



HHS Tech
Group



Provider Services Module for DPHHS MPATH

Attachments

November 16, 2017

**Montana Department of Public
Health and Human Services
(DPHHS)**

RFP#: DPHHS-RFP-2018-0127JT

Submitted to:

**Montana Department of Public Health
and Human Services (DPHHS)**
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Matrix of Requirements										
Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Business Rules	BR01	The Contractor shall configure, support and maintain a business rules engine (e.g., add, modify, or remove/retire rules) based on the <u>Service Architecture (SOA)</u> .	No		A	S1	SaaS/COTS	T	Y	
Business Rules	BR02	The Business Rules Engine (BRE) shall allow authorized system users including Department resources, the ability to create, configure and maintain rules for business functions in a user-friendly graphical user interface (GUI) that facilitates rules maintenance without coding changes.	No		A	S1	SaaS/COTS	T	Y	
Business Rules	BR03	The Contractor shall provide real time access to a Business Rules Catalog, in an electronic format approved by the State, that documents all <u>business rule logic used by the solution</u> .	No		B	S1	SaaS/COTS	T	Y	
Business Rules	BR04	The Contractor shall update the Business Rules Catalog with all additions or changes.	No		B	S1	SaaS/COTS	T	Y	
Business Rules	BR05	The Contractor's Business Rules Engine shall be integrated into a testing environment that contains production data to allow users to perform "what if testing" and compare the before and after outcomes. The Contractor will provide Department staff and designated project resources, support and access to reports or reporting tools to evaluate the impact analysis.	No		A	S1	SaaS/COTS	T	Y	
Business Rules	BR06	The Contractor's Business Rules Catalog shall include granular check-out and check-in rules and an <u>audit trail of business rules changes</u> .	No		A	S1	SaaS/COTS	T	Y	
Business Rules	BR08	The Business Rules Engine shall allow changes to be made to valid values without impacting production rules engine availability and operations.	No		B	S1	SaaS/COTS	T	Y	
Business Rules	BR09	The Business Rules Engine shall include the ability to debug business rules at rule execution.	No		A	S1	SaaS/COTS	T	Y	
Business Rules	BR10	The Contractor shall provide the ability to allow multiple users to work concurrently on different <u>parts of the same rule base</u> .	No		A	S1	SaaS/COTS	T	Y	
Business Rules	BR11	The Business Rules Engine shall have the ability to rollback to prior versions of rules without impacting production rules engine availability and operations.	No		A	S1	SaaS/COTS	T	Y	
Business Rules	BR12	The Contractor shall provide and maintain a graphical representation of business rule flow(s) and <u>orchestration for all business rules</u> .	No		B	S1	SaaS/COTS	T	Y	
Business Rules	BR13	The Business Rules Engine shall have mechanisms to identify which rules are executed for <u>each specific business process</u> .	No		A	S1	SaaS/COTS	T	Y	
Business Rules	BR14	The Business Rules Engine shall be able to produce a report on rules passed or failed for all transactions.	No		B	S1	SaaS/COTS	T	Y	
Business Rules	BR15	The Business Rules Engine shall send alerts to the appropriate resource for issues identified in the rules engine. The Contractor will take appropriate action to address any alerts or rule failures.	No		A	S1	SaaS/COTS	T	Y	
Business Rules	BR16	The Business Rules Engine rules editor shall allow subject matter experts or technical resources to write natural language business rules (<u>i.e. human readable</u>).	No		A	S1	SaaS/COTS	T	Y	
Business Rules	BR17	The Business Rules Engine shall provide the ability to prioritize, sequence, and allow administrators to control processing.	No		A	S1	SaaS/COTS	T	Y	

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Business Rules	BR20	Where applicable, the business rules engine shall use standardized business rules definitions.	No		A	S1	SaaS/COTS	T	Y	
Business Rules	BR21	The Contractor's business rules shall execute in a runtime environment.	No		A	S1	SaaS/COTS	T	Y	
Certification	CERT01	The Contractor shall develop a Certification Crosswalk that describes how the Contractor's deliverables and other documentation align with federal certification requirements and MECT milestone reviews.	No		NA	NA	NA	NA	NA	
Certification	CERT02	The Contractor shall complete quarterly and milestone updates of the CMS Certification Checklists as requested by the State.	No		NA	NA	NA	NA	NA	
Certification	CERT03	The Contractor shall validate the system against the CMS Certification Checklists.	No		NA	NA	NA	NA	NA	
Certification	CERT04	The Contractor shall contribute to the quarterly IV&V certification reports.	No		NA	NA	NA	NA	NA	
Certification	CERT05	The Contractor shall provide staff resources to support MECT milestone review and certification activities including participating in planning activities, meetings and other activities as required by CMS.	No		NA	NA	NA	NA	NA	
Certification	CERT06	The Contractor 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.	No		NA	NA	NA	NA	NA	
Certification	CERT07	The Contractor shall participate and support as needed in CMS certifications of the other modules.	No		NA	NA	NA	NA	NA	
Certification	CERT08	The Contractor shall expeditiously correct, all required remediation activities related to certification findings on a schedule to be approved by CMS and the State.	No		NA	NA	NA	NA	NA	
Certification	CERT09	The Contractor shall use appropriate testing, configuration and change control procedures for all changes made to the solution during the certification process.	No		NA	NA	NA	NA	NA	
Certification	CERT10	The Contractor 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.	No		NA	NA	NA	NA	NA	
Certification	CERT11	The Contractor shall ensure system CMS Certification through correct design, implementation, documentation and certification support.	No		NA	NA	NA	NA	NA	
Certification	CERT12	The Contractor shall coordinate with the State to develop CMS Certification Checklist documentation for each MECT Checklist requirement.	No		NA	NA	NA	NA	NA	
Certification	CERT14	The Contractor shall populate the certification document repository, as each required item/artifact is completed and approved.	No		NA	NA	NA	NA	NA	
Certification	CERT16	The Contractor shall present at milestone reviews and other certification meetings as directed by the State.	No		NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Compliance	CMP01	The Contractor shall, upon request by the State or at the end of the contract, transfer or destroy all documentation in the custody of the Contractor. The Contractor shall provide the transferred records and data in a format agreed upon by the State.	No		NA	NA	NA	NA	NA	
Compliance	CMP03	The Contractor shall notify the State in writing within five (5) business days following initial detection of suspected fraud or abuse and provide supporting documentation.	No		NA	NA	NA	NA	NA	
Compliance	CMP04	The Contractor's solution shall have full integration of the MITA initiative with business, architecture and data required to support the State's healthcare programs.	No		NA	NA	NA	NA	NA	
Compliance	CMP05	The Contractor shall adhere to data retention requirements cited in 45 CFR 164.316 and Administrative Rule 37.85.414. The Department may require a longer retention period on an exception basis to support ongoing business needs (e.g., TPL recovery and drug rebate).	No		NA	NA	NA	NA	NA	
Compliance	CMP06	The Contractor shall have written policies governing access to, and duplication and dissemination of all individual or entity information.	No		NA	NA	NA	NA	NA	
Compliance	CMP07	The Contractor 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.	No		NA	NA	NA	NA	NA	
Compliance	CMP08	The Contractor and its services, work products and final deliverables provided by the Contractor 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 Department. The Contractor 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.	No		NA	NA	NA	NA	NA	
Compliance	CMP09	The Contractor 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.	No		NA	NA	NA	NA	NA	
Compliance	CMP10	The Contractor shall be knowledgeable of and support the Department 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.	No		NA	NA	NA	NA	NA	

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Compliance	CMP11	The Contractor shall be knowledgeable of and support the Department 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 Contractor 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.	No		NA	NA	NA	NA	NA	
Compliance	CMP12	The Contractor shall be knowledgeable of and support the Department 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 Contractor shall promote sharing, leveraging, and reuse of healthcare technologies and systems within and among states.	No		NA	NA	NA	NA	NA	
Compliance	CMP13	The Contractor shall be knowledgeable of and support the Department 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. The Contractor shall support effective communications with providers and the public.	No		NA	NA	NA	NA	NA	
Compliance	CMP15	The Contractor shall be knowledgeable of and support the Department to maintain compliance with the "to be" vision of MITA 3.0-Standards and Conditions- Interoperability Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. The Contractor's solution shall ensure seamless coordination and integration with components, other systems and allow interoperability with health information exchanges, public health agencies, human services programs, and community organizations providing outreach and enrollment assistance services and federal data sources.	No		NA	NA	NA	NA	NA	

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Compliance	CMP16	The Contractor shall be knowledgeable of and support the Department 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 Contractor'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.	No		NA	NA	NA	NA	NA	
Compliance	CMP17	The Contractor must provide the Department with compliance assurances for the Contractor scope of work.	No		NA	NA	NA	NA	NA	
Compliance	CMP18	The Contractor 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.	No		NA	NA	NA	NA	NA	
Compliance	CMP19	The Contractor shall enter into a Business Associate Agreement (BAA) prior to the initiation of work. The Contractor and the Department acknowledge and agree that the Business Associate Agreement is subject to HIPAA, and the HIPAA implementation regulations thereunder, and the Health Information Technology for Economic and Clinical Health Act (HITECH), and the HITECH implementation regulations thereunder. Under the Agreement, both parties are responsible for security and privacy compliance and must take advantage of the appropriate security capabilities and measures and adequate data validation, as well as have appropriate policies and procedures in place to minimize or prevent unlawful access by any person who may have access to the entire	No		NA	NA	NA	NA	NA	
Compliance	CMP20	The Contractor 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.	No		NA	NA	NA	NA	NA	
Compliance	CMP21	The Contractor shall ensure that except as provided by law, no information in the possession of the Contractor about any individual shall be disclosed without prior written consent.	No		NA	NA	NA	NA	NA	
Compliance	CMP22	The Contractor shall follow all applicable technical standards for site and system security policies and procedures to protect the Department's healthcare data and information systems.	No		NA	NA	NA	NA	NA	

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Compliance	CMP23	The Contractor's data management approach and operational policies shall meet HIPAA, HITECH, ARRA and other federal and State privacy and security requirements.	No		NA	NA	NA	NA	NA	
Compliance	CMP24	The Contractor's solution shall be compatible with multiple standard browsers in accordance to the State's IT Standards which can be found in the Procurement Library. The solution shall allow access from standard browsers without requiring specialized plug-ins or add-ons to function.	No		NA	NA	NA	NA	NA	
Compliance	CMP25	The Contractor shall retain, all original paper documents for fifteen (15) calendar days from the date the documents are received and have been scanned, indexed, stored in the ECM and meet verification process standards. Original documents may be destroyed once indexed and stored in the ECM and the retention period is met in accordance with State and Federal guidelines.	No		NA	NA	NA	NA	NA	
Compliance	CMP26	The Contractor 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.	No		NA	NA	NA	NA	NA	
Compliance	CMP27	The Contractor will ensure that all technologies implemented are in compliance with any End User Licensing Agreements or other licensing arrangements.	No		NA	NA	NA	NA	NA	
Compliance	CMP29	The Contractor shall comply with Affordable Care Act Section 1104 Administrative Simplification, and Section 1561 Health IT Enrollment Standards and Protocols.	No		NA	NA	NA	NA	NA	
Compliance	CMP30	The Contractor's solution shall ensure that all data necessary for legal requirements is retained.	No		NA	NA	NA	NA	NA	
Compliance	CMP32	The Contractor shall provide a mechanism to purge source documents in accordance with HIPAA security provisions and State requirements.	No		NA	NA	NA	NA	NA	
Correspondence Management	COR01	The Correspondence Management Solution must be able to generate correspondence (e.g., scheduled and ad-hoc correspondence and bulletins) using standard letters or forms, letter templates, and free-form letters.	No		A	S2	SaaS/COTS	T	Y	
Correspondence Management	COR02	The Contractor shall configure, support and maintain a correspondence engine to generate correspondence and coordinate the print and distribution through a State approved print and mail service.	No		B	S2	SaaS/COTS	T	Y	
Correspondence Management	COR03	The Contractor's solution shall utilize industry standard barcode technology that is approved by the Department.	No		A	S2	SaaS/COTS	T	Y	
Correspondence Management	COR04	The Contractor shall utilize letter, notification and other templates for correspondence that are approved by the Department.	No		A	S2	SaaS/COTS	T	Y	
Correspondence Management	COR06	The Contractor's solution shall send documents and the necessary indexing metadata to the modular integration platform for storage of documents in the enterprise content management solution (ECM).	No		A	S2	SaaS/COTS	T	Y	

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Correspondence Management	COR07	The Contractor's solution shall store all sent or received documents in the ECM.	No		B	S2	SaaS/COTS	T	Y	
Correspondence Management	COR08	The Contractor's Correspondence Management Solution must be able to integrate variable data to maximize efficiency.	No		B	S2	SaaS/COTS	T	Y	
Correspondence Management	COR10	The Contractor shall generate applicable notices to members, providers, and other entities (e.g., enrollment/disenrollment notices, requests for information, and program information).	No		B	S2	SaaS/COTS	T	Y	
Correspondence Management	COR12	The Contractor's solution shall produce notices to applicants of the approval, rejection, and pending status of their provider enrollment.	No		B	S2	SaaS/COTS	T	Y	
Correspondence Management	COR13	The Contractor's solution shall provide the ability to create materials at between a sixth and eighth grade reading level and for a culturally diverse population.	No		A	S2	SaaS/COTS	T	Y	
Correspondence Management	COR15	The Contractor's solution shall support official approval and denial notifications to the provider. The notification will support consolidated communication for multiple taxonomies in the case of split approval and denial of provider enrollment service determinations.	No		B	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM01	The Contractor's solution shall provide the capability to automatically alert external entities (e.g., managed care companies and financial management companies for self-directed care) and other Agency users about their providers' enrollment status and enrollment status changes.	Yes	Option B Provider Services	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM02	The Contractor shall provide a voice messaging system for after hours callers indicating the hours of operation and provide options for leaving messages.	Yes	Option B Provider Services	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM03	The Contractor shall establish and maintain a toll-free telephone number for the call center.	Yes	Option B Provider Services	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM04	The Contractor shall use Computer Telephone Integration (CTI) to provide personalized routing and work-object handling based upon identifiers received from the caller regarding language, inquiry area, and ability to produce reports on both electronic and voice transactions.	Yes	Option B Provider Services	B	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM05	The Contractor shall provide, configure and maintain an automated call and contact tracking system (CRM tool) for all calls and correspondence received.	Yes	Option B Provider Services	A	S2	SaaS/COTS	T	Y	

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Customer Relationship Management	CRM06	The CRM tool must log and track information for each call that includes at a minimum the following elements: a. time of call b. date of call c. identifying information on caller d. representative ID e. call type f. call category g. inquiry description h. ticket status i. response description j. call reference number	Yes	Option B Provider Services	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM07	The Contractor's CRM tool shall have the ability to link the CRM record and the workflow tool to automatically route appropriate tickets to the State for review.	Yes	Option B Provider Services	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM08	The Contractor's CRM tool shall have the ability to link related CRM tickets.	Yes	Option B Provider Services	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM09	The Contractor's CRM tool shall have the ability to include a free form text field for each CRM ticket for comments and/or resolution.	Yes	Option B Provider Services	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM10	The Contractor's CRM tool shall have the ability to provide for online display, inquiry, and updating of call records with access, including, but not limited to, call type, API or NPI number, inquirer's name, representatives ID or name, provider name, or a combination of these data elements.	Yes	Option B Provider Services	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM11	The Contractor's CRM tool shall have the ability to provide State resources or designated resources local and remote access to the CRM system.	Yes	Option B Provider Services	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM12	The Contractor's CRM tool shall have the ability to utilize CTI to auto-populate CRM screens with caller's basic information and access to contact history.	Yes	Option B Provider Services	B	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM13	The Contractor's CRM tool shall have the ability to navigate from or between CRM screens to other data relevant to the call within the Provider Services module allowing multiple screens to display at one time.	Yes	Option B Provider Services	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM14	The Contractor's CRM tool shall have the ability to store the caller's preferred method of communication, including need for deaf or foreign language interpretation.	Yes	Option B Provider Services	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM15	The Contractor's CRM tool shall allow users to view related correspondence records from a single correspondence record.	Yes	Option B Provider Services	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM16	The Contractor's CRM tool shall have the ability to upload or associate attachments to correspondence records.	Yes	Option B Provider Services	A	S2	SaaS/COTS	T	Y	

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Customer Relationship Management	CRM17	The Contractor's CRM tool shall have the ability to present the contacts authorized to perform business functions with the State's healthcare programs on behalf of the provider or entity.	Yes	Option B Provider Services	B	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM18	The Contractor's CRM tool shall have the ability to accommodate searches on call center records by characteristics such as call type, category, CRM number, name of provider, provider number, contact name, other entity names, service authorization number, category of service, user ID, and any combinations thereof.	Yes	Option B Provider Services	A	S2	SaaS/COTS	T	Y	
Data Conversion, Cleansing and Migration	DC01	The Contractor shall convert all member and provider data history for any member or provider that has been active within the past three years and three (3) years of all applicable operational data from the State's legacy systems. The Department may require additional data to be converted on an exception basis to support ongoing business needs (e.g., TPL recovery, SURS recovery and drug rebate). The Contractor shall produce comparative reports for all converted data. Any data quality issues will be addressed by the State within each source	No		B	S2	SaaS/COTS	T	Y	
Data Conversion, Cleansing and Migration	DC02	The Contractor shall provide authorized Department or other designated staff access to an environment to validate converted data and provide support for the data validation effort.	No		A	S2	SaaS/COTS	T	Y	
Data Conversion, Cleansing and Migration	DC03	The Contractor shall work with the State to identify the data elements from existing legacy systems that will or will not be converted to the Contractor's solution. The Contractor shall work with the State to achieve desired business outcomes without familiar data elements.	No		E	S2	SaaS/COTS	T	Y	
Data Conversion, Cleansing and Migration	DC04	The Contractor shall work with the State to identify data elements or fields in the Contractor'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.	No		B	S2	SaaS/COTS	T	Y	
Data Conversion, Cleansing and Migration	DC05	The Contractor must perform one or more trial conversions as necessary, before final conversion of the data, and present the results to the State.	No		E	S2	SaaS/COTS	T	Y	
Data Conversion, Cleansing and Migration	DC06	The Contractor shall produce the reports necessary to demonstrate adequate checks and balances within the data conversion process.	No		B	S2	SaaS/COTS	T	Y	
Data Conversion, Cleansing and Migration	DC08	The Contractor shall convert electronic documents identified by the Department in a format approved by the Department.	No		E	S2	SaaS/COTS	T	Y	
Data Conversion, Cleansing and Migration	DC09	The Contractor shall provide convenient access to electronic documents from systems being replaced.	No		B	S2	SaaS/COTS	T	Y	

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Design, Configuration and Build	DCB01	The Contractor's solution shall accommodate customer preferences for communications by electronic inbox, written correspondence, email, ~~text and phone~~ .	No		A	S2	SaaS/COTS	T	Y	
Design, Configuration and Build	DCB02	The Contractor shall develop and submit a design session schedule, agendas, and minutes ~~for review by the Department~~ .	No		NA	NA	NA	NA	NA	
Design, Configuration and Build	DCB03	The Contractor shall conduct collaborative design sessions to address all gaps identified during ~~requirements validation~~ .	No		NA	NA	NA	NA	NA	
Design, Configuration and Build	DCB04	The Contractor shall, in the design sessions, recommend solutions for each configuration gap, as defined in requirements validation, that will produce the desired business outcomes. If a gap cannot be addressed via configuration, the Department may consider making policy changes before approving customizations to the solution.	No		NA	NA	NA	NA	NA	
Design, Configuration and Build	DCB05	The Contractor shall demonstrate completed functionality frequently as the solution is configured/built, using a fully functioning ~~environment~~ .	No		A	S2	SaaS/COTS	T	Y	
Design, Configuration and Build	DCB06	The Contractor shall migrate completed releases promptly through various testing levels all the way to User Acceptance Testing (UAT).	No		A	S2	SaaS/COTS	T	Y	
Design, Configuration and Build	DCB07	The Contractor shall provide the design for online help approach and documentation, as ~~appropriate~~ .	No		B	S2	SaaS/COTS	T	Y	
Design, Configuration and Build	DCB08	The Contractor shall work with the Systems Integrator and the Department to establish required interfaces as defined in the detailed ~~scope of work~~ .	No		NA	NA	NA	NA	NA	
Design, Configuration and Build	DCB09	The Contractor shall provide office space for Contractor staff and meeting rooms as necessary to support the scope of work and contractual ~~obligations~~ .	No		NA	NA	NA	NA	NA	
Design, Configuration and Build	DCB11	The Contractor shall develop auditing and general controls to ensure the effective use of the technical architecture and data in meeting ~~requirements~~ .	No		B	S2	SaaS/COTS	T	Y	
Design, Configuration and Build	DCB12	The Contractor must provide all technology and equipment for contractor staff necessary to support and complete the scope of work and the ~~contractual obligations~~ .	No		NA	NA	NA	NA	NA	
Design, Configuration and Build	DCB13	The Contractor shall be responsible for operating and maintaining any software needed to support all module components and project tools in use ~~by the Contractor~~ .	No		NA	NA	NA	NA	NA	
Design, Configuration and Build	DCB14	The Contractor's solution shall have the ability to print a properly formatted representation of the entire screen (including sections not displayed without scrolling) and associated data in the ~~application~~ .	No		A	S2	SaaS/COTS	T	Y	
Design, Configuration and Build	DCB15	The Contractor shall provide recommendations for simplified business rules and business ~~processes to the Department~~ .	No		NA	NA	NA	NA	NA	
Design, Configuration and Build	DCB18	The Contractor shall configure, support and maintain all components of the solution in a manner that reflects performance expectations ~~described in this RFP~~ .	No		A	S2	SaaS/COTS	T	Y	
Design, Configuration and Build	DCB19	The Contractor's solution shall be free of any software components that are the result of legacy ~~code transformation~~ .	No		NA	NA	NA	NA	NA	

