

Attachment G	
Mandatory Scored Questions- TPL Base Requirements	
Offerors must answer all questions in this document in the space provided.	
Failure to answer these questions will result in disqualification of the proposal	
Offerors must indicate whether their proposal meets the individual requirement and provide a supporting narrative in the space provided. The narrative description will be evaluated and awarded points in accordance with Section 6, Proposal Evaluation and Award. Certain questions require an attachment. ONLY upload documents where there is a "Yes-Required" in the "Upload Attachments with Additional Information?" column, to provide additional requested information for specific questions. If there is a "No" in the "Upload Attachments with Additional Information?" column, then a document will be NOT be evaluated, if uploaded. Suppliers must provide an answer in the answer box below for all questions with "No" in the "Upload Attachments with Additional Information?" column.	
DO NOT INCLUDE ANY COST INFORMATION IN YOUR RESPONSE TO THIS WORKSHEET.	
1	Business Continuity and Disaster Recovery- Describe in detail how your company will meet all the requirements identified in Attachment F, Business Continuity and Disaster Recovery Section, BCDR01-BCDR05. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Business Continuity and Disaster Recovery Section.
A1	<i>Answer # 1</i> BUSINESS CONTINUITY AND DISASTER RECOVERY We realize any business must be prepared for any type of disaster from hurricanes to tornadoes to ice storms to pandemics. There is the real and practical need for a reliable business continuity and disaster recovery plan for the TPL program. While our as-a-service solution will not be impacted by these same kinds of disasters due to its remote location and secondary backup location, Accenture's first priority in the case of a disaster is to protect life and safety. Before doing anything else, we make sure that all employees and other people on the premises are safe and secure. Then, we follow the steps in our Business Continuity and Disaster Recovery (BCDR) Plan to restore services to business-as-usual as quickly as possible. This includes preventing the loss of resources, such as hardware, data, and physical IT assets; minimizing downtime related to IT, and keeping TPL services running in the event of a disaster or business disruption as outlined in Figure 1.

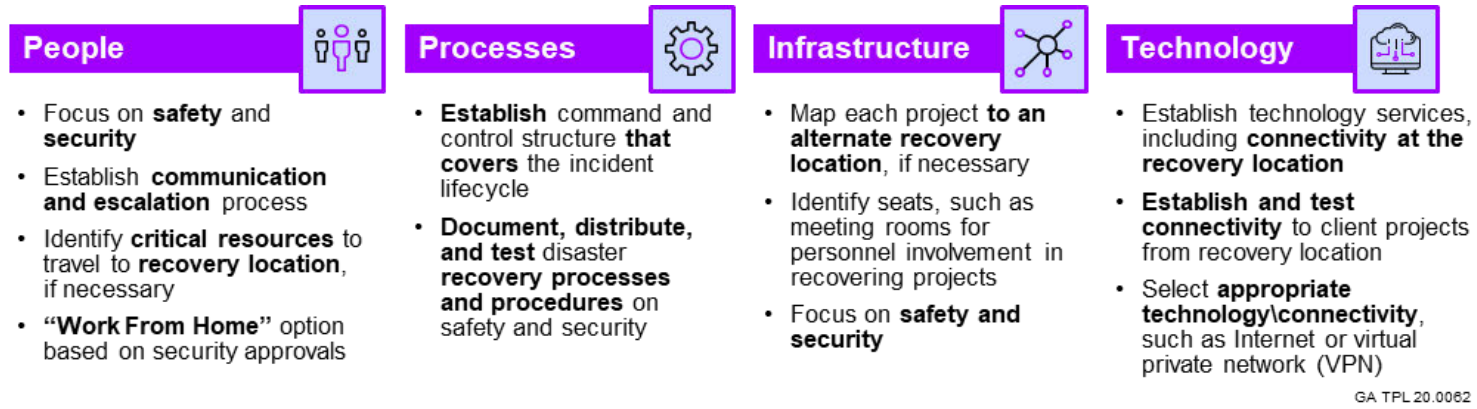


Figure 1. Accenture has four main methods to promote prevention and reliance on the system and mitigating the impact of disruptions.

Furthermore, we will make sure all precautions are taken to avoid disaster situations. Any unforeseeable circumstances that may prevent us from fulfilling a contract, such as a pandemic, we will follow the Accenture procedure to invoke disaster recovery at the region level. For instance, during the recent COVID-19 pandemic, Accenture TPL Center of Excellence implemented our Business Continuity Plan, in which we immediately relocated over 100 team members from our Texas operations to an emergency work-from-home plan within two weeks. We confirmed that all security protocols were in place with each team member to protect PHI for our Medicaid members, and we have experienced no security breaches.

Accenture works carefully to have BCDR plans in place for our own operations and systems, as well as subcontractors supporting us. Each subcontractor must adhere to our strict standards for documenting, testing, and verifying with us that precautions are in place to pivot to alternate means of work should a disaster or emergency situation arise.

In the remainder of this section, we describe how our solution meets the requirements identified in Attachment F, Business Continuity and Disaster Recovery Section, BCDR01–BCDR05.

	 PROPOSAL MEETS REQUIREMENT BCDR01 The Supplier shall develop and maintain annually, a Business Continuity and Disaster Recovery Plan that must be in place before any agency data is transferred or entered into the solution. The Plan must contain procedures for data backup, restoration, and emergency mode operations in the event of: a. Hardware or Software Failures; b. Human Error; c. Natural Disaster; and/or d. Force majeure; <i>The Business Continuity and Disaster Recovery Plan must be approved by the agency."</i> Accenture will develop, submit for Agency approval, and implement a business continuity and disaster recovery plan before transferring or entering any agency data. This plan will address scenarios, including hardware and software failures, human error, natural disaster, and force majeure. The disaster discovery plan will include details about the stakeholders who all need to be engaged in the disaster recovery execution and their responsibilities for each module, details about the recovery site, communication plan for employees, clients and other vendors, steps to activate the disaster recovery and details steps to restore each business process module required for the application to function. Figure 2 shows a sample table of contents from a BCDR Plan.
--	---

Representative Disaster Recovery Plan Table of Contents

Introduction	
Definition of a Disaster	
Disaster Recovery Teams & Responsibilities	
Disaster Management Team	
Network Team	
Server Team	
Applications Team	
Senior Management Team	
Recovery Facilities	
Description of Recovery Facilities	
Transportation to the Standby Facility	
Communicating During a Disaster	
Communicating with Employees	
Communicating with Clients	
Communicating with Vendors	
Activating the Disaster Recovery Plan	
DRP Activation	
Assessment of Current and Prevention of Further Damage	
Standby Facility Activation	
Restoring IT Functionality	
Current System Architecture	
IT Systems	
Plan Testing & Maintenance	
Maintenance	
Testing	

GA TPL 20.0050

Figure 2. Accenture's BCDR Plans are tailored to each client, tested for effectiveness, and maintained regularly.



**PROPOSAL MEETS
REQUIREMENT**

BCDR02

The Supplier's Business Continuity portion of the plan must include identification of the core business processes involved in the production solution. For each core business process include:

- 1) Risk analysis;
- 2) Impact analysis;
- 3) Definition of minimum acceptable levels of service/output;
- 4). Definition of triggers for activating contingency plans.
- 5). Procedures for activating any special teams for business continuity.

- 6.) A plan for recovery of business functions, units, processes, human resources, and technology infrastructure in a timely manner
- 7) Set RPO and RTO targets as defined by the Agency
- 8) Communication protocols when restoring operations in a timely manner

Creation of the business continuity portion of the plan includes completion of a Business Impact Assessment. We will identify relevant core business processes and include risk analysis, impact analysis, minimum acceptable levels of service, contingency plan triggers, activation procedures for business continuity and related special teams, recovery plans, Agency-set RPO and RTO targets, and communication protocols for each of the identified business processes.



**PROPOSAL MEETS
REQUIREMENT**

BCDR03

The Supplier shall create and update annually a Disaster Recovery plan that must address, at a minimum:

- a. Retention and storage of backup files and software
- b. Hardware backup for critical solution components
- c. Facility backup
- d. Backup for any telecommunications links and networks
- e. Documented backup procedures and support to accommodate the loss of any systems, modules or communications, within a time frame as determined by the agency.

- f. A detailed file backup plan, procedures, and schedules, including rotation to an off-site storage facility, at a frequency as determined by the agency.
- g. The off-site storage facility must provide security of the data stored there, including protections against unauthorized access or disclosure of the information, fire, sabotage, and environmental considerations.
- h. An enumeration of the prioritized order of restoration for Supplier's proposed solution.
- i. Provide a short-term uninterruptible power supply to facilitate an orderly shutdown of the information system in the event of a primary power source loss.
- j. Disaster recovery location within the United States and equipment provided to enable the Supplier to fulfill its contractual requirements.
- k. Testing of the backup and restoration procedures/facility at a frequency as determined by the agency.
- l. Notification process"

Accenture develops the disaster recovery plan and the start of the project. The plan is updated annually after execution of plan testing as well as after system upgrades or updates) and will address all required areas, as well as additional details to include:

- Network Infrastructure
- Servers Infrastructure
- Telephony System
- Data Storage and Backup Systems
- Data Output Devices
- End-user Computers
- Organizational Software Systems
- Database Systems
- IT Documentation

The plan will include the backup location where the backup images are kept and include the steps to restore them. It will also include steps for taking the last-available backups for point-in-time recovery, as needed.

This plan will also describe how to back up critical components, such as hardware devices, firewall devices, and other security-related software/tools that will be replicated to the secondary site in the U.S.



**PROPOSAL MEETS
REQUIREMENT**

BCDR04

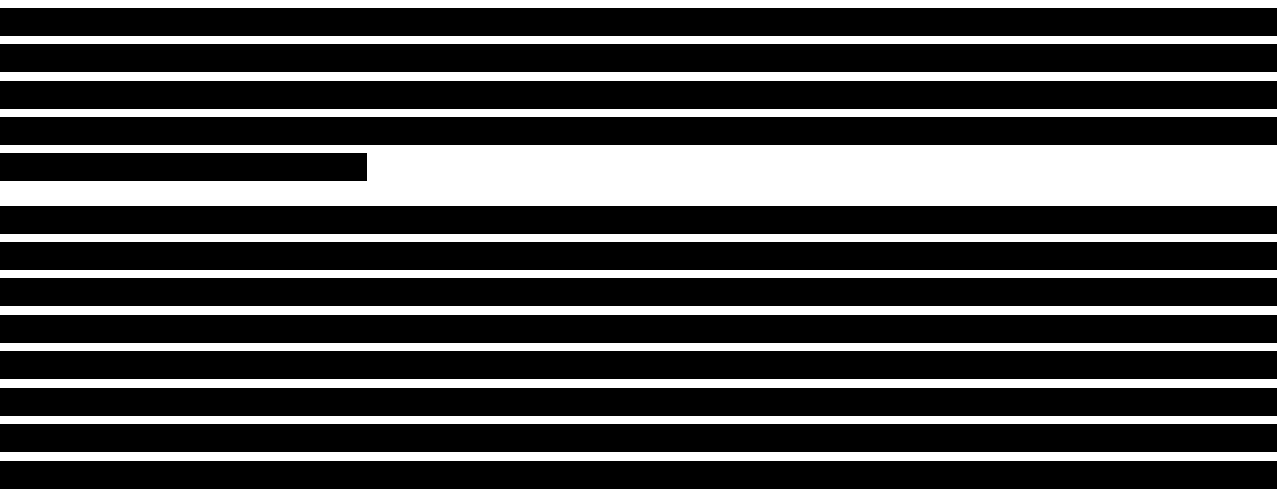
The Supplier shall support the disaster recovery activities that will provide timely failover and create relevant documented policies and procedures to implement a recovery.

Accenture will support activities to create and document relevant policies and procedures, and that will provide timely failover in the event of a disaster. Policies and procedures include development and regular maintenance of Disaster Recovery and the Business Continuity and Business Impact Assessments plans. Figure 3 shows an example Disaster Recovery Plan.

	 PROPOSAL MEETS REQUIREMENT BCDR05 <i>The Supplier shall conduct an annual drill/test of the Disaster Recovery and Business Continuity Plan and submit the Disaster Recover/Business Continuity Test Report that includes the outcome, corrective action plan, and revisions, if any, to the agency.</i> We will test the plan annually and submit the resulting test report (with outcome, corrective action plan, and any revisions) to the Agency. Disaster recovery (DR) plan testing includes walkthroughs, simulations, and testing, outlined below: • Walkthroughs: Team members discuss each specific step documented in the plan to confirm effectiveness and identify gaps, bottlenecks, or other weaknesses. This lets a larger group of people review the plan and contribute their knowledge and perspective. Employees will receive a walkthrough of the DR procedure during DR tests to help them understand their roles and responsibilities and to familiarize with procedures, equipment, and offsite facilities. • Simulations: We simulate a disaster without impacting or interrupting normal business operations. Simulation tests the hardware, software, personnel, communications, procedures, documentation, utilities, and alternate site recovery. Validated checklists also provide a level of assurance for many of these scenarios. We carefully analyze the output of previous tests before a proposed simulation to verify that lessons learned have been applied. • Testing: A test will be performed with a checklist or in conjunction with a simulation. This process involves historical transactions, such as the prior business day's transactions being processed against the preceding day's backup files at the secondary processing site. All reports produced at the primary site for the current business date should match with those reports produced at the secondary processing site. Our Disaster Recovery Lead will work with appropriate resources to document and address any gaps in the plan uncovered during testing.
	Upload Attachments with Additional Information? Yes Attachment File Name: Business Continuity and Disaster Recovery Requirements Response_ Base Requirements
2	MECT Certification Requirements- Describe in detail how your company will meet all the requirements identified in Attachment F, MECT Certification Section, CERT01-CERT21 . Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, MECT Certification Section .
A2	Answer # 2

MECT CERTIFICATION REQUIREMENTS

Completing CMS certification is the culmination and final approval when implementing CMS-funded solutions in the Medicaid Enterprise System (MES) ecosystem. This important process requires multiple groups of people—CMS, the State, the Independent Verification and Validation (IV&V) vendor, and MES module vendors—to work together to demonstrate system compliance and gain CMS approval and federal funds. Accenture is committed to bringing a collaborative and transparent team to work with you to achieve CMS certification for your TPL services and generate positive program results.



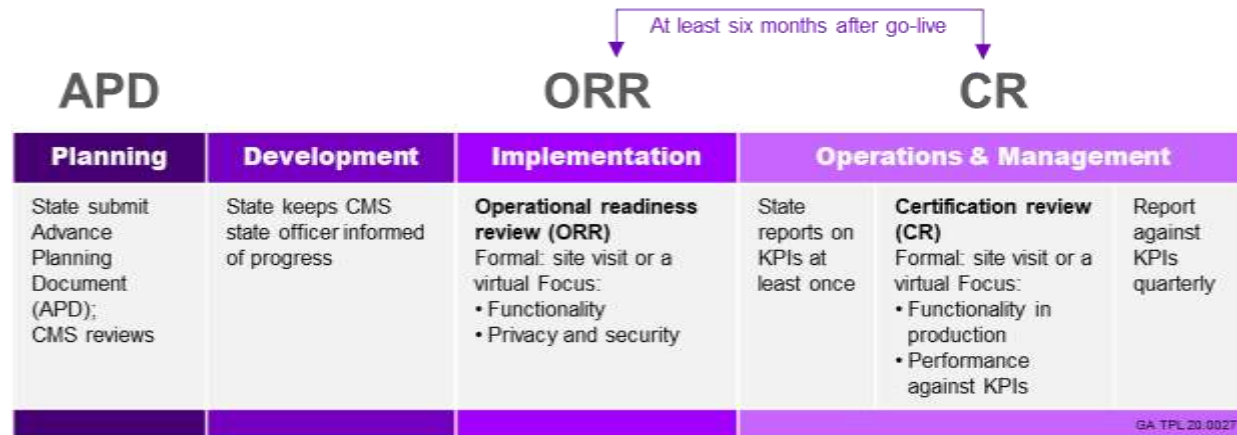


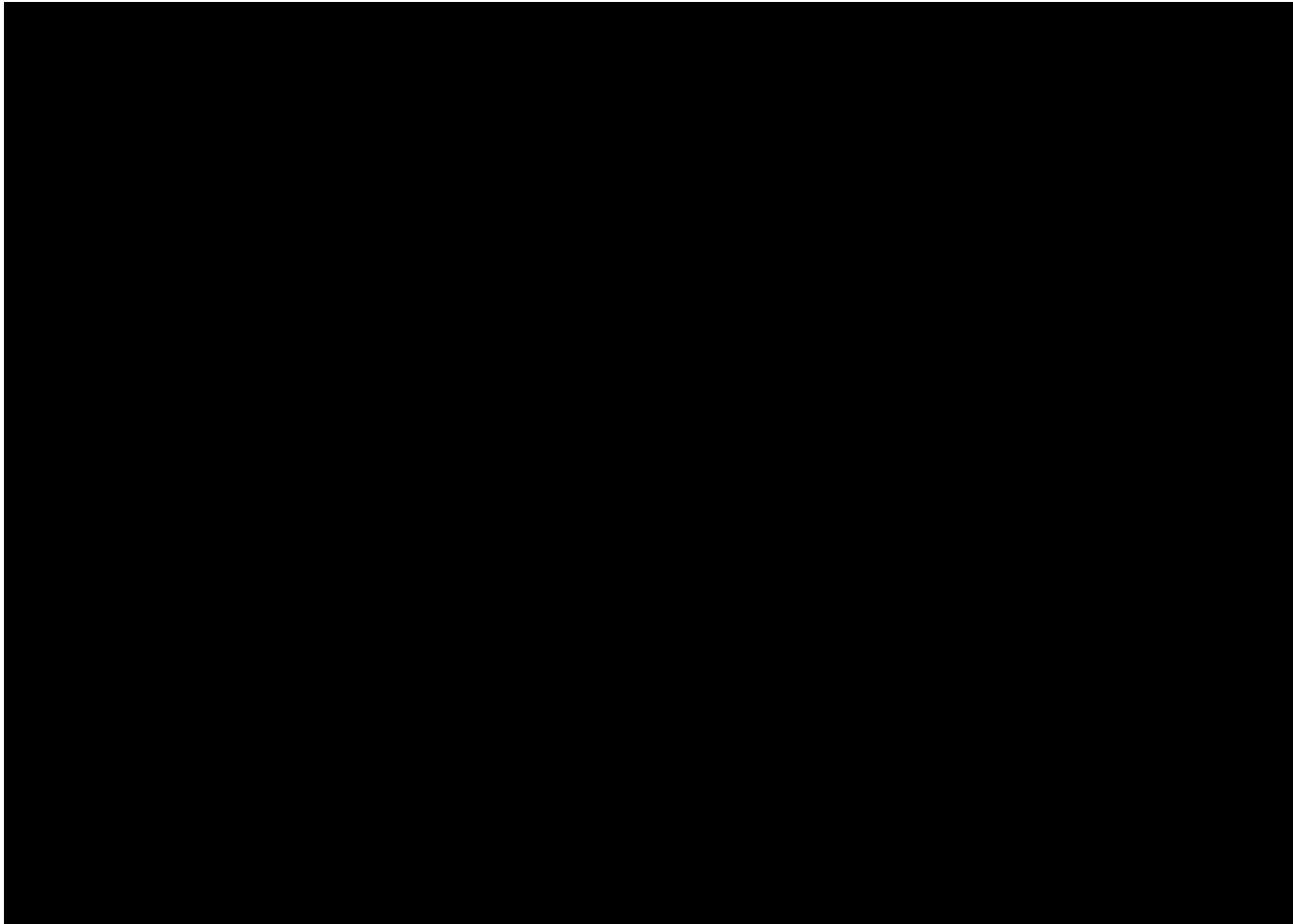
Figure 4. We have experience with the Outcomes-Based Certification process.

As the systems integrator for Texas Medicaid, our Accenture team is already seeing this new OBC process first-hand. We are working closely with Texas HHSC to certify their end-to-end EVV solution using the OBC process. Our team is responsible for understanding the outcome statements, evaluation criteria and evidence, and key performance indicators (KPIs) required to certify the EVV solution and demonstrate performance of the system over time. We are supporting Texas HHSC in planning for the Operational Readiness Review (ORR) this fall by supporting completion of the certification intake form and tracking against the evaluation criteria and required evidence.

In addition to our work with Texas HHSC and our Health and Human Services clients, our team continually seeks to stay abreast of and help shape future industry trends and upcoming proposed changes to federal Medicaid policies and directives, such as changes to CMS certification. Our Health and Public Service leadership regularly meets with Edward Dolly, Director of the Division of State Systems at CMS. Through these collaborative meetings, we listen to and discuss proposed changes to CMS policies and functions. This gives our team the opportunity to ask clarifying questions to better understand CMS' vision and provide our thoughts and recommendations based on our experiences. In several of these sessions, our team has discussed the new OBC approach with CMS.

We are excited and support CMS' movement to a focus on outcomes. Helping our clients achieve results is the core of our business, and our TPL team focuses on delivering leading TPL services to our clients every day. Unlike legacy TPL solutions where clients must wait days, a week, and even a month to understand TPL performance and outcomes, our Intelligent TPLaaS Platform is powered by analytics and positioned to support measuring KPIs. Our solution allows our teams and our

clients to view TPL performance at any time. We operate transparently and provide our clients with self-service reporting, so you have complete access to your own data when you want it. Our reporting offers real-time operations dashboards and reports, such as the dashboards from the billing and posting application displayed in Figure 5.



We understand the criticality of achieving CMS certification on the first attempt to allow states to receive federal funds back to day one for all MES solutions. We bring the right TPL solution, an experienced team, and proven project management processes. Our ongoing collaboration with CMS, experience with both traditional MECT checklist certification and the OBC process, and our real-time dashboards and reports—which provide transparent access to TPL outcomes—position our team to support states in achieving CMS certification.

We understand the criticality of achieving CMS certification on the first attempt to allow states, such as GA, to receive federal funds back to day one for all MES solutions. We bring the right TPL solution, an experienced team, and proven project management processes. Our ongoing collaboration with CMS, experience with both traditional MECT-checklist certification and the OBC process, and our real-time dashboards and reports—which provide transparent access to TPL outcomes—position our team to support states in achieving CMS certification.

In the remainder of this section, we briefly describe how our team, solution, and approach meet the requirements identified in Attachment F, MECT Certification Section, CERT01–CERT21.



**PROPOSAL MEETS
REQUIREMENT**

CERT01

The Supplier shall develop a Certification Crosswalk that describes how the Supplier's deliverables and other documentation align with federal certification requirements and MECT milestone reviews.

and MECT milestone reviews.

Achieving CMS certification success requires providing evidence that the MES module meets the requirements for CMS certification. Our team will supply a Certification Crosswalk that describes how our team's deliverables and other documentation align with federal certification requirements



**PROPOSAL MEETS
REQUIREMENT**

CERT02

The Supplier shall complete milestone updates of the CMS Certification Checklists as requested by the agency.

Our team works collaboratively with the agency, and IV&V vendor as appropriate, to complete the CMS Certification Checklists as requested by the agency and in preparation for milestone reviews. Our team also provides any required evidence, such as plans, deliverables and requirements traceability reports demonstrating compliance.



CERT03

The Supplier shall validate the system against the CMS Certification Checklists

Our Intelligent TPLaaS Platform solution meets the SRC for all applicable MECT checklists, aligns with the MITA Framework 3.0, and complies with the standards and conditions for Medicaid information technology (formally CMS' Seven Standards and Conditions), as highlighted in Our Intelligent TPLaaS Platform solution meets the SRC for all applicable MECT checklists, aligns with the MITA Framework 3.0, and complies with the standards and conditions for Medicaid information technology (formally CMS' Seven Standards and Conditions), as highlighted in Figure 6.

MES Module Checklist Set	
Member Enrollment (ME)	Registries (R)
FFS Claims and Adjudication (CL)	✓ Third Party Liability (TPL)
Pharmacy (PH)	✓ Information Architecture (IA)
Care Management (CM)	✓ Technical Architecture-Access and Delivery (TA)
Program Integrity (PI)	✓ Technical Architecture-Integration and Utility (TA)
Decision Support System (DSS)	✓ Technical Architecture-Intermediary and Interface (TA)
Reference Data Management (RDM)	✓ Standards and Conditions for Medicaid IT (S&C)
Provider Management (PR)	

GA TPL 20.0013

Figure 6. Our solution meets federal requirements for CMS certification.

Accenture will work with the agency to validate and provide all relevant documentation and evidence as required by the agency to show compliance to the Certification Checklists.

 PROPOSAL MEETS REQUIREMENT	CERT04 <i>The Supplier shall contribute to the quarterly IV&V certification reports.</i> Our team is prepared to contribute and support completion of the quarterly IV&V Progress Reports. [REDACTED] [REDACTED] [REDACTED] [REDACTED] As a result of these experiences, we understand how important it is to transparently communicate and collaborate with the IV&V vendor. Periodic reporting to the IV&V vendor is a part of that effort. We will contribute to the quarterly IV&V certification reports in collaboration with the agency and IV&V stakeholders.
 PROPOSAL MEETS REQUIREMENT	CERT05 <i>The Supplier shall provide sufficient staff resources to support MECT milestone review and certification activities including participating in planning activities, meetings and other activities as required by CMS.</i> While receipt of CMS certification occurs after implementation go-live, planning begins at the start of the project. This includes planning for appropriate resources to support MECT milestone review and certification activities. Our team conducts planning activities from the onset of the project. This includes developing a CMS Certification Plan that outlines our approach for CMS certification efforts. It defines the processes and procedures our team follows to support CMS certification activities, including specific roles and responsibilities. The team will develop an approach to include and track compliance to certification criteria at each stage of the project to verify the implemented module will achieve certification. Our team will provide draft adjudication of certification criteria that shows acceptance or rejection, perform walkthroughs and demonstrations, and provides certification review progress reports. We will conduct and participate in required activities to support important certification milestones such as Operational Readiness Review (ORR), KPI reporting, meetings, and others., meetings and others. Accenture and our people follow a culture of open and transparent communication and collaboration. We will engage with stakeholders from the State, IV&V vendor, and other ecosystem partners to support a successful outcome for the MECT certification process.



PROPOSAL MEETS REQUIREMENT

CERT06

The Supplier shall assist the Agency in preparing certification artifacts, evidence and presentation materials, e.g., Requirements/ user stories and/or use cases for functional and non-functional requirements, data, business, capacity/performance, security/privacy/HIPAA compliance, usability, maintainability, interface, 508 compliance, disaster recovery, traceability to test plans or test cases.

Preparing complete and accurate certification artifacts, evidence, and presentation materials to support CMS certification is critically important to achieving CMS approval. Preparing complete and accurate certification artifacts, evidence, and presentation materials to support CMS certification is critically important to achieving CMS approval. Our team brings this important experience and will assist the Agency in preparing detailed, complete, and accurate documents required for the completion of certification activities. Our team brings this important experience and will assist the Agency in preparing detailed, complete, and accurate documents required for the completion of certification activities. We will openly and collaboratively engage with relevant stakeholders for the review of these documents and make updates if necessary. The documents and artifacts for certification activities include:

- Requirement Traceability Matrix from functional and nonfunctional requirements to test cases and results.
- Business Design documents including requirements, user stories and use cases.
- Technical design documents including design for capacity, performance, security, privacy including HIPAA compliance.
- User Interface design, usability plans and 508 compliance reporting for HIPAA compliance plan and reporting.
- Test plans, test cases, test data and test results.
- Documents defining maintenance processes and disaster recovery plan.

We will work with the Agency to complete other artifacts and documents as required to support the successful completion of certification activities as defined in this contract.



PROPOSAL MEETS REQUIREMENT

CERT07

The Supplier shall participate and support as needed in CMS certifications of the other modules

Achieving CMS certification requires multiple groups, including CMS, the Agency, the Independent Verification and Validation (IV&V) vendor, and other Module Vendors, to work together to demonstrate system compliance and gain CMS approval and federal funds. Accenture has successfully assisted several states with the certification process. We understand the importance

of working collaboratively with ecosystem partners to position the Agency for success and will cooperate and participate as needed to support CMS certification of other modules. We will work with the Agency during module certification planning to define the activities and support required from our team to enable a successful certification of the identified module.



**PROPOSAL MEETS
REQUIREMENT**

CERT08

The Supplier shall expeditiously correct, all required remediation activities related to certification findings on a schedule to be approved by CMS and the State.

State.

Our team will track certification findings and define the steps and actions required to address and correct any certification findings that require remediation. We will document a response and create a corrective action plan (CAP) to close the finding on an agreed upon schedule with CMS and the



**PROPOSAL MEETS
REQUIREMENT**

CERT09

The Supplier shall use appropriate testing, configuration and change control procedures for all changes made to the solution during the certification process.

For a successful completion of CMS certification activities, it is vital to manage ongoing system changes comprehensively and transparently. Through robust change control processed we position ourselves for a positive outcome during operational readiness review and other certification activities. We track approved changes to the requirements through tools and processes. Once implemented the changes are rigorously tested. Traceability of the changes and the related artifacts is maintained throughout the lifecycle of the contract. We provide established IT governance to manage improvements and changes to our solutions. Using this structure, our TPL operations and IT leads meet regularly to understand, prioritize, schedule, and discuss the progress of system changes and configuration updates.

[Redacted text block]



PROPOSAL MEETS REQUIREMENT

CERT10

The Supplier shall update system, user, and training documentation as necessary to support the certification process and to reflect changes that have been made to the solution during the certification process.

The TPLaaS offering is a mature service offering and comes complete a library of system, user, and training documentation. Accenture works with each client to customize the service offering documentation to each State's needs. During implementation we will apply these customizations and provide documentation for review and approval, as well as needed to support the certification process. We will update the relevant documentation to reflect changes made during the certification process, keeping documentation complete and current.



PROPOSAL MEETS REQUIREMENT

CERT11

The Supplier shall ensure system CMS Certification through correct design, implementation, documentation and certification support.

Our Intelligent TPLaaS Platform meets the SRC for all applicable MECT checklists, aligns with the MITA Framework 3.0, and complies with the standards and conditions for Medicaid information technology (formally CMS' Seven Standards and Conditions). We will adhere to these checklists, criteria, and standards through design, implementation, and provide that documentation to support the requirements for certification.



PROPOSAL MEETS REQUIREMENT

CERT12

The Supplier shall coordinate with the State to develop CMS Certification Checklist documentation for each MECT Checklist requirement.

Our team will support the creation and submission of complete CMS Certification Checklist documentation for the applicable MECT Checklist requirements. These efforts can be streamlined and supported through generation of requirements traceability reporting that will track the MECT requirements through design and to complete testing and delivery. We will engage openly and collaboratively and seek approval from State stakeholders to create accurate and up-to-date documentation.



**PROPOSAL MEETS
REQUIREMENT**

CERT13

The Supplier shall populate the certification document repository, as each required item/artifact is completed and approved.

We will populate the certification document repository with completed and approved project workplans, MECT checklists, traceability matrixes and other deliverables as required throughout each stage of the certification process. The certification documentation and deliverables will be available to stakeholders for review and approval.



**PROPOSAL MEETS
REQUIREMENT**

CERT14

The Supplier shall present at milestone reviews and other certification meetings as directed by the State.

Our team will present deliverables and provide solution demonstrations at milestone reviews and other certification meetings as agreed upon and directed by the State.



**PROPOSAL MEETS
REQUIREMENT**

CERT15

The Supplier must notify the agency if it identifies an area in which certification or recertification requirements may not be met or any reason for which maximum Federal Financial Participation would not be granted. The Supplier must also notify the agency of the deficiency, present corrective action plans and upon approval by the Agency, correct the deficiency at no additional cost to the Agency.

We understand that the Centers for Medicare & Medicaid Services (CMS) certification is a must-have outcome for the TPL module to enable maximum Federal Financial Participation. If there is any risk on the horizon for areas of noncompliance to certification or recertification requirements, it is in the State's best interest to be aware as early as possible so that corrective actions can be implemented quickly and proactively. Our team will transparently communicate to the State any such a risk or deficiency as soon as they are identified. Our team will develop necessary corrective action plans (CAPs) and implement them after approval from the State at no additional cost to the State.



PROPOSAL MEETS REQUIREMENT

CERT16

The Supplier shall develop and maintain a Certification Plan that defines the Supplier's approach to CMS certification. It must describe the processes and procedures that will be used to manage Certification requirements. The Certification Plan must comply with the most current MECT process to ensure the system will meet all certification requirements.

CMS certification begins on day 1 of the project. During project planning, our team develops a CMS Certification Plan, aligning to the most current MECT processes, which will outline our approach for CMS certification efforts. This plan will define the processes and procedures that our team will follow to lead and support certification activities throughout the life of the contract.

Examples of certification activities in the plan may include updating MECT checklists, generating certification readiness documentation and reports, and preparing for and participating in the CMS certification reviews. Should CMS opt to use the OBC process to certify the TPL module, the plan will detail how our team will support completion of the certification intake form and tracking against the evaluation criteria and required evidence. The plan will describe roles and responsibilities for our team and other stakeholders to establish a common and clear understanding of how our teams work together to achieve success for our clients.



PROPOSAL MEETS REQUIREMENT

CERT17

The Supplier shall develop and maintain a Certification Plan that defines the Supplier's approach to CMS certification. It must describe the processes and procedures that will be used to manage Certification requirements. The Certification Plan must comply with the most current MECT process to ensure the system will meet all certification requirements.

CMS certification begins on day 1 of the project. During project planning, our team develops a CMS Certification Plan, aligning to the most current MECT processes, which will outline our approach for CMS certification efforts. This plan will define the processes and procedures that our team will follow to lead and support certification activities throughout the life of the contract.

Examples of certification activities in the plan may include updating MECT checklists, generating certification readiness documentation and reports, and preparing for and participating in the CMS certification reviews. Should CMS opt to use the OBC process to certify the TPL module, the plan will detail how our team will support completion of the certification intake form and tracking against the evaluation criteria and required evidence. The plan will describe roles and responsibilities for our team and other stakeholders to establish a common and clear understanding of how our teams work together to achieve success for our clients.



PROPOSAL MEETS REQUIREMENT

CERT18

The Supplier shall provide during the initiation phase of the project and maintained throughout the project, user documentation.

The State requires User Documentation for use by a novice business user to understand the automated system or application from a business function perspective. The Supplier shall provide comprehensive, well-organized user documentation. The Supplier's User Documentation shall include at a minimum:

Written in a procedural step-by-step format. (Instructions for sequential functions must follow the flow of actual activity).

Manuals that helps users understand the purpose and operation of the module/module component(s) for each business process/major program/functional area.

- Acronyms used in user instructions must be identified and must be consistent with windows, screens, reports, and the data element dictionary.*
- Cover system navigation, online help, and policies and procedures.*
- The documentation must be available on-line and provide an on-line search capability with context-sensitive help.*
- Provide the ability to produce a PDF version upon request*
- Use version control to retain historical versions of documentation and revisions must be clearly identified.*
- User documentation must be written and organized so that novice users can learn from reading the documentation how to access the on-line windows/screens, read reports, and perform all other user functions.*
- User manuals must contain a table of contents and an index.*
- Definitions of codes used in various Sections of a user manual must be consistent.*
- Descriptions of error messages for all fields incurring edits must be presented and the necessary steps to correct such errors must be provided.*
- Abbreviations must be consistent throughout the documentation.*
- Each user manual must contain a Section describing all reports generated within the subsystem, which includes the following:*

A narrative description of each report. The purpose of the report.

Definition of all fields in the report, including detailed explanations of calculations used to create all data and explanations of all subtotals and totals.

