



Gainwell Connect™ - Interoperability Data and Analytic Solutions

The State of Utah Division of Purchasing
NASPO ValuePoint Master Agreement
for Cloud Solutions
Gainwell Amended Technical Response
Contract #: AR3094

October 2025



Pricing

Base Platform Licensing

Gainwell *Connect* - Interoperability platform licensing can be purchased on a subscription basis in one-year increments beyond the initial implementation period. The minimum licensing time is 48 months of ongoing operational support. Licensing costs will vary based on the specifications required for each implementation including any desired optional components. Additional scope will be priced based on client-specific requirements.

The Gainwell *Connect* - Interoperability platform has been designed and priced to support a wide range of client requirements. Different components can be purchased together or independently. Pricing will vary with the scale and complexity of client data and analytic needs, the degree of customization required, and the inclusion of optional services and solutions. The table below provides a sample list price for the core Gainwell *Connect* - Interoperability Platform sized for one million (1,000,000) enrolled members with medium platform complexity characteristics.

Example Environment Complexity Price

Core Interoperability Platform		List price
Scale	~ 1M Active Members ~ 500K Inactive Members 3 Lookback Years	
Complexity	Complex	
Implementation	One Time	\$5,536,000
Ongoing Operations	Per Month	\$262,000

The baseline pricing outlined here is for the standard Gainwell *Connect* - Interoperability package including API for both CMS-9115-F and CMS-0057-F. Pricing will vary with client needs and requirements, and inclusion of optional add-on services.

Platform implementation is a non-recurring charge that will be billed based on achievement of implementation milestones. Once the platform goes live, there is a monthly fee for the ongoing maintenance and operation (M&O) of the platform.

Gainwell will work with the purchasing entity to determine their needs for the base offering and optional services desired and finalize the corresponding subscription fees in a mutually agreed scope of work (SOW). Service-level agreements (SLA) will be discussed and agreed upon during the contracting process.

Support:

Gainwell *Connect* - Interoperability is designed to operate requiring minimal support. Online self-help resources, such as user guides and FAQs, are available to the users of these solutions. In the event a user may require additional support, need to request enhancement, or have any other concerns related to the Gainwell *Connect* - Interoperability product, the parties will define their respective obligations for support in the applicable SOW or order.

The standard support model provides three levels of support:

- **Level 1 Support — Provided by Participating Entity.** The participating entity may request Gainwell provide Level 1 support during contract negotiations. Gainwell may consider the request and additional fees may apply. Level 1 support consists of any issue that can be resolved by the user by using online self-help resources, such as the FAQs and user guide. Level 1 support can also include issues with the user's specific device. Medicaid members who need assistance with correcting entered member data is considered a Level 1 support item.

- **Level 2 Support — Provided by Gainwell.** Level 2 support consists of any issue that is not Level 1 and is not determined to be a bug/defect in the application. This includes items such as:
 - Server issues
 - Invalid data displays
 - One or more modules not functioning properly
 - Broken or inaccurate links in the program
- **Level 3 Support — Provided by Gainwell.** Level 3 support consists of any issues that are directly related to bugs/defects in the Gainwell *Connect* - Interoperability application.

An automatic notification system will be leveraged for client support. The anticipated response times from Gainwell for all priority levels is one (1) business day. Standard support hours are normal client business hours, Monday through Friday (“Core Hours”). A list of mutually agreed upon holidays will be determined and formalized during contract negotiations with the participating entity (“Holidays”).

Further detailed information on the Gainwell *Connect* - Interoperability support process, including a process flow document(s) will be shared during the contract negotiations.

Assumptions

Participating Entity acknowledges that a quotation for baseline pricing is based on a standard configuration that includes: (a) One production and three non-production environments; (b) Multi-tenancy with Active/Passive disaster recovery; and (c) Business Intelligence licensing includes 50 viewers and ten power users, as further described in the Product Description (“Scope”). Any changes and/or deviations to the Scope, beyond those submitted by Gainwell herein, are subject to mutual agreement between the parties as confirmed via a mutually executed change control document and may be subject to additional fees and/or modifications to any applicable project document calculated using the List prices set forth above.

The Participating Entity is responsible, at its own expense, to procure and operate such hardware, software, equipment, and communications services as necessary for it to access and use Gainwell *Connect* - Interoperability.

The following are additional assumptions:

- Any quoted baseline fee assumes a commitment for support/M&O for a period of at least two years.
- Any quoted baseline fees do not include any service level agreements (“SLA”). If required, SLAs will be agreed upon on a case-by-case basis and documented in a mutually agreed upon SOW or Order and may be subject to applicable fees.
- The RTO/RPO SLA contained in the MSA is not applicable to Gainwell *Connect* - Interoperability. A business continuity and disaster recovery plan, including mutually agreed upon RPOs and RTOs, as well as an annual disaster recovery test, may be considered on a case-by-case basis, subject to a mutually agreed fee.
- Technical support using a “follow the sun” methodology may be followed. That means that certain portions of support, help desk, or other services may be provided from offshore locations.
- Standard support hours are normal Gainwell business hours, Monday through Friday 8 a.m. to 5 p.m. CT (“Core Hours”). Participating Entity requests for services on holidays or outside Core Hours may result in additional fees.
- Monitoring of Gainwell *Connect* - Interoperability is performed through Gainwell Security Operations Centers.
- Gainwell *Connect* - Interoperability is hosted in AWS, in a non-FedRAMP or GovCloud environment.

- The quoted baseline fee assumes the holding, storage, or processing of Low-Risk Data, should High Risk Data or Moderate Risk Data be required to be held, processed or stored, additional fees may apply.
- Gainwell *Connect* - Interoperability does not include certification or compliance with ISO, FERPA, CJIS Security Policy, PCI, IRS Publication 1075, EU data protection/model clauses, ISO 27001, or FISMA requirements or regulations.
- As data is stored in the cloud, SOC2 is not provided as part of the quoted baseline pricing, should Participating Entity require a SOC2 report, one may be provided on an individual case basis, subject to a change order and payment of the applicable fees in place at the time of the request.
- The quoted baseline fee assumes there will not be data conversion upon implementation or at expiration or termination of the subscription term. If any Participating Entity-specific implementation or end of contract activities or data extraction are required, Participating Entity must notify Gainwell at least 90 days in advance, and such activities may be considered on a case-by-case basis, subject to a mutually agreed fee.
- As Gainwell *Connect* - Interoperability is a COTS SaaS application with a DR solution, no roll back is required or provided, and the Participating Entity will not be provided rights to use or access Gainwell Interoperability or its underlying software and/or components after the completion of the subscription term.
- Gainwell may utilize a third party to assist with the implementation and maintenance of Gainwell *Connect* - Interoperability.
- CSA STAR is not included in the quoted baseline fee; however, can be considered on a case-by-case basis, at additional cost.
- The quoted baseline fee does not include any reports or reporting obligations. If required, reports will be agreed upon on a case-by-case basis and documented in a mutually agreed upon SOW or Order and be subject to applicable fees.
- Any quotations provided for any fees for implementation and the baseline fees assume Gainwell has full access to the data necessary to perform the services. If additional development or APIs/interfaces are required, the parties may review in contract discussions, and an additional fee may apply.
- CMS-0057-F Provider Access requires a member to be attributed to a provider for their data to be accessed. Supplier will use the historical claims to establish a patient-provider relationship.
- Consent Management capability for Provider Access is managed via Supplier's solution.
- All Prior Authorizations ARE processed within the state MMIS.
- ePA Routing: Only one (1) Prior Authorization vendor is utilized by the state.