Attachment F - Requirements Response Matrix

All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements										
Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Design, Configuration and Build	DCB20	The Contractor's solution shall provide Web based content that is supported by standard web browsers and are mobile and tablet compatible.	No		A	S2	SaaS/COTS	T	Y	
Design, Configuration and Build	DCB21	The Contractor's solution shall allow the Department to edit and change any static text in the application and correspondence templates. All static text must be approved by the Department.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM04	The Contractor's solution shall maintain record/audit trail of errors during update processes, accounting for originating source and user.	No		B	S2	SaaS/COTS	T	Y	
Data Management	DM09	The Contractor'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.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM10	The Contractor shall ensure that all narrative descriptions of codes and abbreviations are available for reporting.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM108	The Contractor's solution shall provide a configurable workflow process for resolving near matches for providers that can link, void or end date extraneous records (i.e., duplicate provider records).	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM11	The Contractor shall develop and maintain an electronic data dictionary using industry best practices to be approved by the Department. At a minimum, the data dictionary shall contain for each field: field name in human readable format, field description, database field name, database table, field type and length, valid values and their corresponding descriptions.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM115	The Contractor's solution shall collect, store, and maintain the data necessary for T-MSIS reporting as required by CMS.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM116	The Contractor's solution shall capture and maintain the provider related data items needed to support Payment Error Measurement (PERM) processing.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM117	The Contractor's solution shall retain in the module, after implementation, seven (7) years of electronically imaged documents and data. After seven (7) years, the data will be purged (deleted) from that module. All active records (active providers, active members, active cases, etc.) and 100% of all history for any entity or case that has been active within the last seven years will be retained. Any entity and/or case that has been continuously inactive for the last seven years will not be retained, will be purged, and will no longer be accessible by users in that module.	No		B	S2	SaaS/COTS	T	Y	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Data Management	DM13	The Contractor shall be able to demonstrate the ability to support requirements for backup and archiving consistent with Department SLAs and CMS, State, and industry standards. The Contractor shall also adhere to data retention requirements cited in 45 CFR 164.316 and the State Administrative Rules.	No		B	S2	SaaS/COTS	T	Y	
Data Management	DM14	The Contractor'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.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM15	For audit and reporting purposes, the system shall provide and maintain the following data for all reference codes: a. Effective date b. End date c. Date when last changed d. Who made last change e. Short description f. Last description	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM17	The Contractor's solution shall provide the ability to store and apply updates to all applicable codes upon new release at an interval appropriate for the data or when requested by the Department.	No		B	S2	SaaS/COTS	T	Y	
Data Management	DM18	The Contractor's solution shall perform batch control including loading and reporting.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM19	The Contractor's solution shall archive all versions of reference information and update transactions.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM20	The Contractor's solution shall have the ability to void or reverse recent changes by rolling back to prior configurations.	No		B	S2	SaaS/COTS	T	Y	
Data Management	DM21	The Contractor's data management strategy shall include the following concepts: Data Integrity (data cannot be modified undetectably), Data Availability (access is not inappropriately blocked or denied), Data Authenticity (validation of transactions), Data Security (encryption and Department approved security protocols and processes), Non-repudiation of Data (parties to a transaction cannot deny their participation in the transaction).	No		NA	NA	NA	NA	NA	
Data Management	DM22	The Contractor's solution shall provide entity search capability including the ability to search by entity type, entity name, entity address elements, entity phone number(s), unique identifier for entity type, any alternate identifiers including EIN, SSN, TIN and other demographic elements.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM23	The Contractor shall provide real-time access to transactional data for all module components.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM24	The Contractor shall ensure complete transparency of all data fields in reports generated by the system including: providing the Department with SQL, pseudo code, narrative description, analytic protocols and assumptions to document the logic and formulas used in all calculations.	No		E	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Data Management	DM25	The Contractor shall create and maintain a suite of State/Contractor-defined on-line reports to allow users to choose from pre-built defined parameters (such as provider number, procedure code, date of service, etc.) to generate customized reports for monitoring the daily operations of the system and Fiscal Agent Operations.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM26	The Contractor shall certify that any and all unmasked or unscrambled Department data will reside in data centers located in the continental United States. Additionally, this data will only be accessible by resources within the continental United States that have completed the necessary HIPAA and PHI training. Any data that will be accessed by resources that are not physically located in the United States will be masked or scrambled (which would make it impossible to establish a connection between claims data and a specific member or provider associated with the claim) thereby removing the HIPAA and PHI connection between interested parties and the claim data.	No		NA	NA	NA	NA	NA	
Data Management	DM31	The Contractor's solution shall be configured and maintained to validate and standardize addresses according to United States Postal Service (USPS) verification, validation and standardization rules.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM37	The Contractor's solution shall facilitate real-time data processing including data cleansing, data loading, data brokerage, integration, validation, reconciliation, and synchronization with the State's enterprise.	No		B	S2	SaaS/COTS	T	Y	
Data Management	DM38	The Contractor's solution shall optimize and consolidate data management storage.	No		B	S2	SaaS/COTS	T	Y	
Data Management	DM39	The Contractor'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 seven (7) years.	No		B	S2	SaaS/COTS	T	Y	
Data Management	DM40	The Contractor's solution shall maintain a normalized RDBMS with referential integrity and is optimized to meet performance requirements.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM41	The Contractor's solution shall provide a method to access, query, and report against archived data external to the Operational Data Store (ODS).	No		B	S2	SaaS/COTS	T	Y	
Data Management	DM43	The Contractor shall demonstrate through data analysis that the implementation outcomes have been validated and are accurate.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM45	The Contractor's solution shall maintain a history of provider information (i.e., full audit history or equivalent capabilities). All transactions, including the execution of database scripts, need to be recorded in the full audit history.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM46	The Contractor shall develop and maintain a process to archive and access archived data (including legacy MMIS component data).	No		A	S2	SaaS/COTS	T	Y	

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Data Management	DM47	The Contractor shall participate in ongoing data governance meetings as required by the Department.	No		NA	NA	NA	NA	NA	
Data Management	DM51	The Contractor's solution shall provide the ability to modify transactions in real-time.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM52	The Contractor's solution must have the flexibility to quickly accept new and incremental data items from module components required by the ongoing component, product or service integration.	No		B	S2	SaaS/COTS	T	Y	
Data Management	DM53	The Contractor's solution shall provide an address type, effective dates, and the ability to select the type of address for provider mailings.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM54	While the Department prefers real-time/event driven process, the Contractor 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).	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM55	The Contractor shall provide a conceptual data model (CDM) that identifies the data elements required for an end-to-end business process execution including the identification of data standards that will reduce future rework to achieve successful data sharing across the enterprise and for intrastate/interstate exchanges. The CDM is required to be used as a reference to provide high-level overview of the data and relationships used by the enterprise and to provide a tool for ensuring the completeness of	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM57	The Contractor shall standardize the structure and visibility of data and applications to support automated electronic data exchanges within the State's enterprise to promote interoperability.	No		B	S2	SaaS/COTS	T	Y	
Data Management	DM58	The Contractor's solution shall maintain online access to at least four (4) years of selected management reports and five (5) years of annual reports.	No		B	S2	SaaS/COTS	T	Y	
Data Management	DM60	The Contractor shall be responsible for data management including ensuring the architecture addresses data semantics, data harmonization, and shared data ownership.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM62	The Contractor's solution will ensure current and historical provider IDs are linked back to one universal/common identifier.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM63	The Contractor's solution shall assign standardized unique internal identifiers for entities and prevent the creation of duplicate records.	No		A	S2	SaaS/COTS	T	Y	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Data Management	DM64	The Contractor shall be responsible for backup and retention of data to include: 1. Daily incremental backups with retention of sixty-one (61) days. 2. Weekly incremental backups with retention of twelve (12) weeks. 3. Monthly full backups with retention of eighteen (18) months. 4. Annual full backups with retention of seven	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM69	The Contractor's solution shall maintain online access to all reference tables with an option to search and display by reference data type and code	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM70	The Contractor's solution shall maintain user controlled parameters for all standards and messages	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM71	The Contractor's solution shall verify that all dates are valid and reasonable.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM72	The Contractor's solution shall provide proper data validation rules (e.g., all fields defined as alphabetic contain only alphabetic data, fields defined as numeric contain only numeric data, items with definitive upper and/or lower bounds are within the proper range)	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM73	The Contractor's solution shall capture and maintain the data items needed for State or Federal reporting requirements	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM74	The Contractor's solution shall validate calculated data items.	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM75	The Contractor's solution shall validate, and/or verify that all data items that contain self-checking digits (e.g., National Provider Identifier) passes a specified check-digit test	No		A	S2	SaaS/COTS	T	Y	
Data Management	DM79	The Contractor's solution shall support the Extract, Transform and Load (ETL) processes from real-time web services or batch processes.	No		B	S2	SaaS/COTS	T	Y	

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Matrix of Requirements										
Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC01	The Contractor shall develop, execute, maintain and deliver for the State's approval, a System Security Plan (SSP) that will document the current level of security controls within the module scope of work that protects the confidentiality, integrity and availability (CIA) of the solution and its information. This is a living document and will be updated no less than annually and when new vulnerabilities are identified and mitigated and when additional functionality and/or components are implemented. The System Security Plan must be approved before any State data is transferred or entered into the solution. The State must approve all revisions of the System Security Plan. If the Contractor's solution is hosted by the State, the State will provide supporting information to the Contractor to complete the SSP. □ The SSP must address the following topics: *Adherence to the State's requirements outlined in the "Security and Privacy Controls Requirements" document, included in the Procurement Library; *Compliance with the Centers for Medicare and Medicaid Services (CMS) Acceptable Risk	No		NA	NA	NA	NA	NA	
Documentation	DOC02	The Contractor shall develop and maintain a Certification Plan that defines the contractor'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.	No		NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC03	The Contractor 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.	No		NA	NA	NA	NA	NA	
Documentation	DOC04	Prior to beginning design and configuration/build activities, the Contractor must develop and submit to the State an Application Configuration and Maintenance Plan that describes the Contractor's approach to applications configuration and enhancements including: a. Approach to conducting design sessions or walkthroughs. b. Approach to conducting sprints or iterations. c. Configuration management. d. Schedule of major and minor releases. e. Tasks, timelines, and responsible parties for design and configure/build tasks. f. Approach to system enhancements g. Programming and coding standards The plan must be maintained through the system implementation. Revisions must be approved by the State.	No		NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC07	The Contractor 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 Contractor shall provide comprehensive, well-organized user documentation. The Contractor'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	No		NA	NA	NA	NA	NA	
Documentation	DOC08	The Contractor shall develop and maintain annually, a Business Continuity and Disaster Recovery Plan that must be in place before any Department 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. Other unforeseeable emergencies. The Business Continuity and Disaster Recovery Plan must be approved by the	No		NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC09	The Contractor's Business Continuity portion of the plan must include the following: a. Identification of the core business processes involved in the production solution. For each core business process include: 1) Identification of potential failures for the process; 2) Risk analysis; 3) Impact analysis; and 4) Definition of minimum acceptable levels of service/output. b. Definition of triggers for activating contingency plans. c. Procedures for activating any special teams for business continuity. d. A plan for recovery of business functions, units, processes, human resources, and technology infrastructure. e. Communication protocols and process for	No		NA	NA	NA	NA	NA	
Documentation	DOC10	The Contractor's Disaster Recovery portion of the plan 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. Backup procedures and support to accommodate the loss of any online communications; f. A detailed file backup plan, procedures, and schedules, including rotation to an off-site storage facility. 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 Contractor's proposed solution.	No		NA	NA	NA	NA	NA	
Documentation	DOC11	The Contractor shall update all project documentation (e.g., system design documentation, user and training documentation) as necessary throughout all phases of the project.	No		NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC12	The Contractor shall provide and maintain an Operations, Maintenance and Configuration Plan for the Department'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.	No		NA	NA	NA	NA	NA	
Documentation	DOC13	The Contractor shall develop a Module Implementation Plan in conjunction with the State that describes, at a minimum: 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. The proposed implementation schedule. e. The rollback strategy. f. Communication and Contractor support procedures. g. Contractor and State roles and responsibilities. h. Operational Readiness Checklist(s) that defines, in advance, the go/no-go decision, and all aspects of Contractor, solution, and State readiness. i. All critical tasks that are required for cutover. j. Post cutover monitoring.	No		NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC14	The State defines System Design Document (SDD) as documentation that describes how the functional and nonfunctional requirements recorded in the Requirements Response Matrix transform into more technical system design specifications from which the system is configured and built. The SDD documents the high-level system design and the low-level detailed design specifications. The SDD describes design goals and considerations, provides a high-level overview of the system architecture, and describes the data design associated with the system, as well as the human-machine interface and operational scenarios. The high-level system design is further decomposed into low-level detailed design specifications for each system component.	No		NA	NA	NA	NA	NA	
Documentation	DOC15	The Contractor 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.	No		NA	NA	NA	NA	NA	
Documentation	DOC16	The Contractor 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).	No		NA	NA	NA	NA	NA	
Documentation	DOC18	The Contractor shall develop and maintain a Change Management Plan. The Change Management Plan must include the following elements. a. Tools to support change management b. Change management process steps	No		NA	NA	NA	NA	NA	
Documentation	DOC19	The Contractor shall provide and maintain Technical Documentation including written description of module component(s) design.	No		NA	NA	NA	NA	NA	
Documentation	DOC21	The Contractor 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	No		NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC22	The Contractor 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 Contractor 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.	No		NA	NA	NA	NA	NA	
Documentation	DOC24	The Contractor 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, subcontractor staff, if applicable, and State project staff.	No		NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC26	The Contractor shall develop, submit and maintain a Master Test Plan that describes the Contractor'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.	No		NA	NA	NA	NA	NA	
Documentation	DOC27	The Contractor shall develop and submit a Training Plan that, at a minimum, addresses the following: a. Summary of training approach that focuses on the train-the-trainer methodology, objectives, and desired outcomes. b. Training needs analysis, including an assessment of the target audience and their knowledge and skills. c. 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.	No		NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC28	The Contractor shall develop in collaboration with the Department, a System Test Plan that describes the Contractor's System Testing approach and includes at a minimum the following: ☐ a. Test Coverage b. Walkthroughs and Inspections c. Test Data Considerations d. Entrance Criteria e. Exit Criteria f. Configuration Management g. Testing Documentation	No		NA	NA	NA	NA	NA	
Documentation	DOC29	The Contractor 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	No		NA	NA	NA	NA	NA	
Documentation	DOC37	At least twelve (12) months before the start of the final Contract year (including option years that have been exercised) the Contractor shall provide, a Turnover Plan to the Department. 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 Department. f. List of incomplete tasks, such as system defects, modifications or enhancements, mass	No		NA	NA	NA	NA	NA	

Attachment F - Requirements Response Matrix

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Matrix of Requirements										
Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC38	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 Contractor, the Department or other project contractors. 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	No		NA	NA	NA	NA	NA	
Documentation	DOC40	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 Contractor, the Department or other module contractors. -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.	No		NA	NA	NA	NA	NA	
Documentation	DOC41	The Contractor 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.	No		NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC42	The Contractor shall develop a comprehensive Operations Procedure Manual which shall provide guidelines for the operation and use of the module and/or module component(s). At minimum the Operations Procedure Manual shall contain policies, processes and workflows for the module and/or module component(s).	No		NA	NA	NA	NA	NA	
Documentation	DOC44	The Contractor shall maintain Attachment L-Technology Matrix, and deliver annually for the Department for review.	No		NA	NA	NA	NA	NA	
Documentation	DOC46	The Contractor 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: 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.	No		NA	NA	NA	NA	NA	
ECM	ECM02	The Contractor'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 Department.	No		A	S2	SaaS/COTS	T	Y	
ECM	ECM03	The Contractor's ECM solution must allow users to access documents from any platform with all core features available across platforms (desktop, web, mobile). The ECM must allow users to view all documents and images without the use of plug-ins.	No		A	S2	SaaS/COTS	T	Y	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
ECM	ECM04	The Contractor's ECM solution must support role-based control and access of documents, as well as including the following: a. Granular authorizations for access, preview, editing and sharing. b. Automatic access expirations for documents deemed sensitive by the Department. c. Content security policy enforcement, such as unusual document access activity and sharing of documents with sensitive information of uploads/downloads of prohibitive data.	No		A	S2	SaaS/COTS	T	Y	
ECM	ECM05	The Contractor's ECM solution must include a flexible search engine, including document and content search capabilities.	No		A	S2	SaaS/COTS	T	Y	
ECM	ECM06	The Contractor's ECM solution must allow users to associate metadata with documents.	No		A	S2	SaaS/COTS	T	Y	
ECM	ECM07	The Contractor's ECM solution must support simple integration with scanning solutions (support for bulk-scanning).	No		B	S2	SaaS/COTS	T	Y	
ECM	ECM08	The Contractor's ECM solution must support version control.	No		B	S2	SaaS/COTS	T	Y	
ECM	ECM09	The Contractor's ECM solution must be configurable to comply with the Department's document retention policies.	No		A	S2	SaaS/COTS	T	Y	
ECM	ECM10	The Contractor's ECM solution must support document workflows with review/approval ability with digital signature support (e.g. scan notifications).	No		A	S2	SaaS/COTS	T	Y	
ECM	ECM11	The Contractor's ECM solution must scan all uploaded documents for viruses prior to storage.	No		A	S2	SaaS/COTS	T	Y	
ECM	ECM12	The Contractor's solution shall be able to index, link and display incoming correspondence or uploaded documentation with the entity record.	No		B	S2	SaaS/COTS	T	Y	
ECM	ECM13	The Contractor's solution shall send all documentation to the Systems Integration Services module for storage in the centralized ECM.	No		B	S2	SaaS/COTS	T	Y	
ECM	ECM14	The Contractor's solution shall have an integrated electronic document management solution to meet the business needs of the State's enterprise.	No		NA	NA	NA	NA	NA	
ECM	ECM15	The Contractor's solution shall accept, record, store, and retrieve freeform or HIPAA attachment documents submitted with or in reference to claim submission activity (e.g. operative reports, occupational, physical, and speech therapy reports, durable medical equipment and warranty data, manufacture's tracking data for implants, waivers and demonstration specific documents).	No		A	S2	SaaS/COTS	T	Y	
ECM	ECM16	The Contractor will configure, support and maintain Enterprise Content Management (ECM) functionality (including Document Management and Workflow) to meet the business needs of the State's enterprise.	No		B	S2	SaaS/COTS	T	Y	

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Matrix of Requirements										
Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Provider Enrollment	ENR01	The Contractor's solution shall provide a unique submitter number for each billing service or submitter that transmits HIPAA X12 transactions with the State for single or multiple providers.	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR02	The Contractor's solution shall receive provider applications through a web based provider self-service tool and on paper. The solution shall allow for the enrollment, re-enrollment, termination, recertification, or revalidation of providers and provide real-time notification to the providers of the receipt of the enrollment application.	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR03	The Contractor's solution shall use automated screening and monitoring processes and tools to verify provider enrollment and eligibility based on Federal requirements contained in 42 CFR 455.436 (e.g., CMS data matching for provider screening and monitoring, Social Security Administration's Death Master File, the National Plan and Provider Enumeration System (NPES), the List of Excluded Individuals/Entities (LEIE), the Excluded Parties List System (EPLS)).	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR04	The Contractor's solution shall allow entities enrolling as trading partners with the State's healthcare programs to select the HIPAA X12 transactions they choose to submit and receive.	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR05	The Contractor's solution shall assign a unique provider ID for all providers including atypical providers, for use in transactions with the enterprise.	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR06	The Contractor's solution shall prompt users in the event of data entry errors, missing data or inconsistencies in the provider enrollment, maintenance, or revalidation process.	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR07	The Contractor's solution shall allow enrolling providers to enroll in one or more program types (e.g., Care Management, waiver, CHIP, Standard Medicaid) using a single enrollment event.	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR08	The Contractor's solution shall have configurable business rules to suspend or restrict the enrollment of providers, trading partners or clinics affiliated with individuals debarred by State or Federal agencies, listed in Registries (e.g., Child Abuse, Elder/Adult Abuse, Sex Offender), or do not meet requirements specified by the State.	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR09	For enrolling and actively enrolled providers electing to participate in specific programs, the Contractor's solution shall collect and maintain the supporting data (e.g., geographic locations, number of preferred assigned members, and capacity to accept additional members), present the program agreement/contract for review, and acceptance (i.e., digital signature).	No		A	S2	SaaS/COTS	T	Y	

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Provider Enrollment	ENR10	The Contractor's solution shall be configurable to allow or prevent provider enrollment based on provider characteristics.	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR11	The Contractor's solution shall prevent the creation of duplicate records during enrollment application submission.	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR12	The Contractor's solution shall allow a provider to use a single enrollment application for multiple programs, specialties or service types.	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR13	The Contractor's solution shall allow a single provider to enroll multiple service locations.	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR14	The Contractor's solution shall collect and maintain all information needed to complete provider enrollment in compliance with all State and federal policies and regulations.	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR15	The Contractor's solution shall determine provider eligibility in accordance with State and Federal policies and regulations.	No		B	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR16	The Contractor's solution shall provide the ability to accept and track provider enrollment fee information.	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR17	The Contractor's solution shall allow providers to view status of their enrollment online.	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR18	The Contractor's solution shall support real-time edits allowing providers to submit corrections to applications as needed.	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR19	The Contractor's solution shall be capable of suspending provider participation in specific programs while maintaining participation in other programs and initiate notification(s) to the provider, agency staff, and modules.	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR20	The Contractor's solution shall use automated screening and monitoring processes and tools to verify provider enrollment eligibility based on State regulations and policies (e.g., State licensing agencies, State exclusion lists, Provider Enrollment Chain and Ownership System (PECOS)).	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR21	The system will be able to link to training modules within the enrollment process (e.g., contractors authorizing member and provider services).	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR22	The Contractor's solution shall support at a minimum, the following enrollment status designations or their equivalent: denied, terminated, suspended, provisionally accepted, accepted, in progress, pending, voluntarily terminated.	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR23	The Contractor's solution shall allow users to enroll retroactively in compliance with State policy, ACA and CMS standards.	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR24	The Contractor's solution shall maintain the provider's effective date to begin administering services as of the date the provider screening process is complete as the standard effective date unless otherwise overridden and specified by the State.	No		A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR25	The Contractor's enrollment process shall be configurable to include trading partner enrollment within the overall provider enrollment business process.	No		A	S2	SaaS/COTS	T	Y	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Provider Enrollment	ENR26	The Contractor's solution shall present conditionally required resource materials and training required in order to complete the enrollment business process.	No		A	S2	SaaS/COTS	T	Y	
Hosting and Environments	ENV02	The Contractor shall provide hosting services that shall meet all state requirements.	No		A	S2	SaaS/COTS	T	Y	
Hosting and Environments	ENV03	The Contractor'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.	No		A	S2	SaaS/COTS	T	Y	
Hosting and Environments	ENV04	The Contractor's hosting environment for all module components shall be compliant with Statement on Standards for Attestation Engagements (SSAE-16) SOC 1 Type 2 and SOC 2 Type 2 and has Federal Risk and Authorization Management Program (FedRAMP) Certification, FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a "moderate" system risk assessment designation.	No		A	S2	SaaS/COTS	T	Y	
Hosting and Environments	ENV05	The Contractor's solution 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 Department at least five (5) business days in advance.	No		A	S2	SaaS/COTS	T	Y	
Hosting and Environments	ENV06	The Contractor 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).	No		A	S2	SaaS/COTS	T	Y	
Hosting and Environments	ENV07	The Contractor shall identify the physical location(s) where the Contractor's solution is installed and operating. The Department must have transparent access to this location(s).	No		A	S2	SaaS/COTS	T	Y	