Definitions of all user-defined, report-specific code descriptions; and a copy of representative; and pages of each report. Instructions for requesting reports or other outputs must be presented with examples of input documents and/or screens.

- Instructions for making on-line updates must clearly depict which data and files are being changed.*

We are offering an as-a-service solution. Therefore, our team will provide non-proprietary and state-specific user documentation at project initiation and maintain it throughout the life of the project.

- An explanation of acronyms that are in the user instructions and in various elements of the system such as window screens, reports, and data elements.
- An on-line search capability with context-sensitive help for the online version.
- A PDF version capability on request
- A version control capability to retain historical versions of documentation and revisions that are clearly identified
- Clear intuitive instructions for novice users for accessing on-line windows/screens, read reports, and perform other user functions
- A table of contents and an index

[REDACTED]

This meets the need for current, accurate and comprehensive user documentation at project initiation and will be maintained throughout the life of the project. Our job aids will provide guides to business functions of the systems and its applications for new business users to understand the system and its applications. The job aid documentation will provide an intuitive way to navigate and guide the user through an end to end business process/major program/functional area using our system.



CERT19

The Supplier shall document any gaps between the initially configured solution and the business requirements in the requirements management tool. Gaps must show bi-directional traceability with applicable business requirement(s), design, test cases, test results, Medicaid Enterprise Certification Toolkit (MECT) criteria and certification artifacts.

Achieving CMS certification success requires evidence that the Medicaid Management Information System (MMIS) system modules meet the requirements for CMS certification. This includes SRC for all applicable MECT checklists. The MECT requirements and SRCs serve as the foundation for our solution requirements. During project planning, our team loads the designated criteria and all project requirements into Team Foundation Server

(TFS) used by the team to manage project artifacts for the lifecycle of the project. We can also use tools preferred by the State as needed. This includes any business requirements that are not in the initially configured solution. Like the other requirements, these 'gap' requirements are tracked for changes, providing an easy-to-read audit trail, or change history. It allows us to link each requirement to one or more design documents and to one or more test cases and their results. This bi-directional traceability between requirements and test cases enables us and our client to be confident that we have verified each requirement and evaluation for TPL module and can support CMS certification reviews.



CERT20

The Supplier shall develop, maintain and submit a Requirements Traceability Matrix (RTM) to show bi-directional traceability with applicable business requirements and their realization throughout all project phases (e.g., requirements, design, testing and certification (Medicaid Enterprise Certification Toolkit) checklist items). This should include how the requirement is realized (e.g., configuration, custom development, base functionality). All revisions must be reviewed and approved by the State.

As described in our response to Requirement CERT19, our team tracks and maintains MECT Requirements including System Review Criteria, Project Business Requirements, the design documents, and testing artifacts. These are linked creating a bi-directional Requirements Traceability Matrix (RTM) within TFS. The required artifacts are linked appropriately to base functionality, and/or the configuration and development used to realize the requirements. This RTM will be maintained and kept current and easily reported on through all the project phases. We shall take the RTM and any revisions through the agreed upon review process with the State to gain approval. for review and approval by the State.



CERT21

The Supplier's requirements management tool shall have the ability to manage requirements traceability by module(s), MITA business area, MITA business process and Medicaid Enterprise Certification Toolkit (MECT) checklists.

Our requirements management tool, TFS, provides the flexibility and capability to manage requirements by modules, MITA business area, MITA business process, and MECT checklists. The tool provides tracking and reporting capability for traceability of all MECT and Contract requirements so that we know the status of a requirement anywhere in the delivery process.

	Upload Attachments with Additional Information? Yes	Attachment File Name: MECT Certification Requirements Response_ Base Requirements
3	Compliance Requirements- Describe in detail how your company will meet all the requirements identified in Attachment F, Compliance Section, CMP01-CMP30 . Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Compliance Section .	
A3	<i>Answer # 3</i> COMPLIANCE REQUIREMENTS We understand that compliance can take many forms and is a top priority for states. As a leading technology provider to the healthcare market for decades, we have implemented hundreds of Health and Human Services projects of all sizes and complexities. We use this experience to develop solutions centered on the CMS MITA version 3.0 and the CMS MECT. The results are modern, high performing business solutions that enable our clients to achieve greater levels of business and technology maturity and greater cost savings and efficiencies. Accenture is ready to support Agency compliance with MITA. Our solution aligns with the MITA Framework 3.0, complies with the standards and conditions for Medicaid information technology (formally CMS' Seven Standards and Conditions), and meets the system review criteria for all applicable MECT checklists, as summarized in Question 2, MECT Certification Requirements, and detailed in CMP08–CMP13. From a data protection compliance perspective Accenture's industry-leading Client Data Protection (CDP) program, described throughout this section, addresses the RFP's compliance requirements, applies stringent controls, and promotes training and awareness of best practices. Our CDP policies, processes, and procedures adhere to global, federal, and state requirements. They are supplemented by data loss prevention (DLP) measures and comply with relevant NIST and ISO safeguards for confidential information (HITECH, HIPAA). As you will read in our response, Accenture is the right partner to support Agency compliance with industry leading standards, MITA standards and conditions, HIPAA, and other policies, rules, and regulations related to software licensing, data use and management, privacy and security for PHI and PII, solution accessibility, and suspected fraud. In the remainder of this section, we describe how our solution meets the requirements identified in Attachment F, Compliance, CMP01–CMP30.	



PROPOSAL MEETS REQUIREMENT

CMP01

The Supplier shall, upon request by the State or at the end of the contract, transfer or destroy all documentation in the custody of the Supplier. The Supplier shall provide the transferred records and data in a format agreed upon by the State.

For more about our CDP procedures during project closeout, please see Question 14, Project Closeout and Turnover Requirements.

Before the end of the contract term, we will complete the turnover of Operations and data using the Accenture Delivery Methods (ADM) for Service Transition process with specific State requirements, scaling the effort appropriately while focusing on high-risk areas such as resource attrition and data transfer. Our field-tested turnover approach covers integrated work streams with service readiness criteria to reduce operational risk.

As a part of this process, Accenture will commit to provide a detailed checklist of required data turnover tasks and custom interface turnover tasks to support the handover of services and transfer of data.

Additionally, our industry-leading CDP program requires a CDP plan for every engagement which specifies standards specific to each State's requirements for closeout, data and documentation retention, transfer, and destruction.



PROPOSAL MEETS REQUIREMENT

CMP02

The Supplier shall notify the State in writing within twenty four (24) hours (or a timeframe as defined by the Agency) following initial detection of suspected fraud or abuse and provide supporting documentation.

We have extensive experience helping other state governments detect fraud and abuse. We prepare our team members with appropriate training and procedures and empower them to escalate suspected instances and notify state agencies. We will notify the State in writing within an Agency-defined timeframe and provide supporting documentation if we suspect or detect fraud or abuse.



**PROPOSAL MEETS
REQUIREMENT**

CMP03

The Supplier shall adhere to data retention requirements cited in 45 CFR 164.316 and Administrative Rule 37.85.414. The agency may require a longer retention period on an exception basis to support ongoing business needs (e.g., TPL recovery and drug rebate).

Accenture will adhere to the data retention requirements named in the RFP (45 CFR 164.316, Administrative Rule 37.85.414). We understand each state has different retention guidelines and will work with the Agency to determine whether a longer retention period is required for any specific areas. Relevant data requirements are also addressed in item DM05.



**PROPOSAL MEETS
REQUIREMENT**

CMP04

The Supplier shall have written policies governing access to, and duplication and dissemination of all individual or entity information.

We have well established controls—including policies, procedures, processes, practices, and organization structures—protecting the confidentiality, integrity, and availability (CIA) of our own and our clients' information. These address access, duplication, and dissemination of individual/entity information. We implement formal CDP plans for all client engagements and follow all agreed-upon client privacy policies and specific instructions.



**PROPOSAL MEETS
REQUIREMENT**

CMP05

The Supplier shall comply with all sections of the Americans with Disabilities Act (ADA), Section 508 of the Rehabilitation Act and ensure user interface standards account for the various forms of colorblindness.

Accenture has extensive experience with ADA and Section 508 compliance, and our user interface standards will account for the various forms of colorblindness. We use the standards in user interface designs and apply the appropriate level of testing using industry standard tools to validate compliance.



**PROPOSAL MEETS
REQUIREMENT**

CMP06

The Supplier and its services, work products and final deliverables provided by the Supplier applicable to the services described in the scope of work shall be knowledgeable of and in compliance with pertinent State and Federal Statutes, CIO Promulgated Rules, State IT policies, rules, and standards for required system hardware, software and development tools and processes, and operational procedures when completed and accepted by the agency. The Supplier shall also be aware of upcoming changes to existing rules and regulations as well as new rules and regulations that may impact the scope of work.

Accenture will comply with pertinent State and Federal statutes, CIO Promulgated Rules, State IT policies, rules, and standards, and Agency procedures. We will work with the Agency to be aware of new or updated policies and regulations and their potential to affect the scope of work for the TPLaaS service offerings.



**PROPOSAL MEETS
REQUIREMENT**

CMP07

The Supplier shall adhere to recognized best practices during the execution of the scope of work including the latest version of the National Institute of Standards and Technology (NIST) Special Publication (SP) 800 series related to cyber security.

We adhere to recognized international standards and leading practices, including NIST. Our work will be consistent with the latest version of NIST's Special Publication 800 series related to cyber security. Additionally, we conduct annual Service Organization Control 2 (SOC2) audits, and our security operations centers and data centers comply with Statement on Standards for Attestation Engagements (SSAE) 18 and International Organization for Standardization (ISO) 2700x for our delivery centers. We pursue a global certification strategy that for standards that Accenture and our clients have identified as important or vital.

Following are some of the independent certifications we maintain in the areas of compliance and data security:

- SOC2 Type 2
- SSAE 18 (SOC1)
- ISAE 3402: service organization controls
- ISO 27001*: information security management
- ISO 22301/BS 25999*: business continuity management
- ISO 20000*: service management
- ISO 14001: environmental standards

- CMMI Level 5 for business process services
- ISO 9001:2015: quality management

* Accenture is certified globally, across our network of 50 delivery centers.



PROPOSAL MEETS REQUIREMENT

CMP08

The Supplier's solution shall have full integration of the MITA initiative with business, architecture and data required to support the State's healthcare programs.

Accenture's Intelligent TPLaaS Platform was developed by TPL experts to meet federal guidelines and industry best practices and meets this requirement. It is a cloud-based, MITA-aligned, as-a-service approach to TPL. Powered by data and enabled by CMMI Level 4 processes, our solution optimizes program performance by combining comprehensive, advanced analytics with our global operations strategies and innovations in Medicaid, eligibility, commercial health, and delivery systems. Our solution offers complete operational transparency and the benefits of an as-a-service model to evolve and keep speed with new innovations in TPL analytics and processes.

Our solution aligns with the MITA Framework 3.0, complies with the standards and conditions for Medicaid information technology (formally CMS' Seven Standards and Conditions), and meets the system review criteria for all applicable MECT checklists, as summarized in Question 2, MECT Certification Requirements.

Unlike other TPL solutions in the marketplace that are being retrofitted with cobbled-together functionality—such as analytics, AI, and RPA—Accenture's Intelligent TPL was developed with these innovations from the very beginning.



PROPOSAL MEETS REQUIREMENT

CMP09

The Supplier shall be knowledgeable of and support the agency to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions-MITA Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data.

The MITA framework envisions a future in which all healthcare stakeholders help improve health outcomes of the populations they serve by providing the right services in a timely and accountable way. Stakeholders benefit from improvements in information sharing and exchange to use this information to make appropriate health care decisions.

MITA process areas provide the foundation for defining the Medicaid business services. The goals, objectives, and principles of MITA reflect sound business practices that are consistent with standard systems design, operational excellence, and quality management practices. This provides a MITA-aligned strategy that can be leveraged to increase the overall maturity of the business processes when supported by the right solutions and systems. Our solution follows the guidelines of MITA and the MECT, creating a configurable system that allows ongoing operational changes to be adopted and adapted without the need for long and costly coding projects.

The MITA Condition incorporates a state self-assessment, roadmaps, concept of operations (COO), and business process models (BPM). Our MITA-aligned solution was developed to support MITA business processes at maturity level 3 and above, and to be configurable to support Agency-specific business rules. Accenture also understands the importance of COOs and BPMs to establish a type of baseline for process improvements and to update processes based on additional MITA guidance CMS may issue. We can help our clients define an approach that will best represent such an effort.

Our Intelligent TPLaaS Platform is a cloud-based, MITA-aligned, as-a-service approach to TPL. Powered by data-driven analytics and enabled by CMMI Level 4 processes, our solution maximizes cost avoidance and recovery. It optimizes program performance by combining comprehensive, advanced analytics with our global operations strategies and innovations in Medicaid, eligibility, commercial health, and delivery systems. Our solution offers complete operational transparency and the benefits of an “as-a-service” model to evolve and keep speed with new innovations in TPL analytics and processes. In short, Intelligent TPL can help States meet the MITA 3.0 Standards and Conditions-MITA Condition now and provide support for the future as the State’s Medicaid program and systems evolve, scaling to fit changing requirements as needed.



CMP10

The Supplier shall be knowledgeable of and support the agency to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions - Industry Standards Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. The Supplier shall ensure alignment with, and incorporation of, industry standards, HIPAA, privacy and transaction standards; accessibility standards, and standards that provide greater accessibility for individuals with disabilities and standards under the Affordable Care Act.

Our seasoned professionals exceed this requirement to identify and incorporate industry standards. Accenture brings experience, deep industry knowledge, and qualifications to the State’s programs for MITA 3.0 Standards and Conditions - Industry Standards Condition.

INDUSTRY STANDARDS CONDITION

- Identification of industry standards
- Incorporation of industry standards in requirements, development, and testing phases

OUR SOLUTION

Our TPLaaS solution has been designed to accommodate and deliver industry standard compliant services. For example, it uses the following to read, format, or exchange transactions and information:

- Accredited Standards Committee (ASC) X12 5010
- HIPAA Eligibility Transaction System (HETS) 270/271
- International Statistical Classification of Diseases and Related Health Problems revision 10 (ICD-10)
- National Council for Prescription Drug Programs (NCPDP), and web, Rehabilitation Act Section 508(c)
- Web service standards like for XML and WSDL

Our detailed as-a-service product offerings and a mature release methodology, including ongoing maintenance and enhancements, supporting States in addressing CMS directives for standards implementation.

- We also incorporate industry standards into DDI activities using ADM, one of the most comprehensive methods inventories available from a service provider. ADM integrates industry-preferred practices in standardized tools used across markets to reduce risk—for example: Project Management Body of Knowledge (PMBOK), Institute of Electrical and Electronics Engineers (IEEE), Software Engineering Institute (SEI), and Capability Maturity Model integration (CMMI).



CMP11

The Supplier shall be knowledgeable of and support the agency to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions - Leverage Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. The Supplier shall promote sharing, leveraging, and reuse of healthcare technologies and systems within and among states.

Our knowledge of and experience with Medicaid practices provides the foundations needed to foster sharing and collaboration. Our TPLaaS offering provides efficiency through extensive reuse across clients, allowing us to increase recoveries and improve up-front cost avoidance.

- TPLaaS is flexible and a cloud accessible solution

Accenture's global network of skilled healthcare IT professionals and our extensive Medicaid experience position us well to promote sharing, leveraging, and reuse of healthcare technologies and systems within and among states. We share expertise and best practices through the reuse of components and technologies that are already developed and available.



CMP12

The Supplier shall be knowledgeable of and support the agency to maintain compliance with the "to be" vision of MITA 3.0-Standards and Conditions- Modularity Standard or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. The Supplier's solution shall use a modular, flexible approach to systems development, including the use of open interfaces and exposed Application Programming Interfaces (API); the separation of standardized business rule definitions from core programming; and the availability of standardized business rule definitions in both human and machine-readable formats.

The Modularity Standard requires a flexible approach to systems development, including the use of open interfaces and an API. Our; the separation of business rules from core programming. The TPLaaS solution architecture embodies those requirements while adhering to formal system development methodologies and open, reusable system architecture whenever and wherever possible or practical.

- Mature SDLC: The ADM is our system development lifecycle methodology and is a combination of mature processes, robust tools, and tailored plans that will be used to support the delivery of TPLaaS solution
- Published web services, XML, WSDL and API for open interfaces through the Business Integration layer where applicable for State specific integrations

We have a mature system development lifecycle for SOA delivery, system integration management, and packaged development

Our TPLaaS offering is built with SOA framework to seamlessly integrate components and services.

Its approach to business rules management is consistent with MITA Conditions and Standards: we can easily write and configure rules on our standard data model for claims and eligibility datasets, and rule changes follow rigorous configuration management practices.



**PROPOSAL MEETS
REQUIREMENT**

CMP13

The Supplier shall be knowledgeable of and support the agency to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions -Business Results Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data in support of the business.

We understand MITA maturity advancements, such as those in degree of automation, customer service, and performance standards and testing.

The TPLaaS solution's configurability and web accessibility enhance program operations and facilitate integration among vendors, users, and other stakeholders.

Our solution improves customer service through enhanced user/provider experience, self-service technology, web accessibility, and integrated operations.

BUSINESS RESULTS CONDITION

OUR SOLUTION

- [REDACTED]
- [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Access [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] This insight can inform time-sensitive decision making and reduce delivery risk.



CMP14

The Supplier must provide the agency with compliance assurances for the Supplier scope of work

We will provide the contractually agreed compliance assurances through our internal control plan
We will provide access to documentation and demonstrate business process and solution capabilities confirming compliance.



CMP15

The Supplier shall be fully compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA, Public Law 104-1919) and Administrative Simplification (Subset of Title II) requirements in effect as of the date of release for the RFP and with any changes that subsequently occur, unless otherwise noted.

Accenture is and will remain compliant with HIPAA. This compliance is built into our project team training and CDP plan. While project team members are already familiar with HIPAA requirements, they will receive additional HIPAA training before beginning to work with sensitive data. Our HIPAA training is required for every staff member, every year. It covers the main components, covered entities, and privacy provisions as they relate to protected health information (PHI).



CMP16

The Supplier shall ensure all information not specifically identified as Protected Health Information (PHI) or Personally Identifiable Information (PII) as defined under HIPAA and/or HITECH is treated as privileged communications, held confidential, and must meet the terms and conditions specified in the RFP, BAA and Contract.

Accenture will use XML and SFTP to transfer data. The data at rest will be encrypted using Transparent Data Encryption (TDE), and in transit will use TLS 1.2 encryption, as per

standard. Our data centers use encrypted storage area network (SAN) secure storage with AES 256-bit encryption to protect client data. Accenture CDP policies, processes, and procedures adhere to global, federal, and state requirements.

These are supplemented by data loss prevention (DLP) measures and comply with standard physical and procedural safeguards (NIST SP 800-114, NIST SP 800-66, NIST 800-53A, ISO 17788, etc.) for confidential information (HITECH, HIPAA Part 164).



**PROPOSAL MEETS
REQUIREMENT**

CMP17

The Supplier shall ensure that except as provided by law, no information in the possession of the Supplier about any individual shall be disclosed without prior written consent.

Accenture understands the importance of protecting an individual's information and compliance with HIPAA and data sharing guidelines. We provide all staff with training and refresh with them regularly the importance of data protection, as well as documented work procedures for standard State procedures for when and to whom data may be shared, and when prior written approval for release of information must be maintained.



**PROPOSAL MEETS
REQUIREMENT**

CMP18

The Supplier shall follow all applicable technical standards for site and system security policies and procedures to protect the agency's healthcare data and information systems.

Accenture will use the XML format and SFTP to transfer data. The data at rest will be encrypted using Transparent Data Encryption (TDE), and in transit will use TLS 1.2 encryption, as per standard. Our data centers use encrypted storage area network (SAN) secure storage with AES 256-bit encryption to protect client data. Accenture CDP policies, processes, and procedures adhere to global, federal, and state requirements. These are supplemented by data loss prevention (DLP) measures and comply with standard physical and procedural safeguards (NIST SP 800-114, NIST SP 800-66, NIST 800-53A, ISO 17788, etc.) for confidential information (HITECH, HIPAA Part 164).

 PROPOSAL MEETS REQUIREMENT	CMP19 <i>The Supplier's data management approach and operational policies shall meet HIPAA, HITECH, ARRA and other federal and State privacy and security requirements.</i> We will meet this requirement. Our CDP policies, processes, and procedures adhere to global, federal, and state requirements. These are supplemented by data loss prevention (DLP) measures and comply with standard physical and procedural safeguards (NIST SP 800-114, NIST SP 800-66, NIST 800-53A, ISO 17788, etc.) for confidential information (HITECH, HIPAA Part 164).
 PROPOSAL MEETS REQUIREMENT	CMP20 <i>The Supplier shall retain, all original paper documents for a timeframe as specified by the Agency from the date the documents are received and have been scanned, indexed, stored and meet verification process standards. Original documents may be destroyed once indexed and stored and the retention period is met in accordance with State and Federal guidelines.</i> Hard copy documents will be retained in secure storage for the duration appropriate to each State's retention specifications to meet State and Federal guidelines. We will finalize these needs during the definition of the State specific Partner Agreement.
 PROPOSAL MEETS REQUIREMENT	CMP21 <i>The Supplier shall maintain an auditing system and employ accounting/auditing procedures and practices that conform to GAAP and GAAS. All charges applicable to the contract shall be readily ascertainable from such records.</i> Accenture will adhere to this requirement as agreed with a contracted State.

 PROPOSAL MEETS REQUIREMENT	CMP22 <i>The Supplier will ensure that all technologies implemented are in compliance with any End User Licensing Agreements or other licensing arrangements.</i> Our TPLaaS is a hosted solution. Accenture maintains rigorous license tracking and compliance reviews for the products and tools leveraged to support the offered solution.
 PROPOSAL MEETS REQUIREMENT	CMP23 <i>The Supplier's solution shall ensure that all data necessary for legal requirements is retained.</i> Accenture will retain all data whether active or archived data in accordance with agreed upon terms per each State Agency's requirements.
 PROPOSAL MEETS REQUIREMENT	CMP24 <i>The Supplier shall provide a mechanism to purge source documents in accordance with HIPAA security provisions and State requirements.</i> Accenture understands the importance of securely disposing of source documents, especially those within the healthcare industry commonly containing confidential client information. We work within the source document purge guidelines set forth by HIPAA, State specific, as well as those documented and managed within Accenture's CDP plan.
 PROPOSAL MEETS REQUIREMENT	CMP25 <i>The Supplier's Information Technology Equipment and Software purchased and licensed with monies under this Contract for use by agency, employees, program participants, or members of the public must provide, as required by state code, blind or visually impaired persons with access, including interactive use of the equipment and services, that is equivalent to that provided to persons who are not blind or visually impaired.</i>

While we do not anticipate providing hardware for non-Accenture employees for use of the hosted TPLaaS solution, we will work with the Agency to address should the need arise where it relates to the services agreed to with a contracted State.



**PROPOSAL MEETS
REQUIREMENT**

CMP26

The Supplier's solution shall be compatible with multiple standard browsers in accordance to the State's IT Standards. The solution shall be compatible with standard browsers (as determined by the Agency) without requiring specialized or proprietary plug-ins.

The hosted TPLaaS solution is compatible with industry standard browsers without the use of downloads or plug-ins.



**PROPOSAL MEETS
REQUIREMENT**

CMP27

The Supplier shall provide licenses as required by the Agency to allow users access to perform all necessary business functions.

Our Intelligent TPLaaS Platform includes licenses to provide users with full functionality. Our TPLaaS solution is fully hosted and appropriately licensed for the core web-based solution. Additional licensing is not required for Agency users.



**PROPOSAL MEETS
REQUIREMENT**

CMP28

The Supplier must refer any possible provider or member fraud, waste and abuse matters and supporting documentation from any source to the state agency's program integrity unit.

As described in in our response to Requirement CMP02, we have extensive experience helping other state governments detect fraud and abuse. We prepare our team members with appropriate training and empower them to escalate suspected instances and notify state agencies. We will refer these matters to the appropriate State contact.

	 PROPOSAL MEETS REQUIREMENT CMP29 <i>"The Supplier must support the agency's benefit recovery functions by billing health carriers as defined in the Deficit Reduction Act of 2005 (DRA) via electronic, paper, or other means necessary recoup monies.</i> https://www.cms.gov/Regulations-and-Guidance/Legislation/DeficitReductionAct/index.html" We will work with all health carriers, including those self-insured and pharmacy benefit plans as required under the DRA, to cost avoid and recoup monies via electronic, paper, or other means.  PROPOSAL MEETS REQUIREMENT CMP30 <i>"The Supplier's solution shall maintain Offshore Data Use policies as defined by the agency. The Supplier shall ensure that agency data is not used, maintained, transmitted, stored, or processed in geographic or virtual areas which are not subject to U.S. Law.</i> While we do maintain offshore data use policies, it is only our onshore resources and facilities that use, maintain, transmit, store, or process your data. Our extensive state and federal government experience mean we are thoroughly prepared to comply with these onshore requirements.
	Upload Attachments with Additional Information? Yes Attachment File Name: Compliance Requirements Response Base Requirements
4	Correspondence Management Requirements- Describe in detail how your company will meet all the requirements identified in Attachment F, Correspondence Management Section, COR01-COR09. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Correspondence Management Section.
A4	<i>Answer # 4</i> CORRESPONDENCE MANAGEMENT REQUIREMENTS Accenture is proposing services for the business areas of Commercial Recoupment, CMO Come Behind and TPL Hospital/Physician Services. The communication with Carriers and Providers within the scope of these business areas is the billing and posting of recovery notices. We do this through the following secure and automated processes:

• [REDACTED]	
■ [REDACTED]	

applicable for the specific TPL services. In addition, our solution supports generation of electronic standards-based notices of recoveries to Carriers and Providers.

We will work with each prospective state during the development of the Participating Addendum(s) to identify the best approach for using our solution's correspondence process to meet each Agency's business needs.



**PROPOSAL MEETS
REQUIREMENT**

COR02

The Supplier's solution shall utilize industry standard barcode technology that is approved by the Agency.

Our solution enables both automated, system-generated correspondence and manual, online creation of various letters and forms to support TPL business processes as applicable for the specific TPL services. We will work with each prospective state during the development of the Participating Addendum(s) to identify each state's correspondence needs and the approach for using our solution's correspondence process, including defining the appropriate traceability mechanisms such as barcode technology, claim IDs, or other identifiers, as applicable for the TPL services.



**PROPOSAL MEETS
REQUIREMENT**

COR03

The Supplier shall utilize letter, notification and other templates for correspondence that are approved by the Agency

Our solution provides baseline templates that can be configured to meet Agency needs, including using Agency approved letters, notifications and other templates for correspondence. We will work with each prospective state during the development of the Participating Addendum(s) to identify the required templates, as applicable to support the specific TPL service(s) selected.



**PROPOSAL MEETS
REQUIREMENT**

COR04

The Supplier's solution shall send documents and the necessary indexing metadata to the modular integration platform for storage of documents in an electronic repository as determined by the agency.

Our case management solution stores documents and correspondence. This solution can send these documents along with the corresponding metadata to an Agency's Enterprise Document Management Solution (EDMS) through the Agency's modular integration platform, if desired by the

Agency. We will work with each prospective state during the development of the Participating Addendum(s) to discuss the Agency's Enterprise Architecture and identify the necessary integrations, such as with the Agency's electronic document repository, or EDMS to support correspondence applicable for the specific TPL services.



**PROPOSAL MEETS
REQUIREMENT**

COR05

The Supplier's solution shall store all sent or received documents in an electronic repository as determined by the agency.

Our case management solution stores all inbound and outbound documents and correspondence. This solution can also send these documents to the Agency's electronic document repository, or EDMS, if desired by the Agency. We will work with each prospective state during the development of the Participating Addendum(s) to identify the applicable documents for the selected service(s) and identify the desired approach for document storage, such as within an Agency EDMS.



**PROPOSAL MEETS
REQUIREMENT**

COR06

The Supplier's Correspondence Management Solution must be able to integrate variable data to maximize efficiency.

Our correspondence process supports integrating variable data, such as name, address, and case information and status, into correspondence. We will work with each prospective state during the development of the Participating Addendum(s) to identify the correspondence applicable and data required to support the specific TPL service(s) selected.



**PROPOSAL MEETS
REQUIREMENT**

COR07

The Supplier shall generate applicable notices to members, carriers, providers, and other entities (e.g., enrollment/disenrollment notices, requests for information, and program information).

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

 PROPOSAL MEETS REQUIREMENT	COR08 <i>The Supplier shall configure, support and maintain a method to generate correspondence and coordinate the print and distribution through the State's Print and Mail Services. The Supplier's solution shall include an integrated correspondence management solution.</i> [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	COR09 <i>The Supplier's solution shall provide the ability to create materials in language(s) (as determined by the Agency) and for reading levels as determined by the agency.</i> Accenture has extensive experience generating correspondence and materials that are clear and easy to understand and in multiple languages to support diverse, vulnerable and underserved populations. We can support creating materials in language(s) and reading levels determined by the Agency, like we've done in other states. We will work with each prospective state during the development of the Participating Addendum(s) to identify the applicable materials, languages and reading levels to support the specific TPL service(s) selected.
Upload Attachments with Additional Information? Yes	Attachment File Name: Correspondence Management Requirements Response_ Base Requirements
5 Data Conversion, Cleansing and Migration Requirements- Describe in detail how your company solution will meet all the requirements identified in Attachment F, Data Conversion, Cleansing and Migration Section, DC01-DC07. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Data Conversion, Cleansing and Migration Section.	

DATA CONVERSION, CLEANSING, AND MIGRATION REQUIREMENTS

Although each conversion is unique based on the specificities of the source system, there are underlying principles that apply to most conversions. Our field-tested conversion methodology combines the people, process, and tools and establishes a structured approach of repeatable methods to plan, analyze, design, test, and execute conversion tailored to the Agency's requirements.

Conversion is an orchestrated series of events. Accenture collaborates with the Agency to define requirements to structure and deliver a conversion from the source systems to our Intelligent TPLaaS platform, including roles and responsibilities for conversion activities. Figure 7 outlines the business and technology activities involved in the conversion process.

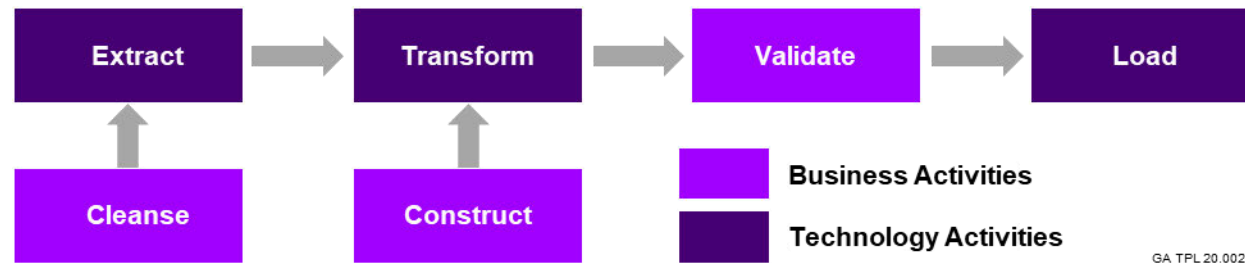


Figure 7. Accenture's data conversion process supports the overall business and technology specifications of the conversion effort.

In the remainder of this section, we describe how our solution meets the requirements identified in Attachment F, Data Conversion, Cleansing, and Migration Section, DC01–DC07.

 PROPOSAL MEETS REQUIREMENT	DC01 <i>The Supplier shall provide authorized agency or other designated staff access to an environment to validate converted data and provide support for the data validation effort.</i> Accenture will work jointly with authorized agency or other designated staff to validate converted data. This includes providing access to the appropriate environment. The primary method we use for testing the conversion process is executing trial-mock conversions. We perform trial-mock conversions as part of the UAT process to practice the tasks that we execute during the final conversion and verify that the
--	--

system can perform tasks in a reasonable timeframe. Trial-mock conversions test the technical and functional processes required of this conversion. Mock conversions help build user and management confidence in the final conversion process. The final mock conversion must be a smooth simulation of the actual conversion process.



**PROPOSAL MEETS
REQUIREMENT**

DC02

The Supplier shall work with the State to identify the data elements that will be converted into the Supplier's solution. For legacy data elements that cannot be converted into the Supplier's solution, the Supplier shall work with the State to achieve desired business outcomes using the data elements in the Supplier's solution.

During the design sessions, we will work with State Subject Matter Experts (SMEs) to define the data mapping from legacy source extract files to our standard data model. Data conversion design involves executing the source to target data mapping activity and creating conversion design specifications that outline how the data is converted from the legacy systems and loaded into the [REDACTED] database. We have a seasoned team who have successfully delivered the same scope with similar clients, ready to work side by side with the State.



**PROPOSAL MEETS
REQUIREMENT**

DC03

The Supplier shall work with the State to identify data elements or fields in the Supplier's solution that are not available to be converted from the legacy system, and whether the conversion programs should fill them with default or initial values.

Accenture agrees to work with the State to identify data elements or fields in the Supplier's solution that are not available to be converted from the legacy system and how to set them.

Accenture analyzes source and target data to identify fields in the new system that do not directly map to a field in the source system and requires a derivation from one or more fields in source system. We use data mapping spreadsheets to illustrate how the new system's input data are created and validated from existing sources. Data mapping spreadsheets list the target data for the new system's start of operations. We identify a corresponding source for each data element required. A target data element could require information from a variety of sources. The sources may be an existing file, a calculation derived from several pieces of information, defaulted, or manual data entry. Data mapping spreadsheets provide a convenient way to list data-conversion requirements that become inputs into the conversion-program design. Depending the functional area, additional steps may be necessary.



**PROPOSAL MEETS
REQUIREMENT**

DC04

The Supplier must perform one or more trial conversions as necessary, before final conversion of the data, and present the results to the State.

Accenture creates a Conversion Plan, which defines the strategy, preparation, and specifications for implementing processes, people, and technology to manage information effectively across the lifecycle and converting data from the source systems to the target systems. We perform the trial conversions as part of UAT. We execute one or more trial conversions to test the conversion process before the final conversion. Each trial conversion tests a different aspect of the process with production data to identify issues with the process. With each trial conversion, we communicate the progress and outcomes of the run with the Agency.



**PROPOSAL MEETS
REQUIREMENT**

DC05

The Supplier shall produce the reports necessary to demonstrate adequate checks and balances within the data conversion process.

Accenture agrees to provide the necessary reports to demonstrate adequate checks and balances within the data conversion process. Accenture validates and reconciles converted data with automated and manual activities.



**PROPOSAL MEETS
REQUIREMENT**

DC06

The Supplier shall convert and provide access to converted electronic documents identified by the agency in a format approved by the agency.

Accenture will work with the Agency to identify which business processes we have contracted for receive electronic documents. As applicable, we will map the data to our Standard Data Model. This data then will be viewable to authorized Agency resources with access.



**PROPOSAL MEETS
REQUIREMENT**

DC07

The Supplier shall develop, submit, and maintain a Data Management, Conversion and Migration Plan to include the following:

- a. A data management strategy that will support integration, optimization, quality, stewardship, standards, and governance of data.
- b. description of appropriate skill sets, processes, technologies/tools, and any naming conventions followed.
- c. Approach to conversion, cleansing and migration.
- d. Approach to risk management for data conversion effort.
- e. Approach for testing migration or converted data;
- f. Approach to reporting the number of records successfully converted vs. errors or exceptions.
- g. Approach for cleansing data to prepare it for loading to the proposed solution that is refined as necessary.
- h. Approach to resolving data conversion errors and issues.
- i. Approach for supporting the agency validation of converted data.
- j. Tasks, timelines, and responsible parties for all conversion and migration tasks.
- k. Entrance and exit criteria for each phase of the effort.

