow multiple users to simultaneously view shared stored reports.
DSR1.7	Provide access to DW/DSS functionality for all authorized State agencies.
DSSSS2.9	Provide dedicated staff with both technical and clinical knowledge for help line assistance for the DSS solution.
DSSSS2.11	Provide the capability to compare similarities between groups, such as percentages of Members eligible for waiver programs versus those actually utilized services.
DSSSS2.12	Provide access to all data in the DW (via the DSS) in real time or near-real-time for reporting and query purposes.
DSSSS2.14	Provide query capabilities of all data in the DW/DSS tool.
DSSSS3.7	Provide the ability to view medical review information in DSS.
DSSSS3.8.1	Update the DW with financial transaction data (accounts payable and receivable) including claim data associated with the transaction on a schedule defined by the State.
DSSSS3.9	Provide a predictive and "what if" scenario modeling capability.
DSSSS3.10	Provide a means to cross-check the financial information between the claims data in the DSS and the financial transactions in the Core System (identify and sustain a single source of truth for all data).
DSSSS3.12	Provide access of files across agencies/departments within the State system to reduce the time it takes to do analysis on programs.
DSSSS3.15	Propose DSS capabilities and functionality that equals or exceeds those of the current DSS.

State-Specific	
Identifier	Description
DSSSS3.16	Provide functional equivalents for the current DSS solution's additional software: <ol style="list-style-type: none"> 1. MapInfo, a geographical mapping tool that lets users map information according to Member or Provider demographics. 2. PC-based Statistical Analyses for the Social Sciences (SASS), a statistical analysis tool. 3. DSS Profiler, a subset of information to enhance the analytical capabilities of the DSS that provides partial redundant functionality to Pandora. 4. DSS Profiler also provides age/sex/morbidity adjustments that allow concise comparison of information. 5. Episode Treatment Groups (ETG) a disease management oriented task and Provider profiling tool that pulls in all claim types and associated diagnosis for more than 500 diseases.
DSSSS3.19	Provide a DSS solution that operates in a client/server environment that incorporates data warehousing technologies.
DSSSS3.20	Enable users to access the database through the local area network (LAN) and maintain security through the network and the application itself.
DSSSS3.24	Provide standard search criteria with smart query functionalities.
DSSSS3.25	Update data in the DW/DSS on a schedule to be determined by the State if data cannot be updated in real-time.
DSSSS3.28	Resolve all DSS data load errors within one State work day of identification of the error.
DSSSS3.29	Resolve DSS functionality errors within five State work days of identification of the error.
DSSSS3.32	Provide access to standard reports and ability to conduct searches by name using a standard nomenclature or report naming convention.
DSSSS3.37	Provide detailed audit trail reporting of DSS data queries and data records retrieved and manipulated.
DSSSS3.38	Provide standard, customizable and ad hoc reporting and query capabilities to support all State and Core System business area reporting needs of the State.
DSSSS3.40	Provide state of the art data mining tools for preparing ad hoc reports.
DSSSS3.41	Provide a document management repository for storing of all routinely generated and ad hoc reports.
DSSSS3.42	Two requirements: Provide an index to a report dictionary . Automatically update the index when a new report is developed.
DSSSS3.43	Provide authorized users the ability to produce reports by pulling only specified data fields or modify data fields to produce the report.
DSSSS3.46	Obtain user defined reports or formatted canned reports from MARS on an established ad hoc basis.
DSSSS3.48	Generate enhanced reports by request within timelines defined by the State (i.e., show expenditures for clients by in-home Provider(s), client, services provided, total expenditures, authorized services, and services paid).
DSSSS3.49	Provide Core System data extracts to the State-defined data repositories, warehouses, data marts on a period defined by the State.
FDC1	Provide Fraud Detection Tools.
FDC1.1	Identify aberrant Provider utilization activity based on criteria defined by the State.
FDC1.2	Identify aberrant Member utilization activity based on criteria defined by the State.