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Implementation and Acceptance	IA01	The Contractor shall follow the following process for deploying each proposed solution(s) to production: ☐ a. Submit an implementation letter to the State confirming that the solution is ready for implementation. b. Receive the State's approval of the implementation letter, accepting the Contractor's confirmation. c. Deploy the solution according to the approved Implementation Plan. d. Provide confirmation that the solution has been deployed to production and the Contractor has completed three (3) calendar days of operations without significant operational issues defined as no critical or high defects. e. Receive the State's acceptance of the	No		NA	NA	NA	NA	NA	
Implementation and Acceptance	IA02	The Contractor shall monitor the initial operation of the solution to ensure that there are no immediate or ongoing adverse effects on the Department's programs according to the performance expectations identified in the Contractor's scope of work.	No		NA	NA	NA	NA	NA	
Implementation and Acceptance	IA03	The Contractor shall demonstrate that the System infrastructure (hardware, software, and interfaces) is operational and meets federal and State architectural, technical, security and privacy requirements as well as the business and functional requirements.	No		NA	NA	NA	NA	NA	
Implementation and Acceptance	IA04	The Contractor shall provide Operational Readiness test results demonstrating that the solution meets all Service Level Agreements for system performance as defined in the scope of work.	No		NA	NA	NA	NA	NA	
Implementation and Acceptance	IA05	The Contractor shall conduct an Operational Readiness Walkthrough with the Department to validate the operational readiness of the Contractor, the solution, and the Department. The Department must formally sign off on the Operational Readiness Checklist prior to proceeding to implementation.	No		NA	NA	NA	NA	NA	
Implementation and Acceptance	IA06	The Contractor shall develop Operational Readiness Review Checklists (ORR) that will examine the actual solution characteristics and the procedures of the product's operation to ensure that all hardware, software, resources, procedures, and user documentation accurately reflect the deployed state of the system.	No		NA	NA	NA	NA	NA	
Interfaces	INR01	The Contractor's solution must ensure that all data exchanges including inbound and outbound interfaces shall comply with industry standards (e.g., National Information Exchange Model)	No		A	S2	SaaS/COTS	T	Y	

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Interfaces	INR02	The Contractor 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 Department policy, and federal and State rules and regulations.	No		E	S2	SaaS/COTS	T	Y	
Interfaces	INR04	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.	No		A	S2	SaaS/COTS	T	Y	
Interfaces	INR05	The Contractor's solution shall provide the ability to view raw daily interface files for up to sixty (60) calendar days. Archive raw daily interface files after sixty (60) calendar days and maintain for up to six (6) months.	No		A	S2	SaaS/COTS	T	Y	
Interfaces	INR06	The Contractor's solution shall provide the ability to view raw monthly and quarterly interface files for up to one year (365) calendar days. Archive raw monthly and quarterly interface files for two years (730) calendar days and maintain for up to two (2) years.	No		A	S2	SaaS/COTS	T	Y	
Interfaces	INR07	The Contractor shall document all interfaces in an Interface Control Document (ICD) which will include data layout documentation, data mapping crosswalk, inbound/outbound capability and frequency of all interfaces.	No		A	S2	SaaS/COTS	T	Y	
Interfaces	INR08	The Contractor's solution shall include a process and toolset to maintain interfaces, code, and data models.	No		A	S2	SaaS/COTS	T	Y	
Interfaces	INR11	The Contractor shall design, develop and maintain interfaces. Each Application Program Interface (API) and components that will interface with the Systems Integration Services Integration Platform will be documented using a mutually agreed upon ICD template. This effort is performed in collaboration with other stakeholders in the State's healthcare programs.	No		B	S2	SaaS/COTS	T	Y	
Interfaces	INR12	The Contractor shall ensure proprietary interfaces and protocols between modules are not used.	No		A	S2	SaaS/COTS	T	Y	
Interfaces	INR13	The Contractor shall provide an extract of Agency defined data to the Agency data warehouse, at a minimum weekly.	Yes	Option B Provider Services	B	S2	SaaS/COTS	T	Y	
Integration	INT02	The Contractor'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.	No		A	S2	SaaS/COTS	T	Y	
Integration	INT10	The Contractor shall develop operational procedures in coordination with other enterprise module vendors to restore system availability.	No		B	S2	SaaS/COTS	T	Y	
Integration	INT15	The Contractor's solution shall use XML standard messaging format to ensure interoperability.	No		A	S2	SaaS/COTS	T	Y	
Integration	INT22	All service endpoints/APIs shall be exposed to the ESB and are able to receive and submit messages through the ESB.	No		A	S2	SaaS/COTS	T	Y	
Integration	INT35	The Contractor shall provide an architecture that has clearly defined service endpoints.	No		A	S2	SaaS/COTS	T	Y	

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Integration	INT40	The Contractor shall provide technical, functional and performance documentation required by the IV&V Contractor for the solution in order to support IV&V reporting needs identified in the most current version of MECT.	No		A	S2	SaaS/COTS	T	Y	
Integration	INT52	The Contractor shall collaborate with all State enterprise contractors and solutions to accurately collect, process, and distribute applicable HIPAA FDI transactions.	No		NA	NA	NA	NA	NA	
Integration	INT54	The Contractor's solution shall require (when appropriate), capture, and maintain the 10-digit NPI.	No		A	S2	SaaS/COTS	T	Y	
Integration	INT55	The Contractor's solution, shall accept the NPI in all applicable standard electronic transactions mandated under HIPAA.	No		A	S2	SaaS/COTS	T	Y	
Integration	INT59	The Contractor shall ensure all hardware, software, and communication components installed for use by State staff are compatible with the State currently supported versions of the Microsoft Operating System, Microsoft Office Suite and Internet Explorer; and current technologies for data interchange.	No		A	S2	SaaS/COTS	T	Y	
Integration	INT60	Unless otherwise mutually agreed to in writing, the Contractor must maintain any and all hardware and software products required to support the Contractor's solution at their most current major version (patches, fixes, upgrades, and releases for all software, firmware and operating systems) or no more than one version back from the most current major version.	No		A	S2	SaaS/COTS	T	Y	
Integration	INT61	The Contractor's solution shall allow internal and external stakeholders to upload and view electronically submitted documents.	No		A	S2	SaaS/COTS	T	Y	
Integration	INT62	The Contractor's solution shall ensure information and event notifications include aggregated and integrated information.	No		A	S2	SaaS/COTS	T	Y	
Integration	INT63	The Contractor's solution shall have business process orchestration in an event-driven environment that maximizes process automation.	No		A	S2	SaaS/COTS	T	Y	
Integration	INT65	The system shall provide the ability to share and federate data with other data sharing partners.	No		A	S2	SaaS/COTS	T	Y	
Integration	INT66	The Contractor'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 Contractor's scope of work.	No		A	S2	SaaS/COTS	T	Y	
Integration	INT68	The Contractor 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 Department.	No		A	S2	SaaS/COTS	T	Y	
Integration	INT70	The Contractor 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.	No		NA	NA	NA	NA	NA	

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Integration	INT73	The Contractor 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.	No		NA	NA	NA	NA	NA	
Integration	INT74	The Contractor's solution shall have the ability to identify errors in transactions and immediately notify the source system of the specific errors including whether the errors have precluded loading and/or using the data.	No		A	S2	SaaS/COTS	T	Y	
Integration	INT78	The Contractor shall provide an environment where components can be added or replaced quickly.	No		A	S2	SaaS/COTS	T	Y	
Integration	INT79	The Contractor's solution shall allow internal and external users to enter data using electronic forms and receive documents electronically from other systems.	No		A	S2	SaaS/COTS	T	Y	
Integration	INT80	The Contractor's solution will interface with the State's designated financial processing solution.	No		E	S2	SaaS/COTS	T	Y	
Integration	INT81	The Contractor's solution shall have the capability to receive and display data , messages, and alerts from other systems in real-time.	No		B	S2	SaaS/COTS	T	Y	
Integration	INT85	The Contractor's solution shall support web services, specifications, and adapters (e.g., ODBC, Web Service (WSDL, WS-*, SOAP, REST, UDDI, ODATA), JSON-WDP, MS SQL, SQL Server, Oracle, FTPS, SFTP, HTTPS, MSMQ).	No		A	S2	SaaS/COTS	T	Y	
Integration	INT86	The Contractor's solution must be capable of receiving, translating, and processing data to and from the variety of protocols (e.g., FTP, FTPS, SFTP, HTTP, HTTPS, JMS, JDBC, ODBC, NET, AS2, AS3, POP3, SMTP, SSH, TCP, CICS). The Contractor shall include in their response a list of protocols supported.	No		A	S2	SaaS/COTS	T	Y	
Integration	INT87	The Contractor'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).	No		A	S2	SaaS/COTS	T	Y	
Integration	INT88	The Contractor shall implement a solution where module components are loosely coupled and can be added or replaced quickly.	No		A	S2	SaaS/COTS	T	Y	
Integration	INT93	The Contractor shall provide electronic notification including detailed release notes for Major and Minor version , patches, updates and fixes deployed to the production environment.	No		A	S2	SaaS/COTS	T	Y	
Integration	INT94	The Contractor shall work collaboratively with module vendors to reconcile ODS data elements with the all data elements for each module component.	No		E	S2	SaaS/COTS	T	Y	
Interactive Voice Response System	IVR01	The Contractor shall provide and maintain secure and user friendly interactive voice response (IVR) system with scripts approved by the State to respond to inquiries using a telephone menu and response system.	Yes	Option B Provider Services	E	S2	SaaS/COTS	T	Y	
Interactive Voice Response System	IVR02	The Contractor's IVR system shall have the ability to use educational scripts for callers on hold or waiting in the queue.	Yes	Option B Provider Services	A	S2	SaaS/COTS	T	Y	

Attachment F - Requirements Response Matrix

All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements										
Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Interactive Voice Response System	IVR03	The Contractor's IVR system shall provide quality monitoring tools and processes to enable a continuous improvement cycle for toll-free call center services that includes: a. Plug-in/double-jack monitoring, b. Silent monitoring, c. Record and review, d. Voice and screen/multi-media monitoring, for call center supervisors, State resources or designated resources.	Yes	Option B Provider Services	A	S2	SaaS/COTS	T	Y	
Key Personnel and Resources	KR01	The Contractor can use off-shore and near-shore resources. However, offshore or near shore resources cannot develop security controls. The Contractor shall advise the Department when work is being completed by offshore or near shore resources. The Contractor shall ensure that all Contractor practices and procedures, including but not limited to secure coding practices are used by all resources.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR02	The Contractor, and any of its subcontractors, shall work cooperatively with module Contractors and Department staff to ensure the success of the program.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR03	The Contractor shall help prevent project delays and address them if they occur. This includes assurances that sufficient resources and knowledgeable, experienced staff are available to meet the required project schedule.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR04	The Contractor shall provide sufficient personnel to administer and execute required project activities, including approvals, during development, implementation, and operations.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR06	The Contractor shall provide key personnel that at a minimum include the Project Manager, the Contract Manager, the Testing Lead, Integration Lead and a Certification Lead during the DDI and Certification Phases of the Program. Key personnel shall not hold more than one key role unless otherwise approved by the Department. The Department will review and approve all key personnel.	No		NA	NA	NA	NA	NA	

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Matrix of Requirements										
Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Key Personnel and Resources	KR07	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 transferred or removed without prior approval of the Department. b. The Department will approve key personnel assigned to the Contract. c. The Department reserves the right to request removal of any Contractor staff or subcontractor staff, if applicable, assigned to the project, and the Contractor shall comply with any such request immediately. d. If a vacancy occurs in a key role, the Contractor shall fill the position in compliance	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR08	The Contractor must designate a Project Manager to represent and oversee the day-to-day activities of the project. This individual shall serve as the Department's primary point of contact for matters relating to the project and serve as a liaison for certification, collaborating with other contractors, and stakeholders.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR09	The Contractor'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.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR10	The Contractor must designate an Integration Lead to manage the design, configuration/build, integration, defect management, and implementation of the Contractor's scope of work.	No		NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Key Personnel and Resources	KR11	The Contractor'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.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR12	The Contractor must designate a Testing Lead to coordinate all testing activities.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR13	The Contractor'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.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR14	The Contractor must designate a Contract Manager to be the single point of contact for matters concerning the Contractor'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.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR15	The Contractor's Contract Manager must have a minimum of five (5) years' contract management experience managing related services with similar budgets, preferably in Medicaid or the healthcare industry and for a project similar in size and scope to this project.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR16	The Contractor shall submit two (2) references for each of the key personnel being proposed for the project. Each reference should depict relevant and current experience for work completed no more than seven (7) years prior to the date of this RFP.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR17	The Contractor 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 Contractor 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.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR18	The Contractor's staff shall have sufficient experience appropriate for their role.	No		NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Key Personnel and Resources	KR19	The Contractor must supply a Personnel Background Check Attestation (written documentation) of a favorable background check for Contractor personnel who might reasonably be expected to access sensitive and confidential member data contained in any system accessed during the course of the Contract. The Department may request the removal of staff for disqualifying offenses. Contractor must describe their process for performing background checks for non-US citizens or Green Card holders.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR20	The Contractor's Project Manager shall be required to perform work at the State's primary project location (e.g., city, state), unless approved by the Department to work remotely.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR21	The Contractor's staff shall be available Monday through Friday as early as 7:00 AM MST and as late as 6:00 PM in the time zone of the participating State.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR22	For any work performed at a location other than the primary Project site, the Contractor 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.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR23	The Contractor's staff working remotely, must be available to work in the State's primary project location at the Department'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).	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR24	In the event that key personnel resign or are terminated, the Contractor shall provide the Department with immediate notice of the vacancy and an action plan for backfilling the position until a replacement is found and approved by the Department. A key personnel position must not be vacant for more than fourteen (14) consecutive days. The Contractor may not fill vacant key personnel positions with other existing key personnel without approval by the Department. The Department will also have the authority to approve proposed replacements of key personnel by the Contractor.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR25	The Contractor's key personnel and/or management replacement must meet the minimum qualifications for the position. The Contractor shall provide a detailed resume for a proposed key personnel and/or management replacement. Replacements are subject to Department approval.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR26	The Contractor shall provide the appropriate level of knowledge transfer/training to Contractor staff.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR28	The Contractor must designate a Certification Lead to coordinate all certification activities.	No		NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Key Personnel and Resources	KR29	The Contractor'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.	No		NA	NA	NA	NA	NA	
Key Personnel and Resources	KR30	The Contractor shall provide key personnel that at a minimum includes a Project Manager, Contract Manager and a Technical Manager for the Operations, Maintenance and Configuration phase of the project. Key personnel shall not hold more than one key role unless otherwise approved by the Department. The Contractor must identify other key personnel for the Operations, Maintenance and Configuration phase of the project. The Department will review and approve all key personnel.	No		NA	NA	NA	NA	NA	
Operations, Maintenance, and Configuration	OMC01	The Contractor shall cooperate and assist the Department in responding to all law enforcement, federal and State audit and review requests. The Contractor shall provide audit support including, random sample generation, data extracts, hard-copy documents, and provide any requested data or information.	No		NA	NA	NA	NA	NA	
Operations, Maintenance, and Configuration	OMC02	The Contractor shall support the disaster recovery activities that will provide timely failover and create relevant documented policies and procedures to implement a recovery.	No		NA	NA	NA	NA	NA	
Operations, Maintenance, and Configuration	OMC03	The Contractor shall conduct an annual 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 Department.	No		NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Operations, Maintenance, and Configuration	OMC04	The Contractor 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 Contractor will follow project management and system development processes throughout the life of the Contract. The Agency defines maintenance for each module as follows: 1. Making configuration updates as requested by the State. Configuration includes changes to table values, parameters, codes, and business logic, including hardcoded business logic. 2. Correcting deficiencies (defects) found in the solution(s) based on detailed requirements described in the scope of work and published design specifications. 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. 4. Conducting research requested by the State	No		NA	NA	NA	NA	NA	
Operations, Maintenance, and Configuration	OMC05	The Contractor shall provide a notification web page that displays when the system is unavailable for scheduled maintenance or ~~unscheduled outages~~	No		B	S2	SaaS/COTS	T	Y	
Operations, Maintenance, and Configuration	OMC06	The Contractor shall have processes in place to restrict access when inappropriate system ~~access or misuse is detected~~	No		B	S2	SaaS/COTS	T	Y	
Operations, Maintenance, and Configuration	OMC07	The Contractor 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~~	No		NA	NA	NA	NA	NA	
Operations, Maintenance, and Configuration	OMC12	The Contractor shall notify the appropriate user community, as defined by the State, of system events (e.g., major system changes and system ~~outages~~)	No		NA	NA	NA	NA	NA	
Operations, Maintenance, and Configuration	OMC15	The module Contractor 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.	No		NA	NA	NA	NA	NA	
Operations, Maintenance, and Configuration	OMC16	The Contractor shall provide online help for external and internal users.	No		A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements										
Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Operations, Maintenance, and Configuration	OMC17	The Contractor shall provide 1,500 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 1,500 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Provider Pricing Schedules, Schedule D-Enhancement Pool Hours.	No		NA	NA	NA	NA	NA	
Operations, Maintenance, and Configuration	OMC18	The Contractor shall notify the Department 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.	No		NA	NA	NA	NA	NA	
Operations, Maintenance, and Configuration	OMC19	The Contractor shall provide 24x7 access to the Department for all reference materials (e.g., Requirements Matrices, Manuals, System Documentation, System Design Documentation, User Documentation, Business Rules Catalog, and Training Materials).	No		NA	NA	NA	NA	NA	

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Matrix of Requirements										
Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Operations, Maintenance, and Configuration	OMC21	The Contractor will provide 500 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 500 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.	No		NA	NA	NA	NA	NA	
Operations, Maintenance, and Configuration	OMC22	The Contractor shall provide 500 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 500 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Provider Pricing Schedules, Schedule D-Enhancement Pool Hours.	Yes	Option A Provider Services	NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Operations, Maintenance, and Configuration	OMC23	The Contractor will provide 100 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 100 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. □ Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedule, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.	Yes	Option A Provider Services	NA	NA	NA	NA	NA	
Operations, Maintenance, and Configuration	OMC24	The Contractor will provide 250 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 250 system enhancement pool hours are included in the offeror's fixed price and included in Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Provider Pricing Schedules, Schedule D-Enhancement Pool Hours.	Yes	Option B Provider Services	NA	NA	NA	NA	NA	

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Matrix of Requirements										
Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Operations, Maintenance, and Configuration	OMC25	The Contractor will provide 100 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 100 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. □ Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedule, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.	Yes	Option B Provider Services	NA	NA	NA	NA	NA	
Maintenance	PMNT01	The Contractor's solution shall have the capability to terminate inactive providers based on criteria determined by the department for either automatic termination or initiate a workflow for manual termination.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT02	The Contractor's solution shall collect and retain electronically all provider documentation (e.g., original application and copies of correspondence) for actively participating providers. For terminated providers, records shall be retained electronically according to record retention requirements (e.g., 7 years).	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT03	The Contractor's solution shall require, capture and maintain the 10-digit National Provider Identifier (NPI) for all healthcare providers required to have an NPI and interface with NPDES to verify the NPI is valid.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT04	The Contractor's solution shall record and display begin and end dates for specific provider enrollment and demographic data (e.g., license, eligibility period, physical address) and provide access to historical provider record information.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT05	The Contractor shall use a standardized format for provider names that differentiate between first name, middle name/initial, last name, and business or corporate names and allows flexible searches based on the provider name.	No		A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements										
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Maintenance	PMNT06	The Contractor's solution shall allow provider records to be associated and linked by tax identification number (TIN) and parent organizations	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT08	The Contractor's solution shall allow for collection and maintenance of site visit, finger printing and background check information (e.g., the type of site visit (e.g., field representative, pre enrollment, program staff), date the site visit/ finger print/background check completed, reason and outcome if applicable).	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT09	The Contractor's solution shall collect and maintain licensure information to include at a minimum, licensing state, license number, licensure begin and end dates	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT10	The Contractor's solution shall collect and maintain the Pay for Performance (P4P) information from Medicare	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT11	The Contractor's solution shall collect and maintain date specific (as applicable) provider endorsement and accreditation information	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT12	The Contractor's solution shall collect and maintain malpractice insurance information including expiration date	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT13	The Contractor's solution shall provide dynamic navigation that allows users to have one click access to additional detail for summary information (e.g., from the providers screen, select a specific location to view location details such as address, contact(s), office hours).	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT14	The Contractor's solution shall collect and store standardized W-9 information that reflects the owner of the EIN and the Doing Business As (DBA) name	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT15	The Contractor's solution shall provide the capability to reactivate terminated providers without requiring a complete re-enrollment	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT16	The Contractor's solution shall track and support provider review schedules to ensure providers continue to meet program eligibility requirements and initiate notification(s) to the provider, agency staff, and modules of State healthcare programs agreements and contracts.	No		B	S2	SaaS/COTS	T	Y	
Maintenance	PMNT17	The Contractor's solution shall accept, validate and store new and updated provider information entered by internal users	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT18	The Contractor's solution will collect, store, maintain and display current and historical addresses by type (e.g., physical address, correspondence address and billing address) and include begin and end dates	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT19	The Contractor's solution will collect, store, maintain and display current and historical Drug Enforcement Administration (DEA) number(s) inclusion begin and end dates	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT20	The Contractor's solution will collect, store, maintain and display provider business relationships (e.g., ownerships and managing entities) for use in provider screening and ongoing monitoring activities	No		A	S2	SaaS/COTS	T	Y	