The Data Conversion and Migration Plan describes the strategies, approach, and processes used to convert data from the source systems into the target system. [REDACTED]

This deliverable defines the strategy for performing data conversion and migration activities, including data cleansing, extracting, transforming, loading, migrating, and validating conversion data. The Data Conversion and Migration Plan represent the design specifications that guide the development of the automated conversion process. Where automated conversion processes are not leveraged, the plan documents the approach for completing manual activities related to the data conversion process.

During the requirements and design phase, the Conversion resources define the Conversion Architecture and Approach and perform data analysis of key entities, data quality, fields, and tables. During the Build phase, we perform the Extract, Transform, and Load (ETL) development, balancing and reconciliation jobs, workflows, and run sheets. As we move into the

	testing and validation phase, we perform testing of the conversion modules, data profiling, balancing and reconciliation, and provide test data support. Data Conversion and Migration Plan provide the details of these activities. As the team progresses with conversion design, development, and testing, the outcomes are included as addendums to the Data Conversion Plan. This results in a complete set of documentation pertaining to the data conversion effort aligning to each phase. The Data Conversion and Migration Plan will include the elements identified in a. – k. of requirement DC07.		
	<table border="1"> <tr> <td>Upload Attachments with Additional Information? Yes</td><td>Attachment File Name: Data Conversion, Cleansing and Migration Requirements Response_ Base Requirements</td></tr> </table>	Upload Attachments with Additional Information? Yes	Attachment File Name: Data Conversion, Cleansing and Migration Requirements Response_ Base Requirements
Upload Attachments with Additional Information? Yes	Attachment File Name: Data Conversion, Cleansing and Migration Requirements Response_ Base Requirements		
6	Data Management Requirements - Describe in detail how your company will meet all the requirements identified in Attachment F, Data Management Section, DM01-DM20. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Data Management Section.		
A6	<i>Answer # 6</i> DATA MANAGEMENT YOU CAN HAVE CONFIDENCE IN Working collaboratively with the Agency, we define and implement data management processes. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] In the remainder of this section, we describe how our solution meets the requirements identified in Attachment F, Data Management Section, DM01–DM20.		

PROPOSAL MEETS REQUIREMENT	DM01 The Supplier shall provide an indicator to suppress generation of documents containing Member identification for confidential services.
	DM02 The Supplier shall maintain a record/audit trail of a Member's requests for copies of personal records (including time/date, source, type, and status of request).
	DM03 The Supplier shall maintain current and historical records of benefit plan assignment(s) for members, including periods of dual-eligibility. historical record of benefit assignment(s) for a client including identifying dual-eligibility spans.

[REDACTED]

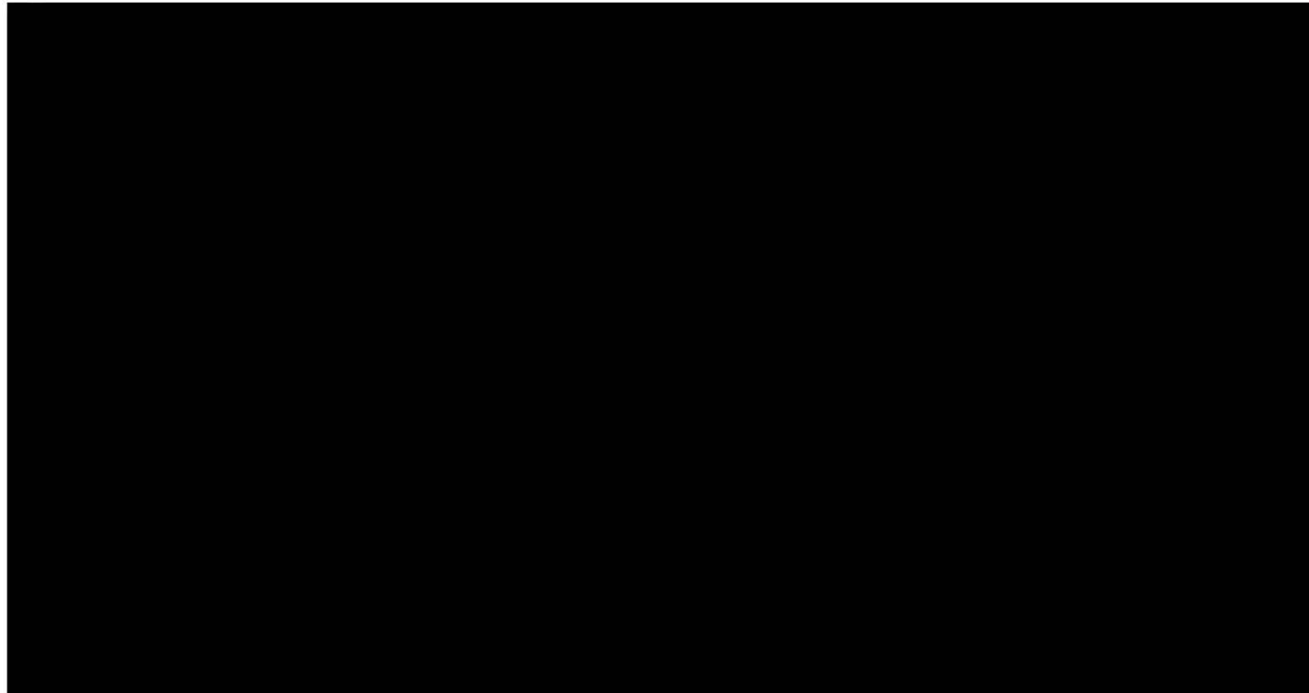


Figure 8. Our approach to LDH OHI data maintenance prioritizes ongoing validation for accuracy.

		DM04
	PROPOSAL MEETS REQUIREMENT	The Supplier's solution shall provide audit trails to allow information on all transactions to be traced from receipt of the transaction through the completion of the transaction, capture at a minimum date/timestamp, data source, worker id, action taken and log any errors encountered for reporting. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

 PROPOSAL MEETS REQUIREMENT	DM05 <i>The Supplier shall be able to demonstrate the ability to support requirements for backup and archiving consistent with agency SLAs and CMS, State, and industry standards. The Supplier shall also adhere to data retention requirements cited in 45 CFR 164.316 and the State's Administrative Rules.</i> Accenture will demonstrate the ability to support requirements for backup and archiving consistent with agency SLAs and CMS, State, and industry standards. Accenture will use the XML format and SFTP for secure transfer of data between agencies. The data at rest will be encrypted using Transparent Data Encryption (TDE), and in transit will use TLS 1.2 encryption, per standard. Our data centers use encrypted storage area network (SAN) secure storage with AES 256-bit encryption to protect client data. Accenture CDP policies, processes, and procedures adhere to global, federal, and state requirements. These are supplemented by data loss prevention (DLP) measures and comply with standard physical and procedural safeguards (NIST SP 800-114, NIST SP 800-66, NIST 800-53A, ISO 17788, etc.) for confidential information (HITECH, HIPAA Part 164). [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] Accenture will perform backups of the web, application, and database servers, including full weekly backups of all volumes of servers and daily incremental backups. We will retain daily backups for one month, and weekly backups will be retained for two years. These backup files will be stored in our offsite facility within United States. Accenture agrees to adhere to data retention requirements cited in 45 CFR 164.316 and the State's Administrative Rules.
 PROPOSAL MEETS REQUIREMENT	DM06 <i>The Supplier shall participate in governance processes led by the Agency and including the System Integrator and other module vendors as appropriate during design, definition, and any subsequent revisions of data formats to be used for communicating data to and from the module.</i> As a system integrator at large, Accenture understands the importance of and agrees to participate in governance processes led by the Agency and including the System Integrator and other module vendors as appropriate.

Data governance is the most critical component of data management. When implementing and operating the TPLaaS solution, Accenture follows the State's data governance model and procedures. [REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]



**PROPOSAL MEETS
REQUIREMENT**

DM07

The Supplier shall provide the capability to exchange data in standard and non-standard formats as well as structured and unstructured data with multiple sources.

Our solution can consume and share data in any file format through SFTP, as well as standards-based data for example NCPDP and X12 270/271. Our technology team will work with the Agency and the current TPL vendor to understand the current Master Resource File and other required data layouts. This will confirm we accurately consume data files and map file data fields to our solution's standard data model. We load data into our Microsoft SQL Server database using Microsoft SQL Server Integration Services (SSIS).

We will work with the respective State during the development of the PA to identify the State's specific data exchange needs. Our solution holds the capability to provide the appropriate mapping of data for inbound and outbound interfaces necessary to support our TPLaaS functions.



DM08

The Supplier's solution shall maintain an audit trail of all changes to data, including changes that were made in error and subsequently backed out of or suspended.

PROPOSAL MEETS REQUIREMENT

PROPOSAL MEETS REQUIREMENT [REDACTED] will maintain a record of all modifications, updates, additions, or deletions, including the user ID, date, time, and purpose of change, for the contractually agreed time. Each referral will be tracked by source and status—whether the referral was validated or determined invalid—in our [REDACTED] application, as shown in Figure 9 of Requirement DM04. We will make these records or change logs available to the Agency for review upon request. Also, through [REDACTED] a process and subsequent tracking will be established to notify the Agency of any records that need to be deleted to confirm we receive approval from the Agency before deleting any records.



DM09

The Supplier's solution shall archive all versions of reference information and update transactions.

PROPOSAL MEETS REQUIREMENT

Accenture will perform backups of the web, application, and database servers, including full weekly backups of all volumes of servers and daily incremental backups. We will retain daily backups for one month, and weekly backups will be retained for two years. These backup files will be stored in our offsite facility within United States.



DM10

The Supplier shall maintain valid and standardized addresses according to United States Postal Service (USPS) verification, validation and standardization rules.

PROPOSAL MEETS REQUIREMENT

 PROPOSAL MEETS REQUIREMENT	DM11 <i>The Supplier's solution shall facilitate real-time data processing including data cleansing, data loading, data brokerage, integration, validation, reconciliation, and synchronization with the State's Medicaid Enterprise system, as defined by the agency.</i> [REDACTED] [REDACTED] [REDACTED] We will work the Agency during the development of the PA to define the relevant integration points.
 PROPOSAL MEETS REQUIREMENT	DM12 <i>The Supplier's solution shall optimize, manage and consolidate data storage.</i> [REDACTED] [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	DM13 <i>The Supplier's solution shall maintain all data sets defined by the HIPAA Implementation Guides to support storage of all transactions required under HIPAA Administrative Simplification Rule (e.g., Gender, Reason Code) for a timeframe as determined by the agency.</i> Accenture has extensive experience working with federal and state agencies to develop and manage solutions meeting HIPAA Implementation Guide requirements to support storage of transactions as well as leverage compliant valid values and reference codes. We will work with each state to accordingly define and align compliant data values needed for the contracted services.

 PROPOSAL MEETS REQUIREMENT	DM14 <i>The Supplier shall participate in ongoing data governance meetings as required by the Agency.</i> As noted in DM06, Accenture recognizes data governance is the most critical component of data management. Accenture will participate in ongoing data governance meetings as required by the Agency.
 PROPOSAL MEETS REQUIREMENT	DM15 <i>While the agency prefers real-time/event driven process, the Supplier shall provide a tool to easily administer and execute scheduled events (e.g. reports, file transfers, processes, notifications) to be performed on a regular basis (e.g. daily, weekly, monthly).</i> [REDACTED] [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	DM16 <i>The Supplier shall standardize the structure and visibility of data and applications to support automated electronic data exchanges within the State's enterprise to promote interoperability.</i> As a leading systems integrator, we bring to the Agency our demonstrated TPL and systems integration services. This experience uniquely positions our team to understand both the Agency's goals for their system architecture and how our Intelligent TPLaaS Platform might integrate. [REDACTED] [REDACTED] [REDACTED]

PROPOSAL MEETS REQUIREMENT	DM17 <i>The Supplier shall be responsible for data management including ensuring that the architecture addresses data semantics, data harmonization, and shared-data ownership.</i> Working collaboratively with the Agency, we will define and implement the data management processes. Our solution provides the infrastructure that supports the integration and exchange of this data with other systems and external entities. It is essential that data management rules, standards, definitions, processes, and models are able to adapt to changing business and technology environments. During Design, Development, and Implementation (DDI), we work with the Agency Data Governance organization to effectively identify and manage changes to data management processes and standards, as listed in Figure 10.

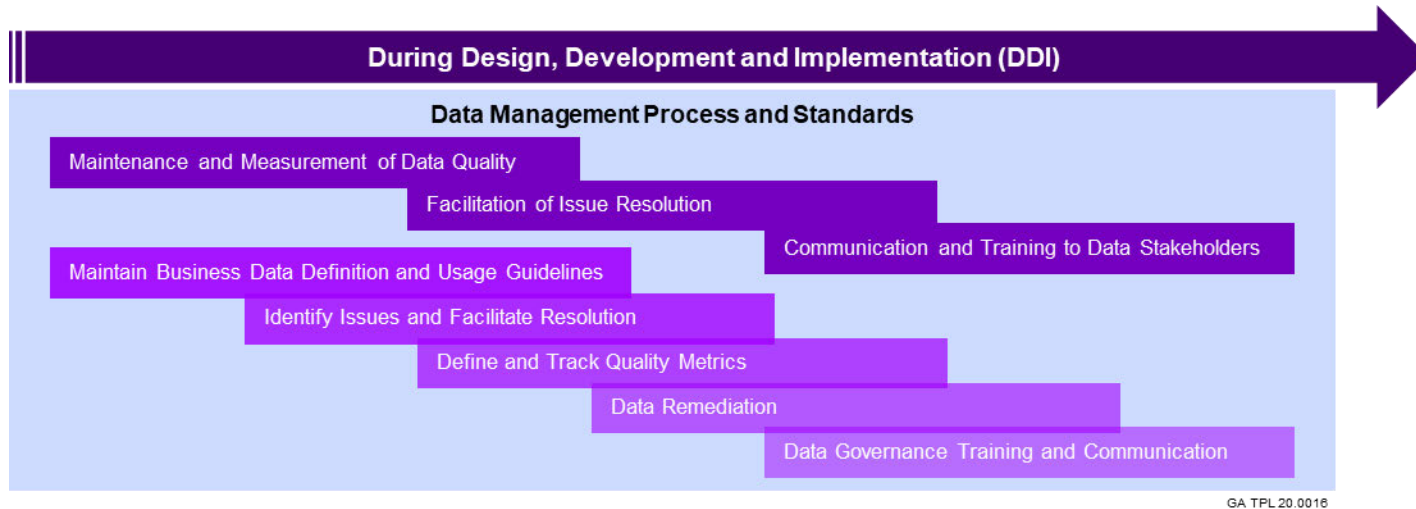


Figure 10. We work with the Agency to define data management processes.



**PROPOSAL MEETS
REQUIREMENT**

DM18

The Supplier shall collect and maintain the relevant data necessary to support the budget neutrality reporting requirements specified in the State's 1115 Waiver (including the ability to identify those Members who would be ineligible for Medicaid in the absence of the State's 1115 Waiver).

According to the response to Question 50 of Attachment C, Addendum 4, the 1115 Wavier only applies to TPL Recovery. Accenture is not bidding on support for TPL Recovery Services.



**PROPOSAL MEETS
REQUIREMENT**

DM19

The Supplier shall collaborate with all State enterprise Suppliers and solutions to accurately collect, process, and distribute applicable HIPAA EDI transactions.

Accenture has extensive experience working with the various billing formats associated with Medicaid reclamation claims, such as the EDI transactions listed in Table 1.

NAME	DESCRIPTION
ANSI 834 EDI Enrollment Implementation Format	Used to transfer enrollment information from the sponsor of the insurance coverage, benefit, or policy to a payer
EDI 837 File	Contains information about a patient claim(s)
277CA	Claims Acknowledgement Report to provide claim-level acknowledgement of all claims receive in the front-end processing system before claims are sent into the payer's adjudication system
EDI 835	Electronic transaction that provides claims payment information
NCPDP	Unique National identifier to assist pharmacies with pharmacy payers and claims processors.
Any other custom health insurance carrier or PBM format	Custom formats used by health insurance carriers or PBMs

Table 1. Standard Electronic Data Interchange Transactions



PROPOSAL MEETS REQUIREMENT

DM20

The Supplier shall participate in the Data Governance process, as defined and administered by the Agency. The Data Governance process will define processes and adjudicate concerns for items including but not limited to:

- Enterprise data lifecycle management processes (including master data management)
- Data synchronization processes

- Data formats for data exchanged by/between systems in Agency's Enterprise
- Management of reference data (i.e. code list versions)
- Dispute resolution for data management issues

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

	Upload Attachments with Additional Information? Yes	Attachment File Name: Data Management Requirements Response_ Base Requirements
7	Design, Configuration and Build Requirements- Describe in detail how your company will meet all the requirements identified in Attachment F, Design, Configuration and Build Section, DCB01 . Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Design, Configuration, and Build Section .	
A7	<i>Answer # 7</i> DESIGN, CONFIGURATION, AND BUILD REQUIREMENTS We bring our ADM that are based on industry-leading practices and have been used to deliver thousands of business and technology projects over the last 30 years. This methodology is supported by field-tested tools, many of which we have already put in place with you. Highlights of ADM are illustrated in Figure 11. We have been using and refining ADM for decades, incorporating provisions for specific circumstances to reduce risks for our clients 40 Years of Inc. engagement experience 50 Methods and 6+0 tools support engagements 100,000 People use ADM on 4000 client engagements Accenture is a contributing Council Member of the Project Management Institute Using a standard set of repeatable, well-defined methods and processes can reduce cost and risk for NCDHHS and help achieve greater predictability, productivity and quality ↑ ↓ GA TPL 20.0036 Figure 11. Accenture Delivery Methods (ADM) provides a field-tested methodology to support the TPL Program. Our ADM are derived from PMBOK principles, and support different software delivery methodologies, such as agile and waterfall, along with industry standards for IT service management like ITIL. Over the last four decades, we have continuously	

evolved ADM, incorporating newer, leaner methods to meet our clients' needs. ADM helps us deliver our services and solutions with greater predictability, efficiency, and quality. Our ADM methods for service integration and management will support a multi-vendor environment where vendors may be using project delivery disciplines during development and implementation, including both waterfall and agile. We use ADM to guide the management across all stages of the program lifecycle and for all types of work.

Our approach combines the best of the disciplined traditional waterfall System Development Lifecycle (SDLC), with the more flexible spiral software development model by incorporating iterative prototyping as a key design and development tool. The spiral model allows us to define requirements and identify and resolve risks through progressive elaboration.

Our Intelligent TPLaaS Platform is highly configurable. We configure and enhance our TPL system using ADM. We used this approach to implement the Intelligent TPLaaS Platform at clients in under three months and continue to use this methodology as we maintain and enhance the platform. Using ADM allows our team to capture your feedback sooner and work with you to prioritize and implement configurations and changes that align with your needs faster.

During implementation, we work with you to demonstrate and configure our Intelligent TPLaaS Platform to align with your program policies. This configuration may include:

- Data elements within the billing and posting application
- System rules
- Work queues
- Dashboards and reports
- Letter templates and data fields

[REDACTED]

To make it easier for our clients to communicate changes, we provide a Change Request Form like the one shown in Figure 12. Our Change Request Form enables simple change requests.. Clients may use this to log proposed changes and

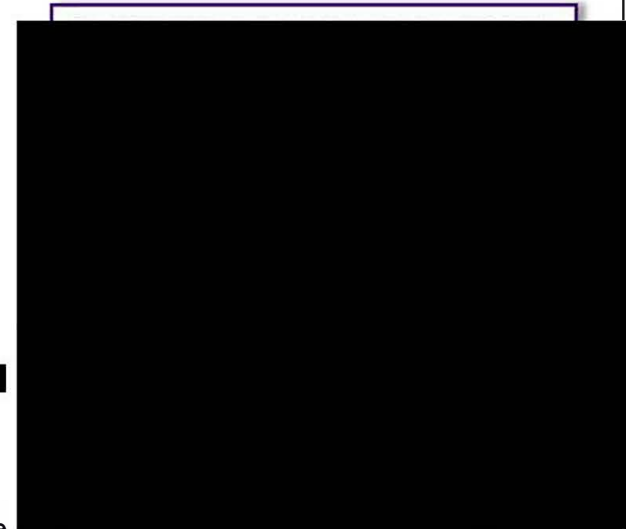


Figure 12. Our Change Request Form enables simple change requests.

service requests. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

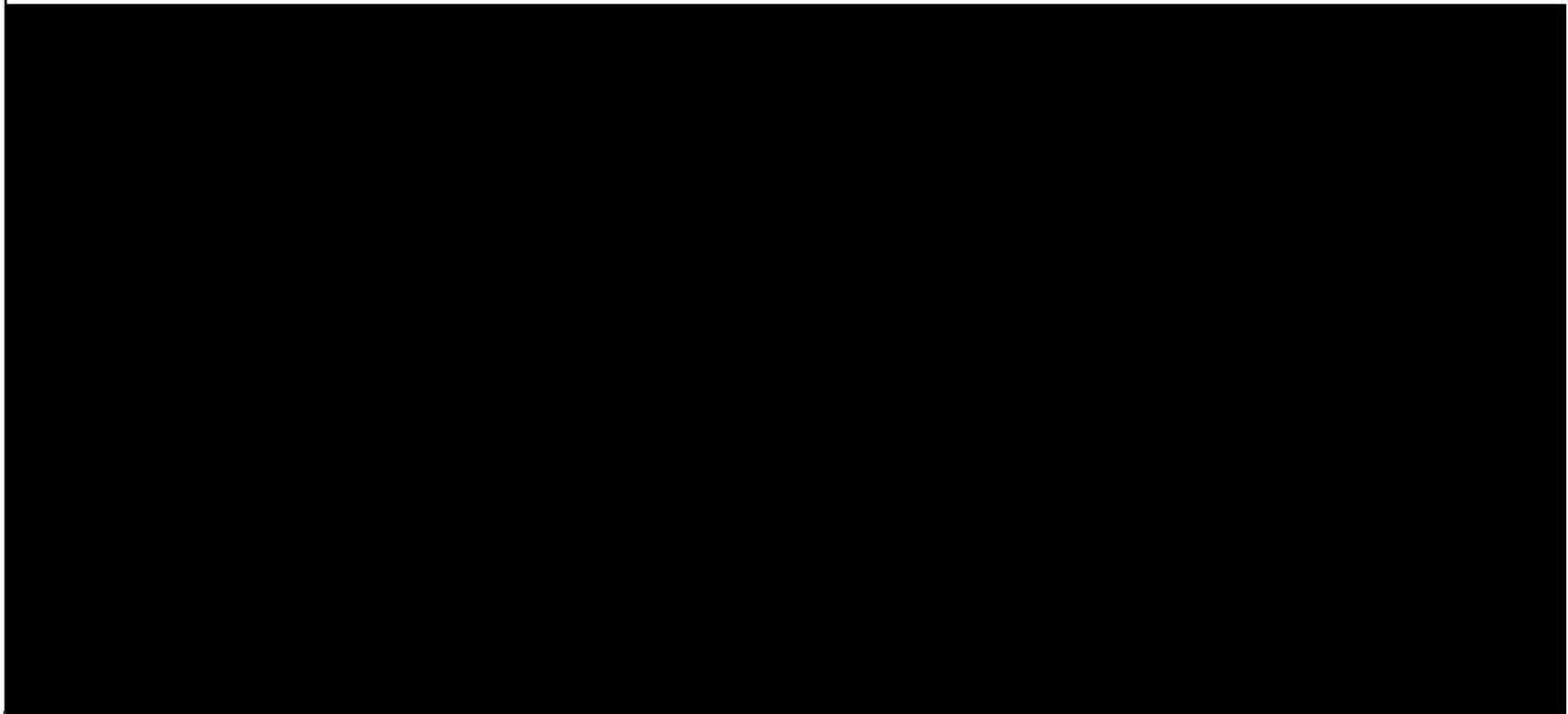


Figure 13. Accenture's established governance structure manages solution improvements and changes.

In the remainder of this section, we describe how our solution meets the requirements identified in Attachment F, Design, Configuration, and Build Section, DCB01.

	 PROPOSAL MEETS REQUIREMENT DCB01 <i>Prior to beginning design and configuration/build activities, the Supplier must develop and submit to the State an Application Configuration and Maintenance Plan that describes the Supplier's approach to applications configuration and enhancements including:</i> <i>a. Approach to conducting design sessions or walkthroughs.</i> <i>b. Approach to conducting sprints or iterations.</i> <i>c. Configuration management..</i> <i>d. Schedule of major and minor releases.</i> <i>e. Tasks, timelines, and responsible parties for design and configure/build tasks.</i> <i>f. Approach to system enhancements</i> <i>g. Programming and coding standards</i> <i>The plan must be maintained through the system implementation. Revisions must be approved by the State.</i> Configuration management is built into our ADM. We have deliverables across multiple phases to track the configuration requirements, designs, build, and configuration testing. We will develop and submit an Application Configuration and Maintenance Plan that lays out all the configuration components and how we would address changes to configuration across each phase of the project. The plan will define how we approach and manage the tasks of a. – g. of Requirement DCB01.
	Upload Attachments with Additional Information? Yes Attachment File Name: Design, Configuration and Build Requirements Response_ Base Requirements
8	Hosting and Environments Requirements- Describe in detail how your company will meet all the requirements identified in Attachment F, Hosting and Environments Section, ENV01-ENV03. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Hosting and Environments Section.

A8 Answer # 8

HOSTING AND ENVIRONMENTS REQUIREMENTS

The Intelligent TPL platform is composed of production and non-production environments. The nonproduction environment will be used to conduct development, testing, and training. The platform is hosted [REDACTED].

- [REDACTED]
- [REDACTED]
- [REDACTED]

In the remainder of this section, we describe how our solution meets the requirements identified in Attachment F, Hosting and Environments Section, ENV01–ENV03.



ENV01

The Supplier's hosting solution shall provide the flexibility to integrate other solutions for security and regulatory purposes in the future and be cost-effective with burst capacity.

[REDACTED]

--	---

	 PROPOSAL MEETS REQUIREMENT ENV02 <i>The Supplier shall provide the ability to run multiple sessions /environments/applications/areas/views simultaneously. This includes providing sufficient environments and configurations (e.g., multiple environments, multiple application layers, hub architecture) necessary to perform all required functions (e.g., testing, training, production operations, modeling, disaster recovery).</i> Our TPLaaS solution will have Production and non-Production environments hosted in the Accenture managed hybrid cloud environment. Non-Production will have separate instances for Development, QA, System Integration, UAT, and Training. Accenture will work with each state during the development of the relevant PA to confirm specific environment needs.
	 PROPOSAL MEETS REQUIREMENT ENV03 <i>"The Supplier's solution shall maintain Data Segregation: Supplier shall ensure that agency Systems, Applications, and Data used to provide agency services are physically and/or logically separated from third-party Systems and Data.</i> Our TPLaaS solution provides for physical as well as logical separation of Systems and Data from third party entities. By the general nature of the as a service solution, external entities do not have direct access to the system. All data transactions and interactions take place via secure standardized transactions, sFTP servers, or XML.
	Upload Attachments with Additional Information? Yes Attachment File Name: Hosting and Environments Requirements_ Base Requirements
9	Implementation and Acceptance Requirements - Describe in detail how your company will meet all the requirements identified in Attachment F, Implementation and Acceptance Section, IA01-IA07. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Implementation and Acceptance Section.

A9 Answer # 9

IMPLEMENTATION AND ACCEPTANCE REQUIREMENTS

[REDACTED]

[REDACTED]

[REDACTED]

IMPLEMENTATION TIMELINE

Accenture offers the skills and discipline only a recognized world leader in system implementation provides, bringing field-tested methods and tools, the structure of good project governance, a culture of quantitative measurement and control, and the experienced and disciplined staff.

[REDACTED]

[REDACTED] detailed in Attachment K TPL Comm Recoup Mandatory Scored Worksheet, Attachment M TPL HospPhys Mandatory Scored Worksheet and Attachment O TPL CMO Come Behind Services Mandatory Scored Worksheet. We will work collaboratively with the agency to tailor this schedule as per the scope agreed upon within a given State AP. This proposed implementation timeline is depicted in Figure 15.

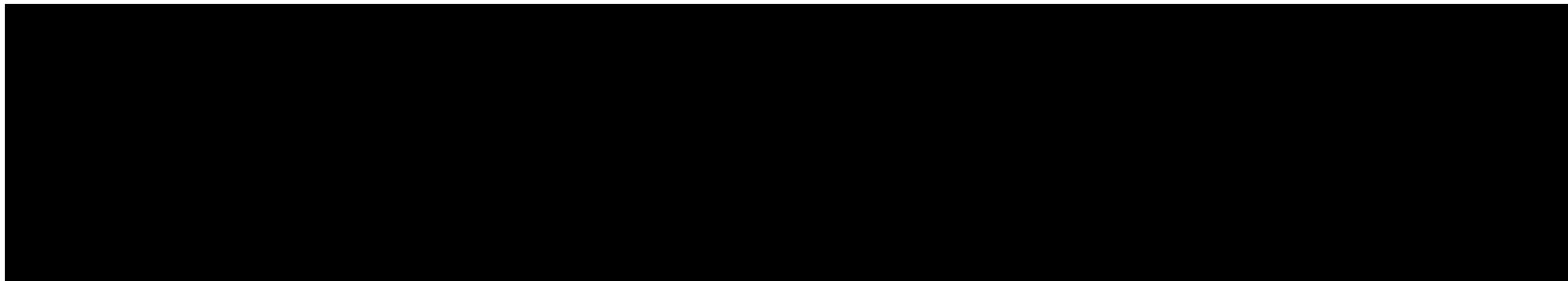


Figure 15. Implementation Timeline

Phases within the proposed implementation plan include:

1. [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
- [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
- [Redacted]
[Redacted]
[Redacted]
[Redacted]
- [Redacted]
[Redacted]
[Redacted]
- [Redacted]
[Redacted]

[illegible]

In the remainder of this section, we describe how our solution meets the requirements identified in Attachment F, Implementation and Acceptance Section, IA01–IA07.



IA01

The Supplier shall follow the following process for deploying each proposed services and solution(s) :

- a. Submit an implementation letter to the agency confirming that the solution is ready for implementation.*
- b. Receive the agency's approval of the implementation letter, accepting the Supplier's confirmation.*
- c. Deploy the services and solutions according to the approved Implementation Plan.*

d. Provide confirmation that the services and solutions have been deployed to production and the Supplier has completed within a timeframe as determined by the agency of operations without significant operational issues defined as no critical or high defects.

e. Receive the agency's acceptance of the services and solutions implementation.

Our TPL implementation team follows a robust and repeatable process to deploy the services within releases as defined in the scope of work of this RFP:

- a. We will submit an implementation letter including the accurate and complete release notes to notify the agency the solutions are ready to be implemented.
- b. We will collaborate with the agency stakeholders to gain approval of the implementation letter, acknowledging our confirmation.
- c. Once approved, we will deploy TPL services as defined within the release in accordance with the approved implementation plan.
- d. We will notify and providing a confirmation that the services deployed were in the agreed upon timeframe and without any critical or high defects.
- e. We will be pleased to receive the agency's acceptance of the implemented services within the deployed release.



PROPOSAL MEETS REQUIREMENT

IA02

The Supplier shall develop an Implementation Plan in conjunction with the agency that describes activities, such as:

- PROPOSAL MEETS REQUIREMENT**

 - a. The rollout approach, including phased implementation, if necessary.
 - b. Overall integration approach
 - c. Approach to continuous integration of other modules or data from other data providing entities.
 - d. Integration Testing, including coordination procedures with System Integrator, other modules, other stakeholders and vendors.
 - e. Approach to continuous integration of other modules or data from other data providing entities.
 - f. The proposed implementation schedule.
 - g. The rollback strategy.
 - h. Communication and Supplier support procedures.
 - i. Supplier and State roles and responsibilities.
 - j. Operational Readiness Checklist(s) that defines, in advance, the go/no-go decision, and all aspects of Supplier, solution, and State readiness.
 - k. All critical tasks that are required for cutover.
 - l. Post cutover monitoring.
 - m. The onsite and offsite user support provided by the Supplier and State during the initial solution implementation.
 - n. Solution acceptance procedures.
 - o. Tools and processes to ensure overall quality.
 - p. Describe post implementation production deployment process and activities.

Accenture will use the activities performed during the kickoff meeting to guide our implementation planning.

- 1 [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]



**PROPOSAL MEETS
REQUIREMENT**

IA03

The Supplier's environments (e.g., development, testing, training and production) shall be available and accessible twenty-four (24) hours a day, seven (7) days a week, with the exception of planned downtime due to system upgrades or routine maintenance. All planned downtime and maintenance outages shall be coordinated and approved by the agency at least five (5) business days in advance.

The agreed upon and required environments for our as-a-service implementation of our TPL solution will be accessible and available 24 hours a day, seven days a week. We will plan for required downtime due to system upgrades and maintenance. We will coordinate with the State to review and approve the planned downtimes at least five business days in advance of any scheduled downtime.

 PROPOSAL MEETS REQUIREMENT	IA04 <i>During the requirements validation sessions, the Supplier must demonstrate a solution and/or set of business services, before implementation, that will fully function after implementation based on the requirements described in the RFP and publicly available policy documents, manuals, and fee schedules.</i> Prior to deployment of services within a release our team will hold requirements validation sessions with our State stakeholders. We will demonstrate operational readiness for the set of business [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	IA05 <i>The Supplier shall work with the agency to confirm the Supplier's understanding of the requirements and to clarify and/or elaborate requirements where necessary to achieve desired business outcomes.</i> Prior to project implementation our team will hold requirements validation and gathering sessions with the agency's Stakeholders. [REDACTED] [REDACTED] [REDACTED] Requirements are jointly documented and reviewed for completeness and accuracy to prepare for system configuration. Additionally, requirements and results are centrally stored and managed our TFS requirements and testing repository. This aids in easy access to know requirements coverage, as well as support the CMS certification processes.
 PROPOSAL MEETS REQUIREMENT	IA06 <i>The Supplier shall, during requirement validation, provide designated agency staff access to a fully functioning environment to become familiar with the solution and/or business services.</i> With our as-a-service solution we have active environments running and available. We will provide secure access to the necessary environments to the agency staff so that they can familiarize themselves with the business services provided by our solution during the requirements validation process.

	 PROPOSAL MEETS REQUIREMENT IA07 <i>The Supplier shall utilize project control tools to formally track all requirements and related design, configuration, testing, and certification artifacts. The Supplier's requirements management tool shall ensure approved changes to requirements are linked back the approved change request.</i> We will employ processes and use relevant tools to efficiently manage and keep current requirements, their related design documents, configuration documents, test cases, test results and certification artifacts. Our processes and tools to support the processes produce current and accurate end to end traceability from the MECT requirements to the test results. This includes requirement changes being linked to their relevant change requests.
	Upload Attachments with Additional Information? Yes Attachment File Name: Implementation and Acceptance Requirements_ Base Requirements
10	Integration Requirements - Describe in detail how your company will meet all the requirements identified in Attachment F, Integration Section, INT01-INT32. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Integration Section.