State-Specific	
Identifier	Description
FDC1.4	Report any data residing in claims history based on parameters defined by the State.
FDC1.5	Produce statistical profiles summarizing information on claims history submitted by each Provider over a specified period of time.
FDC1.6	Produce statistical profiles summarizing information on claims history for each Member over a specified period of time.
FDC1.7	Classify Members into peer groups using criteria such as (but not limited to) age, sex, living arrangement, geographic region, aid category, agency origin, special programs indicator, fund category, case-mix index, and LTC indicator for the purpose of developing statistical profiles.
FDC1.8	Classify Providers into peer groups using criteria such as category of service, Provider type, specialty, type of practice or organization, enrollment status, facility type, geographic region, billing versus performing Provider, and size for the purpose of developing statistical profiles.
FDC1.9	Classify treatment into peer groups, by diagnosis or range of diagnosis codes, level of care, or other methodology for the purpose of developing statistical profiles.
FDC1.10	Report all claims and specialty referral data, as well as perform exception processing.
FDC1.11	Detect and establish normative benchmarks for use, cost, and treatment patterns based on criteria approved by the State.
FDC1.12	Detect potential fraud or abuse by using appropriate statistical comparisons approved by the State.
FDC1.13	Provide alternative report parameters and maintain an indexed library of such report parameters.
FDC1.15	Identify Members receiving waiver services and report on utilization.
FDC1.16	Track referral processing to bring data on services ordered by a physician or case manager/gatekeeper into the referring Providers' profiles.
FDC1.17	Produce profiles for group billers and individual rendering Providers separately.
FDC1.18	Produce lists of Providers and Members who exceed program norms, ranked in order of severity.
FDC1.19	Apply weighting and ranking to exception report items to facilitate the identification of those with the highest exception ranking.
FDC1.21	Maintain a parameter-driven control file that allows the Program Integrity analysts to specify data extraction criteria, report content, parameters, and weighing factors necessary to properly identify aberrant situations.
FDC1.22	Support a user-specified, parameter-driven control system with ad-hoc reporting capabilities based on business rules approved by the State.
FDC1.23	Provide a reporting function that contains these features: <ol style="list-style-type: none"> 1. Weighting and ranking of exceptions 2. Narrative descriptions of procedures, drugs, and diagnoses on reports 3. Extensive use of claim data elements for summary item definition 4. Definition of unique report groups for every user-defined category of service 5. Available number of summary items per report category 6. User-specified selection, summarization, and non-duplication criteria for claim details
FRSS4.3	Provide interface with Federal systems for automated reporting and data sharing.

State-Specific	
Identifier	Description
FRSS4.5.1	Provide interfaces to Federal data repositories (e.g., CMS 372, CMS-64, and CMS-21 reports).
FRSS4.6	Provide data to support the production of CMS-21, CMS-21b quarterly estimates and expenditure reports, the pharmacy report sent to CMS, and Statistical Enrollment Data System (SEDS).
MARS1.3	Merge adjudicated claims data, including adjustments, received from the outgoing Respondent to ensure all MAR reports are complete and accurate.
MARS1.6	Maintain ability to add new COS types and category of LTC and TPL recoupments separately from other collections, eligibility or change existing ones in all MAR reports.
MARS1.8	Provide one online file containing up-to-date summary information on the number and categories of Providers, Members, and services, updated monthly.
MARS1.9	Generate federal statistical reporting in accordance with Federal format and data requirement standards.
MARS1.15	Maintain appropriate controls and audit trails to ensure that the most current data is used in all financial reports.
MARS1.17	Maintain appropriate controls and audit trails to ensure that the most current MAR data is used in all processes relying on the MAR data repository.
MARS1.30	Support automated retroactive changes that are user driven (e.g., changes in funding match, rate changes).
MARS1.31	Ensure that retroactive changes do not change closed totals, retain and reflect revised totals.
MARS1.32	Establish and update all financial transactions and data based on business rules approved by the State.
OFAO1.30	Maintain and operate a Replacement DSS System that meets the most recent Federal Program Integrity (PI) requirements.
OFAO1.31	Train the State staff on the use of the Replacement DSS System PI reporting system, initially and on an ongoing basis or as requested by the State.
OFAO1.32	Provide technical assistance as needed to assist the State users in researching problems, reviewing reports, establishing report parameters, and analyzing PI data.
OFAO1.33	Advise the State of any changes needed in the PI business area or functions to correspond to changes made to other Replacement Core System functions.
OFAO1.34	Make recommendations on any area where the Contractor can make improvements.
OFAO1.35	Provide assistance to the State in researching discrepancies.
OFAO1.36	Perform corrective actions as directed by the State.
OPER1.102	Respond to the State requests for external data sharing projects within two State work days of receipt of the request.
OPER1.103	Establish interoperability protocols with data sharing parties.
OPER1.104	Conduct tests and produce test results of data sharing protocols.
OPER1.105	Test for appropriate security and communications procedures.