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Maintenance	PMNT21	The Contractor's solution shall have the ability to perform mass updates to provider information using flexible selection criteria.	No		E	S2	SaaS/COTS	T	Y	
Maintenance	PMNT22	The Contractor's solution shall provide indicators to identify providers that are Fee-for-Service (FFS), Managed Care Organization (MCO) network only, or participating in any other healthcare programs (e.g., medical homes).	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT23	The Contractor's solution shall provide the capability to capture and crosswalk subpart NPIs used by Medicare (but not Medicaid) to facilitate COB claims processing.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT24	The Contractor's solution shall auto-populate fields with valid data where required.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT25	The Contractor's solution shall allow internal users to add and view free-form and structure notes on or associated with individual provider files.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT26	The Contractor's solution shall allow authorized internal users to link and unlink individual practitioners from and to billing providers with the ability to link an individual provider to multiple billing providers. Each relationship shall include an effective date when initiated and an end date associated with the termination of the affiliation.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT27	The Contractor's solution shall collect, store and maintain multiple provider contacts, including the contact name, title, contact type, telephone number, email address and location.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT28	The Contractor's solution shall have the capability to indicate providers who are suspended or under review or investigation and a method for indicating the reason for the suspension or in review status.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT29	The Contractor's solution shall allow authorized users to enter, view and update provider data (e.g., demographic data, taxonomy, banking information).	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT30	The Contractor's solution shall allow authorized users to retroactively update provider data.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT31	The Contractor's solution shall store and display geographic codes for provider locations.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT32	The Contractor's solution shall have configurable event based workflow to instantiate information requests, correspondence or electronic notifications throughout the provider lifecycle.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT34	The Contractor's solution shall have the ability to suspend the provider record for providers that fail to respond to requests (e.g., revalidation, recertification, and updated licensure) in compliance with all federal and State policies and regulations.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT35	The Contractor's solution shall allow for mass updates to provider status based on criteria defined by the department (e.g., group practice changes) and initiate notification to the providers and appropriate programs.	No		B	S2	SaaS/COTS	T	Y	

Attachment F - Requirements Response Matrix

All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements										
Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Maintenance	PMNT36	The Contractor's solution shall have the ability to end date provider participation in specific programs while maintaining participation in other programs and initiate notification(s) to the provider, agency staff, and modules.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT37	The Contractor's solution shall record and display multiple instances of specific provider enrollment and demographic data (e.g., license, eligibility period, physical address, CLIA levels) and provide access to historical provider record information.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT38	The Contractor's solution shall validate email addresses associated with the provider account through a confirmation and/or activation email process that requires the user to respond to activate the email account for agency communication.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT39	The Contractor's solution shall collect and maintain provider data necessary to support other module functions (e.g. claims processing, service authorizations, and reporting functions).	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT40	The Contractor's solution shall provide the ability to interface with external systems to automate verification and validation of provider information and credentials for enrollment, screening and monthly monitoring (e.g., CMS data matching, licensure, Social Security Administration's Death Master File, the National Plan and Provider Enumeration System (NPPEs), the List of Excluded Individuals/Entities (LEIE), the Excluded Parties List System (EPLS)), and provide online alerts or notifications via workflow when adverse results or mismatches occur.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT41	The Contractor's solution shall require and capture termination reasons for all provider terminations.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT42	The Contractor's solution shall collect, process and maintain the data elements necessary to enroll trading partners with the department to support HIPAA X12 transactions.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT43	The Contractor's solution shall provide the ability to capture and store electronic payment information e.g., (credit card, bank account).	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT44	The Contractor's solution shall provide the ability to display payment information (e.g., provider administrative fees).	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT45	The Contractor's solution shall provide the ability to automatically and manually unlink provider records determined to be unrelated.	No		B	S2	SaaS/COTS	T	Y	
Maintenance	PMNT46	The Contractor's solution shall have the ability to assign classifications (e.g., provider type and specialty) to all providers including atypical providers.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT47	The Contractor's solution shall provide the ability to collect and maintain bed data (e.g. nursing home, hospital).	No		A	S2	SaaS/COTS	T	Y	

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Maintenance	PMNT48	The Contractor's solution shall provide the ability to collect conditional enrollment and maintenance data that is configurable by provider role (e.g., ORP, Rendering, Attending and Billing/Pay to Providers) and provider classification (e.g., case manager, physician, home health agency) and displays indicators on the provider record to distinguish the provider role(s) and classification(s).	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT49	The Contractor's solution shall automate the identification of providers due to revalidate their enrollment information and initiate notification(s) to the provider, agency staff, and modules.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT50	The Contractor's solution shall support the ability to compare provider enrollment and revalidation information with PECOS if the provider is enrolled with Medicare. Depending on provider risk category, the solution shall verify completion of the fingerprint background check (if required), payment of application fee (if required) and verify Medicare ownership information matches the provider record in the provider module. If a mismatch is found, create an alert to the	No		B	S2	SaaS/COTS	T	Y	
Maintenance	PMNT52	The Contractor's solution shall collect, validate and maintain Clinical Laboratory Improvement Amendments (CLIA) certification information including the level of certification, the specific procedures each laboratory is authorized to perform, effective and end dates, and location of the certification for use in claims adjudication.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT53	The Contractor's solution shall have the ability to indicate providers using electronic funds transfer (EFT) and submitting claims electronically.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT54	The Contractor's solution shall support communications (e.g., email, SMS, correspondence) to and from providers, track and monitor responses to department communications.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT55	The Contractor shall ensure information exchanges are documented in trading partner agreements as specified in 45 CFR 162.915.	No		B	S2	SaaS/COTS	T	Y	
Maintenance	PMNT56	The Contractor's solution shall have the ability to assign an individual provider an unlimited number of valid provider classifications (e.g., physician-family practice, physician-oncologist, hospital-acute care, registered nurse-pediatrics).	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT57	The system shall allow a single provider to have more than one electronic submitter associated with their provider file, and designate one biller to receive 835 files.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT58	The Contractor's solution shall have the ability to automatically and manually link the unique provider number to other provider IDs used throughout the State enterprise (e.g. SABHRS or State Eligibility Systems IDs). The solution shall display all provider IDs.	No		A	S2	SaaS/COTS	T	Y	

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Maintenance	PMNT60	The Contractor's solution shall be configurable to allow users to indicate the method of how required documentation will be submitted (e.g., mail and facsimile).	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT61	The Contractor's solution shall have configurable workflow to present for validation, updates submitted online/electronically by specific criteria (e.g., program type, data type, risk level).	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT62	The Contractor's solution shall support manual and automatic classification of a provider risk level status (limited to moderate to high) which shall trigger additional steps and screening as applicable.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT63	The Contractor's solution shall provide the capability for users to review enrollment and revalidation information prior to final submission of the enrollment or revalidated information.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT64	The Contractor's solution shall support manual and automatic classification of a provider risk level status (limited to moderate to high) which shall trigger additional steps and screening as applicable.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT65	The Contractor's solution shall capture and maintain at a minimum, the data set defined in Part 11 of the State Medicaid Manual and provider related TMSIS required fields.	No		A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT66	The Contractor shall collect and maintain certifications by specific industry standard or state policy (e.g., NCQA Certification and NCQA Certification Level).	No		A	S2	SaaS/COTS	T	Y	
Project Management	PMT01	The Contractor shall provide licenses as required by the Agency to allow users access to perform all necessary business functions.	No		NA	NA	NA	NA	NA	
Project Management	PMT02	The Contractor shall support the Department in all program governance activities as necessary.	No		NA	NA	NA	NA	NA	
Project Management	PMT03	The Contractor shall be responsible for the capture and dissemination to the Department of agendas, meeting minutes and documentation necessary for successful execution of the project.	No		NA	NA	NA	NA	NA	
Project Management	PMT04	The Contractor shall participate in necessary meetings with the stakeholders and/or other Contractors.	No		NA	NA	NA	NA	NA	
Project Management	PMT05	The Contractor shall provide deliverables or documentation as defined in the Project Work Plan (PWP) and approved by the Department.	No		NA	NA	NA	NA	NA	
Project Management	PMT08	The Contractor shall support the State and its Contractor(s) in Independent Verification and Validation (IV&V) activities associated with the contract including CMS Certification(s).	No		NA	NA	NA	NA	NA	
Project Management	PMT09	The Contractor shall conduct a monthly status meeting to discuss project tasks and activities (e.g., deliverables, milestones, issues, risks, and SLAs).	No		NA	NA	NA	NA	NA	
Project Management	PMT10	The Contractor 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.	No		NA	NA	NA	NA	NA	

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Project Management	PMT11	The Contractor must employ a project management approach that will satisfy the scope of work and incorporate all activities described in the RFP. The Contractor shall adjust the project management approach or project schedules, as necessary, to collaborate with the module vendors in order to incrementally build the	No		NA	NA	NA	NA	NA	
Project Management	PMT12	The Contractor shall conduct a project initiation kick-off meeting with key stakeholders and the State's project team.	No		NA	NA	NA	NA	NA	
Project Management	PMT13	The Contractor shall implement procedures and tools for tracking project action items, decisions, issues, risks and defects.	No		NA	NA	NA	NA	NA	
Project Management	PMT14	The Contractor shall provide an electronic document repository for project documents and deliverables. The Contractor, Department staff and other contractors 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.	No		NA	NA	NA	NA	NA	
Project Management	PMT15	The Contractor shall establish and utilize a deliverable review and acceptance process agreed upon by the Department that incorporates the following: a. Review cycles, which will be conducted and scaled to the size and complexity of the deliverables. b. Deliverables will need to reflect coordination with the overall modular program and will follow agreed upon change control processes. c. Informal reviews and walkthroughs of draft and final deliverables are encouraged. d. Queuing up excessive deliverables for simultaneous review is unacceptable to the Department.	No		NA	NA	NA	NA	NA	
Project Management	PMT16	The Contractor 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.	No		NA	NA	NA	NA	NA	

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Project Management	PMT17	The Contractor 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.	No		NA	NA	NA	NA	NA	
Project Management	PMT18	The Contractor 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.	No		NA	NA	NA	NA	NA	

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Project Management	PMT19	The Contractor 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. The PWP must identify realistic person hours of effort for each task and identify planned completion dates for all deliverables and milestones. Additionally the PWP must include the elements necessary for the IMS include: start and end dates of major phases, key project milestones, integration points, cross module dependencies, and sufficient information to support the State CIO's Legislative Finance Committee (LFC) reporting requirements. The PWP must be continually refined and updated as the project progresses and will retain the baseline for comparative	No		NA	NA	NA	NA	NA	
Project Management	PMT21	The Contractor shall coordinate with the Department and with the module vendors as required by the Department, to support the program-level change management process consistent with the Enterprise Change Management Plan	No		NA	NA	NA	NA	NA	
Project Management	PMT25	The Contractor shall be required to work collaboratively with the Department and the System Integrator 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, cross module dependencies, and sufficient information to support the State CIO's Legislative Finance Committee (LFC) reporting	No		NA	NA	NA	NA	NA	
Project Management	PMT27	The Contractor shall coordinate module deliverable and milestone walkthroughs and participate in other module walkthroughs as required by the Department	No		NA	NA	NA	NA	NA	
Project Management	PMT29	The Contractor 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 Department's approval	No		NA	NA	NA	NA	NA	
Project Management	PMT31	The Contractor shall cooperate with the State's PMO and the IV&V contractor to give an accurate, honest reporting of the project status.	No		NA	NA	NA	NA	NA	
Project Management	PMT32	The Contractor shall contribute to the State's and/or the Systems Integration Services collaboration site, technical and non-technical project artifacts for the Contractor'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.	No		NA	NA	NA	NA	NA	
Provider Call Center	PRCC01	The Contractor shall provide a provider enrollment Call Center to support and instruct providers in the application process, renewal process, provider management, and recertification process. The Call Center shall also support the financial enrollment process into the State financial system.	Yes	Option B Provider Services	NA	NA	NA	NA	NA	

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Matrix of Requirements										
Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Provider Call Center	PRCC02	The Contractor shall research and provide documentation for administrative hearings, appeals and court cases; and participate in these activities upon direction from the State.	Yes	Option B Provider Services	NA	NA	NA	NA	NA	
Performance	PRFM01	The Contractor shall develop a method for maintaining performance compliance with Service Level Agreements (SLA).	No		NA	NA	NA	NA	NA	
Performance	PRFM04	The Contractor shall meet Service Level Agreements and integrate tools for monitoring system and component performance and create the necessary reports or supply a dashboard to support SLAs.	No		NA	NA	NA	NA	NA	
Performance	PRFM05	The system shall track performance measures for each SLA requirement using predefined and ad hoc reporting methods.	No		NA	NA	NA	NA	NA	
Self-Service Portal	PSER01	The Contractor's solution shall provide a self-service tool that will allow authenticated users to search by provider name (including phonetic search), NPI/API, network(s), location(s) (including city, state and zip code), provider classification(s), provider role, all languages spoken/language accommodations (e.g., English, Spanish, American Sign Language (ASL)), accessibility, gender, and whether or not a provider is accepting new patients. At a minimum the results display shall include; provider name, locations, phone numbers, provider classification(s), provider role, network(s), all languages spoken/language accommodations (e.g., English, Spanish, American Sign Language (ASL)), office hours, accessibility, whether or not a provider is accepting new patients, and any restrictions on the freedom of choice among providers in the public provider locator (e.g., ages served).	No		A	S2	SaaS/COTS	T	Y	
Self-Service Warrant and Remit Advice Inquiry	PSER02	The Contractor's solution shall include an online self-service tool allowing authenticated users to view current and all previous warrants.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Online Provider Appeal Request	PSER03	The Contractor's solution shall support on-line self-service tool for all providers to request an appeal.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Member Eligibility	PSER04	The Contractor's solution shall provide an online self-service tool for authorized users to perform real-time member eligibility inquiries. Eligibility inquiry responses will include at a minimum, eligibility dates, eligibility for one or more benefit plans, care management enrollment information, waiver program information, program limits, TPL information, and other member information necessary for the provider to determine if the member is eligible for services.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Claim Status Inquiry	PSER06	The Contractor's solution shall provide an online self-service tool for providers to view claim status.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Warrant and Remit Advice Inquiry	PSER07	The Contractor's solution shall provide an online self-service tool that allows authenticated users to access and view current and previous remittance advice that can be sorted by various parameters (EFT, date, NPI, etc.).	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	

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Self-Service Portal	PSER08	The Contractor's solution shall provide an online self-service tool for providers to access a provider inbox for messages and notices. The solution shall provide the ability to send, receive, and respond to messages.	No		A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER09	The Contractor's solution shall provide an online self-service tool for providers to add or remove provider account users and change user roles for all self-service functions.	No		A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER10	The Contractor's solution shall allow individual practitioners to submit a request to link or unlink an affiliation with a billing provider. Each relationship shall include an effective date when initiated and an end date when the affiliation is terminated.	No		A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER11	The Contractor's solution shall accept, validate and store new and updated provider information entered through the Provider Self Service tool.	No		A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER12	The Contractor's solution shall allow authorized billing providers to link and unlink individual practitioners from and to billing providers with the ability to link an individual provider to multiple billing providers. Each relationship shall include an effective date when initiated and an end date associated with the termination of the affiliation.	No		A	S2	SaaS/COTS	T	Y	
Self-Service Online Claims Entry	PSER13	The Contractor's solution shall include a self-service tool for providers to directly and efficiently enter claims.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Registry	PSER14	The Contractor's solution shall allow authorized users to view registries for PCCM and other care management programs.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER15	The Contractor's solution shall provide online interactive chat functionality as a reliable transaction channel that allows enrolled and authenticated users to chat directly with a customer care representative. The chat session shall be recorded, stored, and accessible to internal staff for reference.	No		A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER16	The Contractor's solution shall include a configurable self service tool that allows active and inactive providers to update and validate their provider record through direct data entry via the web, based on selected criteria.	No		A	S2	SaaS/COTS	T	Y	

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Self-Service Portal	PSER17	The Contractor's solution shall provide public provider search feature that will allow users to search by provider name (including phonetic search), network, location(s) (including city, state and zip code), provider classification(s), all languages spoken/language accommodations (e.g., English, Spanish, American Sign Language (ASL)), accessibility, gender, and whether or not a provider is accepting new patients. At a minimum the results display shall include: provider name, network(s) location(s), phone numbers, provider classifications, all languages spoken/language accommodations (e.g., English, Spanish, American Sign Language (ASL)), office hours, accessibility, whether or not a provider is accepting new patients, and any restrictions on the freedom of choice among providers in the public provider locator (e.g., ages served, gender).	No		A	S2	SaaS/COTS	T	Y	
Self-Service Claims Based Medical History	PSER21	The Contractor's solution shall allow authorized users to search and view Claims Based Medical History.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER22	The Contractor's solution shall provide online key contact information at a minimum by program type and business process.	No		A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER23	The Contractor's solution shall provide an online self-service Frequently Asked Questions (FAQ) tool that is easily navigable and searchable. The FAQ shall be updated quarterly or as directed by the State.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER24	The Contractor's solution shall allow users to view, download and/or print current and historical provider information (e.g., manuals, instructions, bulletins, program descriptions, eligibility criteria and forms).	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER25	The Contractor's solution shall provide links to relevant web resources (e.g., State and Federal websites, and other entities determined by the State to be appropriate for the self-service portal).	No		B	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER26	The Contractor's solution shall allow enrolled providers, enrolled trading partners, State users, and other users designated by the State, access to the secure areas of the self-service portal following successful authentication through single sign-on.	No		A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER27	The Contractor's solution shall provide access for users to view current and historical fee schedules.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER28	The Contractor's solution shall create and present a tracking or confirmation number when provider information is updated via the self-service portal.	No		A	S2	SaaS/COTS	T	Y	
Self-Service Online Claims Entry	PSER29	The Contractor's online self-service claims entry tool shall accommodate and accept all claim types including Professional, Institutional, Dental, Encounter claims, Adjustments, Roster billing, claim corrections, and the ability to void and replace claims.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	

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Self-Service Online Claims Entry	PSER30	The Contractor's online self-service claims entry tool shall include a validation feature that performs real-time front end editing prior to claim submission, not allowing submission of claims that fail the front end edits. Edits will include, but are not limited to, active provider enrollment, member eligibility, valid revenue codes, procedure codes, and diagnosis codes. Front end edit(s) shall be displayed to the user for review and correction. The validation feature will not display pricing information.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Online Claims Entry	PSER31	The Contractor's online self-service claims entry tool shall allow an authenticated user to upload an attachment to associate with a specific claim or multiple claims.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Online Claims Entry	PSER32	The Contractor's online self-service claims entry tool shall instruct users to include a claim confirmation number on any paper attachment when users indicate that an attachment is being mailed or faxed in order to allow for efficient association between a claim and an attachment.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Online Claims Entry	PSER33	The Contractor's online self-service claims entry tool shall allow users to indicate paper attachments will be mailed and/or faxed.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Online Claims Entry	PSER34	The Contractor's online self-service claims entry tool shall provide an tracking or control number to the user upon successful completion of the transaction.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Online Claims Entry	PSER35	The Contractor's online self-service claims entry tool shall provide a configurable auto populate feature for appropriate fields for each claim type (e.g., provider information, submission date, member associated information).	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Online Claims Entry	PSER36	The Contractor's online self-service claims entry tool shall include a claim template feature that allows users to create a templates to be stored and used in the online claims entry tool.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Online Claims Entry	PSER37	The Contractor's solution shall provide search capabilities for users entering data in the online claims entry tool. The search tool will include provider information and provider associated service authorization information.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Member Eligibility	PSER38	The Contractor's solution shall allow an external user to print member eligibility responses or download in PDF format.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service View, Upload and Download HIPAA Compliant Healthcare Transactions	PSER39	The Contractor's solution shall allow authorized user to view, upload and download HIPAA compliant healthcare transactions (e.g., 270/271batch eligibility status inquiry and response, 837 batch claims submission, and 276/277 Claim Status request and response) on the Self-Service Portal.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Warrant and Remit Advice Inquiry	PSER40	The Contractor's solution shall allow authenticated users to download warrants and remittance advice in multiple formats (e.g., Excel or PDF) as directed by the State.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Online Provider Appeal Request	PSER41	The Contractor's solution shall allow users to view the status of their appeal request.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements										
Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Self-Service Online Claims Entry	PSER42	The Contractor's online self-service claims entry tool shall convert all entered claims into an X12 837 format.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Claim Status Inquiry	PSER43	The Contractor's solution shall allow authenticated users to download or print a claim status report in Excel and PDF.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Self-Service Registry	PSER44	The Contractor's solution shall allow authenticated users to download or print member registries in Excel and PDF.	Yes	Option A Provider Services	A	S2	SaaS/COTS	T	Y	
Conduct Provider Site Visit	PSV01	The Contractor shall conduct pre- and post-enrollment onsite screening of moderate and high risk providers according to Agency onsite screening protocols and federal onsite screening regulations, including at a minimum: □ -Conducting the initial assessment to verify the facility location, hours and personnel; -Verifying operational status; and -Confirming final determination of provider	Yes	Option B Provider Services	NA	NA	NA	NA	NA	
Project Closeout and Turnover	PTO01	The Contractor shall provide a turnover approach and the services required for the transition of operations, services and module components.	No		NA	NA	NA	NA	NA	
Project Closeout and Turnover	PTO02	At least six (6) months prior to the final Contract year (including option years that have been exercised) and at least six (6) months prior to the end of any contract extension(s), the Contractor 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 Department or another contractor to fully take over solution, technical, and business 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 of the solution. e. Lessons learned report. f. List of incomplete tasks, such as system defects, modifications or enhancements, mass adjustments, reference updates, and	No		NA	NA	NA	NA	NA	
Project Closeout and Turnover	PTO03	The Contractor shall provide a Monthly Turnover Report reflecting transition activities during the turnover period.	No		NA	NA	NA	NA	NA	

Attachment F - Requirements Response Matrix

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Project Closeout and Turnover	PTO04	The Contractor shall provide operational procedures that describe how maintenance is performed for the solution.	No		NA	NA	NA	NA	NA	
Project Closeout and Turnover	PTO05	The Contractor shall cooperate with the successor contractor while providing all required turnover services. This will include meeting with the successor and devising work schedules that are agreeable for both the Department and the successor contractor.	No		NA	NA	NA	NA	NA	
Project Closeout and Turnover	PTO06	The Contractor must transfer solution and services documentation and all data requested by the State to the State.	No		NA	NA	NA	NA	NA	
Project Closeout and Turnover	PTO07	The Contractor shall deliver a Turnover Results Report that documents completion of each step of the Turnover Plan.	No		NA	NA	NA	NA	NA	
Reporting	REP01	The Contractor's solution shall include a query tool that allows users to easily query data necessary to support state healthcare programs business needs.	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP07	The Contractor's reporting tool shall provide the ability to design and execute a queries using one or more wild cards (e.g., %, *,?) and operators (e.g. =, >, >=, <, <=, IN, BETWEEN, LIKE, IS NULL or IS NOT NULL) to provide data when searching or reporting.	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP103	The Contractor's solution shall have the capability to display data in a variety of formats (e.g., standard reports, graphs, charts, maps, dashboards) without the need to export data to another tool.	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP104	The Contractor's solution shall have the ability for authorized users to selectively retrieve, view, export, and print reports (or portions of reports).	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP107	The Contractor's solution shall have the capability to allow authorized users to view query parameters along with query results.	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP110	The Contractor shall update dashboards in real-time or on a schedule approved by the State.	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP111	The Contractor's solution shall allow authorized users to design, save and share configurable dashboards and reports.	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP112	The Contractor's solution shall provide report, dashboard and query templates for authorized users to modify and reuse.	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP116	The Contractor's solution shall provide an established library of standardized operational reports as well as the ability to create a wide array of configurable detail level and summary level reports, dashboards and queries.	No		A	S2	SaaS/COTS	T	Y	