A10	Answer # 10
-----	-------------

INTEGRATION REQUIREMENTS

For more than 45 years, Accenture has helped our government clients transform their healthcare programs. As a global leader in healthcare management and systems integration, we leverage our experience applying industry-leading innovations across our state, federal, and global government clients.

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

[illegible]

 PROPOSAL MEETS REQUIREMENT	INT01 <i>The Supplier's solution shall have the ability to identify errors in member information and member eligibility transactions and immediately notify the source system of the specific errors including whether the errors have precluded loading and/or using the data.</i> [REDACTED] [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	INT02 <i>The Supplier's solution shall support retrieval and presentation of data associated with geographic indicators such as by state, by county, by zip code, by peer group, or other geographical indicators specified by the Agency.</i> [REDACTED] [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	INT03 <i>The Supplier shall develop operational procedures in coordination with other enterprise module vendors to restore system availability.</i> Accenture will develop operational procedures in coordination with other enterprise module vendors to restore system availability. For each specific implementation we deliver and regularly test and update approved Business Continuity and Disaster Recovery (BCDR) plans to meet current technical and business needs. Since each state will have different integration points and technologies (batch or services integration), we will work with the State to determine specific integration solutions during development of the PA.



**PROPOSAL MEETS
REQUIREMENT**

INT04

The Supplier shall work with the Agency and the Systems Integrator if data quality issues arise and shall assist in remediating those issues.

Accenture frequently operates in client environments that feature multiple suppliers. We understand the challenges in a multi-vendor environment and the complexities that exist. Our team will work with the Systems Integrator if data quality issues arise and will assist in remediating issues.

As each State's integration will be unique, we will work with the Agency and their Systems Integrator to establish processes and procedures specific to their needs.



**PROPOSAL MEETS
REQUIREMENT**

INT05

The Supplier's solution shall support query-based service calls (e.g. request & response) for data entities and associated query parameters as required by the Agency.

According to the response to Question 69 of Attachment C, Addendum 4, each state has different integration architectures. Our platform was designed with multiple interfaces in mind and has proven successful in ingesting and processing multiple formats and transactions with both health insurers and state agencies. We look forward to discussing this further with the Agency to determine the best approach.



**PROPOSAL MEETS
REQUIREMENT**

INT06

The Supplier's solution shall support real-time notifications as required by the Agency including but not limited to: changes to solution's data, transaction events, etc.

As a leading systems integrator, we bring to the Agency our demonstrated TPL and systems integration services. This experience uniquely positions our team to understand both the Agency's goals for their system architecture and how our Intelligent TPLaaS Platform might integrate. We can integrate in real-time or via SFTP, as well as migrate to use of standards-based transactions or APIs. We look forward to discussing this further with the Agency to determine the best approach during development of the State specific PA.

 PROPOSAL MEETS REQUIREMENT	INT07 <i>The Supplier's solution shall transmit all dates in a format specified by the Agency (ISO8601).</i> Our Intelligent TPLaaS Platform is highly configurable. During implementation, we will work with the Agency to configure our Intelligent TPLaaS Platform to ingest the Agency's data as provided. During development of the interfaces, we have the ability to translate and transmit dates as prescribed by the Agency. The platform was designed with multiple interfaces in mind and has proven successful in ingesting and processing multiple formats and transactions with both health insurers and state agencies.
 PROPOSAL MEETS REQUIREMENT	INT08 <i>The Agency reserves the right to make use of and share with stakeholders at the Agency's discretion, the technical specifications supplied by the Supplier for the solution endpoints exposed to the State's Integration Platform.</i> Accenture operates effectively in client environments that feature multiple suppliers. We understand the challenges in a multi-vendor environment and the complexities that exist. During implementation, we will work with the State's system integrator to define the technical specification for the solution endpoints. [REDACTED]
 PROPOSAL MEETS REQUIREMENT	INT09 <i>The Supplier shall ensure that all data, transactions and service calls between the Supplier's solution and other modules (including legacy systems) are routed through the State's Integration Platform as required by the Agency.</i> Accenture has experience integrating systems with various ESB platforms. Our Intelligent TPLaaS Platform expects to use real-time interfaces exposed via the State system integrator to determine Medicaid eligibility, access member demographic information, and retrieve claims data from the MMIS as depicted in Figure 16. [REDACTED]

	[Redacted line of text] The technology included within our Intelligent TPLaaS Platform supports our delivery of TPL services for the Agency. [Redacted] [Redacted line of text] [Redacted line of text] [Redacted line of text]
--	--

 PROPOSAL MEETS REQUIREMENT	INT10 <i>The Supplier shall generate and supply solution test data (including synthetic or de-identified data). Test data shall approximate production data with sufficient fidelity to ensure reliability and accuracy of test results.</i> Accenture will work with the State to create the required data set for testing. We will work with the State to determine the appropriate volume of data to provide reliable and accurate test results. [REDACTED] [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	INT11 <i>The Supplier shall provide technical, functional and performance documentation required by the IV&V Supplier for the solution in order to support IV&V reporting needs identified in the most current version of MECT.</i> We have worked with and as an IV&V Supplier, providing us insight into the need for extensive and open communication and cooperation among stakeholders. We will provide the technical, functional, and performance documentation required by the IV&V Supplier. We collaborate with the IV&V Supplier and promote transparency and teamwork. As an example, on the [REDACTED] [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	INT12 <i>The Supplier shall ensure all hardware, software, and communication components installed for use by Agency staff are compatible with the State currently supported versions of the Microsoft Operating System, Microsoft Office Suite and browser as determined by the Agency; and current technologies for data interchange.</i> [REDACTED] [REDACTED] [REDACTED] [REDACTED]

 PROPOSAL MEETS REQUIREMENT	INT13 <i>The Supplier's solution shall allow internal and external stakeholders to upload and view electronically submitted documents.</i> Depending on the business process, internal and external stakeholders may have access to upload and electronically review submitted documents for the supported TPL Services. The ability to do this will be determined by user access. During implementation, we will review this requirement with the Agency based on the contracted services.
 PROPOSAL MEETS REQUIREMENT	INT14 <i>The Supplier's solution shall ensure information and event notifications include aggregated and integrated information.</i> [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	INT15 <i>The Supplier's solution shall have business process orchestration in an event-driven environment that maximizes process automation.</i> [REDACTED] [REDACTED] [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	[REDACTED]

- [REDACTED]
- [REDACTED]



**PROPOSAL MEETS
REQUIREMENT**

INT16

The system shall provide the ability to share and federate data with other data sharing partners.

[REDACTED]



**PROPOSAL MEETS
REQUIREMENT**

INT17

The Supplier's solution shall provide the ability to create/edit, send, receive and process X12, NIEM standardized transactions and NCPDP D.0 transactions relative to the Supplier's scope of work.

Accenture has extensive experience working with the various billing formats associated with Medicaid reclamation claims, such as EDI transactions listed in Table 2.

NAME	DESCRIPTION
ANSI 834 EDI Enrollment Implementation Format	Used to transfer enrollment information from the sponsor of the insurance coverage, benefit, or policy to a payer
EDI 837 File	Contains information about a patient claim(s)
277CA	Claims Acknowledgement Report is to provide claim-level acknowledgement of all claims receive in the front-end processing system before claims are sent into the payer's adjudication system
EDI 835	Electronic transaction that provides claims payment information

NCPDP	Unique National identifier to assist pharmacies with pharmacy payers and claims processors
Any other custom health insurance carrier or PBM format	Custom formats used by health insurers or PBMs
Table 2. EDI Transactions.	
 PROPOSAL MEETS REQUIREMENT	INT18 <i>The Supplier shall collaborate with the Systems Integrator to automatically report system availability to the SI availability solution. The frequency of each module component verification will be defined by the agency.</i> Accenture frequently operates effectively in client environments that feature multiple integrated suppliers. Our team will work with the Systems Integrator to automatically report system availability to the SI availability solution at a frequency defined by the agency specific to each State's integration needed to operate with our offered TPLaaS approach.
 PROPOSAL MEETS REQUIREMENT	INT19 <i>The Supplier shall identify and describe the licenses necessary for the scope of work to support the infrastructure that will provide sufficient bandwidth and redundancy to ensure accessibility, reliability/fault tolerance and acceptable performance.</i>

 PROPOSAL MEETS REQUIREMENT	INT20 <i>The Supplier shall be responsible for understanding the business processes to automate and orchestrate appropriate workflows, business rules, data flow and metadata within the solution and work collaboratively with the SI.</i> [Redacted] [Redacted] [Redacted] [Redacted] [Redacted]
 PROPOSAL MEETS REQUIREMENT	INT21 <i>The Supplier's solution shall provide a highly automated systematic processing of healthcare claims and eligibility transactions.</i> [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted]

PROPOSAL MEETS REQUIREMENT	INT22 <i>The Supplier's solution shall be integrated in loosely coupled manner with the rest of the enterprise by encapsulating its inner-workings and interacting with the rest of the enterprise via interfaces to and from the System Integrator's Solution which leverage interoperability data standards.</i> Accenture's Intelligent TPLaaS Platform was developed by TPL experts to meet federal guidelines and industry best practices. Our solution aligns with MITA and meets MECT criteria for certification. Our tools are easily configurable to accommodate state specific requirements, and our asset integration layer supports secure integration with state systems and architectures through the System Integrator's Solution.
PROPOSAL MEETS REQUIREMENT	INT23 <i>The Supplier's solution shall allow internal and external users to enter data using electronic forms and receive documents electronically from other systems.</i> Depending on the business process, internal and external authorized users have access for enter data using electronic forms and receive documents electronically from other systems. The ability to do this will be determined by user access. During development of the state specific PA and implementation we will review this requirement with the Agency based on the contracted services.

 PROPOSAL MEETS REQUIREMENT	INT24 <i>The Supplier's solution shall have the capability to receive and display data , messages and alerts from other systems in real-time.</i> [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted] [Redacted]
 PROPOSAL MEETS REQUIREMENT	INT25 <i>The Supplier's solution shall provide context sensitive help (situational clarification and support associated with process specific steps), to support user activities (e.g., provider enrollment and maintenance activities).</i> [Redacted] [Redacted] [Redacted] [Redacted] [Redacted]
 PROPOSAL MEETS REQUIREMENT	INT26 <i>The Supplier shall implement a solution where module components are loosely coupled and can be added or replaced quickly.</i> [Redacted] [Redacted] [Redacted] [Redacted] [Redacted]

	INT27 <i>The Supplier shall provide electronic notification including detailed release notes for Major and Minor version, patches, updates and fixes deployed to the production environment.</i>
PROPOSAL MEETS REQUIREMENT	Accenture is committed to maintaining open communication and transparency with the Agency. Our standard development and delivery processes include review, approval a final communication of upcoming and in-process deployments. We will provide electronic notification including detailed release notes for Major and Minor version, patches, updates, and fixes deployed to the production environment. All releases to the production environment must go through the change management process and receive Agency approval before being promoted.
	INT28 <i>The Supplier shall work collaboratively with module vendors to reconcile Operational data store with data elements for each module component.</i>
PROPOSAL MEETS REQUIREMENT	Accenture frequently operates effectively in client environments that feature multiple suppliers. During implementation, we will work with the State's system integrator and module vendors to reconcile Operational data store with data elements for each module component. Our tools are easily configurable to accommodate Agency-specific requirements, and our asset integration layer supports secure integration with Agency systems and architectures.
	INT29 <i>The Supplier shall implement interfaces with the State's Integration Platform in accordance with technical specifications approved by the Agency.</i>
PROPOSAL MEETS REQUIREMENT	

	 PROPOSAL MEETS REQUIREMENT INT32 The Supplier's solution shall capture, log, maintain and supply upon request to the Agency metadata for transactions and service calls between the solution and the State's Integration Platform. Metadata shall include but is not limited to, enterprise-supplied transaction IDs, transaction success/failure status, and other information as defined by the Agency. The Supplier shall support tracking and debugging of transactions as required. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	
	Upload Attachments with Additional Information? Yes	Attachment File Name: Integration Requirements_ Base Requirements
11	Interface Requirements - Describe in detail how your company will meet all the requirements identified in Attachment F, Interface Section, INR01-INR05 . Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Interface Section .	
A11	Answer # 11 INTERFACE REQUIREMENTS The Intelligent TPLaaS Platform was designed with multiple interfaces in mind and has proven successful in ingesting and processing multiple formats and transactions with health insurers and state agencies. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	

• [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]					
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]					
In the remainder of this section, we describe how our solution meets the requirements identified in Attachment F, Interface Section, INR01–INR05.	<table border="1"><thead><tr><th data-bbox="625 1027 949 1052">Requirement</th><th data-bbox="949 1027 1770 1052">Response</th></tr></thead><tbody><tr><td data-bbox="625 1052 949 1261">  PROPOSAL MEETS REQUIREMENT INR01 The Supplier shall support the exchange of data between the System and the systems with which it interfaces (including external entities) to facilitate business functions that meet the requirements of agency policy, and federal and State rules and regulations. The Intelligent TPLaaS Platform can consume any file format, including Extensible Markup Language (XML) and X12. [REDACTED] </td><td data-bbox="949 1052 1770 1261"></td></tr></tbody></table>	Requirement	Response	 PROPOSAL MEETS REQUIREMENT INR01 The Supplier shall support the exchange of data between the System and the systems with which it interfaces (including external entities) to facilitate business functions that meet the requirements of agency policy, and federal and State rules and regulations. The Intelligent TPLaaS Platform can consume any file format, including Extensible Markup Language (XML) and X12. [REDACTED]	
Requirement	Response				
 PROPOSAL MEETS REQUIREMENT INR01 The Supplier shall support the exchange of data between the System and the systems with which it interfaces (including external entities) to facilitate business functions that meet the requirements of agency policy, and federal and State rules and regulations. The Intelligent TPLaaS Platform can consume any file format, including Extensible Markup Language (XML) and X12. [REDACTED]					

 PROPOSAL MEETS REQUIREMENT	INR02 <i>The system shall send and receive real-time discrete transactions between modules and the State's integration platform to reduce the need for bulk data transfers.</i> Our Intelligent TPLaaS Platform is highly configurable and scalable to align to the Agency's current and evolving needs. Our solution offers complete operational transparency and the benefits of an as-a-service model to evolve and keep speed with new innovations in TPL analytics and processes. During PA definition and project implementation, we will work with the Agency to determine the best approach to meet individual state integration specifications.
 PROPOSAL MEETS REQUIREMENT	INR03 <i>The Supplier shall ensure proprietary interfaces and protocols between modules are not used, except where specified by the agency.</i> Our as-a-service solution has the ability to map client specific data formats without the need for the interacting system to provide customization. Our technology team will work with the Agency and the current TPL vendor to understand the required data layouts. This will confirm we accurately consume data files and map file data fields to our solution's standard data model.
 PROPOSAL MEETS REQUIREMENT	INR04 <i>The Supplier shall document all interfaces in the Agency's Interface Control Document (ICD) format which will include data layout documentation, data mapping crosswalk, inbound/outbound capability and frequency of all interfaces. The Agency will approve finalized interface designs detailed in the ICDs.</i> Accenture agrees to document all interfaces in in the Agency's Interface Control Document (ICD) format. The ICD describes the design, development, and maintenance of each component that

	interfaces with the platform. We collaborate with stakeholders from the Agency, the State system integrator (SI), and other vendors as necessary to provide complete and accurate documentation. The purpose of the ICD is to clearly communicate possible inputs and outputs from the system for potential actions, whether they are internal to the system or transparent to system users. The creation of the ICD occurs during the Planning and Design Phases of the project. Its intended audience is the project manager, project team, development team, and stakeholders interested in interfacing with the system. This ICD helps confirm compatibility between system segments and components. The ICD includes detailed information in the following areas: • Data Layout • Data Mapping Crosswalk • Data Dictionary • Inbound/Outbound Capabilities • Volume Metrics • File/Transaction Naming Conventions • Cutoff Times and Scheduling Information • Producer Information • Consumer Information • Producer-Consumer Environment Mapping Information • Data Encryption Specifications • Transport Encryption Specification • Protocol Specifications • Operation Procedures • Disaster Recovery Procedures
--	---

	Upload Attachments with Additional Information? Yes	Attachment File Name: Interface Requirements_ Base Requirements
12	Key Personnel and Resources Requirements - Describe in detail how your company will meet all the requirements identified in Attachment F, Key Personnel and Resources Section, KR01-KR32 . Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Key Personnel and Resources Section .	
A12	<i>Answer # 12</i> KEY PERSONNEL AND RESOURCES REQUIREMENTS Accenture's TPL organizational structure and its culture are very much intertwined. Our organization's culture can best be described as a collective personality represented by a shared set of experiences and values. The TPL organization is structured to provide States with direct access to our top TPL and operations leaders, including delivery, quality, and advisory executives with exceptional experience across Medicaid and commercial health ecosystems. We organize our team with clear lines of functional responsibility and accountability to support the scope of work. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	

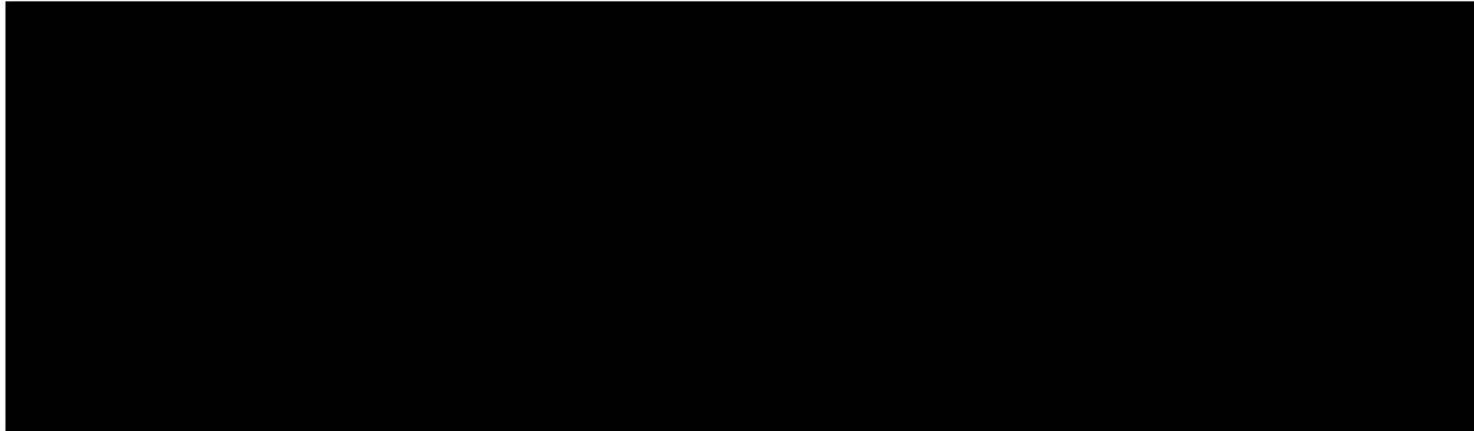


Figure 17. Our operations project management team brings a wealth of experience.

Accenture's proposed organizational structure will provide direct access to our top TPL and operations leaders as those highlighted above, including delivery, quality, and advisory executives with exceptional experience across Medicaid and commercial health ecosystems. [REDACTED]

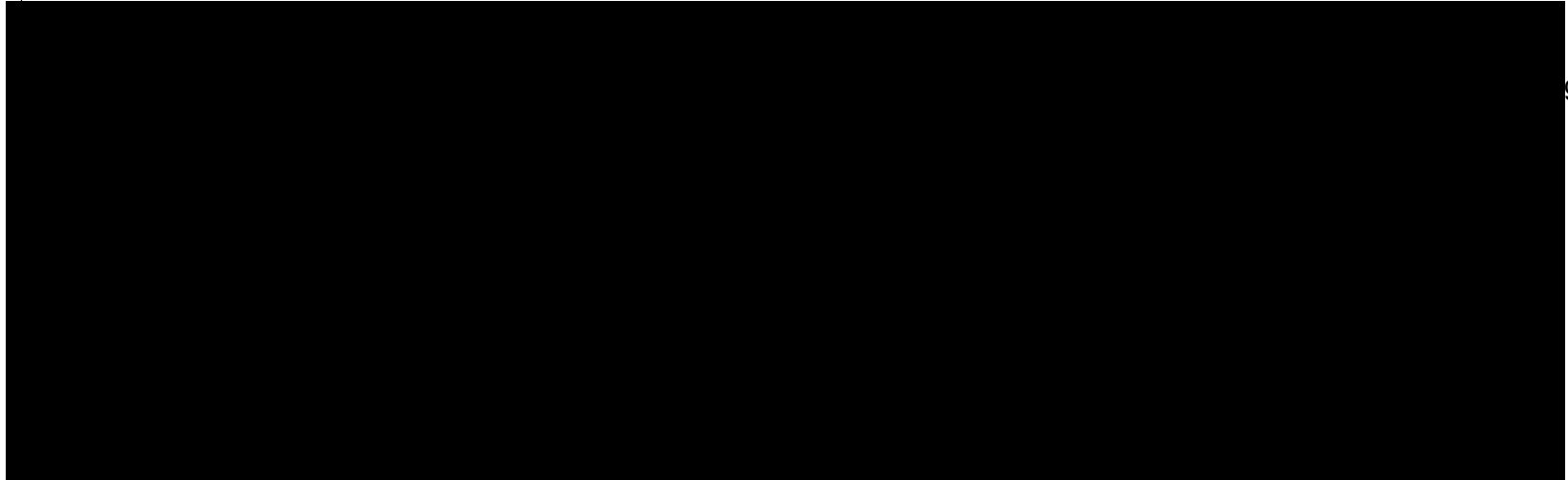
[REDACTED]. Our industry specialists are knowledgeable in third party liability federal and state procedures, and they are committed to helping our clients transform and elevate TPL programs. This large talent pool gives us confidence that we will have knowledgeable and experienced TPL management and operations staff available to support this project. We help our clients achieve value by appointing staff who know how to maximize TPL savings and who do it every day.

In the remainder of this section, we describe how our solution meets the requirements identified in Attachment F, Key Personnel and Resources Section, KR01–KR32.

 PROPOSAL MEETS REQUIREMENT	KR01 <i>The Supplier, and any of its subcontractor, shall work cooperatively with state agency and its identified vendors to ensure the success of the program.</i> We believe collaboration and transparency are critical to the success of TPL programs. We have extensive experience managing multivendor projects, and we will work closely with the State and your other vendors to deliver a successful project, on time and within budget.
 PROPOSAL MEETS REQUIREMENT	KR02 <i>The Supplier shall ensure that sufficient resources and knowledgeable, experienced staff are available to meet the required project schedule. The Supplier shall help prevent project delays and address them if they occur.</i> [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	KR03 <i>The Supplier shall provide sufficient personnel to administer and execute all required activities during design, development, implementation, and operations.</i> [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

 PROPOSAL MEETS REQUIREMENT	KR04 Key personnel described in the proposal shall become named resources on the project and are subject to the following requirements: a. Key personnel shall not be replaced, transferred or removed without prior approval of the Agency. b. The Agency will approve key personnel assigned to the Contract. c. The Agency reserves the right to request removal of any Supplier staff or sub Supplier staff, if applicable, assigned to the project, and the Supplier shall comply with any such request immediately. d. If a vacancy occurs in a key role, the Supplier shall notify the agency immediately and fill the position within a timeframe as determined by the agency. The Supplier shall ensure there are no gaps in the provision of contracted services during the replacement period. e. The Supplier must also provide their date of separation in advance, as well as notify the agency again on their last day of employment. We will meet these requirements. We are accustomed to committing to providing named key resources and adhering to similar requirements. We will work with each state to confirm key personnel and any replacements, if necessary.
 PROPOSAL MEETS REQUIREMENT	KR05 The Supplier must designate a Project Manager during design, development and implementation to represent and oversee the day-to-day activities of the project. This individual shall serve as the agency's primary point of contact for matters relating to the project and serve as a liaison for certification, collaborating with other Suppliers, and stakeholders. Our Project Manager will meet or exceed these requirements, as well as those described in KR06.
 PROPOSAL MEETS REQUIREMENT	KR06 The Supplier's Project Manager must meet the following qualifications including: a. A minimum of seven (7) years' project management experience managing projects of similar size and scope, preferably in Medicaid or the healthcare industry. This experience must include relevant experience within the last three (3) years from the release date of the RFP. b. Project Management experience should include each phase of the system development life cycle. c. Project management certification through the Project Management Institute (PMI) is preferred.

Our Project Manager will have at least seven years of experience managing similar projects throughout the entire system development life cycle. They will also be a leader from our TPL Center of Excellence, meaning they will have not only demonstrated project management credentials, but also subject matter expertise.



g



**PROPOSAL MEETS
REQUIREMENT**

KR07

The Supplier's Integration Lead must meet the following qualifications including:

- a. Minimum of five (5) years leading system design and integration projects, including the technical design and implementation of projects similar in size and scope to this project.*
- b. Experience must involve directing multi-discipline technical teams producing integration solutions (e.g., Service Oriented Architecture, network, hardware and software).*
- c. A Bachelor's Degree in Information Systems Engineering, Computer Science, or a related field is preferred.*

Our deep bench of technical and Medicaid experts means we have several skilled resources who could fill this role meeting or exceeding the minimum requirements.

[Redacted text block containing four lines of blacked-out content]



KR08

The Supplier must designate a Testing Lead to coordinate all testing activities.

Accenture has deep availability to staff with extensive testing experience on projects of all types, sizes, and levels of complexity. Our designated Testing Lead will coordinate all testing activities.



KR09

The Supplier's Testing Lead must meet the following qualifications including:

- a. Minimum of three (3) years experience leading testing activities for a project similar in size and scope to this project.*
- b. In-depth understanding of the testing lifecycle and all artifacts required to successfully validate the system.*

As a System's Integrator, we have extensive knowledge in user acceptance testing. Our Testing Lead will meet have a minimum three (3) years of experience leading, testing, developing, and implementing our TPLaaS solution or as described in the PA.



KR10

The Supplier must designate a person to be the single point of contact for matters concerning the Supplier's performance under the Contract. This person shall have the authority to make decisions that are binding to the Contract, shall be responsible for timely completion of the project, and shall be responsible for meeting all contractual obligations.

Our designated Contract Manager will serve as a single point of contact for any performance issues, make binding decisions as needed, and fulfill related duties.

 PROPOSAL MEETS REQUIREMENT	KR11 <i>The designated person must have experience managing related services with similar budgets, preferably in Medicaid or the healthcare industry and for operations which are similar in size to this one.</i> Our Contract Manager will be someone with extensive experience in Medicaid who can serve as the point of contact for project performance. [REDACTED]
 PROPOSAL MEETS REQUIREMENT	KR12 <i>The Supplier, when requested, shall submit two (2) references for each of the key personnel assigned to any State specific project. Each reference should depict relevant and current experience for work completed within a timeframe as determined by the agency.</i> We will submit the required two (2) references for key personnel assigned to each State implementation.
 PROPOSAL MEETS REQUIREMENT	KR13 <i>The Supplier must demonstrate that it can commit an adequate level of technical and human resources sufficient to complete the project within the required time frame and to meet the quality requirements outlined in this RFP. Furthermore, the level of technical and human resources which the Supplier agrees to commit to the project at the time of proposal must be maintained throughout the life of the project at a necessary level to complete the scope of work.</i> We are confident that we can commit the right level of technical and human resources to meet (and exceed) time and quality requirements. Accenture's precise estimating tools allow us to engage the right resources from our vast staff of experienced project managers, technical resources and TPL experts, about whom you can read more in our responses to Question 15, Project Management Requirements.

For every client engagement, Accenture carefully evaluates requirements and estimates the corresponding level of effort to implement and operate a system. Our robust estimating tools and procedures allow us to apply a proven approach to determine staff requirements.

[REDACTED]

More specific to TPL engagements, Accenture's proposed organizational structure will provide direct access to our top TPL and operations leaders as those highlighted in the section introduction, including delivery, quality, and advisory executives with exceptional experience across Medicaid and commercial health ecosystems. [REDACTED]

[REDACTED]



**PROPOSAL MEETS
REQUIREMENT**

KR14

The Supplier must demonstrate that it can commit an adequate level of human resources sufficient to meet TPL operational requirements and SLA's. The level of Human Resources which the Supplier agrees to at the time of the proposal must be maintained throughout the life of the contract. Staffing will be re-evaluated if there are changes in scope of services provided by the supplier, with the approval of the agency.

Accenture can commit the right level of human resources to meet operational requirements and SLAs.

[REDACTED]



KR15

The Supplier's staff shall have sufficient experience appropriate for their role.

PROPOSAL MEETS REQUIREMENT

We propose knowledgeable and experienced TPL management and operations staff to support this project. All members of our project team have appropriate experience and meet RFP requirements where provided. In addition to experience across TPL functions, our staff has a deep understanding of Medicaid policy and evolving technical and operations efficiencies.



KR16

The Supplier must retain a Personnel Background Check Attestation (written documentation) of a favorable background check for all Supplier personnel. The agency may request the removal of staff for disqualifying offenses. Supplier must describe their process for performing background checks. The Supplier is responsible for the cost of obtaining the background checks.

PROPOSAL MEETS REQUIREMENT

All our people undergo standard background checks during hiring, and we will provide documentation attesting to favorable results.

	KR17 <i>The Supplier's Project Manager shall be required to perform work at the State's primary project location (e.g., city, state), unless approved by the agency to work remotely.</i>
PROPOSAL MEETS REQUIREMENT	Per Question 130 in Round 1 Responses to Supplier Questions on November 9 th , the primary project location will vary by state. We will provide a project manager at each state's primary project location unless approved by agency to work remotely.
	KR18 <i>The Supplier's staff shall be available Monday through Friday 8:00 AM to 5:00 PM in the time zone of the participating State.</i>
PROPOSAL MEETS REQUIREMENT	Accenture staffs each project specific to the client's time zone as well as core business hours to meet this requirement.
	KR19 <i>For any work performed at a location other than the primary Project site, the Supplier must identify the specific location (city, state, country), describe the type of work to be performed, and the percent of the total hours for that type of work at that location.</i>
PROPOSAL MEETS REQUIREMENT	We will work with you to agree on work locations and duties. Our operations staff for TPL commercial recoupment, TPL hospital/physician services, and CMO come behind services will work from our [REDACTED]
...	

 PROPOSAL MEETS REQUIREMENT	KR20 <i>The Supplier's staff working remotely, must be available to work in the State's primary project location at the agency's' request for functions necessary to support the scope of work (e.g., risk review meetings, root cause analysis sessions, integration planning, release planning, operational readiness reviews, UAT, implementation, and production deployment).</i> Working closely together is important for efficiency, communication, real-time knowledge transfer, and more. Together, we will establish processes and tools for effective communication and online collaboration to support the scope of work. For activities that typically entail in-person meetings, we will work with you to decide whether to collaborate in person or remotely, and the most effective format for the task.
 PROPOSAL MEETS REQUIREMENT	KR21 <i>The Supplier's key personnel and/or management replacement must meet the minimum qualifications for the position . The Supplier shall provide a detailed resume for a proposed key personnel and/or management replacement. Replacements are subject to agency approval prior to any assignment.</i> [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] We have world-class TPL experts who embody Accenture's core value of "best people"—we are confident we can staff this project with highly qualified resources.
 PROPOSAL MEETS REQUIREMENT	KR22 <i>The Supplier shall provide the appropriate level of knowledge transfer/training to Supplier staff.</i> We believe in starting knowledge transfer early, and we will work with you to confirm specific activities and timelines. Accenture develops and delivers training for staff at all levels. We will work with you to identify the core learning audience and map their learning needs to knowledge

transfer activities per each State's agreed upon project scope. Our training approach is further described in our responses to Question 15 Project Management Requirements.



**PROPOSAL MEETS
REQUIREMENT**

KR23

The Supplier must designate a Certification Lead to coordinate all certification activities (e.g. MECT or outcomes based)

We will designate a Certification Lead to coordinate these activities with relevant experience with the most current MECT certification lifecycle and certifying systems against industry standards for projects similar in size and scope to this project.



**PROPOSAL MEETS
REQUIREMENT**

KR24

The Supplier's Certification Lead must meet the following qualifications including:

- a. Minimum of three (3) years experience certifying systems against industry standards for projects similar in size and scope to this project.*
- b. In-depth understanding of the most current MECT certification lifecycle required to successfully validate the system.*

[REDACTED]



**PROPOSAL MEETS
REQUIREMENT**

KR25

The Supplier's key personnel positions may not be vacant for more than a time frame as determined by the agency without a qualified substitute (temporary replacement). A qualified substitute must be in place within a time frame as determined by the agency after the separation date of the vacating resource. The Supplier shall ensure there are no gaps in the provision of contracted services during the replacement period. The Supplier may not fill vacant key personnel positions without approval by the agency.

We will work with the agency to determine the appropriate timelines and approval processes to fill vacant positions and meet all contractually agreed requirements.



PROPOSAL MEETS REQUIREMENT

KR26

The Supplier must designate an Integration Lead to coordinate with the System Integrator, other module vendors, and other stakeholders, manage the design, configuration/build, integration, defect management, and implementation of the Supplier's scope of work.

As described in our response to Requirement KR07, the Integration Lead will have extensive experience supporting TPL and other Medicaid work and will provide capable leadership based on technical expertise. In fact, our representative Integration Lead designs technical architecture and leads the technology team that develops Accenture's TPL applications.



PROPOSAL MEETS REQUIREMENT

KR27

The Supplier shall provide key personnel that at a minimum include the Project Manager, Technical Manager, Contract Manager, Testing Lead, Integration Lead and a Certification Lead during the DDI and Certification Phases of the Program. For the Operations Phase of the Program, the Supplier shall provide key personnel that at a minimum include the Project Manager, Operations Manager, Technical Manager, and Contract Manager. Key personnel shall not hold more than one key role unless otherwise approved by the Agency. The Agency will review and approve all key personnel.

We will provide detailed resumes for named personnel at a minimum to include the Project Manager, Technical Manager, Contract Manager, Testing Lead, Integration Lead, and a Certification Lead during the DDI and Certification Phases of the Program. For the Operations Phase of the Program, the Supplier shall provide key personnel that at a minimum include the Project Manager, Operations Manager, Technical Manager, and Contract Manager. We will work with each state to appropriately align key personnel's assignment allocation to roles based on effort and size of the project with approval by the Agency.



PROPOSAL MEETS REQUIREMENT

KR28

The Supplier and any subcontractor shall perform all TPL services within the United States of America

All TPL production services for this project will be performed in the United States.



KR29

Operations Director

a. The named Operations Director shall be dedicated to any contract that results from this procurement, throughout the duration of the contract unless death, illness, resignation, or other unforeseeable circumstance occurs.

b. The proposed Operations Director and any replacement of the same shall have the Agency's prior approval before beginning work on any contract that results from this procurement.

c. The Operations Director's resume shall detail his/her work experience and that he/she possess the knowledge, skills, and ability to plan, conduct, and supervise work to be completed under any contract that results from this procurement and as identified below.

d. The Operations Director shall meet the following qualifications and requirements:

i. Have a minimum of experience as determined by the agency managing a project of similar size and scope to this Scope of Services

ii. Have thorough knowledge of TPL and Medicaid requirements as they relate to recoupment and third-party resources

iii. Have the authority to make decisions and be totally responsible for all operations throughout the life of any contract that results from this procurement

iv. Provide executive direction for the accomplishment of work under any contract that results from this procurement

v. Have authority for staffing and operations decisions, with the Agency's approval

vi. Have knowledge of and apply new management practices and innovative methods and procedures for managing all aspects of the project.

e. The Operations Director shall conduct periodic telephonic and face-to-face meetings with the Agency's TPL Director or designee as requested by the Agency.

f. The Operations Director shall ensure project team members fulfill the following activities:

i. Plan, schedule, track, and control the project on a day-to-day basis in coordination with the Operations Director

ii. Provide weekly status reports to the Agency's TPL Director/management staff, including periodic on-site meetings

iii. Report any issues that are causing delays and/or problems on the project

iv. Resolve risks and issues reported by the Agency's TPL Director or her designee within the agreed upon timeframe by the Agency and Supplier

v. Escalate critical issues to the Agency senior management for resolution within one (1) business day from notification of issue.