State-Specific	
Identifier	Description
PAY2.61	Track utilization management activities and case tracking or links to associated documentation to include: <ol style="list-style-type: none"> 1. Reviews 2. Investigations 3. Actions Taken 4. Associated Contact 5. Referrals 6. Recoupments
PAY3.37	Flag all services, premiums, and capitation rates that were paid since the last time payment history was retrieved and analyzed.
PISS2.10	Identify Members and related Providers receiving services from other states. (CMS Initiative).
PISS2.12	Provide tools that allow comparisons in utilization review between institutional and community care and aberrations outside median service delivery.
PISS2.14	Ensure that PHI remains secure and accessible by individuals who are permitted to have access to that information.
PISS2.15	Include in web portal complaint reporting function a form to complete required information (name, address, date of birth, etc.)
PISS2.16	Provide capability to aggregate information for diagnosis, patients, age groups, etc.
PISS3.17	The system must store and retrieve Program Integrity history data for ten years.
PISS3.18	Centralize all information on Members, Providers, and claims in one location.
PISS3.19	Provide the ability to update information real-time with standards applied to each data element.
PISS4.4	Provide an automated system that communicates the results of investigations on part of the State PI or Developmentally Delayed Services (DDS) QA Licensure department.
PISS4.5	Implement a COTS product for a profiler that can interface with all agencies, departments, and divisions.
PISS4.6.1	Generate specific SURS reports within two State work days. Unique SURS reports are those that require technical input for design and execution and may require use of historical data or reconciliation of data sources.
PISS4.7	Provide Provider reconciliation report of claim activity by end-user-defined time period to payment to see every claim reported and voided.
PISS4.8	Include an index for an electronic document management system to access RAs by financial paid date.
PISS4.9	Provide staff with Program Integrity DSS Component expertise to support end-users and to assist with training.
PISS4.14	Provide alerts that communicate the results of investigations on part of the State Program Integrity or DDS QA Licensure Department.
PISS4.15	Allow access to functionality in the Program Integrity DSS Component for authorized users in all agencies, departments, and divisions.
CPO1.40	Produce all required Claims Operations Management reports.
FRSS4.10	Generate ad hoc reports based upon multiple selection criteria and parameters agreed to by the Department.
FRSS4.6.1	Create and support electronic Medicaid program statistics reporting to the Federal MSIS.

State-Specific	
Identifier	Description
FRSS4.7	Provide automated interfaces to the State accounting to produce required CMS reports (e.g., CMS 64 and CMS 21).
PAY3.75	Capture all data necessary to meet the State and Federal reporting requirements.
PAY4	Provide Accounting and Financial Reporting to include: <ol style="list-style-type: none"> 1. Assigned bucket listing for managing payment information (CMS-64 report). 2. User-based access to data and reports. 3. User-friendly reports. 4. Ability to respond to queries. 5. Data consistency between data files. 6. A federated payment repository for the State.
PAY4.3	Provide a weekly, monthly, and quarterly receivable report reflecting activity on all receivables for a given time period, including recoupments from claims payments that were used to satisfy a receivable.
PAY4.3.1	Calculate funding sources correctly and provide audit trail of the transactions.
PAY4.3.2	Produce a detailed audit trail with sufficient detail to identify the source of all accounts receivable transactions.
PAY4.4	Include ad hoc reporting capability for the TPL program that allows the following: <ol style="list-style-type: none"> 1. Provide a web-based ad hoc query tool to allow a TPL authorized user to customize a report based on Core System production TPL data via real-time access and generate those reports at a level of detail and functionality approved by the Department. 2. Attach labels to data elements for queries, extracts, and result sets for quick reference. 3. Join tables and split data elements from all areas of the Core System as defined by the Department. 4. Sort and revise the result set by either revising the selection criteria or manipulating the result set. 5. Allow for extracting query results and reports into formats approved by the Department including but not limited to Microsoft (MS) Excel, MS Access, MS Word, other database software, and text formats.
PAY4.6	Display all financial reports in a readable format, printed, or electronically transmitted as a data file to another automated system.
PAY4.6.1	Reports must be displayed with hyperlinks to the reports available.
PAY4.7	Maintain a catalog/listing of standard financial reports that can be reviewed and retrieved by users based on authorized access (i.e., RBAC).
PAY4.8	Provide predefined financial reports on a schedule to be determined by the State.
PAY4.10	Provide financial business area reports that can: <ol style="list-style-type: none"> 1. Be run on demand in real time or queued for off hours processing. 2. Print to any printer accessible to the user's work station. 3. Export to text file, State-standard spreadsheet, and Adobe PDF formats. 4. Allow authorized users to create queries with narrow or special selection parameters.
PAY4.11	Retain financial report outputs for a period consistent with the Record and Data Retention Standards. No reports will be deleted or purged without Department approval.