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Reporting	REP118	The Contractor's solution shall have the capability to produce reports or display output data by National Provider Identifier (NPI), proprietary ID, or by a subset of the provider's practice or taxonomy. □	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP128	The Contractor's solution shall provide ad hoc query capability for retrieval of data relevant to specific operational and program business units.	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP129	The Contractor's solution shall provide an online adhoc reporting tool that allows authorized users access to provider and trading partner data (e.g., provider enrollment status, alphabetic and numeric provider listing, re-certification listing, revalidation listing, group affiliation listing, provider classification listing, and category of service listing).	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP130	The Contractor's reporting tool shall provide current and historical information about user access. The report shall include both standardized data in addition to allowing user input of run criteria such as user IDs, roles/privileges/authorizations, and configurable from and to dates.	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP131	The Contractor's solution shall track and have the capability to report both summary and detail level information pertaining to provider enrollment, disenrollment, termination, re-enrollment, revalidation, and recertification.	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP132	The Contractor's solution shall provide the functionality to identify, track and report the number and type of individuals associated with a provider or trading partner application (e.g., provider, facility, owner, managing employee and/or board member) including screening and monitoring results.	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP133	The Contractor's solution must provide Provider Transaction Error Reporting that includes the error, the date and time the error was identified, and the provider file(s) effected.	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP134	The Contractor's solution shall have the ability for users to query using date and/or date ranges for scheduled and ad-hoc reporting.	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP135	The Contractor's solution shall provide the ability to report on electronic payments received through the Provider Services module (i.e., provider application fees).	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP136	The Contractor's solution shall provide the capability to archive and discontinue. The solution shall be capable of purging reports in compliance with the Federal and State retention policies.	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP23	The Contractor's solution shall maintain reporting services that are backward compatible, and the reports functionality is preserved over major or minor releases or the contractor will provide migration support to move reports forward.	No		B	S2	SaaS/COTS	T	Y	

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Reporting	REP31	The Contractor's reporting solution shall support initiation of reports through various methods including on-demand, scheduled requests (including non-business hours), and event-driven requests with distribution of the report results to specified secure locations.	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP32	The Contractor's reporting solution shall allow users to search on criteria including report names, report filters, and data elements included in the report in a library or repository of reports.	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP36	The Contractor's reporting solution must display standard report header and footer information (e.g., report number, report title, page number, date) on all reports.	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP37	The Contractor's reporting solution shall provide the ability to store system generated reports in the Enterprise Content Management (ECM).	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP38	The Contractor's reporting solution shall allow a user to manually save report output to the ECM.	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP39	The Contractor's solution shall provide efficient navigation (e.g., the ability to move forward and backward in the solution).	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP42	The Contractor's reporting solution shall allow authorized users to view, sort, export and print dashboard and report data in a variety of formats (e.g., HTML, Excel, TXT, CSV, PDF, or character delimited).	No		A	S2	SaaS/COTS	T	Y	
Reporting	REP64	The Contractor's solution shall provide the ability to access and use all current and historical data for reporting purposes.	No		A	S2	SaaS/COTS	T	Y	
Include Reference Documentation	RFDC01	The Contractor's solution shall provide external and internal users access to current and historical provider manuals (e.g., CMS1500, Dental Claims Manual, Institutional Claims manual, Pharmacy Claims Manual and other Agency manuals or provider bulletins related to Medicaid policy and claims processing. ☐ NOTE: Contractor shall not be responsible to	Yes	Option B Provider Services	NA	NA	NA	NA	NA	
Requirements Management	RQM01	During the requirements validation sessions, the Contractor must demonstrate a fully functioning solution that has been initially configured based on the Contractor's understanding of the requirements described in the RFP and publicly available policy documents, manuals, and fee schedules.	No		NA	NA	NA	NA	NA	
Requirements Management	RQM02	The Contractor shall work with the Department to confirm the Contractor's understanding of the requirements and to clarify and/or elaborate requirements where necessary to achieve desired business outcomes.	No		NA	NA	NA	NA	NA	

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Requirements Management	RQM03	The Contractor 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, MECT criteria and certification artifacts.	No		NA	NA	NA	NA	NA	
Requirements Management	RQM04	The Contractor shall, during requirement validation, provide designated Department staff access to a fully functioning environment to become familiar with the solution.	No		NA	NA	NA	NA	NA	
Requirements Management	RQM05	The Contractor shall utilize project control tools to formally track all requirements and related design, configuration, testing, and certification artifacts. The Contractor's requirements management tool shall ensure approved changes to requirements are linked back the approved change request.	No		NA	NA	NA	NA	NA	
Requirements Management	RQM06	The Contractor shall develop, maintain and submit a Requirements Traceability Matrix (RTM) to track detailed requirements and their realization throughout all project phases. 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.	No		NA	NA	NA	NA	NA	
Requirements Management	RQM07	The Contractor's requirements management tool shall have the ability to manage requirements traceability by module(s), MITA business area, MITA business process and MECT checklists.	No		NA	NA	NA	NA	NA	
Security	SEC01	The System shall provide a physical and electronic environment that uses public key infrastructure to verify all transactions and the identity of all users and denies access to unauthorized users. For example: a. Require unique sign-on (ID and password) b. Require authentication of the receiving entity prior to a system-initiated session, such as transmitting responses to eligibility inquiries.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC02	The Contractor shall ensure that any data being transmitted or transported either physically or electronically will be encrypted.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC03	The Contractor shall ensure that any unneeded hardware, software, and licenses have been decommissioned.	No		NA	NA	NA	NA	NA	
Security	SEC04	The Contractor shall protect all government data from loss or unauthorized disclosure.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC05	The Contractor's solution shall streamline electronic transactions by incorporating electronic and digital signatures compliant with HIPAA and other State and federal statutes.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC06	The Contractor's solution shall provide tools (e.g., alerts or reports), which identifies usage anomalies or users who may have misused the system.	No		A	S2	SaaS/COTS	T	Y	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Security	SEC07	The Contractor's solution shall automatically maintain an audit trail of users , including database administrators, who pass through or view a record, regardless of whether data is changed.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC08	The Contractor's solution shall have security audit trail reporting capabilities (e.g. security, level, locale, IP address, user ID, before and after changes).	No		A	S2	SaaS/COTS	T	Y	
Security	SEC09	The Contractor's solution shall ensure the audit trail that cannot be modified.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC10	The Contractor's solution shall contain information determined by the Department and must meet Health Information Technology for Economic and Clinical Health Act (HITECH) auditing standards.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC11	The Contractor shall perform risk assessments per the Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach NIST SP 800-53 Rev 4. Risk assessments shall be completed on an annual basis and when additions or changes to functionality impact the security framework, architecture or when a new vulnerability exists.	No		E	S2	SaaS/COTS	T	Y	
Security	SEC12	The Contractor's solution shall manage role-based permissions and provide a National Institute of Standards and Technology (NIST) compliant identification, authentication and accounting solution.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC13	The Contractor's solution shall have multiple layers of external and internal security that provide administrative, physical, and technical mechanisms to protect sensitive or confidential information used in performing the responsibilities and duties defined for the module scope of work.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC14	The Contractor's solution shall not include any code of unknown origin.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC15	The Contractor shall provide an independent third party to perform penetration testing within six (6) months prior to implementation. Penetration testing must also be performed by an independent third party on an annual basis and when additions or changes to functionality impact the security framework, architecture or when a new vulnerability exists. Penetration Test Report results shall be supplied to the Department and any major or critical vulnerabilities mitigated.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC16	The Contractor shall provide the primary and disaster recovery facility(s) which will ensure security, performance and disaster recovery requirements outlined in the module scope of work.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC17	The Contractor shall maintain policies and procedures for security clearance and staffing controls for allowing access to confidential information and/or to restricted areas within the Contractor's solution.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC18	The Contractor shall maintain adequate technical support/staffing to provide 24x7x365 coverage.	No		NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Security	SEC19	The Contractor's data encryption solution shall meet Federal Information Processing Standard (FIPS) 140-2 and at a minimum use AES 128 encryption.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC20	The Contractor shall ensure that all data, regardless of its location, is encrypted at rest.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC21	The Contractor's transmission security shall use TLS 1.2, SHA 2 with a minimum of a 2048 bit key.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC22	The Contractor will provide a completed Security Audit Report with results to the Department by the 30th (thirtieth) of September each year. The Security Audit Report must include either an electronic data processing (EDP) systems audit using SSAE 16 at a minimum level service organization control (SOC) 2 Type II or a NIST 800-53 rev 4 assessment at a "moderate" system risk control level. The Contractor shall provide a mitigation plan for all reported deficiencies. Major and critical deficiencies must be corrected within forty (40) calendar days of the report submission to the Department.	No		NA	NA	NA	NA	NA	
Security	SEC23	The Contractor's solution shall provide security features that support increasing the complexity of the authentication and authorization as the sensitivity of the data or functionality increases.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC24	All Contractor's module components shall adhere to any applicable the Department system security practices, configurations & procedures.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC25	The Contractor's solution shall provide the ability to grant authorization through role-based security (create, delete, modify and view) access to user interfaces, reports, data elements/field level, and menu items.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC26	The Contractor's solution shall allow access and role changes to be made in real-time with appropriate authorizations.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC27	The Contractor's solution, in order to protect the database from SQL injection attacks, shall access the database from the application through a standard database abstraction layer.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC28	The Contractor's solution shall be easy-to-use and provide a user interface that allows authorized users to edit, create, and implement role-based and group-based security at the data element/field level for authorized users based upon individual characteristics or functional security groups.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC30	The Contractor must limit access to its off-site facilities; including storage facilities. The Department has the right to perform physical security audits of the Contractor's off-site and on-site facilities at the Department's discretion.	No		NA	NA	NA	NA	NA	

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Security	SEC31	The Contractor shall establish security and privacy standards and standard operating procedures. These standards include HIPAA, Federal Information Security Management Act (FISMA), Privacy Act, Federal Tax Information (FTI), and other Federal and State laws, regulations, and policies. The Contractor shall also establish business and technical protocols to ensure that the transmission and storage of	No		A	S2	SaaS/COTS	T	Y	
Security	SEC38	The Contractor's solution shall employ malicious code protection mechanisms at IT systems entry and exit points, at workstations, servers, and mobile computing devices on the network to detect and eradicate malicious code.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC39	The Contractor's solution shall use foundational technical standards such as X.509 Certificate format and Public Key Cryptography Standard (PKCS).	No		A	S2	SaaS/COTS	T	Y	
Security	SEC41	The Contractor shall collaborate with the Systems Integration Services Contractor to integrate the Contractor's solution into the State's integration platform for single sign-on and federated identity management.	No		B	S2	SaaS/COTS	T	Y	
Security	SEC42	The Contractor shall have an overall data security process that supports data security auditing.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC44	The Contractor must be compliant with the security processes outlined in the "Security and Privacy Controls Requirements" document that has been included in the Procurement Library.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC45	The Contractor shall monitor system activity and prevent and detect intrusion, hacking, unusual activity, or system compromise. The Contractor shall immediately report any incidents of such, regardless of the outcome to the state, activate a Department approved communication strategy, perform mitigation activities, and provide continuous status updates to the Department until the issues are resolved to the Department's satisfaction. Only authorized contractor personnel may override system security alerts	No		A	S2	SaaS/COTS	T	Y	
Security	SEC46	The Contractor shall provide and operate solutions that terminate access immediately and/or generate alerts for conditions that violate security rules, unauthorized attempts to access data and system functions, and system activity based on security parameters.	No		A	S2	SaaS/COTS	T	Y	

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Security	SEC47	The Contractor's solution shall ensure that only authorized users have access to systems and data, by requiring the following: □ ± Unique authentication credentials identifiable to each user of the system, not allowing for the re-use of credentials; ± Authenticates the receiving entity prior to a system initiated session, such as transmitting responses to case inquiries; ± Maintenance of key user information as part of a user profile including user ID, name, employer/state agency, ± Identity verification information, and an indicator of employee versus contractor; ± Multi-factor user authentication and the ability to restrict or permit a user's access to system functions, features, and processes based on the user's assigned roles based on business need and user security profile and a unique user ID and password and including a read-only access level; ± Column and row-level security access, data	No		A	S2	SaaS/COTS	T	Y	
Security	SEC48	The Contractor shall provide to the Department, upon request, a listing of all users having access to the Contractor's module components and/or data with details regarding the access granted to each user.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC49	The Contractor shall provide and operate solutions for security incident reporting and mitigation mechanisms. The Contractor shall preserve and report specified audit data when security violations are detected and mitigated.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC50	The Contractor shall comply with NIST Special Publication 800-111: Guide to Storage Encryption Technologies for End User Devices where required by CMS to protect confidential information stored on end user devices.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC51	The Contractor shall comply with NIST Federal Information Processing Standards (FIPS) Publication 180-4: Secure Hash Standards as required by CMS for use of secure hash algorithms.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC52	The Contractor shall comply with NIST Federal Information Processing Standards (FIPS) Publication 186-4: Digital Signature Standard as required by CMS for use of secure algorithms in digital signatures.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC53	The Contractor shall comply with the Harmonized Security and Privacy Framework - Exchange Reference Architecture Supplement Version 1.0 and as required by CMS.	No		A	S2	SaaS/COTS	T	Y	

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Security	SEC54	The Contractor shall comply with the OASIS Web Services Security - Simple Object Access Protocol (SOAP) Message Security Version 1.1 Specifications as required by CMS to build secure web services to implement message content integrity and confidentiality.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC55	The Contractor shall respond to all risks identified through the periodic security risk assessments with a CMS Information Security Program Plan of Action and Milestones (POA&M) containing clarifying information, a proposed mitigation strategy if necessary, a timeline for implementation, and shall work with the Department to successfully execute the	No		A	S2	SaaS/COTS	T	Y	
Security	SEC56	The Contractor shall ensure all contractor and subcontractor personnel providing services under this contract are familiar with and comply with the Business Associate Agreement and the privacy and security policies included in the RFP.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC57	The Contractor shall provide logical segregation of the Contractor's solution, components, and network connections with other entities and prevent any unauthorized disclosure of the States' data.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC58	The Contractor's solution code shall never run from a system level account with unlimited privileges such as "root" or "administrator".	No		A	S2	SaaS/COTS	T	Y	
Security	SEC59	The Contractor shall ensure the confidentiality, privacy, and security of all state data passing through the Contractor and subcontractor networks.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC60	The Contractor shall establish and implement emergency access procedures for the Department to obtain secure access to module data during an emergency. Emergency access procedures shall be subject to the Department's approval.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC61	The Contractor's solution must protect data from improper alteration or destruction including authentication mechanisms and to corroborate that the data has not been altered or destroyed in an unauthorized manner.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC62	The Contractor's solution shall display a security warning banner prior to allowing entry into the system. The solution shall have security warning banners and headers and footers that adhere to Federal, state, and other applicable standards that are prominently displayed introductory screens.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC63	The Contractor shall utilize cloud-based technology wherever advantageous to maximize the efficient and effective utilization of technology.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC64	The Contractor shall ensure user account access is reviewed on a quarterly basis at a minimum. User accounts should be appropriately disabled as roles and responsibilities change.	No		A	S2	SaaS/COTS	T	Y	

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Security	SEC66	The Contractor's solution shall meet the minimum password requirements below: ☐ 1. Must not contain the user's account name or parts of the user's full name that exceed two consecutive characters 2. Minimum password length: 8 characters 3. Contain characters from 3 of the following 4 categories ☐ ☐ a. English uppercase characters (A through Z) ☐ b. English lowercase characters (a through z) ☐ c. Base 10 digits (0 through 9) ☐ d. Non-alphabetic characters (for example, !, \$, #, %) (these will not work when logging into ReRite from Toshiba printers ... not on the key pad) ☐ 4. History: Cannot reuse a password for 24	No		A	S2	SaaS/COTS	T	Y	
Security	SEC67	The Contractor's solution shall track disclosures of ePHI; provide authorized users access to and reports on the disclosures.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC68	The Contractor shall support the State in developing a Privacy Impact Analysis for each module or module component that includes the following information: ☐ Use of personally identifiable information (PII) or personal health information (PHI) and a description of the types of data that will be collected ☐ Sources of PII/PHI, populations, and transfer and disclosure mechanisms ☐ Legal environment (legal authorities and state privacy laws) ☐ Details about the entities with which the collected information will be shared ☐ Privacy and security standards for its business partners and other third parties and the agreements that bind these entities ☐ Incident handling procedures ☐	No		B	S2	SaaS/COTS	T	Y	

Attachment F - Requirements Response Matrix

All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements										
Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Security	SEC70	The Contractor shall provide the ability to de-identify and/or redact data for entities not authorized to receive PII or PHI and utilize de-identification algorithms to allow for re-identification of data if required.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC71	The Contractor shall provide a process for masking, sanitizing, scrambling, or de-sensitizing sensitive data (e.g., PII/PHI) when extracting data from the production environment for use in non-production environments.	No		A	S2	SaaS/COTS	T	Y	
Security	SEC72	The Contractor shall review and identify monthly, any unneeded hardware, software, and licenses, present recommendations to the State for review and ensure that any unneeded hardware, software, and licenses have been decommissioned upon approval from the State.	No		NA	NA	NA	NA	NA	
Security	SEC73	The Contractor will provide the completed reports with the results of the service organization control (SOC) 1 Type II audit annually on date identified by the State. The Contractor shall provide a mitigation plan for all areas of non-compliance. Issues found to be non-compliant shall be corrected within forty (40) calendar days of the report submission to the Department.	No		A	S2	SaaS/COTS	T	Y	
Financial Information Management	SFMS01	The Contractor shall research and resolve all TIN Mismatch Reports which show all Tax ID's that have returned a mismatch error from the TIN Matching process.	Yes	Option B Provider Services	A	S2	SaaS/COTS	T	Y	
Financial Information Management	SFMS02	The Contractor's staff will follow-up with providers regarding any discrepancies identified by the state auditor and the IRS regarding Backup Withholding "B" notices, 1099s, including FEINs. Enter any corrections needed in the applicable state financial system. ☐	Yes	Option B Provider Services	B	S2	SaaS/COTS	T	Y	
Performance	SLA01	Contractor must meet the due date for Acceptance of each Deliverable, as indicated in the Work Plan (excludes Implementation Acceptance as defined in Performance Standard #67).	No		NA	NA	NA	NA	NA	
Performance	SLA02	Contractor shall ensure there are no more than two submissions of any Deliverable to gain Acceptance by the Department using the process defined in Section 7.3 of the Contract. A Deliverable that is not compliant with the Acceptance Criteria as defined in the applicable Deliverable Expectation Document (DED) will not gain Acceptance.	No		NA	NA	NA	NA	NA	
Performance	SLA03	Contractor shall distribute meeting agendas to invitees at least 24 hours before the start of a scheduled meeting involving project stakeholders. Scheduled meetings include any reoccurring project meetings, meetings identified in the Work Plan or any meeting requested by the Department with at least 48 hours' notice. Contractor shall distribute meeting minutes to meeting attendees within two business days of	No		NA	NA	NA	NA	NA	

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All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements										
Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Performance	SLA05	Contractor's Key Personnel positions may not be vacant for more than 10 Business Days without a qualified substitute (temporary replacement). A qualified substitute must be in place no more than 10 Business Days after the separation date of the vacating resource. The definition of a qualified substitute is someone meeting the requirements of the RFP and Contract Section 4.	No		NA	NA	NA	NA	NA	
Performance	SLA06	Contractor will have 60 calendar days from the vacancy date to fill a Key Personnel position with a permanent replacement (a position is considered vacant even with the substitute replacement serving in that role).	No		NA	NA	NA	NA	NA	
Performance	SLA09	Contractor shall ensure that 100% of all critical Priority tickets, (Enhancements, Deficiencies, Maintenance, Research, Configuration and Mass Adjustments) are completed and implemented by the Required Implementation Date.	No		NA	NA	NA	NA	NA	
Performance	SLA10	Contractor shall ensure that 80% of all high Priority tickets (Enhancements, Deficiencies, Maintenance, Research, Configuration and Mass Adjustments) are Implemented by the Required Implementation Date. Contractor shall ensure that 100% of all high Priority tickets (Enhancements, Defects, Maintenance, Research, Configuration and Mass Adjustments) are Implemented within five business days of the Required Implementation Date.	No		NA	NA	NA	NA	NA	
Performance	SLA101	Contractor's performance monitoring dashboard must have Availability 99% of the time, 24 hours a day, seven days a week, excluding Department approved planned Downtime. Availability is calculated as follows: Availability percentage = unplanned Downtime (Total Downtime-approved Downtime) divided by Total time (24X7).	No		NA	NA	NA	NA	NA	
Performance	SLA102	Contractor's Solution must have Availability 99.5% of the time, 24 hours a day, seven days a week, excluding Department approved planned Downtime. Availability is calculated as follows: Availability percentage = unplanned Downtime (Total Downtime-approved Downtime) divided by Total time (24X7).	No		NA	NA	NA	NA	NA	
Performance	SLA11	Contractor shall ensure that 75% of all medium Priority tickets (Enhancements, Deficiencies, Maintenance, Research, Configuration and Mass Adjustments) are Implemented by the Required Implementation Date. Contractor shall ensure that 100% of all medium Priority tickets (Enhancements, Deficiencies, Maintenance, Research, Configuration and Mass Adjustments) are Implemented within 10 business days of the Required Implementation Date.	No		NA	NA	NA	NA	NA	
Performance	SLA12	Contractor shall ensure compliance with all licensing agreements, required to support the proposed Solution and Services. Compliance is defined as the maintenance of licenses and appropriate permitted usage.	No		NA	NA	NA	NA	NA	