Accenture will provide an Operations Director with the required qualifications and responsibilities. We have a deep bench of exceptionally skilled professionals and will provide someone with significant leadership experience with similar engagements and a track record of success.

[REDACTED]	[REDACTED]
 PROPOSAL MEETS REQUIREMENT	KR30 <i>Operations Manager</i> <i>a. The Operations Manager shall be capable of meeting the following qualifications and requirements:</i> <i>i. Have a minimum amount of experience as determined by the agency managing a project of similar size and scope to this Scope of Services</i> <i>ii. Have thorough knowledge of TPL and Medicaid requirements as they relate to recovery, subrogation and third-party resources;</i> <i>iii. Have the authority to make decisions and be responsible for all operations for the program(s)</i> <i>iv. Provide direction for the accomplishment of work under any contract that results from this procurement</i> <i>v. Have authority for staffing and operations decisions, with the Agency's approval</i> <i>vi. Have knowledge of and apply new practices and innovative methods and procedures for managing all aspects of the assigned programs</i> <i>b. The Operations Manager shall plan, schedule, track, and control the program on a day-to-day basis in coordination with the Operations Director.</i> <i>c. The Operations Manager shall report to the Agency TPL Director/management any issues that are causing delays and/or problems with the program.</i>

	PROPOSAL MEETS REQUIREMENT	KR31 <i>The Supplier must retain qualified Information Security and Privacy staff to manage, provide and meet all information security and privacy requirements and contractual deliverables. Information Security and Privacy Staff do not have to be dedicated. Qualified Information Security and Privacy Staff must have a working knowledge of NIST Federal security standards and documentation, HIPAA privacy and security regulations, and information system security best practices.</i>

	security breach escalation, and information security. This training is mandatory for all personnel worldwide. By selecting Accenture, you receive a team that is fully versed on data security and HIPAA compliance.  KR32 <i>The Supplier and any subcontractors must perform all Data Match services within the United States of America</i> All data match services, including those performed by our subcontractors, will be performed in the United States.	
	Upload Attachments with Additional Information? Yes	Attachment File Name: Key Personnel and Resources Requirements_ Base Requirements
13	Operation, Maintenance, and Configuration Requirements - Describe in detail how your company will meet all the requirements identified in Attachment F, Operations, Maintenance and Configuration Section, OMC01-OMC15. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Operations, Maintenance and Configuration Section.	
A13	<i>Answer # 13</i> OPERATION, MAINTENANCE, AND CONFIGURATION REQUIREMENTS Accenture has helped streamline operations for agencies at all levels of government. These experiences have allowed us to build a team of seasoned specialists in operational improvement. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	

resulting in more information and better insights on recovery. Our efforts there have provided greater opportunities to evaluate and enhance the programs, policies, and processes to achieve more cost-effective and impactful results.

[REDACTED]

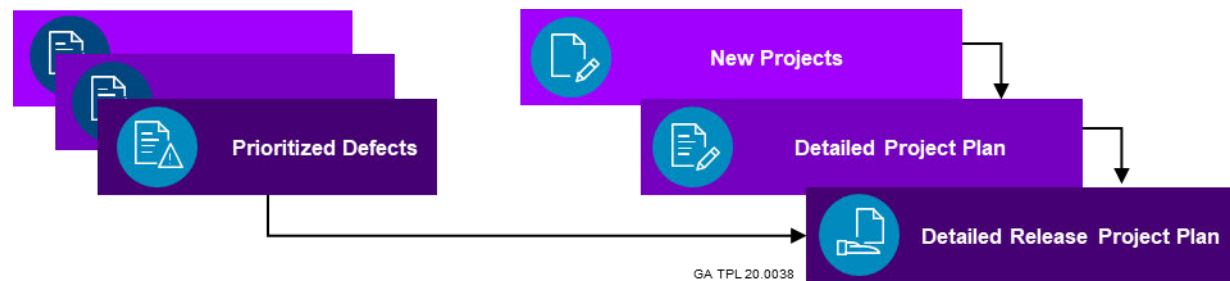


Figure 18. Detailed Project Plans guide Accenture to high-quality releases.

INCIDENT MANAGEMENT

An incident is an event that is not part of the standard operation of a service, and that causes an interruption to, or a reduction in, the delivery of that service. Errors and reduction in quality of service are examples of incidents. The Incident Management process restores services by processing incidents in a consistent, repeatable manner. We notify the Agency of priority 1 incidents that involve system outages with ongoing status reports for awareness until resolved. The Application Maintenance team resolves events that do not impact the end-user. Even without the involvement of the agency, the incident is documented and reported through the standard operational reporting.

CHANGE MANAGEMENT

Post initial implementation, we will enhance and improve our solutions to meet new needs and improve the services our team delivers. To make it easier for our clients to request and communicate changes, we provide a Change Request Form like the one shown in Figure 19.

[REDACTED]



Figure 19. Our Change Request Form enables simple change requests.

RELEASE DELIVERY

[REDACTED]

In the remainder of this section, we describe how our solution meets the requirements identified in Attachment F, Operations, Maintenance, and Configuration Section, OMC01–OMC15.

 PROPOSAL MEETS REQUIREMENT	OMC01 <i>The Supplier shall cooperate and assist the agency in responding to all law enforcement, federal and State audit and review requests. The Supplier shall provide audit support including, random sample generation, data extracts, hard-copy documents, and provide any requested data or information.</i> [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	OMC02 <i>The Supplier shall provide Operations support, Maintenance, and ongoing Configuration of the provided Solution(s) throughout the life of the Contract. This includes providing Operations support as described in the scope of work as well as providing Maintenance and Enhancements to the provided Solution(s). The Supplier will follow project management and system development processes throughout the life of the Contract.</i> <i>The agency defines maintenance for each module as follows:</i> <i>1. Making configuration updates as requested by the State. Configuration includes changes to table values, parameters, codes, and business logic, including hardcoded business logic.</i> <i>2. Correcting deficiencies (defects) found in the solution(s) based on detailed requirements described in the scope of work and published design specifications.</i> <i>3. Correcting deficiencies (defects) found in the solution(s) based on a failure to meet the detailed requirements in completed enhancement, configuration or maintenance requests.</i> <i>4. Conducting research requested by the State or required to support the agency. For example:</i> <i>a. System behavior and results</i> <i>b. New healthcare initiatives</i> <i>c. Best practices research across states and industry</i> <i>d. Impacts of new State and federal legislation</i> <i>5. Performing mass adjustments or mass changes as requested by the State or required to support the State's healthcare programs (for example, errors in pricing, eligibility, cost share, and financial code assignments, TPL discovery, and provider reimbursement changes).</i> <i>6. Performing regular maintenance as needed by the State required to support the State's healthcare programs. Examples of maintenance include but are not limited to:</i>

Redacted Copy-Available for Public Review/Trade Secrets

a. Performance optimization.

b. Database management.

c. Software, hardware, and tools (e.g., patches, upgrades, and replacement).

d. Interface, report, and correspondence changes.

e. Making corrections or changes to maintain the integrity of the system or the data within it (e.g., backing out changes, correcting duplicate records, cleansing corrupt data, adding security measures, adding redundancy).

7. Using appropriate testing, configuration, and change control procedures.

8. Updating system, user, and training documentation and online help to reflect changes that have been made to the solution.

9. Performing the activities above to maintain customizations implemented as part of an approved enhancement.

[REDACTED]

[REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

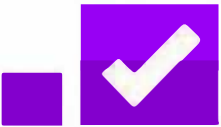
- [REDACTED]

- [REDACTED]

			■	[REDACTED]
				[REDACTED]
		■		[REDACTED]
				[REDACTED]
		■		[REDACTED]
				[REDACTED]
		■		[REDACTED]
				[REDACTED]
		■		[REDACTED]
				[REDACTED]
		■		[REDACTED]
				[REDACTED]
		■		[REDACTED]
				[REDACTED]
		■		[REDACTED]
				[REDACTED]
		■		[REDACTED]
				[REDACTED]
		■		[REDACTED]
				[REDACTED]
		■		[REDACTED]
				[REDACTED]
		■		[REDACTED]
				[REDACTED]
		■		[REDACTED]
				[REDACTED]
		■		[REDACTED]
				[REDACTED]

		OMC05 <i>The Supplier shall test and implement all production ready patches, upgrades, and releases for all software, firmware and operating systems in a timely manner, in coordination with other modules.</i>
	PROPOSAL MEETS REQUIREMENT	
		OMC06 <i>The Supplier shall notify the appropriate user community, as defined by the State, of system events (e.g., major system changes and system outages).</i>
	PROPOSAL MEETS REQUIREMENT	We will provide email notification of system events to the appropriate user community, as defined by the State. These communications may be supplemented with release notes, details of expected or potential impacts, as well as expectations for actions and support needed.
		OMC07 <i>The module Supplier shall provide help desk services to provide level 0 (customer self-service) level 1(basic support), level 2 (moderate support) that includes as appropriate, escalation to the State and level 3 (technical/integration) support related to the functionality of the module's scope of work. Level 1 help desk is the first point of contact and is responsible for logging the issue and, if possible, assisting the user.</i>
	PROPOSAL MEETS REQUIREMENT	We will provide help desk services through our call center capabilities. The calls will be supported by relevant business teams based on the business area involved e.g. calls from the provider community will be supported by the Provider Overpayment team. There will be an escalation path or channel to the technology team as needed for the resolution of issues.

 PROPOSAL MEETS REQUIREMENT	OMC08 <i>The Supplier shall provide online help for external and internal users.</i> [REDACTED] [REDACTED] [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	OMC09 <i>The Supplier shall notify the agency when updated reference materials (e.g., Requirements Matrices, Manuals, System Documentation, System Design Documentation, User Documentation, Business Rules Catalog, and Training Materials) are available for review.</i> Depending on the business process, we shall provide notification to the agency when reference materials for our TPL as-a-service solution are ready for review. [REDACTED] [REDACTED] [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	OMC10 <i>The Supplier shall provide 24x7 access to the agency for all reference materials (e.g., Requirements Matrices, Manuals, System Documentation, System Design Documentation, User Documentation, Business Rules Catalog, and Training Materials).</i> Accenture rigorously maintains reference materials for the relevant Services and system functions. Agencies will be provided 24x7 access to all reference materials. Our TPLaaS offering comes with a base set of documentation that is customized to each implementation. We will work with the state to provide this documentation at implementation as well as the Operations phase.

 PROPOSAL MEETS REQUIREMENT	OMC11 The Supplier shall provide and maintain an Operations, Maintenance and Configuration Plan for the agency's approval that describes post-implementation processes for areas such as: a. Architecture/hosting operations. b. Monitoring daily operations performance. c. Performing routine maintenance. d. Maintaining user documentation. e. Online help approach and documentation, as appropriate. f. Configuration and change management. g. Approach to enhancements and other new requirements. h. Maintaining system documentation. i. Maintaining training documentation. j. Archiving requirements. k. Tasks, timelines, and responsible parties for design and configure/build tasks. l. Reporting status against relevant Service Level Agreements (SLAs) m. Schedule of major and minor releases. The agency must review and approve all revisions of the Operations, Maintenance and Configuration Plan.
 PROPOSAL MEETS REQUIREMENT	OMC12 The Supplier shall develop a comprehensive Operations Procedure Manual which shall provide guidelines for the operation. At minimum the Operations Procedure Manual shall contain policies, processes and workflows.



**PROPOSAL MEETS
REQUIREMENT**

OMC13

The Supplier shall maintain a list of technology components used in the solution and deliver annually to the agency for review.

We will maintain a provide a list of the technology components used in our as-a-service solution which can be delivered annually to the agency. During PA definition and project implementation, we will work with the Agency to determine the best approach to meet the requirements for the review and approval of this list. Our TPLaaS offering comes with a base set of documentation that is customized to each implementation. We will work with the state to provide this documentation at implementation as well as the Operations phase.



**PROPOSAL MEETS
REQUIREMENT**

OMC14

The Supplier's solution shall maintain reporting services that are backward compatible, and the reports functionality is preserved over major or minor releases or the Supplier will provide migration support to move reports forward.

We will use our robust testing approach to regression test major and minor releases to the solution. This will include regression testing of reports to validate the preservation of all required functionality over major and minor releases.



**PROPOSAL MEETS
REQUIREMENT**

OMC15

"The Supplier's solution shall implement the appropriate infrastructure protection measures in order to protect agency data. This includes Network/Host Intrusion Prevention, Firewalls, Proxies, Anti-Malware Detection and Prevention, etc.

Accenture understands the importance of protection of client data. We will implement all the necessary and appropriate infrastructure and protection measures to safeguard agency data. We use the industry leading tools and best practices to achieve this as depicted in Table 3.

	Table 3. Suite of tools for client data and system protection.	
	Upload Attachments with Additional Information? Yes	Attachment File Name: Operations, Maintenance and Configuration Requirements_ Base Requirements
14	Project Closeout and Turnover Requirements - Describe in detail how your company will meet all the requirements identified in Attachment F, Project Closeout and Turnover Section, PTO01-PTO07. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Project Closeout and Turnover Section.	
A14	Answer # 14 PROJECT CLOSEOUT AND TURNOVER REQUIREMENTS Before the end of the contract term, Accenture will support the turnover of the TPL operations scope to the State or a successor contractor. We shall provide full support and assistance in the transition of operations in order to minimize any disruption of services covered under the resulting contract of this RFP. The State will benefit from our field-tested turnover approach, which includes the structure, plans, processes, and tools to deliver a smooth transition in a controlled, cooperative, and orderly manner. By following this established approach, we reduce disruption and mitigate risk to the State and the health of the TPL project.	

We will complete the turnover using the ADM for Service Transition process with specific state requirements, scaling the effort appropriately while focusing on high-risk areas such as resource attrition and data transfer. Our field-tested turnover approach covers integrated work streams with service readiness criteria to reduce operational risk.

As a part of this process, Accenture will commit to the following:

- [REDACTED]
[REDACTED]
 - [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
 - [REDACTED]
[REDACTED]
[REDACTED]
 - [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

In the remainder of this section, we briefly describe how our approach to meeting the requirements identified in Attachment F, Project Closeout and Turnover, PTO01–PTO07.



**PROPOSAL MEETS
REQUIREMENT**

PTO01

The Supplier shall provide a turnover approach and the services required for the transition of operations, services and systems.

Accenture will provide the turnover services to support the transition of operations and TPL services. The State will benefit from our field-tested turnover approach, which includes the structure, turnover plans, processes, and tools to deliver a smooth transition in a controlled, cooperative, and orderly manner. By following an established approach, we reduce disruption and mitigate risk to the Agency and the health of the TPL project.

Our approach follows the ADM for Service Transition process with specific Agency requirements, scaling the effort appropriately while focusing on high-risk areas such as resource attrition and data transfer. It covers integrated work streams with service readiness criteria to reduce operational risk.



**PROPOSAL MEETS
REQUIREMENT**

PTO02

At least six (6) months (or a timeframe determined by the Agency) prior to the final Contract year (including option years that have been exercised) and at least six (6) months (or a timeframe determined by the Agency) prior to the end of any contract extension(s), the Supplier shall provide the following:

- a. An updated Turnover Plan.*
- b. Complete and update system and user documentation.*
- c. Statement of the resources that would be required by the agency or another Supplier to fully take over business or system functions outlined in the Contract (s). This includes quantity and types of resources and volume of tasks to support the scope of work.*
- d. Operational tasks and procedures as necessary to support ongoing operations and solutions.*
- e. Lessons learned report.*

f. List of incomplete tasks, such as open or pending cases and activities and solution modifications or enhancements.

g. A detailed description of the services that would be required by another Supplier to fully take over business or system functions outlined in the Contract.

The agency reserves the right to request this information at any time throughout the Contract.

Accenture will provide the following six months before final contract including optional years or contract extensions or within a timeframe mutually agreed upon by the Agency and Accenture:

- a) An up to date turnover plan for the Agency outlining the procedures and timelines to confirm continuity of services.
- b) Most up to date and non-proprietary and State-specific user documentation for relevant processes, tools, and data.
- c) A list of resources, roles, and responsibilities currently in place to support the TPL functions. This includes the quantity, types, and task volume to support the scope of work.
- d) A detailed checklist of operational tasks, procedures, and processing steps required to support operations.
- e) A report describing lessons learned during Accenture's contract term.
- f) A list of tasks that are pending or incomplete, such as open/pending cases.
- g) A description of services in detail that another vendor may need to take-over the business as defined in the contract.

We understand the State may request this information any time through the term of the contract. Accenture will work with the Agency to provide this in the agreed upon format within the timeline required.



**PROPOSAL MEETS
REQUIREMENT**

PTO03

The Supplier shall provide a Monthly Turnover Report reflecting transition activities during the turnover period.

Accenture will provide a monthly turnover report that will contain details of transaction activities during the turnover to assist with oversight and monitoring of the transition.

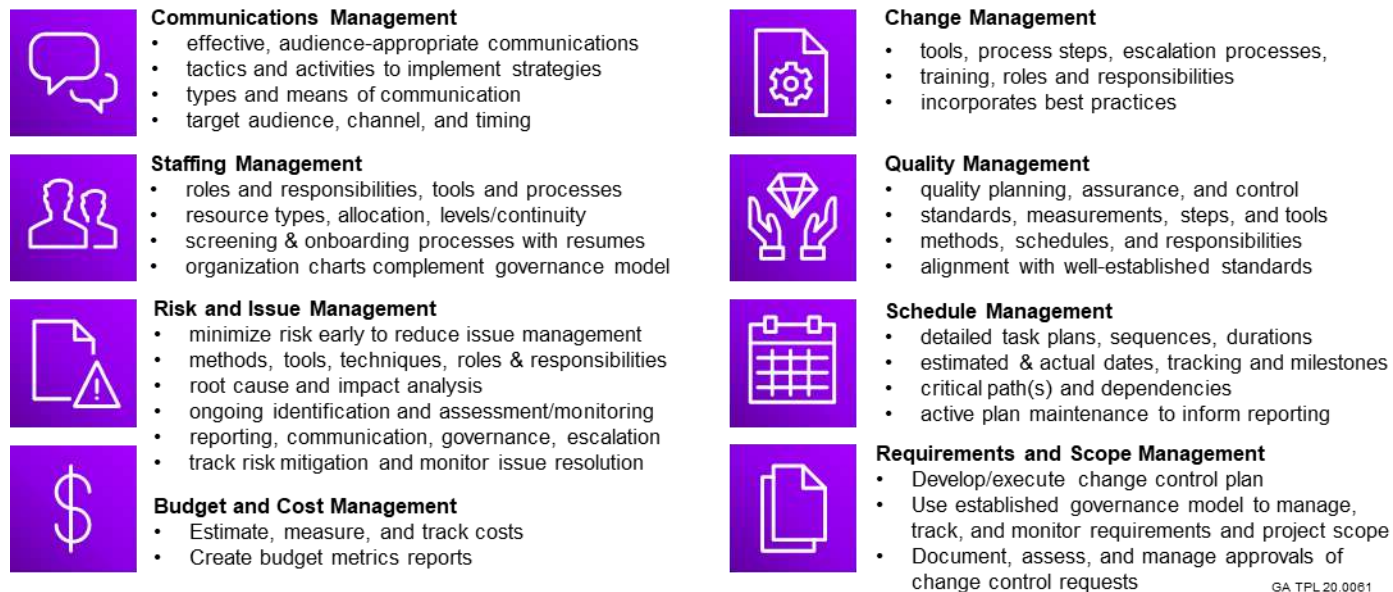
 PROPOSAL MEETS REQUIREMENT	<i>PTO04</i> <i>The Supplier shall provide operational procedures that describe how maintenance is performed for the solution.</i> Our TPL solution is an as-a-service offering. We will provide non-proprietary documents to describe operational and maintenance procedures for the State-specific parts of the solution. We will provide operational procedures describing the required maintenance tasks of the solution to minimize disruption to ongoing operations relative to system integrations and interfaces required to support the as a service solution.
 PROPOSAL MEETS REQUIREMENT	<i>PTO05</i> <i>The Supplier shall cooperate with the successor Supplier while providing all required turnover services. This will include meeting with the successor and devising work schedules that are agreeable for both the agency and the successor Supplier.</i> For a successful turnover that minimizes risk to the Agency, it is imperative that the exiting vendor cooperate with the incoming vendor. Accenture understands this and will cooperate with the successor to assist an effective turnover. We will hold scheduled meetings and create work schedules that are agreeable to the Agency and the successor vendor. We will engage in open communication and provide relevant information for the turnover.
 PROPOSAL MEETS REQUIREMENT	<i>PTO06</i> <i>The Supplier must transfer services and solution documentation and all data requested by the agency to the agency.</i> Accenture will transfer requested non-proprietary information, such as files, operational documentation, and data in an agreed upon format to the Agency.

	 PROPOSAL MEETS REQUIREMENT	<i>PTO07</i> <i>The Supplier shall deliver a Turnover Results Report that documents completion of each step of the Turnover Plan.</i> Accenture will deliver a Turnover Results Report documenting the steps of the turnover plan and their completion. We will communicate and cooperate with the Agency to close out the steps to the plan before the end of the contract term.
	Upload Attachments with Additional Information? Yes	Attachment File Name: Project Closeout and Turnover Requirements_ Base Requirements
15	Project Management Requirements - Describe in detail how your company will meet all the requirements identified in Attachment F, Project Management Section, PMT01-PMT45. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Project Management Section.	
A15	<i>Answer # 15</i> PROJECT MANAGEMENT REQUIREMENTS [REDACTED] [REDACTED] [REDACTED] [REDACTED] Our approach aligns with both PMBOK and state governments' preferred project management methodology. As a member of the Project Management Institute's (PMI) Corporate Council, Accenture stays abreast of and helps shape advances in the field of project management. We use the latest methods and tools to coordinate completion of projects and use a common language to discuss project tasks and activities.	

Our Project Governance and Project Management framework proactively manages standardized delivery toolsets, capabilities, and methods to plan, monitor, and control typical PMO activities. The project activities detailed throughout this proposal show that many activities are stage-specific, but activities to govern, measure, and manage various aspects of the project are ongoing:

- Robust **governance** supports consistent decisions to manage priorities and keep the project aligned to its goals.
- **Measurement** gathers data about performance and compliance to inform clear communication about project progress, status, risks/issues, quality, and budget, as well as opportunities for improvement.
- **Management** of scope, schedule, budget, stakeholders, resources, requirements, quality, risks, issues, and deliverables provides reliable, consistent outcomes.

We will work with you across the project management disciplines described in this section and illustrated in Figure 20.



GA TPL 20.0061

Figure 20. Accenture's project management approach consistently delivers reliable outcomes.

In the remainder of this section, we describe how our solution meets the requirements identified in Attachment F, Project Management Section, PMT01 - PMTBCDR01–BCDR05.



PMT01

The Supplier shall support the agency in all program governance activities as necessary.

Governance increases organizational effectiveness by connecting actions and decisions to strategic goals. Establishing (and adhering to) effective governance is critical for managing project changes.

A strong governance approach defines clear lines of responsibility and provides the framework for accountability and collaborative decision-making.

The best frameworks align operational measures and initiatives with the strategic direction of the TPL initiative.

A structured decision-making process, clear communication, problem-solving, and continuous improvement are all foundational elements of effective governance.

Our Project Manager will work with your leadership to review, align, and refine the TPL project governance structure and support the Agency in program governance activities, as necessary. This can include identifying stakeholders, scheduling governance meetings, and creating standing agendas. Accenture typically recommends a three-tiered governance model with joint committees at the strategic, tactical, and operational levels:

- Strategic governance leaders have decision-making authority at the organization's highest level.
- Tactical governance includes the project committee, process owners, and workstream team leads.
- Operational governance manages day-to-day project delivery with project team members and SMEs.

We measure project progress throughout the project using the governance framework that supports aligning operational measures and initiatives with the strategic direction of the TPL initiative.

Our governance approach provides a framework for delivering solutions and services collaboratively, efficiently, and reliably, even in complex environments with many stakeholders, technologies, and teams. It combines the disciplines, techniques, and tools needed to deliver new systems and capabilities, which it has done for many transformation and implementation programs. Our approach is continuously refined to reflect our latest experience.



**PROPOSAL MEETS
REQUIREMENT**

PMT02

The Supplier shall be responsible for the capture and dissemination to the agency of agendas, meeting minutes and documentation necessary for successful execution of the project.

Our team applies principles of effective meeting management to project meetings. We create and distribute meeting agendas and any documentation for review prior to each meeting, which helps stakeholders come prepared for efficient and meaningful meetings. We distribute meeting minutes with clearly identified action items and any related documentation following each meeting. These actions help the project stay on schedule.



**PROPOSAL MEETS
REQUIREMENT**

PMT03

The Supplier shall participate in necessary meetings with the stakeholders and/or other Suppliers.

We have extensive experience leading and participating in project team and larger multivendor stakeholder meetings. Our team members will be active participants in all necessary meetings, whether virtual or in person.



**PROPOSAL MEETS
REQUIREMENT**

PMT04

The Supplier shall provide deliverables or documentation as defined in the Project Work Plan (PWP) and approved by the agency.

We will provide deliverables and other work products as defined in the Project Work Plan. We recommend using Deliverables Expectations Documents (DED) to track expectations, criteria, and approval. Requirement PMT23 details our deliverable management process.



PMT05

The Supplier shall support the State and its Supplier(s) in Independent Verification and Validation (IV&V) activities associated with the contract including CMS Certification(s).

PROPOSAL MEETS REQUIREMENT

PROPOSAL MEETS REQUIREMENT We will support the State and your Suppliers. Our past projects demonstrate our ability to integrate and collaborate with states and other vendors to achieve desired business outcomes. We will bring this same one-team approach while working with you and your suppliers on this project, including supporting IV&V activities such as CMS certification.

For more about how our team supports IV&V activities associated with CMS Certification, please see our responses to Question 2, MECT Certification Requirements.



PMT06

The Supplier shall conduct a monthly status meeting to discuss project tasks and activities (e.g., deliverables, milestones, issues, risks, and SLAs).

PROPOSAL MEETS REQUIREMENT

Due to the fast-moving nature of this implementation work, we recommend daily stand-up meetings among the project team and relevant integration partners. We use these to quickly address issues, make decisions, and set direction. For status meetings with a larger audience, we will work with you on a final schedule; we typically recommend weekly status meetings for those closest to the project team, as well as monthly and quarterly status meetings for leadership and other stakeholders, at your discretion.



PMT07

The Supplier shall conduct weekly meetings to discuss issues, risks, progress of current projects, solution changes, resource changes, and other areas specific to the scope of work.

PROPOSAL MEETS REQUIREMENT

This requirement is consistent with our recommendations. As mentioned in PMT06, we will work with you on a final schedule for status meetings; we typically recommend daily stand-ups and weekly, monthly, and quarterly status meetings for broader audiences. We aim to provide full transparency and clear communication regarding project progress, project issues and risks, milestone status, change management, and action item management.

Our weekly status meetings and reports will highlight the following:

- Project successes
- Overall status of the project
- Activities completed during the reporting period
- Activities planned for the upcoming period
- Action items
- Schedule status and overall schedule progress
- Risk and issues log
- Identification of tasks at risk for slippage

- Corrective action plans, if needed
- Changes to solution or resources, if applicable



**PROPOSAL MEETS
REQUIREMENT**

PMT08

The Supplier must employ a project management approach that will satisfy the scope of work and incorporate all activities described in the RFP. The Supplier shall adjust the project management approach or project schedules, as necessary, to collaborate with the module vendors in order to incrementally build the enterprise platform.

During thousands of engagements over more than three decades, Accenture has developed, refined, and codified an extensive inventory of methods, frameworks, and industry-leading practices into our proprietary project management methodology, known as ADM. We pair ADM with our vast library of tools, assets, and other accelerators to provide a quick ramp-up of our TPL solution through all DDI phases. ADM has been used to implement hundreds of Health and Human Services projects of comparable size and complexity. It uses several key behaviors to facilitate low-risk, high-quality delivery:

- **Manage:** We use defined practices for day-to-day management of major project areas: cost, schedule, communication, resources, quality, risks and issues, scope, and governance.
- **Measure:** We identify key performance indicators and meticulously measure and track them. This approach enables performance reviews and improvement of the engagement through management reports such as status reports and service level performance reports.
- **Monitor:** Throughout the project, we use our experience and demonstrated methodologies to track and manage the project to completion. This includes making sure we create, review, and approve deliverables in a timely manner, and provide constant and effective quality assurance.
- **Collaborate and Assess:** We use open communications and informed interactions as the basis for building trust and collaboration among Agency and project oversight staff to validate approaches, processes, and status.

ADM is the foundation of repeatable and flexible processes, and it lays the groundwork for multivendor collaboration.

As your solution evolves, we will employ our standard procedures and experience to manage through this effort and work in a multivendor environment.

 PROPOSAL MEETS REQUIREMENT	PMT09 <i>The Supplier shall conduct a project initiation kick-off meeting with key stakeholders and the State's project team.</i> Conducting a project initiation kick-off meeting is a standard part of our project management approach because we understand it is an important opportunity to align expectations and plans, begin knowledge transfer, and establish transparent communications. As noted in the Implementation and Acceptance Section, we will hold a project kick-off in the first week to confirm alignment on the project scope and schedule, then proceed into requirements validation and design activities.
 PROPOSAL MEETS REQUIREMENT	PMT10 <i>The Supplier shall implement procedures and tools for tracking project action items, decisions, issues, risks and defects.</i> Accenture's project management methodology includes field-tested tools such as [REDACTED] and TFS, templates, and accelerators for tracking action items, decisions, issues, risks, defects, and more. We also have extensive experience adapting these to state governments' preferred formats to meet their PMO requirements.
 PROPOSAL MEETS REQUIREMENT	PMT11 <i>The Supplier shall provide an electronic document repository for project documents and deliverables. The Supplier, agency staff and other Suppliers with the appropriate security level must have the ability to upload/attach new or revised versions of documents. The repository must perform version control and allow users to view all prior versions.</i> Our document management approach will use the State's preferred tool (commonly tools such as a jointly available SharePoint or other project management tool such as JIRA) to store project documents electronically, maintain version control, and allow users access to these documents through a common, accessible, searchable online tool. In addition, as a standard practice documents are maintained with a change log reflect date, person updating and the nature of any changes.



**PROPOSAL MEETS
REQUIREMENT**

PMT12

The Supplier shall provide deliverables that at a minimum meet the following quality standards:

- a. Provide accurate and comprehensive content, reflecting the specific requirements for the deliverable.*
- b. Ensure appropriate technical level for the audience.*
- c. Utilize correct grammar, spelling, and versioning.*
- d. Ensure diagrams are clear, concise, and value added.*
- e. Follow industry-related standards.*
- f. Appropriately define and reference information.*

We pride ourselves on delivery excellence, including accuracy, comprehensiveness, audience appropriateness, professional presentation, clarity, and adherence to industry leading practices. Requirement PMT23 details our deliverable management process.



**PROPOSAL MEETS
REQUIREMENT**

PMT13

The Supplier shall submit a monthly status report. The monthly status report must contain, at a minimum:

- a. A complete set of updated and current output from the Project Work Plan along with a copy of the corresponding Project schedule files in electronic version.*
- b. A description of the overall completion status of the Project including schedule variations that report the earned value of the work completed, the planned value of the work completed, and the variance.*
- c. Planned tasks and activities for the next month.*
- d. The Deliverable status, with percentage of completion and time ahead or behind schedule for particular tasks.*
- e. Identification of any staffing issues or changes in the Resource Allocation Matrix.*
- f. An updated status on all issues being monitored.*
- g. An updated status on all risks being monitored.*
- h. Provide metrics as determined by the agency.*
- i. Provide testing status and metrics.*

j. An updated status on all SLA being monitored.

During the implementation phase and until a jointly agreed upon stage of production stabilization, we typically provide for daily checkpoints and informal status reporting to promote clear and visible status of daily tasks, commonly in a daily stand-up meeting. We recommend using this approach as a standard for the start of the project due to the short nature of a TPL implementation. In addition, we typically provide weekly, monthly, and quarterly status reports, but we will work with the State to confirm the list, schedule, format, and audience for status reports, performance measures, and other project updates. Monthly reports will contain the required components to facilitate communication about progress, schedule management, completed and upcoming work, deliverables, resource management, risk and issue management, testing, established SLAs, and other agreed-upon performance metrics.

Accenture prides ourselves on project transparency. We work continuously with our client project teams to adjust status reporting to provide clear and current project status. And adjust the level and type of information provided based on phase of the project and the information we jointly deem most effective for managing the project. Our status reports will at a minimum contain requirements included in a. – i.



PMT14

The Supplier shall develop and maintain a Project Management Plan (PMP): The purpose of the Project Management Plan is to provide a comprehensive baseline of what needs to be achieved by the project, how it is to be achieved, who will be involved, how it will be reported and measured and how information will be communicated with the project. It will serve as a reference for decision and clarifications. All relevant project plans including but not limited to the Communication Plan, Change Management Plan, Staffing Management Plan, Quality Management Plan, Risk Management Plan, Issue Management Plan and the Work Breakdown Structure are incorporated into the Project Management Plan. It is a living document that evolves as the project progresses and is updated with the latest relevant information as required. The Project Management Plan may be broken into separate documents, but all documents

will be considered sections of the Project Management Plan.

The components listed in this requirement are standard components of Accenture's comprehensive project management methodology. We will use the templates, tools, and accelerators from our ADM, supported by our knowledge of industry and state specifications and standards. Our project management methodology also integrates budget and cost management, scope and requirements management, and change control.

The Project Management Plan and its component plans set the standards and processes for managing the engagement through all project phases; it will contain the following components:

- Communication Plan (PMT44) – strategies for effective, audience-appropriate communications; tactics and activities to implement these strategies; types and means of communication, target audience, channel, and timing; and relevant guidelines and escalation processes
- Change Management Plan (PMT25) – tools, process steps, escalation processes, training, and roles and responsibilities; incorporates best practices gleaned from more than 30 years of research across 50 industries.
- Staffing Management Plan (PMT29) – roles and responsibilities, tools and processes, resource types and allocation, staffing levels/continuity, screening, onboarding, resumes, and organization charts; part of comprehensive risk management strategy; complements governance structure
- Quality Management Plan (PMT24) – quality standards and measurements, process steps, quality tools (e.g., templates, standards, and checklists); methods, schedules, and responsibilities of quality activities; alignment with well-established standards and policies; framework for quality planning, assurance, and control
- Risk and Issue Management Plans (PMT35, PMT36) – comprehensive guides to minimize risk early in the project to reduce the need for issue management later; include methods, tools, and techniques, as well as roles and responsibilities; proactive risk and issue identification, root cause and impact analysis, ongoing risk and issue identification and assessment/monitoring; quantification and qualification, reporting, communication, governance, and escalation
- Work Breakdown Structure (Project Work Plan, PMT21) – clear and detailed task plans, sequences, durations, estimated and actual dates, critical path(s), resources, dependencies; tracking and milestones; ongoing refinements and updates will inform comparative reporting



PROPOSAL MEETS REQUIREMENT

PMT15

The Supplier shall coordinate with the agency and with the module vendors as required by the agency, to support the program-level change management process consistent with the Enterprise Change Management Plan.