State-Specific	
Identifier	Description
PAY4.17	Perform necessary corrections, rerun reports, verify accuracy, and distribute or redistribute reports within two State work days of initial problem identification.
PMSS5.10	Provide automated CMS-372 report.
PMSS5.11	Provide automated CMS-416 (EPSDT) report.
PMSS5.7.2	Generate the CMS-64 on a quarterly basis according to federal guidelines.
PMSS5.9	Provide automated CMS-2082 annual Medicaid reconciliation report.
RFSS1.40	Provide a report of all Reference Data Management activity (additions, modifications and deletions) and make it available online.
RFSS2.12	Provide budget impact reports for all proposed changes resulting from Federal and State mandates and legislation.
RFSS2.13	Provide continuous interrelated statistics in concert with the Management and Administrative Reporting (MAR) function to show how the total health care delivery system and its individual parts are meeting program objectives.
RFSS2.14	Provide management with information to assist in overall program direction and supervision.
RFSS2.15	Upon request, assist the State with policy-related items, such as updates to the State Plan, Arkansas Administrative Rules, Arkansas Code, and Provider manuals.
RFSS2.16	The Contractor will develop and implement a physician peer review process to review the care provided to Medicaid recipients by medical practitioners for FFS claims.
RFSS2.17	The Contractor will consult with licensed professionals with specialties in various medical fields to determine medical necessity of Members reviewed by program integrity unit (PIU). The PI unit will refer recipient medical records to the contractor for review.
RFSS2.18	Provide adequate staff, as determined by the State, with DSS expertise on establishing report parameters, and analyzing data on query report design and execution to end-end-users.
RFSS2.19	Create monthly claim analysis report by three State work days after the close of the month and provide to State.
RFSS2.20	Reconcile and provide a claim analysis report to the State within three State work days of the close of timely filing period for that month, or a period of time selected by the State.

State-Specific	
Identifier	Description
FDC1.28	<p>Provide fraud detection capability toolsets to perform the following study job functions:</p> <ol style="list-style-type: none"> 1. Study Parameter Snapshot: The engine takes a 'snapshot' of the online Library and Study parameters as they exist at the time that the Job is submitted and saves them in data-mart tables. This enables the User to continue online updating of parameters without regard to the scheduling or execution status of a Job or any other user's Job. 2. Study Group Participant Identification: The toolset or engine identifies all of the Providers or Members who met the Data Rule criteria attached to the Study Group or had been included as Forced Participants. The Study verifies that the total number of participants to be included in this Study Group is less than or equal to the maximum number of participants defined for this Study Group type. 3. Behavior Pattern Totals: The toolset or engine scans all of the claims whose First Date of Service falls within the Time Period(s) defined, then counts and accumulates the values for each of the Behavior Patterns used in the Study Group. It also includes Behavior Patterns used for Activity Limits purposes only 4. Report Item Calculations: Based on the Behavior Pattern totals accumulated in the Study Group Participants and Behavior Pattern Totals, the toolset or engine eliminates from further processing participants that did not meet the Activity Limits for this Study Group. For the remaining participants, the values of their Report Items are calculated. Reporting data, such as the Claims headers and Details associated with the Behavior Pattern Totals may be used to support drilldown capabilities within the reporting application. 5. Behavior Pattern Summary: Combining the individual participants' Behavior Pattern totals, the engine summarizes the Behavior Patterns across the Study Group, by Time Period. 6. Report Item Summary: Combining the participants' values for Report Items, the toolset engine calculates, across the Study Group, Report Item averages, the value of one Standard Deviation, and the upper and lower control limits or exception limits (based either on the default Standard Deviation or any Override Limits set. 7. Study Group Summary: Using Report Item averages, Standard Deviation, and exception limits from Report Item Summary, the toolset or engine performs Exception Processing. This process calculates the Z-score of each Report Item for each participant in each Time Period, and assigns an Exception Weight if the Report Item's value exceeds the upper/lower limits.