Attachment F - Requirements Response Matrix

All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements										
Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Performance	SLA13	Contractor shall turn over any applicable Solution related licenses to the Department within 30 calendar days of the request.	No		NA	NA	NA	NA	NA	
Performance	SLA14	Contractor shall thoroughly test the Solution and demonstrate proof of successful Contractor Testing for 100% of the Specifications defined for each Implementation. Contractor can demonstrate proof of successful Contractor Testing by providing Documentation such as system, integration or parallel test results or demonstration of the Specifications including Interfaces/APIs. All Specifications must be tested through the use of testing procedures, verification procedures and other testing methodologies identified in Contract Section 7, Section 3.10.2.6 of the RFP, and the associated testing requirements.	No		NA	NA	NA	NA	NA	
Performance	SLA15	Contractor shall maintain environments as mutually agreed upon to perform System validation, integration testing, and Data migration to determine overall production readiness. Each environment must include all of the components to support the intended purpose of that environment. Any component not replicated in a designated environment must be disclosed to the Department and a written explanation as to why this will not affect the inherent use of the environment for its intended purpose.	No		NA	NA	NA	NA	NA	
Performance	SLA16	Contractor shall document all business rules applicable to the functioning of the Module and document any new or changed business rules within 10 Business Days of the implementation of a change.	No		NA	NA	NA	NA	NA	
Performance	SLA17	Contractor's Solution shall ensure 100% of all Data Interfaces identified for the Enterprise Service Bus (ESB) integration are managed and orchestrated by the ESB.	No		NA	NA	NA	NA	NA	
Performance	SLA21	Contractor shall document all Configuration items applicable to the Solution and update Documentation within 10 Business Days of the implementation of a change.	No		NA	NA	NA	NA	NA	
Performance	SLA22	Contractor shall ensure that the Data integrity error rate and routing errors of any transaction is less than .001%.	No		NA	NA	NA	NA	NA	
Performance	SLA25	Contractor's Solution shall ensure Data received from real-time Interfaces will be accessible in the Module within three seconds at least 99% of the time; excluding batch interface updates. Performance is measured by a predefined sample measuring timestamp Data was received to the time the Data is available to query in the Module database or presented to the user via a Module user interface.	No		NA	NA	NA	NA	NA	

Attachment F - Requirements Response Matrix

All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements										
Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Performance	SLA26	Contractor's Solution response time for user-initiated functionality related to the Data store including simple queries shall not exceed three seconds and for complex queries whose output is greater than 10,000 rows shall not exceed 30 seconds. Performance is measured by a predefined sample measuring from the user initiating simple query until return of accurate output. Also predefined sample measuring from the user initiating a complex query until the return of accurate output.	No		NA	NA	NA	NA	NA	
Performance	SLA27	Contractor's Solution shall accommodate a user interface response time of two seconds or less per discrete transaction.	No		NA	NA	NA	NA	NA	
Performance	SLA28	Contractor's Solution response time for adding, updating, or deleting Data from operational components shall not exceed three seconds per action. Performance is measured by a predefined sample measuring individually the adding, editing and deleting of Data. Measure from action to completion of process. Validate 1) appropriate action to Data was completed. 2) Review action history for timing.	No		NA	NA	NA	NA	NA	
Performance	SLA29	Contractor must ensure all of the required Interfaces for the Module operate in accordance with the Specifications, without degradation in performance.	No		NA	NA	NA	NA	NA	
Performance	SLA31	Contractor must ensure all production reports will be available on line for review by the Department pursuant to the following schedule: A. Daily or Weekly Reports – by the end of the Business Day following the end of the reporting period. B. Monthly Reports – by the third Business Day following the end of the reporting period C. Quarterly or Annual reports – by the fifth Business Day following the end of the reporting period.	No		NA	NA	NA	NA	NA	
Performance	SLA33	Contractor shall ensure 99% of all responses from redundant site storage are received within 10 seconds.	No		NA	NA	NA	NA	NA	
Performance	SLA34	Contractor must, in the event of an unscheduled Module Downtime, restore Availability, using procedures approved in the Business Continuity and Disaster Recovery Plan within four hours from the start of the unscheduled Downtime.	No		NA	NA	NA	NA	NA	
Performance	SLA35	Contractor shall provide an alternate business site if Contractor's primary business site becomes unsafe or inoperable. The alternate business site must be fully operational within two Business Days of the primary business site becoming unsafe or inoperable.	No		NA	NA	NA	NA	NA	
Performance	SLA36	Contractor shall provide detailed Disaster Recovery Plan test results annually to the Department within 30 days of test completion.	No		NA	NA	NA	NA	NA	
Performance	SLA38	Contractor shall provide file restoration within six hours of Department request.	No		NA	NA	NA	NA	NA	

Attachment F - Requirements Response Matrix

All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements										
Requirement Section	Requirement ID	Req. Language	Requirement Option Indicator	Requirement Option Assignment	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Performance	SLA39	Contractor shall request any planned Downtime due to scheduled upgrades or Maintenance, outside the normal Maintenance Window, to the Department five Business Days prior to Downtime. The Department must approve the planned Downtime.	No		NA	NA	NA	NA	NA	
Performance	SLA40	Contractor shall notify the Department of any emergency Deficiencies, as defined by the Department causing severe financial or productivity impacts, including Module Downtime, within one hour of the initial Deficiency or within fifteen minutes of becoming aware of the issue, whichever is earlier. Contractor shall provide its plan for resolution within two hours of the notification of the Deficiency to the Department and resolve the Deficiency within 24 hours of the notification of the Deficiency to the Department.	No		NA	NA	NA	NA	NA	
Performance	SLA41	Contractor shall notify the Department of any Major Deficiencies, as defined by the Department, causing serious disruption to Operations and Services where there is no alternative or work around, within one hour of becoming aware of the issue. Contractor shall provide its plan for resolution within four hours of the notification of the Deficiency to the Department and resolve the Deficiency within 36 hours of the notification of the Deficiency to the	No		NA	NA	NA	NA	NA	



Attachment H - Resource Allocation Schedules

Schedule A - Number of Full Time Equivalents (FTE)						
Resource Type	Phase					Total Resource FTE by Resource Type for all phases
	Initiation / Requirements	Design, Build, Config	Testing	Deployment / Implementation / Certification	Operations	
Project Manager	1	1	1	1	0.25	4.25
Contract Manager	1	0	0	0.5	0.25	1.75
Integration Lead	0.25	0	0	0.25	0	0.5
Security Lead	0.25	0.25	0	0	0	0.5
Security Analyst	0	0	0	0	0	0
Architecture Lead	0.5	0.25	0.25	0	0	1
System Architect	0	0	0	0	0	0
Sr. System Architect	0	0	0	0	0	0
Configuration Lead	0	0	0	0	0	0
Configuration Specialist	1	2	1	0.25	1	5.25
Sr. Configuration Specialist	1	1	0.25	0	0	2.25
Infrastructure Lead	0	0	0	0	0	0
Infrastructure Analyst	0	0	0	0.25	0.25	0.5
Developer	0	1	0.25	0	0.5	1.75
Sr. Developer	0	0	0	0	0	0
Database Lead	0	0	0	0	0	0
Database Administrator	0.5	0.5	0.25	0	0	1.25
Database Analyst	0	0	0	0	0.5	0.5
Sr. Database Administrator	0	0	0	0	0	0
Testing Lead	0.5	0.5	1	0.5	0	2.5
Tester	0	0.5	1	0.5	0.5	2.5
Technical Writer	0.25	0.5	0.25	0.25	0.25	1.5



Attachment H - Resource Allocation Schedules

Schedule A - Number of Full Time Equivalents (FTE)						
Resource Type	Phase					Total Resource FTE by Resource Type for all phases
	Initiation / Requirements	Design, Build, Config	Testing	Deployment / Implementation / Certification	Operations	
Sr. Data Scientist	0	0	0	0	0	0
Data Scientist	0	0	0	0	0	0
System Analyst	0	0	0	0	0	0
Sr. System Analyst	0	0	0	0	0	0
Business Analyst	1	1	1	0.5	0.25	3.75
Sr. Business Analyst	1	0	0	0.25	0	1.25
Certification Lead	0	0	0.5	1	0	1.5
Training Lead	0	0	0.5	0	0	0.5
Trainer	0	0	1	0	0	1
Business Operations Manager	0	0	0	0	0.5	0.5
Average Resource FTE Per Phase	0.2578125	0.265625	0.2578125	0.1640625	0.1328125	
Total Resources FTE Per Phase	8.25	8.5	8.25	5.25	4.25	34.5



Attachment H - Resource Allocation Schedules

Schedule A - Number of Full Time Equivalents (FTE)						
Resource Type	Phase					Total Resource FTE by Resource Type for all phases
	Initiation / Requirements	Design, Build, Config	Testing	Deployment / Implementation / Certification	Operations	

The resource types listed are not exhaustive, nor should the Contractor assume that DPHHS is requesting resources from each category. Use any resource type listed above and/or add resource types necessary to successfully deliver the scope of work.

Senior (Sr.) Positions are defined by a combination of education and experience and shall have a four year degree in a related field, and at least five (5) years of experience. In lieu of a four year degree, seven (7) years of experience is expected. All other positions must have a minimum of four (4) years of related experience. Please map your resource positions based on years of experience and educational requirements to the following generally named resource positions.

Attachment H - Resource Allocation Schedules

Schedule B - Number of Hours						
Resource Type	Phase					Total Resource Hrs. by Resource Type for All Phases
	Initiation / Requirements	Design, Build, Config	Testing	Deployment / Implementation / Certification	Operations	
Project Manager	165	495	495	1980	1980	5115
Contract Manager	165	0	0	990	1980	3135
Integration Lead	41.25	0	0	495	0	536
Security Lead	41.25	123.75	0	0	0	165
Security Analyst	0	0	0	0	0	0
Architecture Lead	82.5	123.75	123.75	0	0	330
System Architect	0	0	0	0	0	0
Sr. System Architect	0	0	0	0	0	0
Configuration Lead	0	0	0	0	0	0
Configuration Specialist	165	990	495	495	7920	10065
Sr. Configuration Specialist	165	495	123.75	0	0	784
Infrastructure Lead	0	0	0	0	0	0
Infrastructure Analyst	0	0	0	495	1980	2475
Developer	0	495	123.75	0	3960	4579
Sr. Developer	0	0	0	0	0	0
Database Lead	0	0	0	0	0	0
Database Administrator	82.5	247.5	123.75	0	0	454
Database Analyst	0	0	0	0	3960	3960
Sr. Database Administrator	0	0	0	0	0	0
Testing Lead	82.5	247.5	495	990	0	1815
Tester	0	247.5	495	990	3960	5693
Technical Writer	41.25	247.5	41.25	41.25	41.25	413
Sr. Data Scientist	0	0	0	0	0	0
Data Scientist	0	0	0	0	0	0
System Analyst	0	0	0	0	0	0
Sr. System Analyst	0	0	0	0	0	0
Business Analyst	165	495	495	990	1980	4125
Sr. Business Analyst	165	0	0	495	0	660
Certification Lead	0	0	247.5	1980	0	2228
Training Lead	0	0	247.5	0	0	248
Trainer	0	0	495	0	0	495
Business Operations Manager	0	0	0	0	3960	3960
Total Resource Hrs. Per Phase	1361.25	4207.5	4001.25	9941.25	31721.25	51233

The resource types listed are not exhaustive, nor should the Contractor assume that DPHHS is requesting resources from each category. Use any resource type listed above and/or add resource types necessary to successfully deliver the scope of work.

Senior (Sr.) Positions are defined by a combination of education and experience and shall have a four year degree in a related field, and at least five (5) years of experience. In lieu of a four year degree, seven (7) years of experience is expected. All other positions must have a minimum of four (4) years of related experience. Please map your resource positions based on years of experience and educational requirements to the following generally named resource positions.



Attachment L - Technology Matrix

Complete a row for any solution being proposed. Every column should be filled out for the solution. The values are on the Legend tab.

Technology Matrix																			Will be Implemented in Environments				
Technology Type	Hardware Software Other	Product Name	Full Version	Product Type	Operating System	CPU Type	Number of CPUs/ Cores	GB of Memory	Licensing	User Licensing	Number of Seats	Hosting	Security Tested	Purchase Cost	DDI Maintenance Cost	Operations Annual Maintenance Cost	Renewal Date	Renewal Period	Prod	Dev	Test	Staging	Other
Provider Services - Base	Software	Discover your Provider (DyP) - Enrollment	v 1.5	SaaS, COTS	M	N/A	N/A	N/A	S	E	N/A	T	YP, YV	\$6,174,769.14	\$5,370,655.35	\$544,585 • 1.5% COLA Year 3-4, and • 2.0% COLA Year 5-9	20 Months from project start date	Annual	Yes	Yes	Yes	Yes	Commercially Licensed
Provider Services - Option A	Software	Discover your Provider (DyP) - Self Services Module (Option A)	v 1.5	SaaS, COTS	M	N/A	N/A	N/A	S	E	N/A	T	YP, YV	\$1,125,046.88	\$987,578.91	\$99,750 • 1.5% COLA Year 3-4, and • 2.0% COLA Year 5-9	20 Months from project start date	Annual	Yes	Yes	Yes	Yes	Commercially Licensed
Provider Services - Option B	Software	Discover your Provider (DyP) - CRM Module (Option B)	v 1.5	SaaS, COTS	M	N/A	N/A	N/A	S	E	N/A	T	YP, YV	\$998,533.20	\$855,280.65	\$334,800 • 1.5% COLA Year 3-4, and • 2.0% COLA Year 5-9	20 Months from project start date	Annual	Yes	Yes	Yes	Yes	Commercially Licensed
Notes:																							
Provider Services - Base Operations Maintenance cost - the dollar amount represented starts with Year 2 as Year 1 operations and maintenace cost is included in DDI. A COLA increase of 1.5% will be added for Years 3-4 and 2% for Years 5-9.																							
Provider Services - Option A Operations Maintenance cost - the dollar amount represented starts with Year 2 as Year 1 operations and maintenace cost is included in DDI. A COLA increase of 1.5% will be added for Years 3-4 and 2% for Years 5-9.																							
Provider Services - Option B Operations Maintenance cost - the dollar amount represented starts with Year 2 as Year 1 operations and maintenace cost is included in DDI. A COLA increase of 1.5% will be added for Years 3-4 and 2% for Years 5-9.																							
Provider Services - Base The Renewal Period includes an annual subscription license cost for ongoing annual operations.																							
Provider Services - Option A The Renewal Period includes an annual subscription license cost for ongoing annual operations.																							
Provider Services - Option B The Renewal Period includes an annual subscription license cost for ongoing annual operations.																							



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DPHHS-RFP-2018-0127JT
Provider Services Module for DPHHS MPATH
Section 1: Cover Letter

Attachment F - Requirements Response Matrix

All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Business Rules	BR01	The Contractor shall configure, support and maintain a business rules engine (e.g., add, modify, or remove/retire rules) based on the <u>Service Architecture (SOA)</u> .	A	S1	SaaS/COTS	T	Y	
Business Rules	BR02	The Business Rules Engine (BRE) shall allow authorized system users including Department resources, the ability to create, configure and maintain rules for business functions in a user-friendly graphical user interface (GUI) that facilitates rules maintenance without coding changes.	A	S1	SaaS/COTS	T	Y	
Business Rules	BR03	The Contractor shall provide real time access to a Business Rules Catalog, in an electronic format approved by the State, that documents all <u>business rule logic used by the solution</u> .	B	S1	SaaS/COTS	T	Y	
Business Rules	BR04	The Contractor shall update the Business Rules Catalog with all additions or changes.	B	S1	SaaS/COTS	T	Y	
Business Rules	BR05	The Contractor's Business Rules Engine shall be integrated into a testing environment that contains production data to allow users to perform "what if testing" and compare the before and after outcomes. The Contractor will provide Department staff and designated project resources, support and access to reports or reporting tools to evaluate the impact analysis.	A	S1	SaaS/COTS	T	Y	
Business Rules	BR06	The Contractor's Business Rules Catalog shall include granular check-out and check-in rules and <u>an audit trail of business rules changes</u> .	A	S1	SaaS/COTS	T	Y	
Business Rules	BR08	The Business Rules Engine shall allow changes to be made to valid values without impacting production rules engine availability and operations.	B	S1	SaaS/COTS	T	Y	
Business Rules	BR09	The Business Rules Engine shall include the ability to debug business rules at rule execution.	A	S1	SaaS/COTS	T	Y	
Business Rules	BR10	The Contractor shall provide the ability to allow multiple users to work concurrently on different <u>parts of the same rule base</u> .	A	S1	SaaS/COTS	T	Y	
Business Rules	BR11	The Business Rules Engine shall have the ability to rollback to prior versions of rules without impacting production rules engine availability and operations.	A	S1	SaaS/COTS	T	Y	
Business Rules	BR12	The Contractor shall provide and maintain a graphical representation of business rule flow(s) and orchestration for all business rules.	B	S1	SaaS/COTS	T	Y	

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All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Business Rules	BR13	The Business Rules Engine shall have mechanisms to identify which rules are executed for each specific business process.	A	S1	SaaS/COTS	T	Y	
Business Rules	BR14	The Business Rules Engine shall be able to produce a report on rules passed or failed for all transactions.	B	S1	SaaS/COTS	T	Y	
Business Rules	BR15	The Business Rules Engine shall send alerts to the appropriate resource for issues identified in the rules engine. The Contractor will take appropriate action to address any alerts or rule failures.	A	S1	SaaS/COTS	T	Y	
Business Rules	BR16	The Business Rules Engine rules editor shall allow subject matter experts or technical resources to write natural language business rules (i.e. human readable).	A	S1	SaaS/COTS	T	Y	
Business Rules	BR17	The Business Rules Engine shall provide the ability to prioritize, sequence, and allow administrators to control processing.	A	S1	SaaS/COTS	T	Y	
Business Rules	BR20	Where applicable, the business rules engine shall use standardized business rules definitions.	A	S1	SaaS/COTS	T	Y	
Business Rules	BR21	The Contractor's business rules shall execute in a runtime environment.	A	S1	SaaS/COTS	T	Y	
Certification	CERT01	The Contractor shall develop a Certification Crosswalk that describes how the Contractor's deliverables and other documentation align with federal certification requirements and MECT milestone reviews.	NA	NA	NA	NA	NA	
Certification	CERT02	The Contractor shall complete quarterly and milestone updates of the CMS Certification Checklists as requested by the State.	NA	NA	NA	NA	NA	
Certification	CERT03	The Contractor shall validate the system against the CMS Certification Checklists.	NA	NA	NA	NA	NA	
Certification	CERT04	The Contractor shall contribute to the quarterly IV&V certification reports.	NA	NA	NA	NA	NA	
Certification	CERT05	The Contractor shall provide staff resources to support MECT milestone review and certification activities including participating in planning activities, meetings and other activities as required by CMS.	NA	NA	NA	NA	NA	

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All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Certification	CERT06	The Contractor 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.	NA	NA	NA	NA	NA	
Certification	CERT07	The Contractor shall participate and support as needed in CMS certifications of the other modules	NA	NA	NA	NA	NA	
Certification	CERT08	The Contractor shall expeditiously correct, all required remediation activities related to certification findings on a schedule to be approved by CMS and the State.	NA	NA	NA	NA	NA	
Certification	CERT09	The Contractor shall use appropriate testing, configuration and change control procedures for all changes made to the solution during the certification process.	NA	NA	NA	NA	NA	
Certification	CERT10	The Contractor 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.	NA	NA	NA	NA	NA	
Certification	CERT11	The Contractor shall ensure system CMS Certification through correct design, implementation, documentation and certification support.	NA	NA	NA	NA	NA	
Certification	CERT12	The Contractor shall coordinate with the State to develop CMS Certification Checklist documentation for each MECT Checklist requirement.	NA	NA	NA	NA	NA	
Certification	CERT14	The Contractor shall populate the certification document repository, as each required item/artifact is completed and approved.	NA	NA	NA	NA	NA	
Certification	CERT16	The Contractor shall present at milestone reviews and other certification meetings as directed by the State.	NA	NA	NA	NA	NA	
Compliance	CMP01	The Contractor shall, upon request by the State or at the end of the contract, transfer or destroy all documentation in the custody of the Contractor. The Contractor shall provide the transferred records and data in a format agreed upon by the State.	NA	NA	NA	NA	NA	

Attachment F - Requirements Response Matrix

All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Compliance	CMP03	The Contractor shall notify the State in writing within five (5) business days following initial detection of suspected fraud or abuse and provide supporting documentation.	NA	NA	NA	NA	NA	
Compliance	CMP04	The Contractor's solution shall have full integration of the MITA initiative with business, architecture and data required to support the State's healthcare programs.	NA	NA	NA	NA	NA	
Compliance	CMP05	The Contractor shall adhere to data retention requirements cited in 45 CFR 164.316 and Administrative Rule 37.85.414. The Department may require a longer retention period on an exception basis to support ongoing business needs (e.g., TPL recovery and drug rebate).	NA	NA	NA	NA	NA	
Compliance	CMP06	The Contractor shall have written policies governing access to, and duplication and dissemination of all individual or entity information.	NA	NA	NA	NA	NA	
Compliance	CMP07	The Contractor 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.	NA	NA	NA	NA	NA	
Compliance	CMP08	The Contractor and its services, work products and final deliverables provided by the Contractor 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 Department. The Contractor 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.	NA	NA	NA	NA	NA	
Compliance	CMP09	The Contractor 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.	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Compliance	CMP10	The Contractor shall be knowledgeable of and support the Department 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.	NA	NA	NA	NA	NA	
Compliance	CMP11	The Contractor shall be knowledgeable of and support the Department 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 Contractor 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.	NA	NA	NA	NA	NA	
Compliance	CMP12	The Contractor shall be knowledgeable of and support the Department 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 Contractor shall promote sharing, leveraging, and reuse of healthcare technologies and systems within and among states.	NA	NA	NA	NA	NA	
Compliance	CMP13	The Contractor shall be knowledgeable of and support the Department 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. The Contractor shall support effective communications with providers and the public.	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Compliance	CMP15	The Contractor shall be knowledgeable of and support the Department to maintain compliance with the "to be" vision of MITA 3.0-Standards and Conditions- Interoperability Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. The Contractor's solution shall ensure seamless coordination and integration with components, other systems and allow interoperability with health information exchanges, public health agencies, human services programs, and community organizations providing outreach and enrollment assistance services and federal data sources.	NA	NA	NA	NA	NA	
Compliance	CMP16	The Contractor shall be knowledgeable of and support the Department 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 Contractor'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.	NA	NA	NA	NA	NA	
Compliance	CMP17	The Contractor must provide the Department with compliance assurances for the Contractor scope of work.	NA	NA	NA	NA	NA	
Compliance	CMP18	The Contractor 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.	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Compliance	CMP19	The Contractor shall enter into a Business Associate Agreement (BAA) prior to the initiation of work. The Contractor and the Department acknowledge and agree that the Business Associate Agreement is subject to HIPAA, and the HIPAA implementation regulations thereunder, and the Health Information Technology for Economic and Clinical Health Act (HITECH), and the HITECH implementation regulations thereunder. Under the Agreement, both parties are responsible for security and privacy compliance and must take advantage of the appropriate security capabilities and measures and adequate data validation, as well as have appropriate policies and procedures in place to minimize or prevent unlawful access by any person who may have access to the entire database.	NA	NA	NA	NA	NA	
Compliance	CMP20	The Contractor 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.	NA	NA	NA	NA	NA	
Compliance	CMP21	The Contractor shall ensure that except as provided by law, no information in the possession of the Contractor about any individual shall be disclosed without prior written consent.	NA	NA	NA	NA	NA	
Compliance	CMP22	The Contractor shall follow all applicable technical standards for site and system security policies and procedures to protect the Department's healthcare data and information systems.	NA	NA	NA	NA	NA	
Compliance	CMP23	The Contractor's data management approach and operational policies shall meet HIPAA, HITECH, ARRA and other federal and State privacy and security requirements.	NA	NA	NA	NA	NA	
Compliance	CMP24	The Contractor's solution shall be compatible with multiple standard browsers in accordance to the State's IT Standards which can be found in the Procurement Library. The solution shall allow access from standard browsers without requiring specialized plug-ins or applets to function.	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Compliance	CMP25	The Contractor shall retain, all original paper documents for fifteen (15) calendar days from the date the documents are received and have been scanned, indexed, stored in the ECM and meet verification process standards. Original documents may be destroyed once indexed and stored in the ECM and the retention period is met in accordance with State and Federal guidelines.	NA	NA	NA	NA	NA	
Compliance	CMP26	The Contractor 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.	NA	NA	NA	NA	NA	
Compliance	CMP27	The Contractor will ensure that all technologies implemented are in compliance with any End User Licensing Agreements or other licensing arrangements.	NA	NA	NA	NA	NA	
Compliance	CMP29	The Contractor shall comply with Affordable Care Act Section 1104 Administrative Simplification, and Section 1561 Health IT Enrollment Standards and Protocols.	NA	NA	NA	NA	NA	
Compliance	CMP30	The Contractor's solution shall ensure that all data necessary for legal requirements is retained.	NA	NA	NA	NA	NA	
Compliance	CMP32	The Contractor shall provide a mechanism to purge source documents in accordance with HIPAA security provisions and State requirements.	NA	NA	NA	NA	NA	
Correspondence Management	COR01	The Correspondence Management Solution must be able to generate correspondence (e.g., scheduled and ad-hoc correspondence and bulletins) using standard letters or forms, letter templates, and free-form letters.	A	S2	SaaS/COTS	T	Y	
Correspondence Management	COR02	The Contractor shall configure, support and maintain a correspondence engine to generate correspondence and coordinate the print and distribution through a State approved print and mail service.	B	S2	SaaS/COTS	T	Y	
Correspondence Management	COR03	The Contractor's solution shall utilize industry standard barcode technology that is approved by the Department.	A	S2	SaaS/COTS	T	Y	
Correspondence Management	COR04	The Contractor shall utilize letter, notification and other templates for correspondence that are approved by the Department.	A	S2	SaaS/COTS	T	Y	