Our team is prepared to coordinate closely with the Agency and other stakeholders, such as MES module vendors, to support the program-level processes, such as issue, risk and change management processes, that affect multiple teams, projects or initiatives. We bring proven project management processes, including change management, based on our field-tested ADM, but we tailor these processes to align with Agency processes, such as those documented in Enterprise Project Management Plans, including the Enterprise Change Management Process.

 PROPOSAL MEETS REQUIREMENT	PMT16 <i>The Supplier shall be required to work collaboratively with the agency and other suppliers to provide schedule information to be included in the Integrated Master Schedule (IMS). Elements necessary for the IMS include; start and end dates of major phases, key project milestones, integration points, dependencies, and sufficient information to support the reporting requirements as determined by the agency.</i> Coordination on timelines, milestones, and other schedule components is crucial for managing dependencies and meeting deadlines. We will work with the Agency and SI vendor, if present, to coordinate and integrate our TPL-specific schedule into the Integrated Master Schedule.
 PROPOSAL MEETS REQUIREMENT	PMT17 <i>The Supplier shall coordinate module deliverable and milestone walkthroughs and participate in other module walkthroughs as required by the agency.</i> While we are offering an as-a-service solution, we will have interface and integration points with the core MES and potentially module vendors. We will coordinate with the Agency and module vendors for design and integration test, and other relevant walkthroughs. Joint participation in walkthroughs is critical to cross team communication and understanding of solution needs.
 PROPOSAL MEETS REQUIREMENT	PMT18 <i>The Supplier shall submit a monthly System Enhancement Pool report that details tickets invoiced to the hourly pool and must include hours used and hours remaining for the agency's approval.</i> [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]



PROPOSAL MEETS REQUIREMENT

PMT19

The Supplier shall cooperate with the State's PMO and the IV&V Supplier to give an accurate, honest reporting of the project status.

Frequent, transparent communication about project status is key to early risk detection and issue resolution. We will work with the State and other Suppliers, such as the State's PMO and IV&V Supplier, to provide and interpret this information. As we describe in PMT05 and Question 2, MECT Certification Requirements, we have experience with IV&V activities and have the experience to support this work.



PROPOSAL MEETS REQUIREMENT

PMT20

The Supplier shall contribute to the State's and/or the Systems Integration Services collaboration site, technical and non-technical project artifacts for the Supplier's module or module components including requirements, use cases, user stories, storyboards, system design documents, supplemental specifications, test cases, test scripts, test results, user, system and training documentation at the State's direction.

Accenture will contribute project work products and deliverables, such as requirements, designs, test documentation, and more to the State's selected collaboration site/tool. We have a wealth of tools, templates, and accelerators we can use to expedite the creation of these artifacts, documents, and data for this project, which enables our team to create project artifacts faster and with lower risk.



PROPOSAL MEETS REQUIREMENT

PMT21

The Supplier shall develop and maintain a detailed Project Work Plan (PWP) and a Gantt Chart that is aligned with the scope of the work outlined in this RFP, and the resulting contract. The PWP must identify detailed project tasks, realistic person hours for each task, the sequence of tasks and activities including duration necessary to meet deliverable and milestone dates for each phase, estimated baseline start and completion dates, actual start and completion dates, the critical path(s), resources (by name or by resource type if not known), dependencies, permanent tracking number for each task, completion percentages, and phase-level milestones. The dates and hours in the approved PWP form the project baseline. Once established, the baseline will only be modified with approval from the State. Additionally, the PWP must be continually refined and updated as the project progresses and will retain

the baseline for comparative reporting.

From the approved work plan, the Supplier must calculate the required information necessary to meet the agency's reporting requirements which include: the work percent complete, SPI, CPI, earned value, planned value, schedule variance, planned amount paid, actual amount paid, and cost variance.

	A detailed, agreed-upon project schedule with clear tasks, durations, and assignments gives the team the information they need to exercise management guidance and provide course corrections when needed. Our detailed Project Work Plan and accompanying Gantt Chart will include the required details. We can provide examples of similar detailed plans and timelines if you would like to review them. We also have extensive experience meeting and helping state agencies meet reporting requirements. We understand that the project schedule and detailed work plan help leadership monitor and quickly address potential schedule issues effectively. Once you approve a Project Work Plan, we baseline it to track, monitor, and maintain the project schedule. It facilitates proactive identification of cross-team dependencies and management of resource allocation and utilization. This includes scheduling and balancing of the work assignments for staff, taking into consideration the need to support concurrent work streams. A comprehensive and baselined plan is established at the beginning of a project, carefully monitored and maintained throughout the lifecycle, and continues to be granular enough to track time at the task level and address significant variances. To stay on track, we monitor and evaluate progress against the detailed schedule and budget expectations, and we provide this information to meet agency reporting requirements. We use data and results to inform our active schedule management, and to provide accurate status information. Typically, we apply Earned Value Management (EVM) principles to track actual results against baselined estimates, including planned value, earned value, and actual cost. • Planned Value (PV) – Authorized budget planned for the execution of Work Breakdown Structure (WBS) components • Earned Value (EV) – Budgeted value of WBS components completed to date • Actual Cost (AC) – Total, actual costs incurred in the completion of WBS components to date We monitor these values to identify schedule variances ($SV = EV - PV$) and perform root cause analysis to understand and remedy each variance. We also track schedule performance index ($SPI = EV \div PV$). Additionally, our Cost Management Plan will address resource planning, as well as cost estimating, budgeting, and control. As you read above, we track actual results against baselined estimates, including planned value (PV), earned value (EV), and actual cost (AC). We monitor these values to identify cost variances ($CV = EV - AC$) and perform root cause analysis to understand and remedy each variance. We also track cost performance index ($CPI = EV \div AC$). We use this information to support project estimation and prioritization. For instance, we can calculate project burn rates using the following formula to indicate project performance against budget: $Burn\ Rate = 1 \div CPI$
--	--

	PMT22 <i>The Supplier shall provide toll-free or call-back telephone and webinar web-based conferencing capabilities (or an alternative solution approved by the Agency) to support contract activities.</i>
PROPOSAL MEETS REQUIREMENT	As a large global company, we have extensive experience working with our clients leveraging VOIP tele- and videoconferencing through secure corporate tools such as Microsoft Teams, WebEx, and ZOOM. We will work with each state agency to identify and set up the most appropriate tools for communication and collaboration.
	PMT23 <i>The Supplier shall establish and utilize a deliverable review and acceptance process agreed upon by the agency including but not limited to review cycles and deliverable walkthroughs within a timeframe as determined by the agency.</i>
PROPOSAL MEETS REQUIREMENT	Accenture's deliverable management process is adaptable to meet State requirements; it typically includes development, submission, quality assurance, and review to confirm accuracy, completion, and acceptance. We will work with you to define and adopt the most appropriate process for your agency; a common example is illustrated in Figure 21.

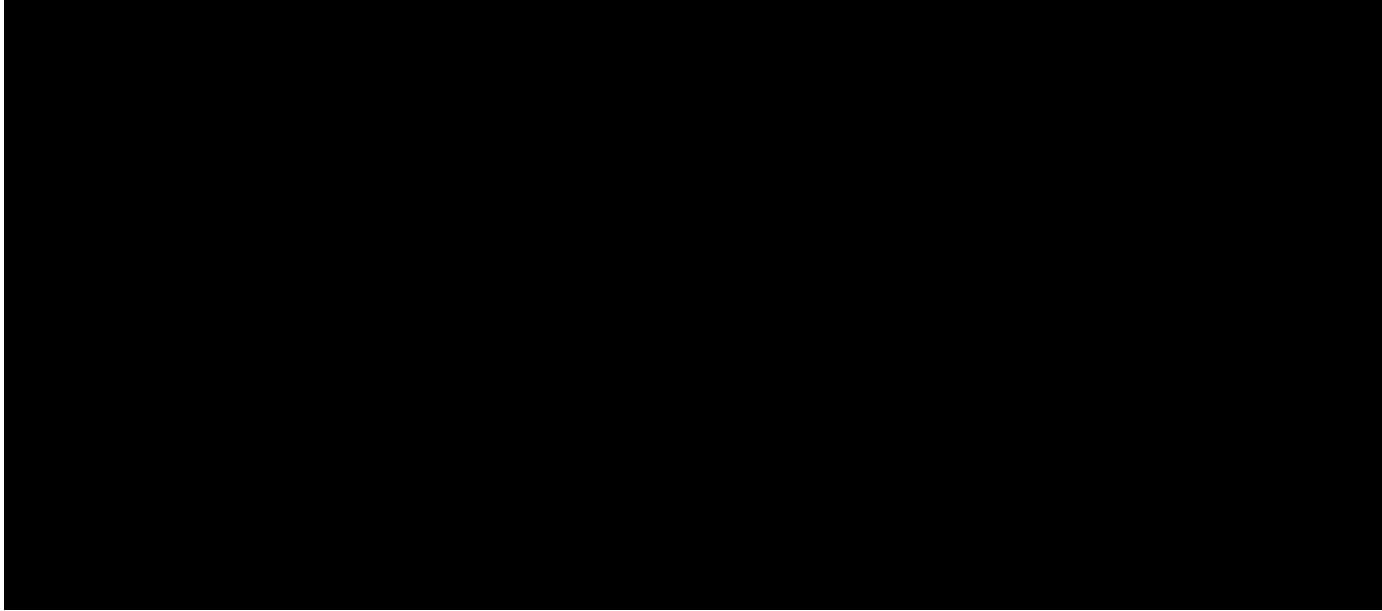


Figure 21. Accenture's deliverable development and management process aligns with industry leading standards, as in this example.

Our deliverable management process starts with the creation and approval of the deliverable expectation document (DED), which documents acceptance criteria and outlines expected content, format, outcome. To verify that our expectations align with yours, we will work on a deliverable only after its DED has been signed and accepted. We submit draft deliverables for review, and at each step, we also confirm that the deliverable addresses the requirements, contributing to successful deliverable creation and smooth handoff.



PMT24

The Supplier shall develop and maintain a Quality Management Plan. The Quality Management Plan identifies the quality standards for the project and how quality standards are measured. It includes the process steps and quality tools that will be used (e.g., templates, standards, and checklists).

	Our overall quality management framework spans the project life cycle and includes quality planning, quality assurance, and quality control, and periodic reviews. It identifies standards, how they are measured, and the processes and tools used to assess them. It also incorporates the following elements: • Defined performance measures, benchmarks, or goals • Use of valid statistical sampling methodologies • Activities to eliminate defects from contractually required work products and deliverables • Quality evaluation methods • QA and quality control activities • Analysis and process improvement activities • QMP reporting frequency and medium Our U.S. Public Service CMMI Maturity Level 4 rating attests to our consistent quality and delivery capabilities. Accenture has field-tested quality assurance methodologies, standards, and processes that we have applied and adapted to provide on-time, on-budget, high-quality services. Our quality and improvement philosophy and concepts are embedded into our organization as part of our standard processes and methodologies that we use to run our engagements and business. We monitor actively for unplanned deviations, unfavorable trends, or new requirements that may affect the project schedule and budget. Our visibility into project progress helps us identify opportunities to implement corrective actions early. For the TPL initiative, we will work closely with the State to discuss corrective action options and implement the option most favorable for the project's outcome. Two key monitoring components of our quality management approach include: • Quality Assurance (QA) Client Satisfaction Reviews to monitor fulfillment of State requirements and assess your satisfaction, led by a project-independent Accenture Managing Director • Quality Reviews to promote implementation of our delivery practices and the sharing of knowledge capital necessary for effective CMMI implementation and maturity, conducted by an Accenture Quality Coach independent of the project team Our quality management approach will allow us to assess quality throughout the project's lifecycle and to align TPL business outcomes, project management goals, performance quality standards, and project incentives. Further, it will provide the State with effective opportunities for oversight of project health, a key to the continuous collaboration needed to achieve the TPL initiative's expected results.
--	---

 PROPOSAL MEETS REQUIREMENT	PMT25 <i>The Supplier shall develop and maintain a Change Management Plan. The Change Management Plan must include the following elements.</i> a. Tools to support change management b. Change management process steps c. Escalation process d. Training e. Roles and Responsibilities Change Management is built into our project management methodology and is the product of more than 30 years of research across 50 industries. ADM for Change Enablement provides a flexible approach that prepares the team to anticipate requirements and address proactively and collaboratively. Users must understand the system and the impact it has on their day-to-day activities. You can be confident in the level of experience and care Accenture provides to support implementation and adoption. We bring field-tested methods and tools to support stakeholder engagement, communication, training, and more. Accenture understands that the needs of the State and the industry in general evolve over time and will develop and maintain a robust change management plan that includes tracking tools, process steps, escalation processes, training, and roles and responsibilities. We regularly seek user feedback on our solutions and log this input in our change request tool, [REDACTED], as well as track requirements and related test and implementation results in our tracking tool, TFS. We have implemented a multitude of enhancements to our Intelligent TPL solutions based on feedback from our client users and our staff. These include new reports, additional data fields, rule changes, and modifications to work queues, among others. In this same way, we will collaborate with the State throughout the contract to gather feedback and prioritize enhancements as needed.
--	--



**PROPOSAL MEETS
REQUIREMENT**

PMT26

The Supplier shall provide and maintain Technical Documentation including written description of module component(s) design, function and architecture that will provide guidance to system developers. Additionally, the Supplier must include a detailed list of all environments, each environments' IT technologies including software, middleware, hardware, utility applications, development tools, testing tools, and provides detailed information on the programming languages and protocols used.

Our solution is an as-a-service offering, meaning State staff will not need to maintain environments or code, but we will provide customized operational manuals to support your use of the system. We will provide technical documentation for state-specific configurations, such as custom integrations, APIs, and file-based interface specifications.



**PROPOSAL MEETS
REQUIREMENT**

PMT27

The Supplier shall provide a Solution Architecture Document. The Solution Architecture Document includes a technical explanation of all aspects of the solution including detailed architectural diagrams, data flows, component specifications, SaaS, COTS products and hosting environment details. The document will include architectural tradeoffs using the Architecture Tradeoff Analysis Method (ATAM) method or other suitable method for evaluating the proposed platform architecture relative to the enterprise goals to identify risks that would inhibit the achievement of Agency's business goals.

Accenture will create a solution blueprint that includes integration points and relevant information that allows the TPLaaS solution to interface with other MES systems and modules to share data.



**PROPOSAL MEETS
REQUIREMENT**

PMT28

The Supplier shall develop and maintain a Defect Management Plan that describes the process of submitting, monitoring and resolving defects. The plan will detail the following:

- a. Approach and tools utilized to assign, identify, prioritize, track, resolve, and test system defects.*
- b. Approach to defect severity categorization using an industry standard methodology.*
- c. Approach to reporting and documenting defects.*
- d. Describe how the Supplier will work collaboratively with other State healthcare programs enterprise vendors.*
- e. Describe the defect management processes related to all test types and levels in the RFP (e.g., the relationship between defect resolution and the coordinated test case execution).*

f. Describe the defect management processes after implementation.

Our Defect Management Plan will describe relevant processes, tools, categorization, reporting, documentation, collaboration, relationship to testing activities, and post-implementation processes.

Defect management provides clarity about a defect's ownership and status, verifies all required actions are taken, and identifies any problems preventing resolution. It begins with identification and classification, followed by resolution, testing, and closure. Most defects are discovered and resolved during testing, but they can appear any time. Our defect management process, a sample is outlined in Table 4, incorporates the following key activities:

- Identification – Testers and developers triage issues and determine if it is a system defect, an infrastructure issue, a procedural problem, or a design issue.
- Severity Classification – Testers assign initial severity, and regular defect review meetings facilitate cross-team collaboration and to validate the assigned severities. Example severity criteria are included in Table 4.
- Escalation – Test leads review defects to verify that all required information is provided and escalate defects to resolve any differences in severity classification.
- Resolution – Leads assign the right resources to the most urgent defects. Defects are assigned, fixed, annotated, and confirmed resolved with testing.
- Testing and Closure – In the test environment, testers confirm the original issue is resolved and that no other defects were introduced with the fix. When re-tests are successful, the defect is resolved.

Depending on the defined exit criteria for a given test activity, some testing stages may complete with outstanding low severity defects. Project leadership may prioritize progress over low-impact issues. Defect resolution for these low priority items may be scheduled for after high priority items are addressed. An example is outlined in Table 4.

SEVERITY	AREA OF IMPACT	CRITERIA
High	Business Function	• Major functionality is impacted. System is brought to a halt and the user cannot proceed. • User can proceed, but major functionality is impacted. System cannot go live with this defect. • Project cannot be implemented until defect is repaired • Prevents a part of the application or a critical piece of functionality from being used, for which there is no work-around • This is the highest severity level to be assigned to an incident. It must only be assigned to those defects that are impacting a critical path process.
	Testing	• Blocks further testing completely or substantially (> 80% of test cases are blocked)

Medium	Business Function	• User can proceed, and data is not impacted or inaccurate, but usability is affected.
	Testing	• Testing can continue (< 50% of test cases blocked)
Low	Business Function	• User can proceed and usability is not affected. • Cosmetic issue • Does not affect actual function, but the behavior is not natural
	Testing	• Minimal impact to testing effort (< 5% of test cases are blocked).

PROPOSAL MEETS REQUIREMENT

PMT29

The Supplier shall submit and maintain a Staffing Plan as part of the Project Management Plan. The Staffing Plan must include:

a. Identify the roles and responsibilities by resource type throughout all phases of the contract, including identifying key and non-key personnel as well as FTE allocation for all personnel.

b. Staffing Levels (estimated by resource type by phase for the duration of the project) to be reported in the Resource Allocation Matrix.

c. Detail how the staffing levels shall achieve consistent, dependable service regardless of changes that may influence work volume.

d. Detail differentiated by Proposer staff, sub Supplier staff, if applicable, and State project staff.

e. Identify total hours to be expended, per phase or effort, and for the entire project, by Proposer staff and by State project staff.

f. Tools and processes used to screen available staff and fill positions.

g. Expectations regarding onsite time for Supplier resources

h. Process for temporarily and permanently replacing vacancies in key personnel and other manager/lead positions consistent with staffing SLAs.

i. Resumes for all proposed project team members, detailing work experience and demonstrating the individual possesses the knowledge, skills, and ability to perform the responsibilities of their role and task assignments.

j. Proposed project team organization chart for both the Implementation Phase and Operations Phase of the project (if different), showing the level of authority and time commitment for all proposed staff (full time and part time).

Our staffing approach is based on our experience executing similar projects and on high-performance teams that are "program smart," technically experienced, and dedicated to the success of your programs.

All of our projects have staffing (resource management) plans that address the required topics listed here, including roles and responsibilities, resource types and allocation, staffing levels, consistent service, total effort by phase, tools and

processes for screening and onboarding, training new team members, location expectations, detailed resumes, organization charts with reporting relationships, maintaining staff continuity when off-boarding team members after their assignments end.

Our project governance approach verifies that we follow the established staffing plan and enables the process of on-time roll-on or roll-off while also making sure that we plan for any unexpected departures of key personnel. We proactively monitor our project personnel to avoid a resource shortage throughout the project.

Resource management is an integral part of both project and risk management strategies, along with scope, cost, and quality. We work diligently with our clients to highlight project resource-related risks early, establish mitigation plans, and minimize impacts to project schedule and budget.

Accenture's proposed organizational structure, illustrated in Figure 22 and Figure 23 provides you with direct access to our top TPL and operations leaders, including delivery, quality, and advisory executives with exceptional experience across Medicaid and commercial health ecosystems. We organize our team with clear lines of functional responsibility and accountability to support the scope of work. [REDACTED]

[REDACTED]

IMPLEMENTATION PHASE

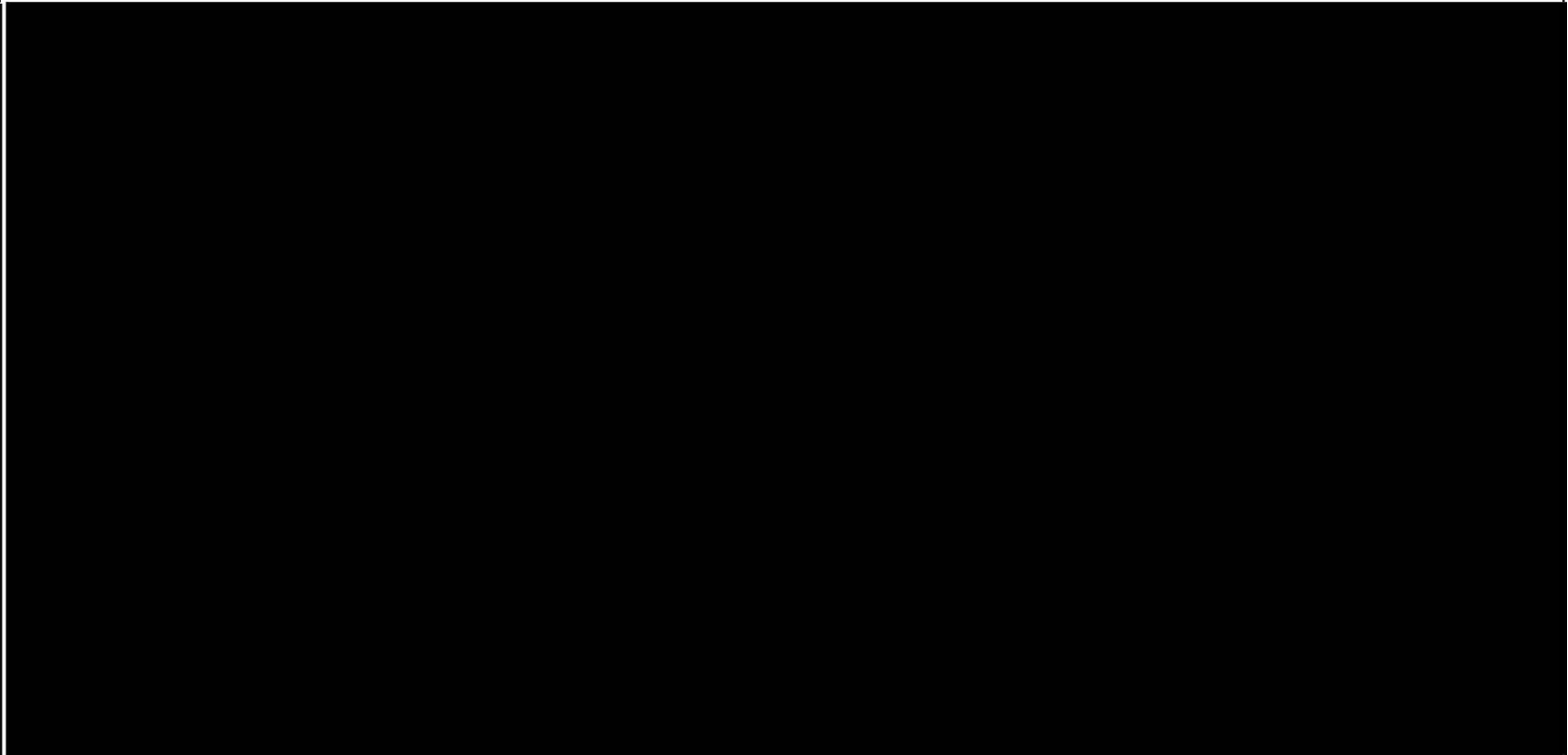


Figure 22. Proposed Implementation Organizational Structure.

OPERATIONS PHASE

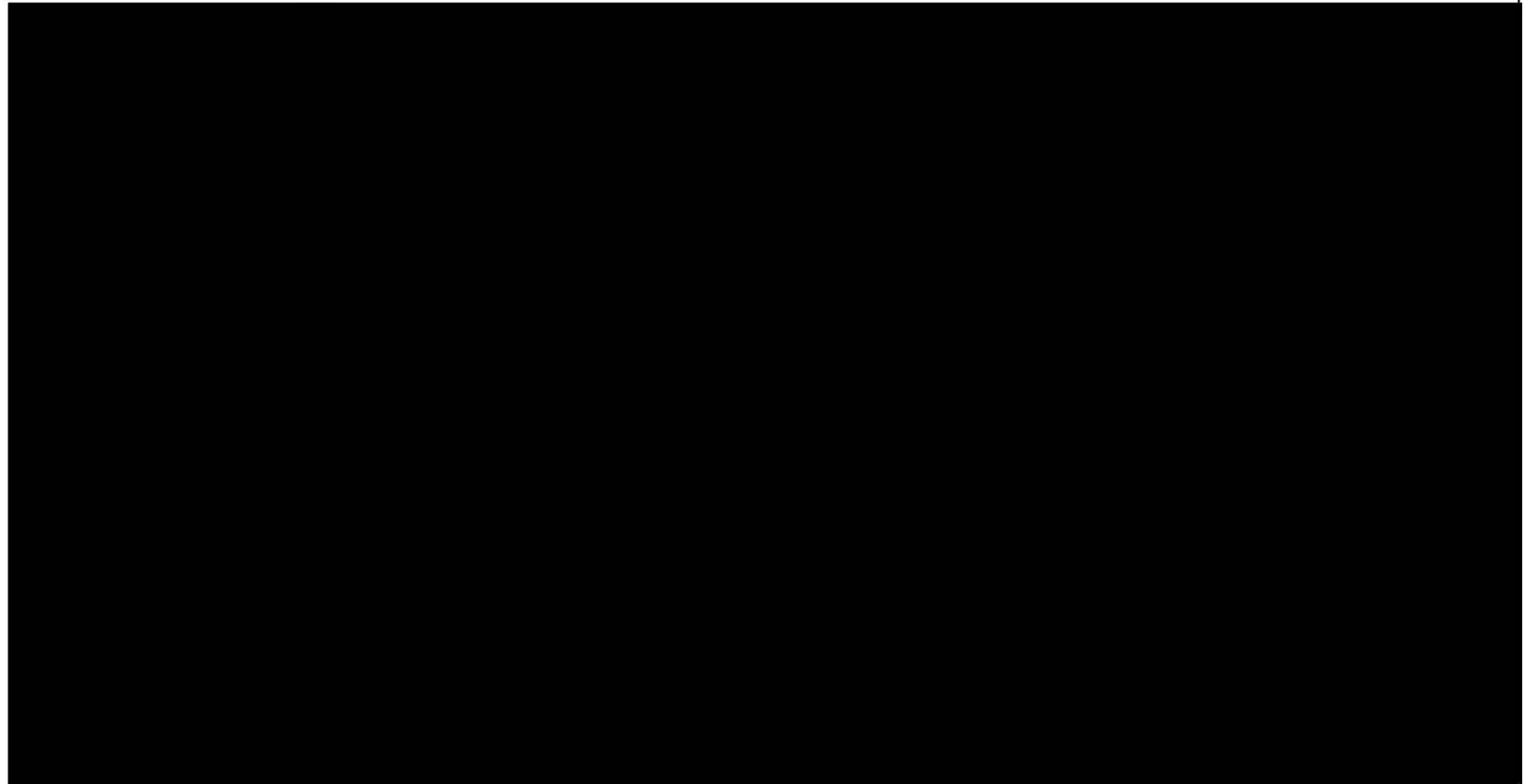


Figure 23. Proposed Operations Organizational Structure.

We empower staff through open communication and encourage design thinking to continuously improve service quality at every level. We also encourage collaboration and information sharing amongst project, State, and stakeholder personnel.



PROPOSAL MEETS REQUIREMENT

PMT30

The Supplier shall develop, submit and maintain a Master Test Plan that describes the Supplier's plan for all testing activities, processes, types and levels. Testing must be as automated and self-documenting as possible (e.g., continuous unit testing). At a minimum, the Master Test Plan must address the following:

a. Overall testing strategy for the following testing types: unit testing, system testing, integration testing, regression testing, parallel testing, performance and load testing, manual and automated and/or scripted testing, disaster recovery and end-to-end integration testing of COTS products if any.

b. Approach to planning and preparing the test/staging environment

c. Approach to conducting each test level.

d. Approach for supporting UAT.

e. Approach for testing nonfunctional requirements.

f. Approach to test documentation (e.g., test cases, test scripts, test case matrices added as design progresses).

g. Approach to quality control/quality assurance.

h. Approach to bi-traceability to requirements and design.

i. Tools, techniques, and methods.

j. Reporting mechanisms, traceability and metrics.

k. Defects and defects resolution.

l. Entrance and exit criteria for each test level including alignment with industry standards.

m. Configuration management for each test level

n. Testing roles and responsibilities

o. Acceptance Criteria shall include but is not limited to; no high or critical defects in code released to production and production releases will not be promoted if more than 5% of requirements have an open defect

We will develop, submit, and maintain a Master Test Plan that describes the plan for all testing activities, processes, types, and levels. The test plan for each State will be customized to meet the specific requirements agreed upon on the State specific PA.

At a high glance Testing will be broken into three phases: sprint testing, system integration testing (SIT), and user acceptance testing (UAT).

- **Sprint testing:** Sprint testing will include unit, assembly, and system testing. It will rely heavily on automated continuous integration testing. A guiding principle of ADM for Agile is to produce a continuously deployable build of the applications so that near-constant, consistent regression testing of the application is possible. This allows for continuous operational testing, evaluation, and validation to occur at all points during the sprint cycle.

Constant testing is a key feature of daily work. We run nightly regression tests to verify that new functionality has not affected the previous version of the solution. We design and execute new tests to verify that the new or configured functionality is working properly. In addition, we run automated regression tests as new changes are deployed into the test environment. The concept of continuous build/configure and the continuous test is a cornerstone of TPLaaS solution deployments. We use it to aid the sprint teams in testing their configurations and software both during and after each sprint, identifying issues early and increasing the quality of the solution.

- **System integration testing (SIT):** SIT tests the outputs of sprints within an integrated package that will be implemented into production. SIT will start after one or more sprints have been completed and will happen in concurrence with the sprints. In addition to system integration testing the release, we will also conduct a Load and Performance Test and Security Penetration Test.
- **User acceptance testing (UAT)/Demonstrations:** UAT demonstrations is an opportunity for the State and stakeholders to validate firsthand the outputs of the sprints in a functional end-to-end manner with user stories that tie to business functions, promoting early buy-in and familiarity with the functionality. Features will be available at the end of each project phase to be reviewed from a user's perspective. Once the SIT has completed, the formal UAT demonstration will begin.

At a minimum the Master Test Plan for the State will meet points a. – o. in this requirement and adjusted per each State's agreed upon scope. Please see our responses to Question 17, Testing Requirements, for more about our testing approach.



PMT31

The Supplier shall develop and submit a Training Plan (as determined by the Agency) that, at a minimum, addresses the following:

- Summary of training approach that focuses on the train-the-trainer methodology, objectives, and desired outcomes.*
- Training needs analysis, including an assessment of the target audience and their knowledge and skills.*
- Recommendations on type and delivery approach based on training needs analysis.*

- d. Summary of proposed training materials and documentation in addition to hands-on training.*
- e. Approach to maintaining training documentation and accompanying materials.*
- f. Approach to providing training necessary to support new functionality and/or major software releases that materially change the user interaction.*
- g. Approach to processing for incorporating feedback to improve train the trainer effectiveness over the course of the Contract."*

We will submit a Training Plan that meets these requirements. Please see our responses to Question 18, Training Requirements, for more about our training approach.



**PROPOSAL MEETS
REQUIREMENT**

PMT32

The Supplier shall develop in collaboration with the agency, a System Test Plan that describes the Supplier's System Testing approach, such as:

- a. Test Coverage*
- b. Walkthroughs and Inspections*
- c. Test Data Considerations*
- d. Entrance Criteria*
- e. Exit Criteria*
- f. Configuration Management*
- g. Testing Documentation*
- h. Process Steps*
- i. Inputs to System Testing*
- j. Outputs for System Testing*
- k. Metrics*
- l. Pass/Fail Criteria*
- m. Suspension Criteria and Resumption requirements*
- n. Testing Deliverables*
- o. Testing activities*

p.Resources, Roles and responsibilities

q.Testing Tools

r. Meetings and Communication

s. Acceptance Criteria shall include but is not limited to; no high or critical defects in code released to production and production releases will not be promoted if more than 5% of requirements have an open defect.

We will submit a System Test Plan that meets these requirements. Please see our responses to Question 17, Testing Requirements, for more about our testing approach.



**PROPOSAL MEETS
REQUIREMENT**

PMT33

The Supplier shall provide during the initiation phase of the project and maintain throughout the project, system documentation that at a minimum includes:

- *A description of each component, their purpose, including basic functions and the business areas supported*
- *User stories/use cases*
- *Screen layouts, report layouts, and other output definitions, including examples and content definitions*
- *Physical database design*
- *A module system diagram, including all components, identifying all business process diagrams, data flows, systems functions, and their associated data storage*
- *Configurations*
- *Job streams within each module, identifying programs, inputs and outputs, control, job stream flow, operating procedures, and error and recovery procedures.*
- *A network schematic showing all network components and technical security control*
- *Listing of the edits and audits applied to each input item and the corresponding error messages.*
- *As applicable, listing and description of all control reports*
- *Interface Control Documents*
- *Narrative descriptions of each of the reports and an explanation of their use must be presented.*
- *Definition of all fields in reports, including a detailed explanation of all report item calculations.*
- *Operations Procedure Manual*

As we described in Requirement PMT26, our solution is an as-a-service offering, meaning State staff will not need to maintain components or code, but we will provide documentation for users, including interfaces, integration points, reports, definitions, and customized operational manuals to support your use of the system. We will provide technical documentation for state-specific configurations, such as custom integrations, APIs, and file-based interface specifications.



PMT34

Six (6) months (or a timeframe as determined by the Agency) before the end of the final Contract year (including option years that have been exercised) the Supplier shall provide, a Turnover Plan to the agency. The Plan will include:

- a. Proposed approach to turnover.*
- b. Tasks and subtasks for turnover.*
- c. Schedule for turnover.*
- d. Updated operational tasks and procedures during turnover.*
- e. Description of vendor coordination activities that will occur during the turnover task and implementation of the activities to ensure continued system and services as deemed necessary by the agency.*
- f. List of incomplete tasks, such as system defects, modifications or enhancements, mass adjustments, reference updates, and configuration requests.*
- g. A detailed description of the services that would be required by another Supplier to fully take over system, technical, and business functions outlined in the Contract. The description shall also include an estimate of the number and type of personnel required to support the technical platform and supporting services.*
- h. The data and documentation shall be organized in a format required by the State (e.g., by provider unique ID and provider name). "*

Before the end of the contract term, Accenture will support the turnover of the TPL operations scope to the State or a successor contractor. We shall provide full support and assistance in the transition of operations in order to minimize any disruption of services covered under the resulting contract of this RFP.

The Turnover Plan, described in detail in Question 14, includes a detailed checklist of required data turnover tasks, custom interface turnover tasks, and reusable code turnover tasks, which supports the handover of services. The timeline contains a list of key milestones that incorporates the required turnover tasks, and includes planning, execution, and implementation approval tasks. The Turnover plan also addresses roles and responsibilities and documentation for files, interfaces, and workflows.



PMT35

The Risk Management portion of the Project Management Plan must describe at a minimum:

- a. Proactive identification and analysis of risks before they become issues.*
- b. Development of risk avoidance, transfer, mitigation or management strategies.*
- c. Approach to monitoring, communicating, reporting of risk status including procedures for documenting, resolving, and reporting issues and risks identified by the Supplier, the agency or other project Suppliers.*
- d. Approach to root cause analysis.*
- e. The appropriate methods, tools, and techniques for active and ongoing identification and assessment of project risks.*
- f. Describe how risks will be quantified and qualified.*

Accenture's mature and comprehensive risk management methodology is built into every project's structure and spans all project phases and activities. It focuses on minimizing risk early in the project life cycle to reduce the need for issue management later in the project. (Risks become issues if not mitigated.)

As an integral part of project planning, we develop and maintain Risk Management Plans in close collaboration with our client teams, and we actively update them throughout the engagement. Active management of the project plan, schedule, and dependencies enhances risk and issue tracking across the program. The Risk Management Plan provides guidance to identify, respond, communicate, monitor, and control risks and issues throughout the project.

Our risk management approach identifies risks early, assesses the potential impact of the risk, and defines clear, actionable mitigation strategies to reduce the risk's probability of occurrence and impact to the project. Our Risk Management Plan serves several important purposes:

- Defines team member and stakeholder roles and responsibilities in the risk management process
- Specifies approach and execution of risk management activities
- Identifies tools to use for documenting, tracking, etc.
- Explains how to escalate, monitor, and communicate about identified risks
- Supports proactive identification and assessment of potential risks

- Provides direction to avoid, transfer, mitigate, and/or accept and manage risks
- Identifies key risk elements and rank these risks based on probability of occurrence and impact
- Contains likely mitigation measures
- Spans the entire project timeline

Creating a risk management plan is only a small part of the overall risk management process, summarized here:

- Identify, categorize, and assess risk; evaluate sources and identify new risks, assess risk levels, assign for analysis, and escalate if appropriate
- Determine and implement risk mitigation strategy
- Coordinate with change management efforts to engage stakeholders, review open items, and communicate transparently
- Manage risk escalation for clear communication and rapid resolution
- Monitor risk exposure and risk metrics; execute response strategy

We will conduct regular risk reviews with the TPL initiative team leadership to review and approve mitigation strategies. We will also develop and maintain an active risk log and issue log, which we proactively manage throughout the life of the project to track items to resolution. Items from this log are included in status reports, meetings, and updates.



PMT36

The Issues Management Plan portion of the Project Management Plan must describe at a minimum:

a. Approach to issue management.

b. Issue management process steps including:

-Approach to prioritizing, tracking, escalating, communicating, reporting issues

-Approach to documenting, reporting, and resolving issues identified by the Supplier, the agency or other module Suppliers.

-Approach to impact analysis.

c. Tools, and techniques for active and ongoing identification and monitoring of project issues.

d. Roles and responsibilities.

e. Describe how issues will be quantified and qualified.

The Issue Management Plan contains our approach to issue management and defines processes for logging, tracking, escalating, communicating, and reporting issues (as well as those for prioritizing, analyzing, and resolving them). It also describes how we identify, monitor, quantify, and qualify issues. Identified issues are also included in status reports, along with their associated action plans.

We will work with you to confirm the exact issue management process we will use, but a typical one is as follows:

- Issues are reported and tracked in an issue log so they can be monitored and addressed in a timely manner.
- Accenture meets weekly with the Agency to review new issues, monitor the status of open issues and related solution alternatives, and approve recommended issue resolutions.
- The Project Manager reviews the issue, confirms its validity, and determines the high-level impact (cost, scope, schedule, and quality), and then prioritizes it accordingly.
- The issue owner documents each resolution activity and dates when activities were completed in the issue log.
- Once the issue is resolved, the issue owner documents the appropriate stakeholder sign-off.
- If an issue cannot be resolved at the assigned level within the agreed-upon time or a critical decision is needed, the issue owner escalates the issue according the defined governance model. Unresolved issues are escalated through the governance groups until resolution is achieved. The joint Accenture and State Executive Steering Committee ultimately is responsible for the issue resolution.
- Once we have resolved the issue, we notify the responsible team lead of the solution so that designated team members can implement it.

Through our issue management process, we will collaborate with you to identify, assess, prioritize, assign, and resolve issues continuously to reduce the impact on project schedule, progress, and outcomes.

 PROPOSAL MEETS REQUIREMENT	PMT37 <i>The Supplier shall provide a User Interface Style Guide or equivalent document defining the design standards for user interfaces. The User Interface Style Guide must demonstrate how the solution meets the most current MECT user interface requirements including:</i> a. User ability to customize or make adjustments (e.g. language support, font size) to portal presentation. b. Users utilizing scripting languages and/or assistive technology have the ability to access the information, field elements, and functionality required for electronic form or page completion and submission including directions and cues. c. User Interface organization so documents are readable without requiring an associated style sheet. d. User Interfaces identifying row and column headers for data tables. e. User Interfaces informing users when a timed response is required and given sufficient time to indicate more time is required. f. User Interfaces providing a method that permits users to skip repetitive navigation links. g. User Interfaces provide text titles for frames to facilitate frame identification and navigation. h. User Interfaces use markup to associate data cells and row/header cells for data tables that have two or more logical levels of row or column headers.
	As we described in Requirement PMT26, our solution is an as-a-service offering, meaning State staff will not need to maintain the user interface or other solution components, but we will provide customized operational manuals to support your use of the system. We will provide technical documentation for state-specific configurations, such as custom integrations, APIs, and file-based interface specifications.
 PROPOSAL MEETS REQUIREMENT	PMT38 <i>The Supplier will configure, support and maintain Enterprise Content Management (ECM) functionality (including Document Management, Workflow, OCR/ICR) to meet the business needs of the State's enterprise.</i>

 PROPOSAL MEETS REQUIREMENT	PMT39 <i>The Supplier's ECM solution must be able to support all common document types (i.e., Word, PDF, Visio, Excel, PowerPoint, TIFF, and JPEG) and must integrate seamlessly with the most common document viewing and editing tools used by the agency.</i> [REDACTED]
 PROPOSAL MEETS REQUIREMENT	PMT40 <i>The Supplier's solution shall be able to index, link and display incoming correspondence or uploaded documentation with the entity record.</i> [REDACTED]
 PROPOSAL MEETS REQUIREMENT	PMT41 <i>The Supplier's solution shall send all documentation to the Systems Integration Services module for storage in the centralized ECM.</i> [REDACTED]
 PROPOSAL MEETS REQUIREMENT	PMT42 <i>The Supplier's ECM solution must allow users to associate metadata with documents.</i> [REDACTED]

 PROPOSAL MEETS REQUIREMENT	PMT43 <i>The Supplier shall update all project documentation (e.g., system design documentation, user and training documentation) as necessary throughout all phases of the project.</i> Our document management processes establish document security, achieve effective version control, and provide easy access to project artifacts. These processes define how we keep documents current and accurate. We will use the State's preferred tool (typically SharePoint) to store project documents electronically, maintain version control, and allow users access to these documents through a common, accessible, searchable online tool. In addition, we will also use an internal SharePoint repository. If at any time, the Agency would like to access a document, our commitment to transparency and our document management processes will make it quick, easy, and secure.
 PROPOSAL MEETS REQUIREMENT	PMT44 <i>The Supplier shall develop and maintain a Communication Plan. The purpose of the Communication Plan is to provide a description of the communication that will occur on the project and how it will be managed. This includes details about various types and means of communication, communication channels, communication flow within the organizational structure, escalation, guidelines for meetings, dissemination of knowledge, and communication effectiveness. The Communication Plan shall ensure that the communication approach addresses communication across multiple vendors. Effective communication is a key element for the success of the project.</i> Communication is an essential element for effective implementation and operation of any system, and for an engaged and collaborative team. Open communication begins at the top, with project leadership sharing information and encouraging integration and dialogue across project teams. As required by the RFP, our project plan will include our communications plan, which will guide timely dissemination of information to the right internal and external stakeholder groups. It will outline the process to create, review, approve, and distribute communications and have a robust feedback loop through the life of the project. Our communications plan will outline the process to create, review, approve, and distribute communications—not just major announcements, but also ongoing project team communications.

	We value close collaboration with our clients and work to build enduring relationships based on open and transparent interactions. Consequently, we will work with you to understand your current communication capabilities and tailor our project communication approach to adapt to your standards.	
	 PMT45 <i>The Supplier shall provide a Deliverable Expectations Document (DED) for each deliverable that describes the purpose, content, applicable MECT minimum required content and industry standards (e.g., PMI, IEEE/ISO, CMS XLC) that are satisfied for each Deliverable. Each DED is a deliverable.</i> We will provide a DED for each deliverable, with the format and content agreed to by the state. We describe the role of the DED in the deliverable management process in PMT 23. Our team creates a Deliverable Expectation Document (DED) before working on a deliverable and reviews it with the appropriate stakeholders. The DED will use the deliverable's contractual description as a starting point and provide additional information about proposed content and format. We also confirm that the deliverable meets requirements during interim checkpoints and draft and peer reviews.	
	Upload Attachments with Additional Information? Yes	Attachment File Name: Project Management Requirements Base Requirements
16	Subcontractor Requirements- Describe in detail how your company will meet all the requirements identified in Attachment F, Subcontractor Section, SUB01-SUB09. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Subcontractor Section.	
A16	Answer # 16 SUBCONTRACTOR REQUIREMENTS Accenture is accountable for our team's success, including subcontractors we engage. By fostering a one-team environment, we promote quality, enable collaboration, and capitalize on each team member's skills by strategically assigning roles and responsibilities.	

	Subcontractor management is effectively enabled by the project plan using deliverables and milestones and creating key dependencies. Key mechanisms to enable this level of integrated management include an integrated staffing plan that covers all work streams and activities; a detailed responsibility matrix that highlights accountability; an integrated organization structure, contract language regarding specific third-party accountabilities and the means to measure progress against those accountabilities; and common program standards, policies, and processes developed during the planning phase and enforced throughout the program. We will assemble a team that provides the innovative, relevant, and required experience to reduce risk and produce the required results. Following are some features and benefits of our approach: • Orientation of each team member and smart ecosystem partners (subcontractors) to instill shared vision and unified work force • Project communications to promote consistent delivery of quality services • Standardized process definitions and standards to facilitate proactive and timely issue resolution • Frequent team meetings for alignment and transparency • Regular meetings with subcontractors to discuss and resolve open issues and share knowledge • Establish subcontractor performance standards and other responsibilities to assure clear understanding • Regular service delivery reviews to hold subcontractors accountable for performance and quality • Customer satisfaction data Figure 24 shows how Accenture manages and monitors subcontractors. By creating a single, integrated team, we reduce the potential points of delivery failure and lowering project risk.
--	--

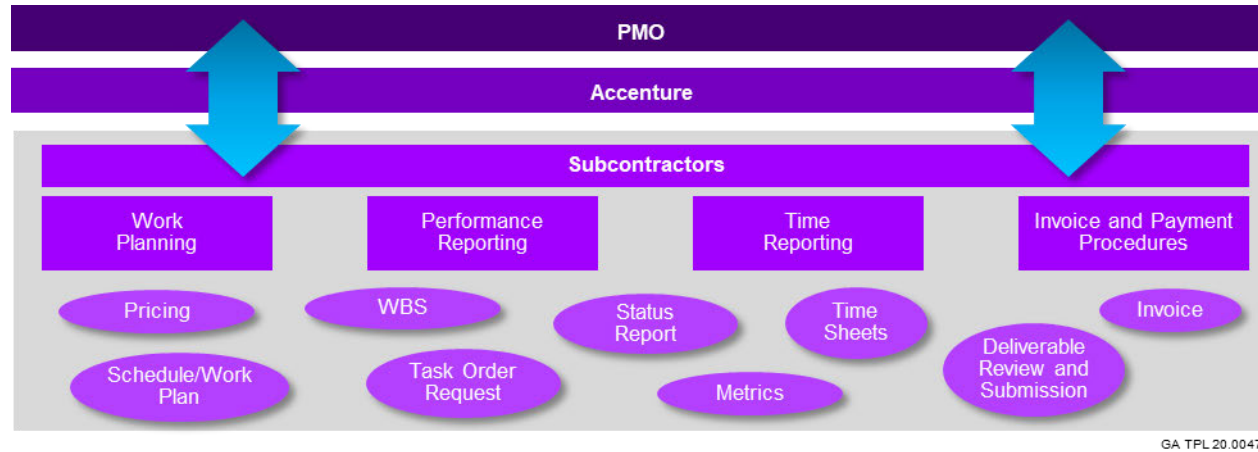


Figure 24. Our team management approach would provide a single, integrated team structure that operates smoothly.

In the remainder of this section, we describe how our solution meets the requirements identified in Attachment F, Subcontractor Section, SUB01–SUB09.



PROPOSAL MEETS REQUIREMENT

SUB01

The Supplier may use subcontractors for a percentage of the scope of work as determined by the agency.

 PROPOSAL MEETS REQUIREMENT	SUB02 <i>The subcontractor must obtain a "Commercial License" for use by the agency, if they use a COTS or SaaS product as part of the proposed solution.</i> Accenture's as-a-service solution will not require a subcontractor to purchase licenses for the Agency. You can read more about this proprietary asset, which is supported by appropriately licensed development tools, in response to previous questions in this Attachment.
 PROPOSAL MEETS REQUIREMENT	SUB03 <i>If the Supplier transfers resources required to fulfill the contract to a third party, the third party is considered a subcontractor and the transfer will be subject to participation limitations as defined by the agency.</i> [REDACTED] [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	SUB04 <i>The Supplier shall list all subcontractors, if any, in the proposal.</i> [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

	 	SUB05 <i>The Supplier shall provide a detailed description of all work to be sub-contracted to third parties.</i>
	PROPOSAL MEETS REQUIREMENT	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
	 	SUB06 <i>The Supplier must submit to the agency annually, a subcontractor Usage Report on the use of subcontractors and certify that all subcontractors are in compliance with the employment practices mandated by federal and State statutes and regulations. The subcontractor Usage Report must at a minimum contain the total subcontract dollar value, total subcontractor FTE's, total subcontractor hours.</i>
	PROPOSAL MEETS REQUIREMENT	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

 PROPOSAL MEETS REQUIREMENT	SUB07 <i>The subcontractor will be required to enter into a signed Business Associate Agreement (BAA) as a part of the contract, that is in compliance with the Privacy and Security provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) prior to start of work.</i> [REDACTED] [REDACTED] [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	SUB08 <i>The Supplier shall allow agency personnel direct access to all subcontractors or third-party personnel serving in critical roles on the project and shall not act as an intermediary between the agency and such parties for questions about the proposed solution or operation of the proposed solution and/or services. The agency reserves the right to discuss design, configuration, implementation, operation, routine maintenance, and enhancement of the proposed solution(s) and/or services directly with any subcontractors or third parties involved in performing work for the agency.</i>
	We work with a one-team mentality and value transparency and communication. Accenture would work with the State and subcontractor to facilitate collaborative interactions where needed.
 PROPOSAL MEETS REQUIREMENT	SUB09 <i>The agency shall have the right to review and approve any subcontracts through the Supplier.</i> [REDACTED] [REDACTED] [REDACTED] [REDACTED]
	[REDACTED] [REDACTED]

	Upload Attachments with Additional Information? Yes	Attachment File Name: Subcontractor Requirements_ Base Requirements
17	Testing Requirements - Describe in detail how your company will meet all the requirements identified in Attachment F, Testing Section, TEST01-TEST18 . Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Testing Section .	
A17	<i>Answer # 17</i> TESTING REQUIREMENTS We use our ADM for Testing to provide a detailed, documented, and process-driven testing methodology. Using the industry-standard V-Model as a baseline, the ADM for Testing methodology provides a consistent testing approach and comprehensive set of processes to manage testing activities. We also tailor this methodology to align with defined requirements. The ADM for Testing methodology provides the necessary stage containment, which reduces cost, minimizes risk, and helps maintain the schedule. As shown in Figure 25, the V-Model provides a framework for validating defined requirements and verifying system quality through multiple test iterations during the design, development, and implementation process. It emphasizes early and thorough testing with stage containment, which helps contain costs and identify defects. We follow this iterative process of verification and validation, defining entry and exit criteria for each phase, which identifies defects as early as possible in the system development lifecycle and minimizes rework. The result is a solution that meets your requirements.	

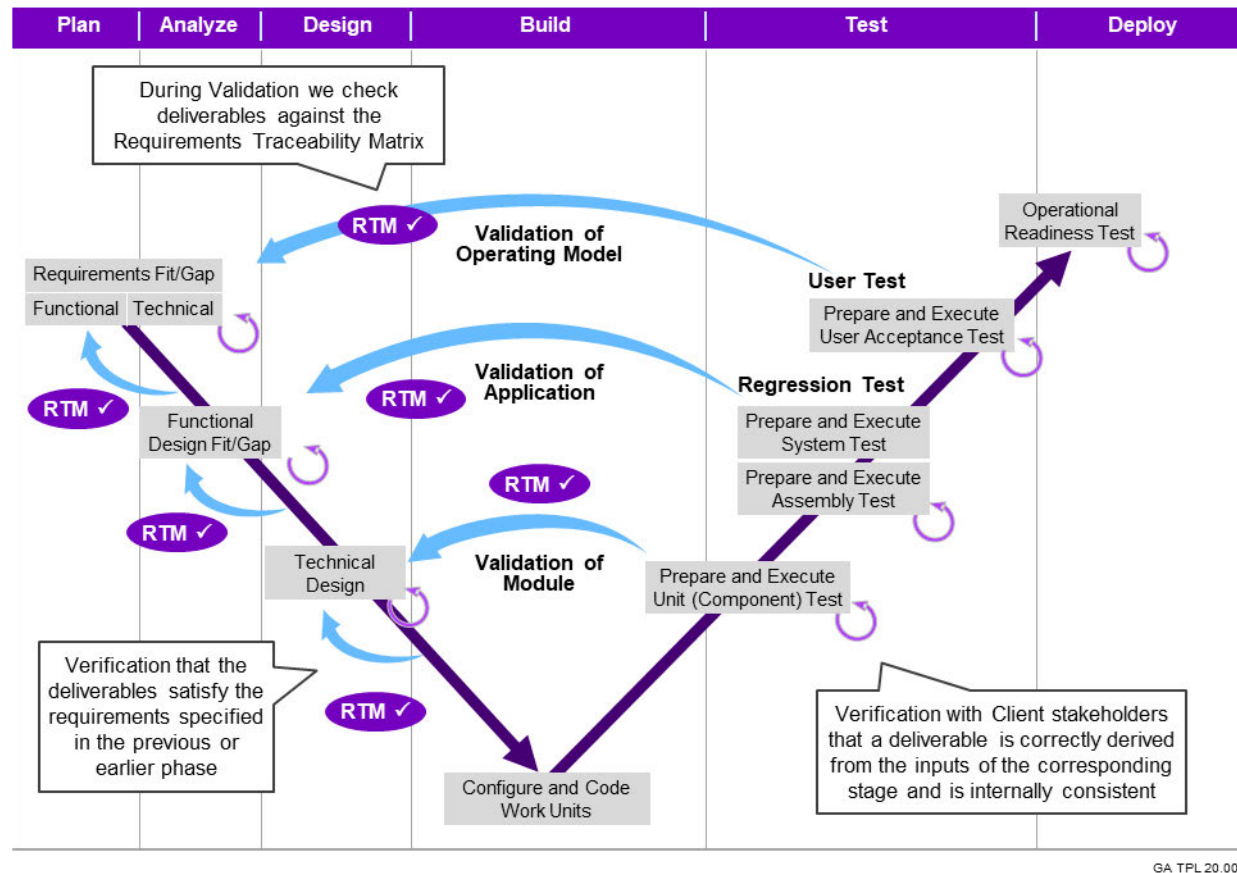


Figure 25. Accenture's ADM for Testing methodology, which is based on the industry-standard V-Model, provides the Agency with a detailed, documented, and process-driven testing methodology.

During testing, we follow a standard set of guiding principles. We follow these field-tested principles to deliver a tested TPLaaS platform:

- **Requirements Traceability** – Using the requirements that we confirm during the Analysis phase, we develop and refine thorough test scripts throughout the lifecycle and execute them during multiple test cycles to validate defined requirements
- **Stage Containment** – We define specific entry and exit criteria for each test phase to increase stage containment. These resolve system issues in the same stage they are introduced. Our use of stage containment reduces software issues found in later stages of the project, reducing development costs, and improving system quality. We review test results with the Agency to validate that we address test phase requirements before moving onto the next stage
- **Test Cases, Scenarios, and Scripts** – Accenture provides test cases, scenarios, and scripts for each test phase and updates them based on the Agency's review in order to provide a thorough test set before test execution. Test scenarios establish the normal and exception ways in which users interact with the system, whereas test cases establish the specific paths that align to each scenario. Test scripts are the specific steps that tie back to the test case. We develop test materials to increase reuse and improve the effectiveness and efficiency of our testing efforts. We maintain test scripts in TFS and linked to the corresponding requirement
- **Defect Tracking** – Our defect tracking process provides the Agency, Accenture, and other Agency-approved stakeholders with transparent tracking of system issues. We use a standard tracking process to document, prioritize, and resolve identified issues. We run reports in TFS to provide the Agency with accurate status updates on the testing effort on a regular basis

In the remainder of this section, we describe how our solution meets the requirements identified in Attachment F, Testing Section, TEST01–TEST18.



TEST01

At a minimum, the Supplier and/or services shall provide sufficient segregated environments to support testing as determined by the agency; such as: Integration Testing, System testing Regression Testing, Parallel Testing, Performance and Load Testing and User Acceptance Test.

We use multiple testing environments to address multiple stages of testing. This approach supports project quality and maintains the project schedule so that the availability of environments is not a bottleneck during unit, integration, system integration, user acceptance, interface, stress/performance, regression, and operational readiness testing.

 PROPOSAL MEETS REQUIREMENT	TEST02 <i>The Supplier must identify and resolve interdependencies that restrict or impede required testing of the Supplier's solution, other enterprise modules, or module components from performing required testing. Unless otherwise identified by the State strategies to resolve interdependencies must be reviewed and approved by the State prior to implementing the resolution strategy.</i> Accenture's change management methodology is part of our ADM project management methodology, which is the product of decades of experience. ADM is a combination of mature processes, robust tools, and tailored plans for use across multiple industries and projects of varied scale and scope. Our responses to Question 15, Project Management Requirements, provide further information about ADM. [REDACTED] [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	TEST03 <i>The Supplier shall perform testing and present the results for the test levels as defined by the agency: e.g. Performance Test results, System Test results, Parallel Test results, Regression Test results, Integration Test results. Test results shall be traced to the use case/user story and design documentation being tested.</i> [REDACTED] [REDACTED] [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	TEST04 <i>The Supplier shall provide sufficient environments and resources for the following:</i> a. Synchronize the software and the data from the production environment and testing and impact analysis environment at a minimum on a quarterly basis or at the discretion of the agency. b. Synchronize the software and the data from the production environment and training environment following software deployments.

- c. Provide a fully functioning online test environment, which includes batch and online programs, files, and supporting systems.
- d. Provide technical and functional support to create and analyze "what-if" scenarios and compare results between scenarios in the impact analysis environment. Provide an analysis of outcomes in impact analysis environment and another environment, such as production or test.
- e. Provide State, Supplier, and IV&V staff a minimum of read-only access to all environments and tools.
- f. Provide sufficient resources to support the execution of automated regression testing.
- h. Provide comparative analysis support of regression testing results.
- i. Conduct testing of approved system configuration changes, corrections or enhancements or before implementation.
- j. Allow agency resources and Suppliers designated by the agency to create and edit appropriate data to support testing efforts, including provider, member, and reference data.

[REDACTED]



**PROPOSAL MEETS
REQUIREMENT**

TEST05

The Supplier shall ensure, in order to release code to UAT or production, it must meet the minimum acceptable defect levels (as determined by the Agency).

Our defect tracking process provides the Agency, Accenture, and other Agency-approved stakeholders with transparent tracking of system issues. We use a standard tracking process to document, prioritize, and resolve identified issues. We regularly provide status updates on the testing effort. During the implementation, Accenture will work with the Agency to define the minimum acceptable defect level thresholds.



PROPOSAL MEETS REQUIREMENT

TEST06

The agency plans to perform UAT on all software releases as part of the contract. The Supplier's approach to establishing testing environments should not impact the agency's ability to conduct continuous UAT in a separate, dedicated environment.

Accenture supports UAT to allow users to test the system in a pseudo-production environment to verify that it is performing to defined requirements. Successful completion of UAT means that the system meets the functional and technical requirements. UAT validates the readiness of the system, not only in terms of the system and its components but also in terms of training materials, performance support products, and application support procedures. The UAT process continues throughout the life of the contract for enhancements and modifications. We will provide the Agency a separate, dedicated environment to facilitate continuous UAT.



PROPOSAL MEETS REQUIREMENT

TEST07

The Supplier shall facilitate UAT as defined by the agency, such as:

- a. Provide test cases and scripts*
- b. Assist the agency in developing UAT test cases.*
- c. Provide a dedicated UAT environment to the agency and maintain the environment as needed to support continuous UAT throughout design, configure/build and testing.*
- d. Refresh data, execute processes, and migrate releases or code fixes as requested or on an agreed-upon schedule.*
- e. Provide test data.*
- f. Provide a mechanism for the agency to enter defects into the online defect-tracking tool.*

Accenture will support the Agency in its execution of User Acceptance Testing. User Acceptance Testing allows for the Agency to verify that the system updates address business requirements and user expectations respective of their functional areas. Our support includes providing test cases and scripts; assisting with the development of UAT test cases; maintain the UAT environment; and refresh and provide test data. Accenture uses TFS for defect tracking.

The nature of our TPLaaS solution generally lends well to leverage of system test results reviews and implementation phase demonstrations rather than the need for time consuming and expensive UAT phases. Accenture will work with each State during development of the PA to determine the most effective approach.



**PROPOSAL MEETS
REQUIREMENT**

TEST08

The Supplier shall provide agency resources or their designee access to test cases, test results and defect tracking via online tools. The agency reserves the right to inspect artifacts and results at any time.

Through our culture of communication and transparency, Accenture will provide access to test cases, test results, and defect tracking via TFS, an online tool. TFS allows us to manage multiple environments, test cases, and scripts; maintain documentation; track bugs and defects; and link test cases and scripts to requirements. The Agency benefits from streamlined and structured testing, requirements traceability, increased organizational efficiency, and test case reuse.



**PROPOSAL MEETS
REQUIREMENT**

TEST09

The agency reserves the right to conduct independent testing of the solution at any time. The Supplier must cooperate with the agency or its designee, and provide environments, data, and technical support for independent testing.

Accenture supports UAT to allow users to test the system in a pseudo-production environment as well as provides implementation phase demonstrations to verify that it is performing to defined requirements. We will provide the Agency a separate, dedicated environment to facilitate independent testing.

The nature of our TPLaaS solution generally lends well to leverage of system test results reviews and implementation phase demonstrations rather than the need for time consuming and expensive UAT phases. Accenture will work with each State during development of the PA to determine the most effective approach.



**PROPOSAL MEETS
REQUIREMENT**

TEST10

The Supplier's Performance and UAT test environments shall be sized to be capable of mirroring the production System in its infrastructure, files, databases, processing, and reporting.

[REDACTED]

[REDACTED]

The nature of our TPLaaS solution generally lends well to leverage of system test results reviews and implementation phase demonstrations rather than the need for time consuming and expensive UAT phases. Accenture will work with each State during development of the PA to determine the most effective approach.



**PROPOSAL MEETS
REQUIREMENT**

TEST11

The Supplier shall work proactively with the State's designated testing resources to review all test results and provide the necessary system and functional information to create verification procedures and user acceptance test cases.

Accenture will work with the State's designated testing resources to review necessary test results. We will provide access for review of test results and system access to our test environment for validation tasks, as necessary. [REDACTED]



**PROPOSAL MEETS
REQUIREMENT**

TEST12

The Supplier shall develop test criteria and algorithms for expected outcomes prior to production of reports.

[REDACTED]
[REDACTED]
[REDACTED]



**PROPOSAL MEETS
REQUIREMENT**

TEST13

The Supplier shall ensure that the Project Work Plan allocates sufficient time to the State's user acceptance testing activities relative to the detailed scope of work, requirements and gaps, the number of manually executed test cases, and the complexity of module integration. The Supplier will be responsible for extended user acceptance testing if the proposed testing duration is not sufficient for the State to validate the module.

Accenture will draft a Project Work Plan based on the scope of work and our experience. The We review the Project Work Plan with the State to confirm that the appropriate amount of time has

been allocated to execute all user acceptance testing activities. The work plan is a living document that is tracked to and leveraged to measure progress as we move through the development lifecycle.



**PROPOSAL MEETS
REQUIREMENT**

TEST14

The Supplier shall plan and execute testing for all inbound and outbound interfaces, ensure accurate and secure data transmission between the Supplier's solution and the State's Integration Platform and coordinate with external entities as appropriate.

Our comprehensive testing approach is based on mature methodologies that have been refined over our decades of experience implementing large systems. As part of our standard DDI process, all inbound and outbound interfaces are tested to validate accurate and secure data transmissions. The interface testing will be a coordinated effort between Accenture, the State's system integrator, and external entities.



**PROPOSAL MEETS
REQUIREMENT**

TEST15

The Supplier shall coordinate with the agency, Systems Integrator, and specific module component vendors to conduct integration testing.

Accenture frequently operates effectively in client environments that feature multiple suppliers. We understand the challenges in a multi-vendor environment and the complexities that exist. During implementation, we will work with the Agency, the State's system integrator, and specific module component vendors to conduct integration testing.



**PROPOSAL MEETS
REQUIREMENT**

TEST16

The Supplier shall support system performance and load testing by supplying solution test data in sufficient volume (amount) in order to represent production data quantities.

During system integration testing (SIT), we will conduct performance and load testing of our solution. As part of test planning, we will work with the Agency to define the data volume to use to execute these tests.

	 PROPOSAL MEETS REQUIREMENT	
	TEST17 <i>The Supplier shall provide isolated testing environments and the ability to support testing with de-sensitized (non-PHI, non-PII) data sets.</i> Accenture will anonymize data, including personally identifiable information (PII) and protected health information (PHI) when extracting data from the production or conversion environments for use in the non-production environments including testing.	
	 PROPOSAL MEETS REQUIREMENT	
	TEST18 <i>The Supplier shall provide a pre-production environment configured to mirror production settings to support integration checks and pre-deployment checks with sensitive (e.g. PHI/PII) data sets.</i> Accenture conducts a pre-deployment checks in a pre-production environment. This environment mirrors the production environment and is populated with sensitive data sets and leverages production level security protocols. The pre-deployment checks serve as the final QA prior to deployment.	
	Upload Attachments with Additional Information? Yes	Attachment File Name: Testing Requirements_ Base Requirements
18	Training Requirements- Describe in detail how your company will meet all the requirements identified in Attachment F, Training Section, TRN01-TRN09. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Training Section.	
A18	Answer # 18	

TRAINING REQUIREMENTS



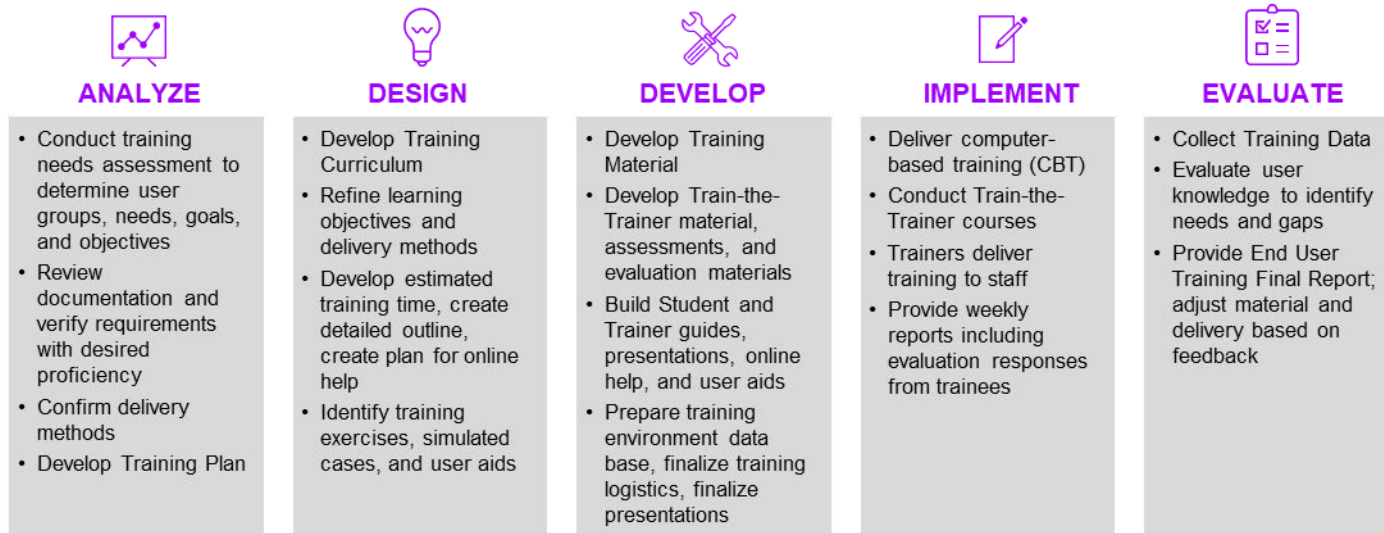
TRAINING PLAN

Within three months of the contract start date, we will develop and submit training manuals and materials to State for review and approval. These will address third party health insurance investigations and claims recovery. We will use these materials to train the contractor staff to identify health insurance resources and to fulfill the requirements of this contract. We will deliver comprehensive training in program knowledge, customer service, and telephone support. This will include managing the toll-free number and account inquiries for Medicaid members, providers, and carriers. Training will take place within two weeks of the contract start date, within two weeks for new hires, and on an annual basis thereafter.

To deliver an effective training program, we carefully consider the different audiences, their roles, their environment, and the degree to which they interact with the system. Our role-based training approach includes a blend of training methods and tools to provide each target audience with the appropriate amount of training, at the appropriate time, and in the appropriate way. This approach supports a smooth transition to the use and operation of the new solution to complete their day-to-day tasks.

TRAINING APPROACH

Accenture develops and delivers comprehensive training programs, education, and materials for trainees to perform required tasks accurately and efficiently. From the start of the project, our training approach will focus on identifying and aligning our staff's learning needs to training objectives, as detailed in Figure 26. As the material is developed, we will follow a rigorous peer and subject matter expert (SME) review process to promote content quality and accuracy. We will update materials quarterly or as requested by the State to reflect any changes.



GA TPL 20.0022

Figure 26. Our training approach includes rigorous review to ensure quality.

TRAINING PRACTICES

Within our training practice, we perform proficiency testing, conduct quality control reviews, and re-train when necessary to confirm that trained personnel demonstrate expected proficiency. We deliver training in multiple formats, including instructor-led training, computer-based training (CBT), train-the-trainer sessions, and ad hoc training sessions. Our blended approach is illustrated in Figure 27.



Figure 27. Our blended training approach incorporates a variety of methods and tools.

TRAINING FOCUS AREAS

- [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]

TRAINING IDENTIFICATION, TECHNIQUES, AND TOOLS

Accenture employs tiered objectives for end user training, as shown in Figure 28. This approach reflects a leading practice in system training delivery—building knowledge and skills over time to increase learner confidence. With our tiered approach, the level of complexity addressed in the course materials increases with advancement in the objective level. Similarly, training delivery methods vary to support achievement of the objective.