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All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Correspondence Management	COR06	The Contractor's solution shall send documents and the necessary indexing metadata to the modular integration platform for storage of documents in the enterprise content management solution (ECM).	A	S2	SaaS/COTS	T	Y	
Correspondence Management	COR07	The Contractor's solution shall store all sent or received documents in the ECM.	B	S2	SaaS/COTS	T	Y	
Correspondence Management	COR08	The Contractor's Correspondence Management Solution must be able to integrate variable data to maximize efficiency.	B	S2	SaaS/COTS	T	Y	
Correspondence Management	COR10	The Contractor shall generate applicable notices to members, providers, and other entities (e.g., enrollment/disenrollment notices, requests for information, and program information).	B	S2	SaaS/COTS	T	Y	
Correspondence Management	COR12	The Contractor's solution shall produce notices to applicants of the approval, rejection, and pending status of their provider enrollment.	B	S2	SaaS/COTS	T	Y	
Correspondence Management	COR13	The Contractor's solution shall provide the ability to create materials at between a sixth and eighth grade reading level and for a culturally diverse population.	A	S2	SaaS/COTS	T	Y	
Correspondence Management	COR15	The Contractor's solution shall support official approval and denial notifications to the provider. The notification will support consolidated communication for multiple taxonomies in the case of split approval and denial of provider enrollment service determinations.	B	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM01	The Contractor's solution shall provide the capability to automatically alert external entities (e.g., managed care companies and financial management companies for self-directed care) and other Agency users about their providers' enrollment status and enrollment status changes.	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM02	The Contractor shall provide a voice messaging system for after hours callers indicating the hours of operation and provide options for leaving messages.	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM03	The Contractor shall establish and maintain a toll-free telephone number for the call center.	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Customer Relationship Management	CRM04	The Contractor shall use Computer Telephone Integration (CTI) to provide personalized routing and work-object handling based upon identifiers received from the caller regarding language, inquiry area, and ability to produce reports on both electronic and voice transactions.	B	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM05	The Contractor shall provide, configure and maintain an automated call and contact tracking system (CRM tool) for all calls and correspondence received.	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM06	The CRM tool must log and track information for each call that includes at a minimum the following elements: a. time of call b. date of call c. identifying information on caller d. representative ID e. call type f. call category g. inquiry description h. ticket status i. response description j. call reference number	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM07	The Contractor's CRM tool shall have the ability to link the CRM record and the workflow tool to automatically route appropriate tickets to the State for review.	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM08	The Contractor's CRM tool shall have the ability to link related CRM tickets.	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM09	The Contractor's CRM tool shall have the ability to include a free form text field for each CRM ticket for comments and/or resolution.	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Customer Relationship Management	CRM10	The Contractor's CRM tool shall have the ability to provide for online display, inquiry, and updating of call records with access, including, but not limited to, call type, API or NPI number, inquirer's name, representatives ID or name, provider name, or a combination of these data elements.	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM11	The Contractor's CRM tool shall have the ability to provide State resources or designated resources local and remote access to the CRM system.	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM12	The Contractor's CRM tool shall have the ability to utilize CTI to auto-populate CRM screens with caller's basic information and access to contact history.	B	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM13	The Contractor's CRM tool shall have the ability to navigate from or between CRM screens to other data relevant to the call within the Provider Services module allowing multiple screens to display at one time.	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM14	The Contractor's CRM tool shall have the ability to store the caller's preferred method of communication, including need for deaf or foreign language interpretation.	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM15	The Contractor's CRM tool shall allow users to view related correspondence records from a single correspondence record.	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM16	The Contractor's CRM tool shall have the ability to upload or associate attachments to correspondence records.	A	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM17	The Contractor's CRM tool shall have the ability to present the contacts authorized to perform business functions with the State's healthcare programs on behalf of the provider or entity.	B	S2	SaaS/COTS	T	Y	
Customer Relationship Management	CRM18	The Contractor's CRM tool shall have the ability to accommodate searches on call center records by characteristics such as call type, category, CRM number, name of provider, provider number, contact name, other entity names, service authorization number, category of service, user ID, and any combinations thereof.	A	S2	SaaS/COTS	T	Y	

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All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Data Conversion, Cleansing and Migration	DC01	The Contractor shall convert all member and provider data history for any member or provider that has been active within the past three years and three (3) years of all applicable operational data from the State's legacy systems. The Department may require additional data to be converted on an exception basis to support ongoing business needs (e.g., TPL recovery, SURS recovery and drug rebate). The Contractor shall produce comparative reports for all converted data. Any data quality issues will be addressed by the State within each source system.	B	S2	SaaS/COTS	T	Y	
Data Conversion, Cleansing and Migration	DC02	The Contractor shall provide authorized Department or other designated staff access to an environment to validate converted data and provide support for the data validation effort.	A	S2	SaaS/COTS	T	Y	
Data Conversion, Cleansing and Migration	DC03	The Contractor shall work with the State to identify the data elements from existing legacy systems that will or will not be converted to the Contractor's solution. The Contractor shall work with the State to achieve desired business outcomes without familiar data elements.	E	S2	SaaS/COTS	T	Y	
Data Conversion, Cleansing and Migration	DC04	The Contractor shall work with the State to identify data elements or fields in the Contractor'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.	B	S2	SaaS/COTS	T	Y	
Data Conversion, Cleansing and Migration	DC05	The Contractor must perform one or more trial conversions as necessary, before final conversion of the data, and present the results to the State.	E	S2	SaaS/COTS	T	Y	
Data Conversion, Cleansing and Migration	DC06	The Contractor shall produce the reports necessary to demonstrate adequate checks and balances within the data conversion process.	B	S2	SaaS/COTS	T	Y	
Data Conversion, Cleansing and Migration	DC08	The Contractor shall convert electronic documents identified by the Department in a format approved by the Department.	E	S2	SaaS/COTS	T	Y	
Data Conversion, Cleansing and Migration	DC09	The Contractor shall provide convenient access to electronic documents from systems being replaced.	B	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Design, Configuration and Build	DCB01	The Contractor's solution shall accommodate customer preferences for communications by electronic inbox, written correspondence, email, <u>text, and phone.</u>	A	S2	SaaS/COTS	T	Y	
Design, Configuration and Build	DCB02	The Contractor shall develop and submit a design session schedule, agendas, and minutes for <u>review by the Department.</u>	NA	NA	NA	NA	NA	
Design, Configuration and Build	DCB03	The Contractor shall conduct collaborative design sessions to address all gaps identified during <u>requirements validation.</u>	NA	NA	NA	NA	NA	
Design, Configuration and Build	DCB04	The Contractor shall, in the design sessions, recommend solutions for each configuration gap, as defined in requirements validation, that will produce the desired business outcomes. If a gap cannot be addressed via configuration, the Department may consider making policy changes before approving customizations to the solution.	NA	NA	NA	NA	NA	
Design, Configuration and Build	DCB05	The Contractor shall demonstrate completed functionality frequently as the solution is configured/built, using a fully functioning <u>environment.</u>	A	S2	SaaS/COTS	T	Y	
Design, Configuration and Build	DCB06	The Contractor shall migrate completed releases promptly through various testing levels all the way to User Acceptance Testing (UAT).	A	S2	SaaS/COTS	T	Y	
Design, Configuration and Build	DCB07	The Contractor shall provide the design for online help approach and documentation, as appropriate.	B	S2	SaaS/COTS	T	Y	
Design, Configuration and Build	DCB08	The Contractor shall work with the Systems Integrator and the Department to establish required interfaces as defined in the detailed <u>scope of work.</u>	NA	NA	NA	NA	NA	
Design, Configuration and Build	DCB09	The Contractor shall provide office space for Contractor staff and meeting rooms as necessary to support the scope of work and contractual <u>obligations.</u>	NA	NA	NA	NA	NA	
Design, Configuration and Build	DCB11	The Contractor shall develop auditing and general controls to ensure the effective use of the technical architecture and data in meeting requirements.	B	S2	SaaS/COTS	T	Y	
Design, Configuration and Build	DCB12	The Contractor must provide all technology and equipment for contractor staff necessary to support and complete the scope of work and the <u>contractual obligations.</u>	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Design, Configuration and Build	DCB13	The Contractor shall be responsible for operating and maintaining any software needed to support all module components and project tools in use by the Contractor.	NA	NA	NA	NA	NA	
Design, Configuration and Build	DCB14	The Contractor's solution shall have the ability to print a properly formatted representation of the entire screen (including sections not displayed without scrolling) and associated data in the application.	A	S2	SaaS/COTS	T	Y	
Design, Configuration and Build	DCB15	The Contractor shall provide recommendations for simplified business rules and business processes to the Department.	NA	NA	NA	NA	NA	
Design, Configuration and Build	DCB18	The Contractor shall configure, support and maintain all components of the solution in a manner that reflects performance expectations described in this RFP.	A	S2	SaaS/COTS	T	Y	
Design, Configuration and Build	DCB19	The Contractor's solution shall be free of any software components that are the result of legacy code transformation.	NA	NA	NA	NA	NA	
Design, Configuration and Build	DCB20	The Contractor's solution shall provide Web based content that is supported by standard web browsers and are mobile and tablet compatible.	A	S2	SaaS/COTS	T	Y	
Design, Configuration and Build	DCB21	The Contractor's solution shall allow the Department to edit and change any static text in the application and correspondence templates. All static text must be approved by the Department.	A	S2	SaaS/COTS	T	Y	
Data Management	DM04	The Contractor's solution shall maintain record/audit trail of errors during update processes, accounting for originating source and user.	B	S2	SaaS/COTS	T	Y	
Data Management	DM09	The Contractor'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.	A	S2	SaaS/COTS	T	Y	
Data Management	DM10	The Contractor shall ensure that all narrative descriptions of codes and abbreviations are available for reporting.	A	S2	SaaS/COTS	T	Y	
Data Management	DM108	The Contractor's solution shall provide a configurable workflow process for resolving near matches for providers that can link, void or end date extraneous records (i.e., duplicate provider records).	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Data Management	DM11	The Contractor shall develop and maintain an electronic data dictionary using industry best practices to be approved by the Department. At a minimum, the data dictionary shall contain for each field: field name in human readable format, field description, database field name, database table, field type and length, valid values and their corresponding descriptions.	A	S2	SaaS/COTS	T	Y	
Data Management	DM115	The Contractor's solution shall collect, store, and maintain the data necessary for T-MSIS reporting as required by CMS.	A	S2	SaaS/COTS	T	Y	
Data Management	DM116	The Contractor's solution shall capture and maintain the provider related data items needed to support Payment Error Measurement (PERM) processing.	A	S2	SaaS/COTS	T	Y	
Data Management	DM117	The Contractor's solution shall retain in the module, after implementation, seven (7) years of electronically imaged documents and data. After seven (7) years, the data will be purged (deleted) from that module. All active records (active providers, active members, active cases, etc.) and 100% of all history for any entity or case that has been active within the last seven years will be retained. Any entity and/or case that has been continuously inactive for the last seven years will not be retained, will be purged, and will no longer be accessible by users in that module.	B	S2	SaaS/COTS	T	Y	
Data Management	DM13	The Contractor shall be able to demonstrate the ability to support requirements for backup and archiving consistent with Department SLAs and CMS, State, and industry standards. The Contractor shall also adhere to data retention requirements cited in 45 CFR 164.316 and the State's Administrative Rules.	B	S2	SaaS/COTS	T	Y	
Data Management	DM14	The Contractor'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.	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Data Management	DM15	For audit and reporting purposes, the system shall provide and maintain the following data for all reference codes: a. Effective date b. End date c. Date when last changed d. Who made last change e. Short description f. Long description	A	S2	SaaS/COTS	T	Y	
Data Management	DM17	The Contractor's solution shall provide the ability to store and apply updates to all applicable codes upon new release at an interval appropriate for the data or when requested by the Department.	B	S2	SaaS/COTS	T	Y	
Data Management	DM18	The Contractor's solution shall perform batch control including logging and reporting.	A	S2	SaaS/COTS	T	Y	
Data Management	DM19	The Contractor's solution shall archive all versions of reference information and update transactions.	A	S2	SaaS/COTS	T	Y	
Data Management	DM20	The Contractor's solution shall have the ability to void or reverse recent changes by rolling back to prior configurations.	B	S2	SaaS/COTS	T	Y	
Data Management	DM21	The Contractor's data management strategy shall include the following concepts: Data Integrity (data cannot be modified undetectably), Data Availability (access is not inappropriately blocked or denied), Data Authenticity (validation of transactions), Data Security (encryption and Department approved security protocols and processes), Non-repudiation of Data (parties to a transaction cannot deny their participation in the transaction).	NA	NA	NA	NA	NA	
Data Management	DM22	The Contractor's solution shall provide entity search capability including the ability to search by entity type, entity name, entity address elements, entity phone number(s), unique identifier for entity type, any alternate identifiers including EIN, SSN, TIN and other demographic elements.	A	S2	SaaS/COTS	T	Y	
Data Management	DM23	The Contractor shall provide real-time access to transactional data for all module components	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Data Management	DM24	The Contractor shall ensure complete transparency of all data fields in reports generated by the system including: providing the Department with SQL, pseudo code, narrative description, analytic protocols and assumptions to document the logic and formulas used in all calculations.	E	NA	NA	NA	NA	
Data Management	DM25	The Contractor shall create and maintain a suite of State/Contractor-defined on-line reports to allow users to choose from pre-built defined parameters (such as provider number, procedure code, date of service, etc.) to generate customized reports for monitoring the daily operations of the system and Fiscal Agent Operations.	A	S2	SaaS/COTS	T	Y	
Data Management	DM26	The Contractor shall certify that any and all unmasked or unscrambled Department data will reside in data centers located in the continental United States. Additionally, this data will only be accessible by resources within the continental United States that have completed the necessary HIPAA and PHI training. Any data that will be accessed by resources that are not physically located in the United States will be masked or scrambled (which would make it impossible to establish a connection between claims data and a specific member or provider associated with the claim) thereby removing the HIPAA and PHI connection between interested parties and the claim data.	NA	NA	NA	NA	NA	
Data Management	DM31	The Contractor's solution shall be configured and maintained to validate and standardize addresses according to United States Postal Service (USPS) verification, validation and standardization rules.	A	S2	SaaS/COTS	T	Y	
Data Management	DM37	The Contractor's solution shall facilitate real-time data processing including data cleansing, data loading, data brokerage, integration, validation, reconciliation, and synchronization with the State's enterprise	B	S2	SaaS/COTS	T	Y	
Data Management	DM38	The Contractor's solution shall optimize and consolidate data management storage.	B	S2	SaaS/COTS	T	Y	

Attachment F - Requirements Response Matrix

All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Data Management	DM39	The Contractor'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 seven (7) years.	B	S2	SaaS/COTS	T	Y	
Data Management	DM40	The Contractor's solution shall maintain a normalized RDBMS with referential integrity and is optimized to meet performance requirements.	A	S2	SaaS/COTS	T	Y	
Data Management	DM41	The Contractor's solution shall provide a method to access, query, and report against archived data external to the Operational Data Store (ODS).	B	S2	SaaS/COTS	T	Y	
Data Management	DM43	The Contractor shall demonstrate through data analysis that the implementation outcomes have been validated and are accurate.	A	S2	SaaS/COTS	T	Y	
Data Management	DM45	The Contractor's solution shall maintain a history of provider information (i.e., full audit history or equivalent capabilities). All transactions, including the execution of database scripts, need to be recorded in the full audit history.	A	S2	SaaS/COTS	T	Y	
Data Management	DM46	The Contractor shall develop and maintain a process to archive and access archived data (including legacy MMIS component data).	A	S2	SaaS/COTS	T	Y	
Data Management	DM47	The Contractor shall participate in ongoing data governance meetings as required by the Department.	NA	NA	NA	NA	NA	
Data Management	DM51	The Contractor's solution shall provide the ability to modify transactions in real-time.	A	S2	SaaS/COTS	T	Y	
Data Management	DM52	The Contractor's solution must have the flexibility to quickly accept new and incremental data items from module components required by the ongoing component, product or service integration.	B	S2	SaaS/COTS	T	Y	
Data Management	DM53	The Contractor's solution shall provide an address type, effective dates, and the ability to select the type of address for provider mailings.	A	S2	SaaS/COTS	T	Y	
Data Management	DM54	While the Department prefers real-time/event driven process, the Contractor 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).	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Data Management	DM55	The Contractor shall provide a conceptual data model (CDM) that identifies the data elements required for an end-to-end business process execution including the identification of data standards that will reduce future rework to achieve successful data sharing across the enterprise and for intrastate/interstate exchanges. The CDM is required to be used as a reference to provide high-level overview of the data and relationships used by the enterprise and to provide a tool for ensuring the completeness of the business model.	A	S2	SaaS/COTS	T	Y	
Data Management	DM57	The Contractor shall standardize the structure and visibility of data and applications to support automated electronic data exchanges within the State's enterprise to promote interoperability.	B	S2	SaaS/COTS	T	Y	
Data Management	DM58	The Contractor's solution shall maintain online access to at least four (4) years of selected management reports and five (5) years of annual reports.	B	S2	SaaS/COTS	T	Y	
Data Management	DM60	The Contractor shall be responsible for data management including ensuring the architecture addresses data semantics, data harmonization, and shared data ownership.	A	S2	SaaS/COTS	T	Y	
Data Management	DM62	The Contractor's solution will ensure current and historical provider IDs are linked back to one universal/common identifier.	A	S2	SaaS/COTS	T	Y	
Data Management	DM63	The Contractor's solution shall assign standardized unique internal identifiers for entities and prevent the creation of duplicate records.	A	S2	SaaS/COTS	T	Y	
Data Management	DM64	The Contractor shall be responsible for backup and retention of data to include: 1. Daily incremental backups with retention of sixty-one (61) days. 2. Weekly incremental backups with retention of twelve (12) weeks. 3. Monthly full backups with retention of eighteen (18) months. 4. Annual full backups with retention of seven	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Data Management	DM69	The Contractor's solution shall maintain online access to all reference tables with an option to search and display by reference data type and code.	A	S2	SaaS/COTS	T	Y	
Data Management	DM70	The Contractor's solution shall maintain user controlled parameters for all standards and messages.	A	S2	SaaS/COTS	T	Y	
Data Management	DM71	The Contractor's solution shall verify that all dates are valid and reasonable.	A	S2	SaaS/COTS	T	Y	
Data Management	DM72	The Contractor's solution shall provide proper data validation rules (e.g., all fields defined as alphabetic contain only alphabetic data, fields defined as numeric contain only numeric data, items with definitive upper and/or lower bounds are within the proper range)	A	S2	SaaS/COTS	T	Y	
Data Management	DM73	The Contractor's solution shall capture and maintain the data items needed for State or Federal reporting requirements.	A	S2	SaaS/COTS	T	Y	
Data Management	DM74	The Contractor's solution shall validate calculated data items.	A	S2	SaaS/COTS	T	Y	
Data Management	DM75	The Contractor's solution shall validate, and/or verify that all data items that contain self-checking digits (e.g., National Provider Identifier) passes a specified check-digit test.	A	S2	SaaS/COTS	T	Y	
Data Management	DM79	The Contractor's solution shall support the Extract, Transform and Load (ETL) processes from real-time web services or batch processes.	B	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC01	The Contractor shall develop, execute, maintain and deliver for the State's approval, a System Security Plan (SSP) that will document the current level of security controls within the module scope of work that protects the confidentiality, integrity and availability (CIA) of the solution and its information. This is a living document and will be updated no less than annually and when new vulnerabilities are identified and mitigated and when additional functionality and/or components are implemented. The System Security Plan must be approved before any State data is transferred or entered into the solution. The State must approve all revisions of the System Security Plan. If the Contractor's solution is hosted by the State, the State will provide supporting information to the Contractor to complete the SSP. ☐ The SSP must address the following topics: • Adherence to the State's requirements outlined in the "Security and Privacy Controls Requirements" document, included in the Procurement Library; • Compliance with the Centers for Medicare and Medicaid Services (CMS) Acceptable Risk Safeguards (ARS) to assess CIA and NIST SP 800-53 Rev 4 at a "moderate" control level;	NA	NA	NA	NA	NA	
Documentation	DOC02	The Contractor shall develop and maintain a Certification Plan that defines the contractor'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.	NA	NA	NA	NA	NA	