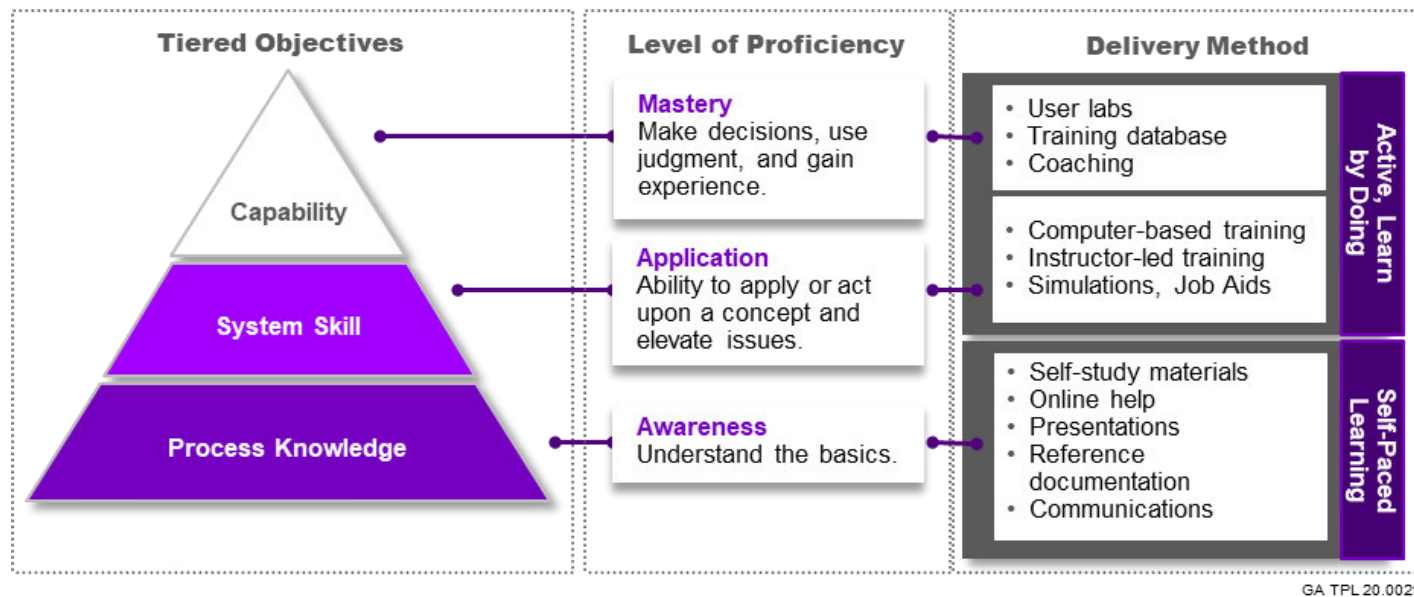


Figure 28. Accenture employs a tiered end user training approach to increase learner confidence.

Our training is designed to maximize the effectiveness of our agents while understanding that people do not absorb topics at the same speed or according to the same learning style. We have achieved significant success by organizing our training to begin with an overview of the objectives, products, ecosystem, and agent personas. That is followed by self-paced learning about the core topics of systems, tools, and processes to ensure that everyone can absorb the information at a pace that maximizes their learning and retention.

Performance is monitored, reported, and delivered to agents daily. Requirements for continuous education are determined through analytics and stakeholder input, with training delivered to all agents in a format determined to meet business needs (such as communication, huddle, computer-based, instructor-led). We will regularly deliver Team Manager coaching, with additional supplemental coaching for outliers. As part of our regular practice, we will routinely provide Accenture-sponsored training to agents and management on topics such as privacy and operational excellence.

TRAINING NEEDS ASSESSMENT

A key piece of our training program is the Training Needs Assessment (TNA). This critical component helps us map users to the most effective and appropriate training that maximizes their capability and understanding of TPL processes and tools used. We will work with the State to identify the core learning audience and map their learning needs to different knowledge transfer workshops.

HIPAA TRAINING

HIPAA compliance is built into our data protection. The project team will take HIPAA-specific training before beginning to work with sensitive data. Our HIPAA training is a required course for every staff member, every year. This course presents an overview of HIPAA, outlining the main components and covered entities. It examines the privacy provisions as they relate to protected health information (PHI). This course helps employees recognize the key provisions of HIPAA, how they are affected by HIPAA, and the privacy rules.

STATE SPECIFIC TRAINING

Accenture develops and executes training programs for client staff, at all levels, as a standard part of our services. Within three months of the contract start date, we will provide our Training Plan and materials to the State for review. We will continuously work with the State to update these materials as needed.

[REDACTED]

[REDACTED]

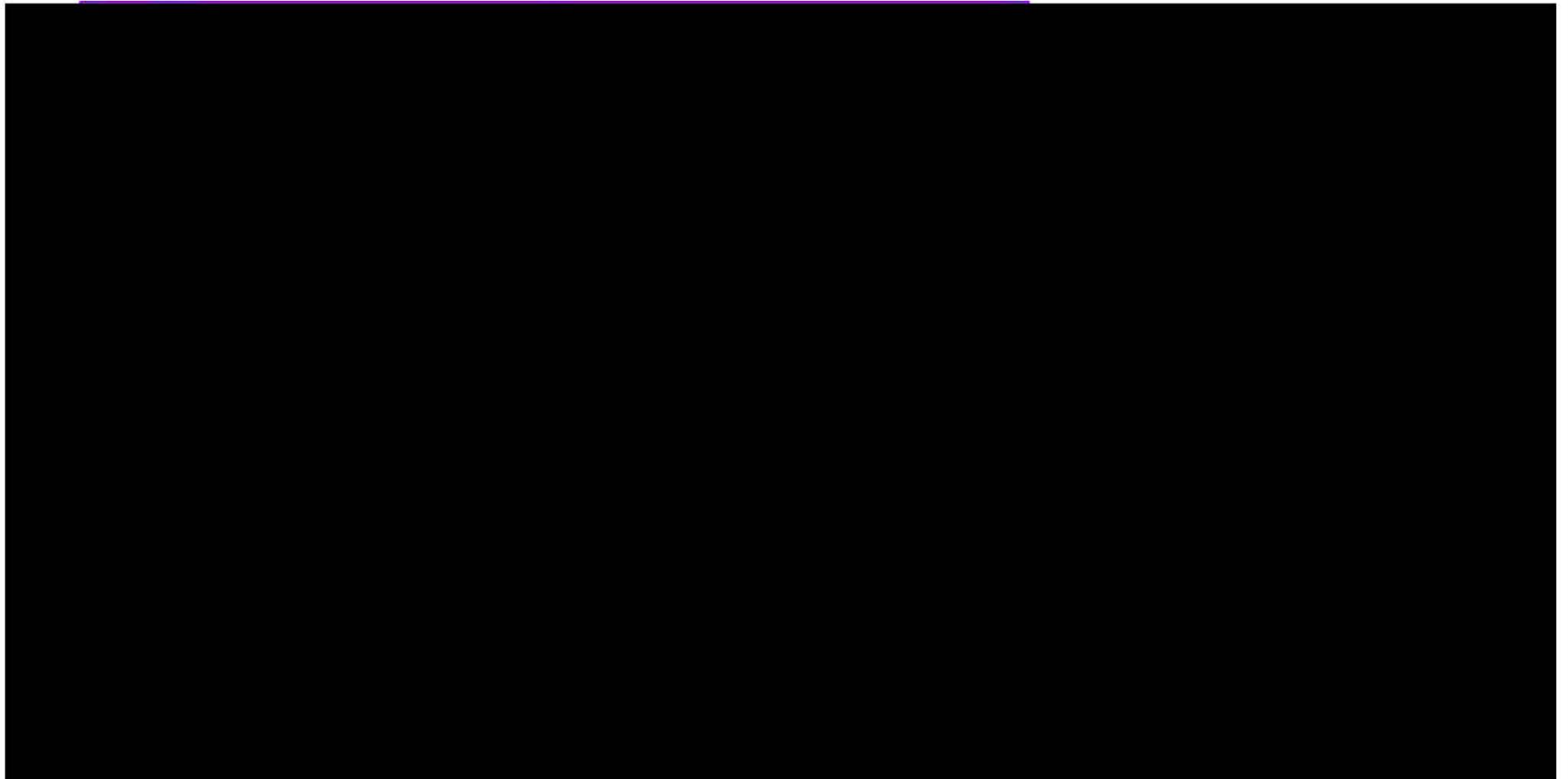


Figure 29. User-friendly training manuals are a component of our user training.

We have successfully used this approach for similar engagements. It enables staff to effectively perform their jobs through understanding the new applications and processes implemented. The Training Plan will also document the following:

- End-user audiences to be trained
- Timeline for material development and testing
- Process for conducting training reviews and dispositioning feedback
- Planned delivery methods and timeline for conducting training

In the remainder of this section, we describe how our solution meets the requirements identified in Attachment F, Training Section, TRN01–TRN09.



**PROPOSAL MEETS
REQUIREMENT**

TRN01

The Supplier shall provide technical training to agency project resources and designated Suppliers to develop an understanding of how to utilize the system using available tools and dashboards while leveraging technical and functional documentation and/or reports.

Accenture develops and executes training programs for client staff, at all levels, as a standard part of our services. Within three months of the contract start date, we will provide our Training Plan and materials to the State for review. We will continuously work with the State to update these materials as needed.

[REDACTED]

Starting with the Training Needs Assessment, we will work with the State to confirm the desired training topics and evaluate other areas to design, develop, and deliver training. Following our recommended role-based approach, we will align the right functional process and workflow training to the right staff based on their responsibilities. We will work collaboratively with you to evaluate potential training components and identify those that would be most effective for this project.

We will conduct end user training through an onsite or virtual, instructor-led training course, as requested by the State. This course will include reference manuals, depicted in Figure 29 and hands-on practice exercises. We will conduct additional training as needed either onsite or via online seminars.

 PROPOSAL MEETS REQUIREMENT	TRN02 <i>The Supplier shall create and update training materials as changes occur. These materials must be approved by the agency prior to publication.</i> End user training will incorporate a variety of delivery methods and training aids, including computer-based trainings, reference manuals, and hands-on practice exercises. We will continuously work with you to update training materials as needed.
	We follow the process described in TRN01 to develop the training curriculum and materials. Some examples training manuals are depicted in Figure 29. We update materials regularly to incorporate feedback received from learners and other stakeholders, and to reflect any system changes. Training updates may be triggered by our change control processes: each change request identifies potential impacts, including training and documentation, and we make relevant updates as we implement approved changes. As the material is developed, we follow a rigorous peer and subject matter expert (SME) review process to promote content quality and accuracy. We will also provide materials to the Agency for review, feedback, and approval.
 PROPOSAL MEETS REQUIREMENT	TRN03 <i>The Supplier shall collaborate with the agency to finalize and approve the training schedule.</i> We will work with you to finalize and approve the overall training plan, including the schedule for staff in the DDI and Operations phases during development of the Master Project Schedule.
 PROPOSAL MEETS REQUIREMENT	TRN04 <i>The Supplier shall maintain and update the training environment with training data to use during user training.</i> Our solution has environments for production, development, QA, system integration, and training, and we maintain these environments throughout our engagement. Our training environment is populated with appropriate data to facilitate production-like training scenarios.

Each State's environment needs differ based on overall MES architecture and business needs. We will work with the State during development of the PA to define specific environment needs.



**PROPOSAL MEETS
REQUIREMENT**

TRN05

The Supplier shall utilize a variety of delivery methods to best meet the training objectives. Examples include online self-paced training presentations, in-person classroom setting, written material, user manuals and demonstrations

Our role-based training approach includes a blend of training methods and tools aimed at providing each target audience with the appropriate amount of training, at the appropriate time, in the appropriate way, to help them transition smoothly to the use and operation of the new solution to complete their day-to-day tasks.

We deliver training in multiple formats, including instructor-led training, computer-based trainings, train-the-trainer sessions, and other ad hoc instruction. Our blended approach to training uses these methods and tools and is depicted in Figure 30.

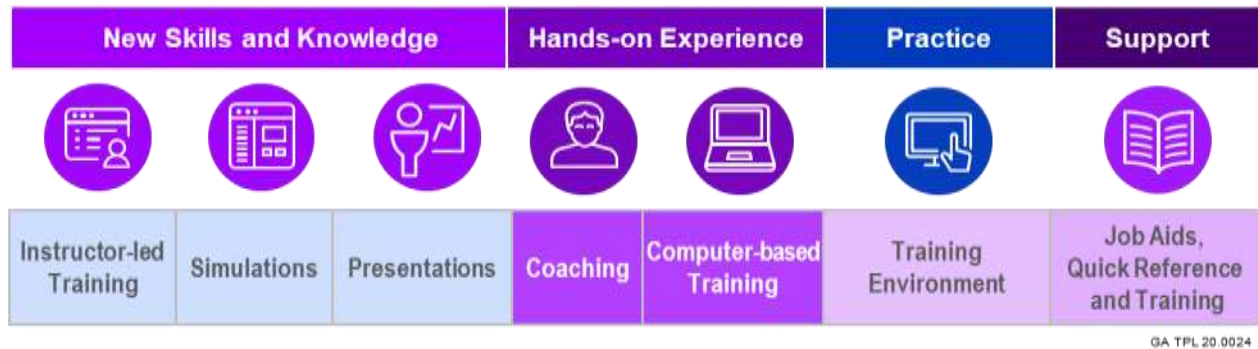


Figure 30. Accenture uses a blend of learning and support methods to train end users.

 PROPOSAL MEETS REQUIREMENT	TRN06 <i>The Supplier must provide training necessary to support new functionality and/or major software releases that materially change the user interaction.</i> Our team keeps training materials current. Throughout the project, as agreed to in the contract, we will provide training to support enhancements, new functionality, or releases that materially affect the end user experience.
 PROPOSAL MEETS REQUIREMENT	TRN07 <i>The Supplier shall provide training to other designated entities as defined by the agency</i> We work with the Agency during planning to identify training audiences, including Agency staff and other designated entities identified by the Agency. The Training Plan will define the approach for delivering the right training to the various audiences using the most appropriate training delivery method. We will collaborate with the Agency to define the training schedule and deliver
 PROPOSAL MEETS REQUIREMENT	TRN08 <i>The Supplier shall provide training and support to State staff and individuals designated by the State (e.g., IV&V, QA/QC vendor), on the use of DDI tools provided by the Supplier. This may include traceability tools, document repositories and testing tools.</i> We will provide necessary training and support for State staff or their designees to use DDI tools. If the State has a required project or code management tool, we will use that; however, we typically propose TFS during DDI for defect tracking, and ServiceNow post-implementation to

training according to plan.

track incidents and change requests.

	 PROPOSAL MEETS REQUIREMENT TRN09 <i>The Supplier shall provide training on the system for UAT testers. The Supplier shall provide updated User and System Documentation to UAT testers to support the UAT effort.</i> Before UAT begins, our team provides training to UAT testers, which supports their ability to successfully complete test activities. This includes access to training materials and other user documentation, which allows our team to validate their effectiveness.
	Upload Attachments with Additional Information? Yes Attachment File Name: Training Requirements_ Base Requirements
19	System Integration Requirements - Describe in detail how your company will meet all the requirements identified in Attachment F, System Integration Section, SI01-SI22. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Training Section.
A19	<i>Answer # 19</i> SYSTEM INTEGRATION REQUIREMENTS The goal of system integration is to share of data between systems. Our platform was designed with multiple interfaces in mind and has proven successful in ingesting and processing multiple formats and transactions with both health insurers and state agencies. We understand that each state has different integration architectures. Accenture has supported clients as the system integrator and as the module owner with proven experience working across enterprise solutions to design, build and support the most effective integration types and architectures. Our solution provides flexibility to transfer data using industry standard and custom formats. Our approach involves identifying and working with State systems early to review integration strategy and confirm data layouts. An illustration of our integration through the system integrator is shown in Figure 31. We then apply the appropriate mapping capabilities for inbound and outbound transactional data to minimize impacts to integrating partners.

Attachment G

TPL Base Requirements Mandatory Scored Response Worksheet

Third Party Liability

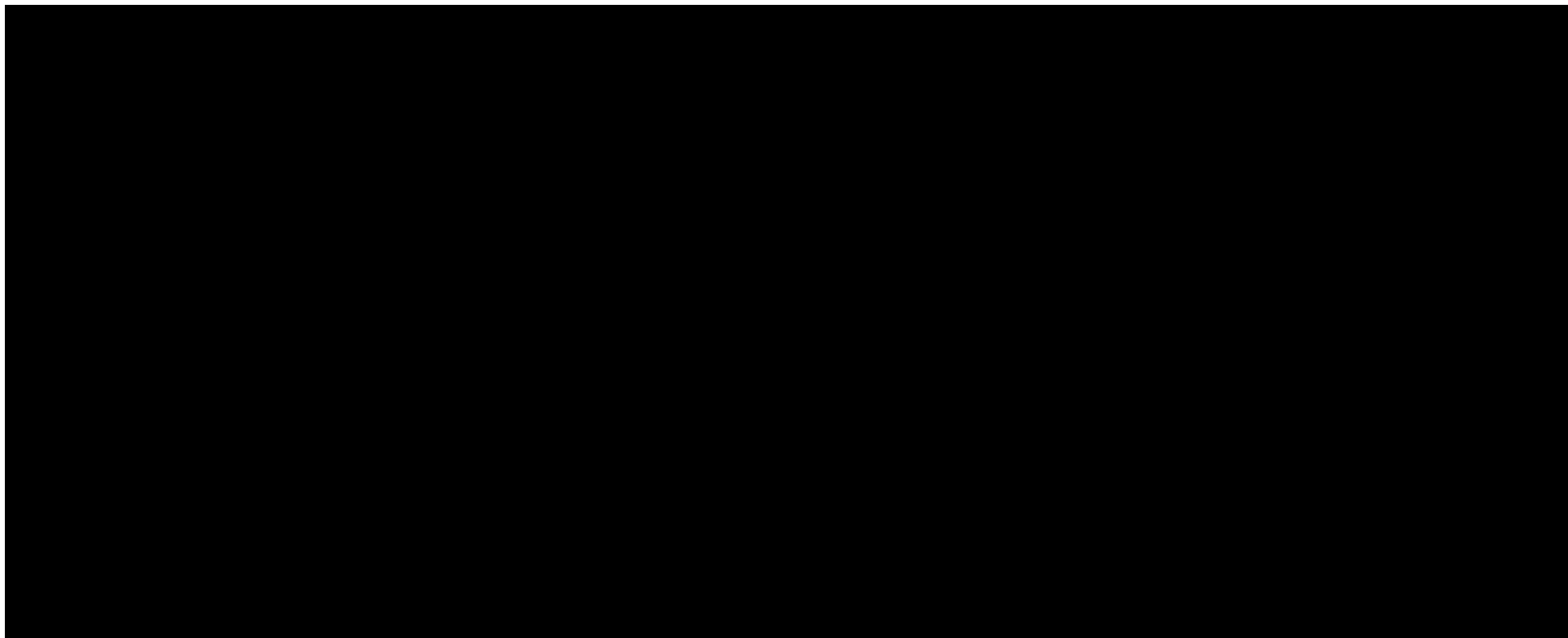


Figure 31. Our solution facilitates integration through the system integrator based on the business process.

In the remainder of this section, we describe how our solution meets the requirements identified in Attachment F, System Integration Section, SI01–SI22.



**PROPOSAL MEETS
REQUIREMENT**

SI01

The Supplier's solution shall support full and incremental data synchronization between the solution and the State's Integration Platform for data entities as defined by the agency.

As noted in the response to Question 69 of Attachment C, Addendum 4, each state has different integration architectures. Our platform has proven successful in providing integration flexibility with both health insurers and state agencies. During development of the State specific PA and

DDI phase, we will work with the State to identify the most effective integrations to support full and incremental data synchronization where deemed appropriate for the State's needs.



**PROPOSAL MEETS
REQUIREMENT**

SI02

The Supplier's solution shall ensure that module operational data is available and is supplied to the System Integrator in a format and frequency as defined by the agency. The System Integrator may require periodic data refreshes at agreed upon intervals.

As noted in the response to Question 69 of Attachment C, Addendum 4, each state has different integration architectures. [REDACTED]



**PROPOSAL MEETS
REQUIREMENT**

SI03

The Supplier shall work with the agency and the System Integrator to identify data quality issues and shall assist in remediating those issues as required.

Accenture frequently operates effectively in client environments that feature multiple suppliers. We understand the challenges in a multi-vendor environment and the complexities that exist. Our team will work with the Systems Integrator if data quality issues arise and will assist in remediating issues.



**PROPOSAL MEETS
REQUIREMENT**

SI04

The Supplier shall participate in the API Governance process, as defined and administered by the Agency. The API Governance process will define processes and adjudicate concerns for items including but not limited to:

- Design and definition of solution endpoint API specifications
- Revisions to solution endpoint APIs (minor & major)

• Deprecation of solution APIs

• Definition of data formats and code lists utilized by an API

• *Dispute resolution for API designs and behavior*

• *Publication of solution API specifications to the Agency's API Registry*

Accenture understands the value of governance. It increases organizational effectiveness by connecting actions and decisions to strategic goals. In an environment that relies on integration between system, a strong governance approach defines clear lines of responsibility and provides the framework for accountability and collaborative decision-making.

Accenture will participate in the API Governance process as defined and administered by the Agency.



**PROPOSAL MEETS
REQUIREMENT**

SI05

The Supplier shall develop, in coordination with the System Integrator, an overall integration approach as approved by agency. The approach shall be documented within the Module Implementation Plan and shall include but not be limited to:

• *Supplier's solution interfaces exposed to the State's Integration Platform*

• *Integration schedule including milestones / checkpoints*

• *Integration test plan (including test report formats, acceptance criteria)*

• *Designated point of contacts for integration activities and their roles*

• *Processes for communicating delays, issues, etc.*

• *Processes for coordination during solution deployment*

As part of our project initiation, we will mobilize our team to work with the Agency and the System Integrator to confirm our approach for integration with the State's Enterprise Architecture. We understand that integration of our Intelligent TPLaaS Platform with Agency systems will be orchestrated via the State's Enterprise Architecture for both real-time and file-based integrations. We will work with the Enterprise Architecture team to establish the necessary integrations: API (to support Medicaid eligibility checks and claims data) and SFTP (for delivering data files from our Intelligent TPLaaS Platform to the MMIS).

 PROPOSAL MEETS REQUIREMENT	SI06 <i>The Supplier's solution shall provide comparable environments, and be able to establish connectivity, to those used by the Integration Platform (e.g., testing, staging, and pre-production). The Supplier shall coordinate with the Systems Integrator the security and data sensitivity configurations for the multiple environments as required.</i> [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	SI07 <i>The Supplier shall provide and keep current API documentation for Supplier's solution to be included in the enterprise API Registry.</i> At Accenture, we believe in creating right level of documentation. Not so little that it doesn't have value in understanding how the system works, and not so much that it can never be read and understood; such documentation tends to quickly fall out of date. Our balanced approach involves creating a consistent and consolidated view of the solution interfaces and integrations through traceability and updating impacted documentation as the system changes.
 PROPOSAL MEETS REQUIREMENT	SI08 <i>The Supplier shall support the agency and agency's System Integrator in review and comparison of reports available within the Supplier's solution and legacy reports from an electronic system as determined by the agency, e.g. Medicaid Enterprise System. The contractor shall support the development of any reports that have been identified as a gap.</i> [REDACTED] [REDACTED] [REDACTED]

 PROPOSAL MEETS REQUIREMENT	SI09 <i>The Supplier shall work collaboratively with the agency and agency's System Integrator to review T-MSIS data fields and recommend data elements for which the Supplier's solution shall serve as the system of record. The Supplier shall identify controls to ensure the quality, integrity and consistency of T-MSIS data.</i> Accenture understands the criticality of this process and the need for timely and accurate data reporting to CMS. Our team will work with the Agency, MES, and the Agency's T-MSIS teams as well as CMS to map out TPL data file layout correctly and in compliance with CMS specifications. We will meet the CMS Standard Operating Procedures requirements. We will incorporate CMS pre-acceptance edits in our data validations for consistency, and we will support timely TPL file data submissions for CMS reporting. We have reviewed the T-MSIS priority items (TPIs) that focus on data quality to help states improve reporting accuracy and completeness for Medicaid and CHIP. We are confident in our ability to support this capability and the priorities related to TPL, such as TPI 01, with utmost data accuracy. [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	SI10 <i>The Supplier's solution shall support the ability to monitor, record and automatically report to the Integration Platform the system health, performance and utilization of resources within the Supplier's solution.</i> [REDACTED] [REDACTED] [REDACTED] [REDACTED]
 PROPOSAL MEETS REQUIREMENT	SI11 <i>The Supplier's solution shall contain verification mechanisms that are capable of authenticating authority (as well as identify) for the use or disclosure requested.</i> Our solution provides a role-based access system that provides a consistent set of authorizations for each defined role type. TPLaaS solution will use Accenture's Single Sign-On (SSO) for authentication along with Symantec VIP for MFA. Any user who would like to get access to this

application suite will require a valid Accenture ID. All users will be authorized within the application before allowing them to view the application. End user additions and role changes would need to be approved by the business or operations team leader and also approved by the production support team lead. All Infrastructure Team personnel are added to the system with the minimum amount of access required to complete their job duties successfully. Accenture can integrate with Agency's SSO to allow the client users to authenticate using the Agency's SSO.



**PROPOSAL MEETS
REQUIREMENT**

SI12

The Supplier's solution shall support a user security profile that controls user access rights to data categories and system functions as part of a Role-based Access Control (RBAC) or Attribute-based Access Control (ABAC) authorization approach.

[REDACTED]

[REDACTED]



**PROPOSAL MEETS
REQUIREMENT**

SI13

The Supplier's solution shall ensure account access authorization procedures shall follow the concept of least privilege; allowing users access to only the information that is necessary to accomplish assigned tasks in accordance with business functions.

[REDACTED]

[REDACTED]

 PROPOSAL MEETS REQUIREMENT	SI14 <i>The Supplier shall support technical exchange meetings with the agency, agency's System Integrator and other parties as appropriate to cover topics including but not limited to: data models, data migration, enterprise systems integration, integration testing, change management workflows, API analysis, reporting analysis, business rules, ECM, reference data, PHI data sharing requirements, governance participation.</i> Accenture frequently operates effectively in client environments that feature multiple suppliers. We understand the challenges in a multi-vendor environment and the complexities that exist. In order for all parties to be successful, open communication and collaboration are needed between the Agency, the Agency's System Integrator, Accenture, and other parties identified by the Agency. We will participate in technical exchange meetings.
 PROPOSAL MEETS REQUIREMENT	SI15 <i>The Supplier shall support the Systems Integrator in the design and definition of APIs and API data formats as required by the agency. This may include but is not limited to:</i> •Support identifying gaps and issues in existing APIs/interfaces and data formats •Providing documentation for the Supplier solution's existing APIs or data exchanges •Review and provide feedback for legacy APIs/interfaces and data formats •Provide feedback on technical specifications for interfaces with the Integration Platform Accenture frequently operates effectively in client environments that feature multiple suppliers. We will support the System Integrator in the design and definition of APIs and API data formats that interface with our solution. As noted in the response to Question 69 of Attachment C, Addendum 4, each state has different integration architectures. Our platform has proven successful in providing integration flexibility with both health insurers and state agencies. During development of the State specific PA and DDI phase, we will work with the State to identify the most effective interfaces and integrations deemed appropriate for the State's needs.

 PROPOSAL MEETS REQUIREMENT	SI16 <i>The Supplier shall support migration efforts to onboard new modules (i.e. claims) that will be receiving TPL data.</i> As new modules that impact TPL are onboarded, Accenture will support the migration efforts to include participating in design activities, providing data layout and specifications, and providing TPL data as needed.
 PROPOSAL MEETS REQUIREMENT	SI17 <i>The Supplier shall support the development and execution of cross-module integration test scenarios.</i> For cross-module integration testing, Accenture will support the development and execution of test scenarios to validate the integration with our solution.
 PROPOSAL MEETS REQUIREMENT	SI18 <i>The Supplier shall demonstrate the ability to securely and accurately exchange user credentials between the integration platform and the Supplier's solution.</i> Accenture has an accomplished and experienced security and infrastructure team that works with Protected Health Information (PHI) and continuous improvement (CI) data of federal and state requirements using the latest industry security standard for secure file transfers. Accenture prefers to use key based authentication for any secure file transfers using the public key provided by Agency and whitelist the incoming source server of Agency in our trusted list so that the connection is secure. This will make sure the only the two parties who have public and private key can only communicate.

 PROPOSAL MEETS REQUIREMENT	SI19 <i>The Supplier shall support system testing and validation during the parallel operation period using production data supplied by the legacy system.</i> Accenture will support system testing and validation during the parallel operation period using production data supplied by the legacy system.
 PROPOSAL MEETS REQUIREMENT	SI20 <i>The Supplier shall support enterprise-wide coordinated deployments with the agency's Integration Platform and other Enterprise systems as required. This may include but is not limited to:</i> • <i>Coordination with the Systems Integrator and other parties</i> • <i>Coordination of deployments for different environments (e.g., integration testing, PHI environment testing, and production environment)</i>
	• <i>Coordination with the Systems Integrator and other parties to debug and resolve issues related to deployments</i> • <i>UAT with data validation</i> • <i>Providing to the agency testing reports and other artifacts as required per deployment</i>
	Accenture frequently operates effectively in client environments that feature multiple suppliers. This experience includes System Integrator and cross-vendor change coordination and design sessions, navigating various phases of integration testing, and cross-module defect and issue resolution. We will work with the system integrator to support enterprise-wide coordinated deployments when our solution is impacted by the deployment.
 PROPOSAL MEETS REQUIREMENT	SI21 <i>The Supplier's solution shall support parallel testing and validation with the operational Legacy electronic system as determined by the agency, e.g. Medicaid Enterprise System. This may include but is not limited to:</i> • <i>Ongoing data synchronization</i> • <i>UAT with data validation</i>

	•Providing to the agency testing reports and other artifacts as required per deployment •Coordination with the Systems Integrator and other participants in release planning and debugging of issues related to deployments •Participation in deployment governance involving multiple environments (e.g., for integration testing, PHI environment testing, and production environment) Accenture will support parallel testing and validation with the operational Legacy electronic system as determined by the Agency.  PROPOSAL MEETS REQUIREMENT SI22 The Supplier's rule engine shall be able to adopt and implement enterprise-level rules as defined by the agency. If the TPL module is required to make use of a business rules engine, otherwise it is not be applicable	
	Upload Attachments with Additional Information? Yes	Attachment File Name: System Integration Requirements_ Base Requirements
20	Authorization and Access Control management of Privilege Access Accounts - Describe in detail your capability and procedures to authorize, manage and implement logical access control for software, applications, operating systems and infrastructure privilege access level accounts within the vendor proposed solution. Include as part of your response the process flow from request to authorization to implementation and how privilege level accounts will be tracked and access rescinded when the account is no longer needed.	
A20	Answer # 20 AUTHORIZATION AND ACCESS CONTROL MANAGEMENT OF PRIVILEGE ACCESS ACCOUNTS	

[illegible]

		
	Figure 32. Process flow from request to authorization to implementation.	
	Upload Attachments with Additional Information? Yes	Attachment File Name: Authorization and Access Control_ Base Requirements
21	Information Security Staffing and Support Resources- Describe in detail your capability to provide the appropriate professional information security and privacy staff necessary to adequately maintain the security requirements of the information system throughout the timeline of the contract agreement. Include as part of your response a description of how you will retain adequate information security staff in order to provide information security and compliance related contractual deliverables by the established due dates and timelines. Examples of security deliverable(s) include, Disaster Recovery Plan documentation, development and annual testing, NIST based System security plan development and documentation, etc. The description of capability must address how you will maintain adequate staffing and resources to meet the supplier requirement to submit the system security plan deliverable to the agency for review within ninety (90) days of contract award.	

Attachment G

TPL Base Requirements Mandatory Scored Response Worksheet

Third Party Liability

A21 Answer # 21

INFORMATION SECURITY STAFFING AND SUPPORT RESOURCES

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Our Intelligent TPLaaS Platform is hosted in our highly secure Accenture private cloud data center that is SOC 2 Type II audited and HITRUST compliant, with numerous controls implemented to safeguard your data. Our Accenture-managed data center is SSAE 18 certified and compliant to ISO 270001 and NIST. Our solution was designed and built in accordance with these security standards that define a common set of controls for managing cybersecurity risk, both internally and externally, within public and private organizations. For example, the NIST standard rests on the following three fundamental tenets, all of which were incorporated into our approach for securing the Intelligent TPLaaS Platform:

- Incorporate well-designed and well-built information technology products based on state-of-the-practice hardware, firmware, and software development processes
- Employ sound security practices that are well documented and seamlessly integrated into the training requirements and daily routines of organizational personnel with security responsibilities
- Use continuous monitoring to determine the ongoing effectiveness of deployed security controls and compliance with legislation, directives, policies, and standards

Accenture will employ staff required to manage the information security and privacy necessary to adequately maintain the security requirements of the TPLaaS solution throughout the timeline of the contract agreement. These resources will work towards developing the DR documents, NIST based System security plan development and documentation which are the deliverables to the Agency.

The staff will be responsible for developing and maintaining a CDP program and to make sure the stakeholders are validating each control on a regular basis to confirm that all security controls are still intact.

Key elements of our industry-leading CDP program include:

1. Senior level responsibility for data protection and mandatory program adoption for all engagements where we have access to confidential business or personal data.

	2. Mandatory data protection foundational training for all employees. 3. Clear documentation and communication of data protection requirements and function-specific training to Accenture people with access to confidential client data. 4. Required controls for storing, accessing, transmitting, hosting, and working with confidential personal and business data. 5. Service specific controls tied to vulnerabilities inherent in specific types of work. 6. Technology support including hard drive encryption, workstation configuration scanning, USB port scanning, hard drive scanning, and data loss prevention. 6. Tools, processes, and subject matter specialist support for project teams. 7. Where project team members have access to client data, they adhere to several controls: no local storage of client data on non-client devices; strictly governed project user access management, where access to productive data can only be granted on exceptional basis; participation in client data protection awareness programs/trainings.	
	Upload Attachments with Additional Information? Yes	Attachment File Name: Security Staffing and Support Resources _ Base Requirements
22	Security Awareness Training- Describe in detail your methodology, capability, procedures and processes to administer, track and manage cybersecurity awareness training to employees and contractors with the most current and up to date cybersecurity content and information on an annual basis.	
A22	<i>Answer # 22</i> SECURITY AWARENESS TRAINING Accenture values our clients and considers security requirements a high priority. As part of our Data Privacy Compliance Program, all personnel onboarded to the project will undergo a project specific CDP training initially that provides security awareness about the project. All employees also participate in comprehensive, ongoing training and will be part of a communications plan that promotes high levels of awareness of data privacy matters. All employees will be trained regularly on data privacy requirements, including those from noteworthy legislative changes. They also receive mandatory interactive computer-based data privacy training, which includes modules on client data handling procedures, data privacy principles, security breach escalation, and information security. By selecting Accenture, you receive a team that is fully versed on data security and HIPAA compliance.	

Attachment G

TPL Base Requirements Mandatory Scored Response Worksheet

Third Party Liability

	Relevant components of our industry-leading CDP program include: • Foundational data protection training and participation in client data protection awareness programs/trainings • Clear documentation and communication of data protection requirements and function-specific training to Accenture people with access to confidential client data • Project team support including tools, processes, and subject matter advisors • Strictly governed project user access management	
	Upload Attachments with Additional Information? Yes	Attachment File Name: Security Awareness Training_ Base Requirements