Attachment F - Requirements Response Matrix

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC03	The Contractor 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.	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC04	Prior to beginning design and configuration/build activities, the Contractor must develop and submit to the State an Application Configuration and Maintenance Plan that describes the Contractor's approach to applications configuration and enhancements including: a. Approach to conducting design sessions or walkthroughs. b. Approach to conducting sprints or iterations. c. Configuration management. d. Schedule of major and minor releases. e. Tasks, timelines, and responsible parties for design and configure/build tasks. f. Approach to system enhancements g. Programming and coding standards The plan must be maintained through the system implementation. Revisions must be approved by the State.	NA	NA	NA	NA	NA	

Attachment F - Requirements Response Matrix

All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC07	The Contractor 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 Contractor shall provide comprehensive, well-organized user documentation. The Contractor'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.	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC08	The Contractor shall develop and maintain annually, a Business Continuity and Disaster Recovery Plan that must be in place before any Department 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. Other unforeseeable emergencies. The Business Continuity and Disaster Recovery Plan must be approved by the Department.	NA	NA	NA	NA	NA	
Documentation	DOC09	The Contractor's Business Continuity portion of the plan must include the following: a. Identification of the core business processes involved in the production solution. For each core business process include: 1) Identification of potential failures for the process; 2) Risk analysis; 3) Impact analysis; and 4) Definition of minimum acceptable levels of service/output. b. Definition of triggers for activating contingency plans. c. Procedures for activating any special teams for business continuity. d. A plan for recovery of business functions, units, processes, human resources, and technology infrastructure. e. Communication protocols and process for restoring operations in a timely manner.	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC10	The Contractor's Disaster Recovery portion of the plan 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. Backup procedures and support to accommodate the loss of any online communications; f. A detailed file backup plan, procedures, and schedules, including rotation to an off-site storage facility. 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 Contractor's proposed solution.	NA	NA	NA	NA	NA	
Documentation	DOC11	The Contractor shall update all project documentation (e.g., system design documentation, user and training documentation) as necessary throughout all phases of the project.	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC12	The Contractor shall provide and maintain an Operations, Maintenance and Configuration Plan for the Department'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	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC13	The Contractor shall develop a Module Implementation Plan in conjunction with the State that describes, at a minimum: 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. The proposed implementation schedule. e. The rollback strategy. f. Communication and Contractor support procedures. g. Contractor and State roles and responsibilities. h. Operational Readiness Checklist(s) that defines, in advance, the go/no-go decision, and all aspects of Contractor, solution, and State readiness. i. All critical tasks that are required for cutover. j. Post cutover monitoring. k. The onsite and offsite user support provided by	NA	NA	NA	NA	NA	

Attachment F - Requirements Response Matrix

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC14	The State defines System Design Document (SDD) as documentation that describes how the functional and nonfunctional requirements recorded in the Requirements Response Matrix transform into more technical system design specifications from which the system is configured and built. The SDD documents the high-level system design and the low-level detailed design specifications. The SDD describes design goals and considerations, provides a high-level overview of the system architecture, and describes the data design associated with the system, as well as the human-machine interface and operational scenarios. The high-level system design is further decomposed into low-level detailed design specifications for each system component.	NA	NA	NA	NA	NA	
Documentation	DOC15	The Contractor 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.	NA	NA	NA	NA	NA	
Documentation	DOC16	The Contractor 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).	NA	NA	NA	NA	NA	

Attachment F - Requirements Response Matrix

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC18	The Contractor shall develop and maintain a Change Management Plan. The Change Management Plan must include the following elements. a. Tools to support change management b. Change management process steps	NA	NA	NA	NA	NA	
Documentation	DOC19	The Contractor shall provide and maintain Technical Documentation including written description of module component(s) design, function and architecture that will provide evidence	NA	NA	NA	NA	NA	
Documentation	DOC21	The Contractor 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	NA	NA	NA	NA	NA	
Documentation	DOC22	The Contractor 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 Contractor 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.	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC24	The Contractor 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, subcontractor staff, if applicable, and State project staff. ☐	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC26	The Contractor shall develop, submit and maintain a Master Test Plan that describes the Contractor'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.	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC27	The Contractor shall develop and submit a Training Plan that, at a minimum, addresses the following: a. Summary of training approach that focuses on the train-the-trainer methodology, objectives, and desired outcomes. b. Training needs analysis, including an assessment of the target audience and their knowledge and skills. c. 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.	NA	NA	NA	NA	NA	
Documentation	DOC28	The Contractor shall develop in collaboration with the Department, a System Test Plan that describes the Contractor's System Testing approach and includes at a minimum the following: ☐ 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	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC29	The Contractor 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	NA	NA	NA	NA	NA	
Documentation	DOC37	At least twelve (12) months before the start of the final Contract year (including option years that have been exercised) the Contractor shall provide, a Turnover Plan to the Department. 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 Department. f. List of incomplete tasks, such as system defects, modifications or enhancements, mass	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC38	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 Contractor, the Department or other project contractors. 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.	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC40	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 Contractor, the Department or other module contractors. ±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.	NA	NA	NA	NA	NA	
Documentation	DOC41	The Contractor 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.	NA	NA	NA	NA	NA	
Documentation	DOC42	The Contractor shall develop a comprehensive Operations Procedure Manual which shall provide guidelines for the operation and use of the module and/or module component(s). At minimum the Operations Procedure Manual shall contain policies, processes and workflows for the module and/or module component(s).	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Documentation	DOC44	The Contractor shall maintain Attachment L-Technology Matrix, and deliver annually for the Department for review.	NA	NA	NA	NA	NA	
Documentation	DOC46	The Contractor 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: 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.	NA	NA	NA	NA	NA	
ECM	ECM02	The Contractor'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 Department.	A	S2	SaaS/COTS	T	Y	
ECM	ECM03	The Contractor's ECM solution must allow users to access documents from any platform with all core features available across platforms (desktop, web, mobile). The ECM must allow users to view all documents and images without the use of plug-ins.	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
ECM	ECM04	The Contractor's ECM solution must support role-based control and access of documents, as well as including the following: a. Granular authorizations for access, preview, editing and sharing. b. Automatic access expirations for documents deemed sensitive by the Department. c. Content security policy enforcement, such as unusual document access activity and sharing of documents with sensitive information of uploads/downloads of prohibitive data.	A	S2	SaaS/COTS	T	Y	
ECM	ECM05	The Contractor's ECM solution must include a flexible search engine, including document and content search capabilities.	A	S2	SaaS/COTS	T	Y	
ECM	ECM06	The Contractor's ECM solution must allow users to associate metadata with documents.	A	S2	SaaS/COTS	T	Y	
ECM	ECM07	The Contractor's ECM solution must support simple integration with scanning solutions (support for bulk-scanning).	B	S2	SaaS/COTS	T	Y	
ECM	ECM08	The Contractor's ECM solution must support version control.	B	S2	SaaS/COTS	T	Y	
ECM	ECM09	The Contractor's ECM solution must be configurable to comply with the Department's document retention policies.	A	S2	SaaS/COTS	T	Y	
ECM	ECM10	The Contractor's ECM solution must support document workflows with review/approval ability with digital signature support (e.g., scan notifications).	A	S2	SaaS/COTS	T	Y	
ECM	ECM11	The Contractor's ECM solution must scan all uploaded documents for viruses prior to storage.	A	S2	SaaS/COTS	T	Y	
ECM	ECM12	The Contractor's solution shall be able to index, link and display incoming correspondence or uploaded documentation with the entity record.	B	S2	SaaS/COTS	T	Y	
ECM	ECM13	The Contractor's solution shall send all documentation to the Systems Integration Services module for storage in the centralized ECM.	B	S2	SaaS/COTS	T	Y	
ECM	ECM14	The Contractor's solution shall have an integrated electronic document management solution to meet the business needs of the State's enterprise.	NA	NA	NA	NA	NA	

Attachment F - Requirements Response Matrix

All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
ECM	ECM15	The Contractor's solution shall accept, record, store, and retrieve freeform or HIPAA attachment documents submitted with or in reference to claim submission activity (e.g. operative reports, occupational, physical, and speech therapy reports, durable medical equipment and warranty data, manufacture's tracking data for implants, waivers and demonstration specific requirements).	A	S2	SaaS/COTS	T	Y	
ECM	ECM16	The Contractor will configure, support and maintain Enterprise Content Management (ECM) functionality (including Document Management and Workflow) to meet the business needs of the State's enterprise	B	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR01	The Contractor's solution shall provide a unique submitter number for each billing service or submitter that transmits HIPAA X12 transactions with the State for single or multiple providers.	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR02	The Contractor's solution shall receive provider applications through a web based provider self-service tool and on paper. The solution shall allow for the enrollment, re-enrollment, termination, recertification, or revalidation of providers and provide real-time notification to the providers of the receipt of the enrollment application.	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR03	The Contractor's solution shall use automated screening and monitoring processes and tools to verify provider enrollment and eligibility based on Federal requirements contained in 42 CFR 455.436 (e.g., CMS data matching for provider screening and monitoring, Social Security Administration's Death Master File, the National Plan and Provider Enumeration System (NPPES), the List of Excluded Individuals/Entities (LEIE), the Excluded Parties List System (EPLS)).	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR04	The Contractor's solution shall allow entities enrolling as trading partners with the State's healthcare programs to select the HIPAA X12 transactions they choose to submit and receive.	A	S2	SaaS/COTS	T	Y	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Provider Enrollment	ENR05	The Contractor's solution shall assign a unique provider ID for all providers including atypical providers, for use in transactions with the enterprise.	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR06	The Contractor's solution shall prompt users in the event of data entry errors, missing data or inconsistencies in the provider enrollment, maintenance, or revalidation process.	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR07	The Contractor's solution shall allow enrolling providers to enroll in one or more program types (e.g., Care Management, waiver, CHIP, Standard Medicaid) using a single enrollment event.	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR08	The Contractor's solution shall have configurable business rules to suspend or restrict the enrollment of providers, trading partners or clinics affiliated with individuals debarred by State or Federal agencies, listed in Registries (e.g., Child Abuse, Elder/Adult Abuse, Sex Offender), or do not meet requirements specified by the State.	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR09	For enrolling and actively enrolled providers electing to participate in specific programs, the Contractor's solution shall collect and maintain the supporting data (e.g., geographic locations, number of preferred assigned members, and capacity to accept additional members), present the program agreement/contract for review, and acceptance (i.e., digital signature).	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR10	The Contractor's solution shall be configurable to allow or prevent provider enrollment based on provider characteristics.	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR11	The Contractor's solution shall prevent the creation of duplicate records during enrollment application submission.	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR12	The Contractor's solution shall allow a provider to use a single enrollment application for multiple programs, specialties or service types.	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR13	The Contractor's solution shall allow a single provider to enroll multiple service locations	A	S2	SaaS/COTS	T	Y	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Provider Enrollment	ENR14	The Contractor's solution shall collect and maintain all information needed to complete provider enrollment in compliance with all State and federal policies and regulations.	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR15	The Contractor's solution shall determine provider eligibility in accordance with State and Federal policies and regulations.	B	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR16	The Contractor's solution shall provide the ability to accept and track provider enrollment fee information.	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR17	The Contractor's solution shall allow providers to view status of their enrollment online.	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR18	The Contractor's solution shall support real-time edits allowing providers to submit corrections to applications as needed.	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR19	The Contractor's solution shall be capable of suspending provider participation in specific programs while maintaining participation in other programs and initiate notification(s) to the provider, agency staff, and modules.	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR20	The Contractor's solution shall use automated screening and monitoring processes and tools to verify provider enrollment eligibility based on State regulations and policies (e.g., State licensing agencies, State exclusion lists, Provider Enrollment Chain and Ownership System (PECOS)).	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR21	The system will be able to link to training modules within the enrollment process (e.g., contractors authorizing member and provider services).	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR22	The Contractor's solution shall support at a minimum, the following enrollment status designations or their equivalent: denied, terminated, suspended, provisionally accepted, accepted, in progress, pending, voluntarily terminated.	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR23	The Contractor's solution shall allow users to enroll retroactively in compliance with State policy, ACA and CMS standards.	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR24	The Contractor's solution shall maintain the provider's effective date to begin administering services as of the date the provider screening process is complete as the standard effective date unless otherwise overridden and specified by the State.	A	S2	SaaS/COTS	T	Y	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Provider Enrollment	ENR25	The Contractor's enrollment process shall be configurable to include trading partner enrollment within the overall provider enrollment business process.	A	S2	SaaS/COTS	T	Y	
Provider Enrollment	ENR26	The Contractor's solution shall present conditionally required resource materials and training required in order to complete the enrollment business process.	A	S2	SaaS/COTS	T	Y	
Hosting and Environments	ENV02	The Contractor shall provide hosting services that shall meet all state requirements.	A	S2	SaaS/COTS	T	Y	
Hosting and Environments	ENV03	The Contractor'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.	A	S2	SaaS/COTS	T	Y	
Hosting and Environments	ENV04	The Contractor's hosting environment for all module components shall be compliant with Statement on Standards for Attestation Engagements (SSAE-16) SOC 1 Type 2 and SOC 2 Type 2 and has Federal Risk and Authorization Management Program (FedRAMP) Certification, FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a "moderate" system risk assessment designation.	A	S2	SaaS/COTS	T	Y	
Hosting and Environments	ENV05	The Contractor's solution 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 Department at least five (5) business days in advance.	A	S2	SaaS/COTS	T	Y	
Hosting and Environments	ENV06	The Contractor 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).	A	S2	SaaS/COTS	T	Y	
Hosting and Environments	ENV07	The Contractor shall identify the physical location(s) where the Contractor's solution is installed and operating. The Department must have transparent access to this location(s).	A	S2	SaaS/COTS	T	Y	

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Implementation and Acceptance	IA01	The Contractor shall follow the following process for deploying each proposed solution(s) to production: ☐ a. Submit an implementation letter to the State confirming that the solution is ready for implementation. b. Receive the State's approval of the implementation letter, accepting the Contractor's confirmation. c. Deploy the solution according to the approved Implementation Plan. d. Provide confirmation that the solution has been deployed to production and the Contractor has completed three (3) calendar days of operations without significant operational issues defined as no critical or high defects. e. Receive the State's acceptance of the system implementation.	NA	NA	NA	NA	NA	
Implementation and Acceptance	IA02	The Contractor shall monitor the initial operation of the solution to ensure that there are no immediate or ongoing adverse effects on the Department's programs according to the performance expectations identified in the Contractor's scope of work.	NA	NA	NA	NA	NA	
Implementation and Acceptance	IA03	The Contractor shall demonstrate that the System infrastructure (hardware, software, and interfaces) is operational and meets federal and State architectural, technical, security and privacy requirements as well as the business and functional requirements.	NA	NA	NA	NA	NA	
Implementation and Acceptance	IA04	The Contractor shall provide Operational Readiness test results demonstrating that the solution meets all Service Level Agreements for system performance as defined in the scope of work.	NA	NA	NA	NA	NA	

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Implementation and Acceptance	IA05	The Contractor shall conduct an Operational Readiness Walkthrough with the Department to validate the operational readiness of the Contractor, the solution, and the Department. The Department must formally sign off on the Operational Readiness Checklist prior to proceeding to implementation.	NA	NA	NA	NA	NA	
Implementation and Acceptance	IA06	The Contractor shall develop Operational Readiness Review Checklists (ORR) that will examine the actual solution characteristics and the procedures of the product's operation to ensure that all hardware, software, resources, procedures, and user documentation accurately reflect the deployed state of the system.	NA	NA	NA	NA	NA	
Interfaces	INR01	The Contractor's solution must ensure that all data exchanges including inbound and outbound interfaces shall comply with industry standards (e.g., National Information Exchange Model).	A	S2	SaaS/COTS	T	Y	
Interfaces	INR02	The Contractor 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 Department policy, and federal and State rules and regulations.	E	S2	SaaS/COTS	T	Y	
Interfaces	INR04	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.	A	S2	SaaS/COTS	T	Y	
Interfaces	INR05	The Contractor's solution shall provide the ability to view raw daily interface files for up to sixty (60) calendar days. Archive raw daily interface files after sixty (60) calendar days and maintain for up to six (6) months.	A	S2	SaaS/COTS	T	Y	
Interfaces	INR06	The Contractor's solution shall provide the ability to view raw monthly and quarterly interface files for up to one year (365) calendar days. Archive raw monthly and quarterly interface files for two years (730) calendar days and maintain for up to two (2) years.	A	S2	SaaS/COTS	T	Y	
Interfaces	INR07	The Contractor shall document all interfaces in an Interface Control Document (ICD) which will include data layout documentation, data mapping crosswalk, inbound/outbound capability and frequency of all interfaces.	A	S2	SaaS/COTS	T	Y	
Interfaces	INR08	The Contractor's solution shall include a process and toolset to maintain interfaces, code, and data models.	A	S2	SaaS/COTS	T	Y	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Interfaces	INR11	The Contractor shall design, develop and maintain interfaces. Each Application Program Interface (API) and components that will interface with the Systems Integration Services Integration Platform will be documented using a mutually agreed upon ICD template. This effort is performed in collaboration with other stakeholders in the State's healthcare programs enterprise.	B	S2	SaaS/COTS	T	Y	
Interfaces	INR12	The Contractor shall ensure proprietary interfaces and protocols between modules are not used.	A	S2	SaaS/COTS	T	Y	
Interfaces	INR13	The Contractor shall provide an extract of Agency defined data to the Agency data warehouse, at a minimum, weekly.	B	S2	SaaS/COTS	T	Y	
Integration	INT02	The Contractor'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.	A	S2	SaaS/COTS	T	Y	
Integration	INT10	The Contractor shall develop operational procedures in coordination with other enterprise module vendors to restore system availability. □	B	S2	SaaS/COTS	T	Y	
Integration	INT15	The Contractor's solution shall use XML standard messaging format to ensure interoperability.	A	S2	SaaS/COTS	T	Y	
Integration	INT22	All service endpoints/APIs shall be exposed to the ESB and are able to receive and submit messages through the ESB.	A	S2	SaaS/COTS	T	Y	
Integration	INT35	The Contractor shall provide an architecture that has clearly defined service endpoints.	A	S2	SaaS/COTS	T	Y	
Integration	INT40	The Contractor shall provide technical, functional and performance documentation required by the IV&V Contractor for the solution in order to support IV&V reporting needs identified in the most current version of MECT.	A	S2	SaaS/COTS	T	Y	
Integration	INT52	The Contractor shall collaborate with all State enterprise contractors and solutions to accurately collect, process, and distribute applicable HIPAA EDI transactions.	NA	NA	NA	NA	NA	
Integration	INT54	The Contractor's solution shall require (when appropriate), capture, and maintain the 10-digit NPI.	A	S2	SaaS/COTS	T	Y	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Integration	INT55	The Contractor's solution, shall accept the NPI in all applicable standard electronic transactions mandated under HIPAA.	A	S2	SaaS/COTS	T	Y	
Integration	INT59	The Contractor shall ensure all hardware, software, and communication components installed for use by State staff are compatible with the State currently supported versions of the Microsoft Operating System, Microsoft Office Suite and Internet Explorer; and current technologies for data interchange.	A	S2	SaaS/COTS	T	Y	
Integration	INT60	Unless otherwise mutually agreed to in writing, the Contractor must maintain any and all hardware and software products required to support the Contractor's solution at their most current major version (patches, fixes, upgrades, and releases for all software, firmware and operating systems) or no more than one version back from the most current major version.	A	S2	SaaS/COTS	T	Y	
Integration	INT61	The Contractor's solution shall allow internal and external stakeholders to upload and view electronically submitted documents.	A	S2	SaaS/COTS	T	Y	
Integration	INT62	The Contractor's solution shall ensure information and event notifications include aggregated and integrated information.	A	S2	SaaS/COTS	T	Y	
Integration	INT63	The Contractor's solution shall have business process orchestration in an event-driven environment that maximizes process automation.	A	S2	SaaS/COTS	T	Y	
Integration	INT65	The system shall provide the ability to share and federate data with other data sharing partners.	A	S2	SaaS/COTS	T	Y	
Integration	INT66	The Contractor'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 Contractor's scope of work.	A	S2	SaaS/COTS	T	Y	
Integration	INT68	The Contractor 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 Department.	A	S2	SaaS/COTS	T	Y	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Integration	INT70	The Contractor 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.	NA	NA	NA	NA	NA	
Integration	INT73	The Contractor 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.	NA	NA	NA	NA	NA	
Integration	INT74	The Contractor's solution shall have the ability to identify errors in transactions and immediately notify the source system of the specific errors including whether the errors have precluded loading and/or using the data.	A	S2	SaaS/COTS	T	Y	
Integration	INT78	The Contractor shall provide an environment where components can be added or replaced quickly.	A	S2	SaaS/COTS	T	Y	
Integration	INT79	The Contractor's solution shall allow internal and external users to enter data using electronic forms and receive documents electronically from other systems.	A	S2	SaaS/COTS	T	Y	
Integration	INT80	The Contractor's solution will interface with the State's designated financial processing solution.	E	S2	SaaS/COTS	T	Y	
Integration	INT81	The Contractor's solution shall have the capability to receive and display data , messages, and alerts from other systems in real-time.	B	S2	SaaS/COTS	T	Y	
Integration	INT85	The Contractor's solution shall support web services, specifications, and adapters (e.g., ODBC, Web Service (WSDL, WS-*, SOAP, REST, UDDI, ODATA), JSON-WDP, MS SQL, SQL Server, Oracle, FTPS, SFTP, HTTPS, MSMQ).	A	S2	SaaS/COTS	T	Y	
Integration	INT86	The Contractor's solution must be capable of receiving, translating, and processing data to and from the variety of protocols (e.g., FTP, FTPs, SFTP, HTTP, HTTPS, JMS, JDBC, ODBC, NET, AS2, AS3, POP3, SMTP, SSH, TCP, CICS). The Contractor shall include in their response a list of protocols supported.	A	S2	SaaS/COTS	T	Y	

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Integration	INT87	The Contractor'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).	A	S2	SaaS/COTS	T	Y	
Integration	INT88	The Contractor shall implement a solution where module components are loosely coupled and can be added or replaced quickly.	A	S2	SaaS/COTS	T	Y	
Integration	INT93	The Contractor shall provide electronic notification including detailed release notes for Major and Minor version , patches, updates and fixes deployed to the production environment.	A	S2	SaaS/COTS	T	Y	
Integration	INT94	The Contractor shall work collaboratively with module vendors to reconcile ODS data elements with the all data elements for each module component.	E	S2	SaaS/COTS	T	Y	
Interactive Voice Response System	IVR01	The Contractor shall provide and maintain secure and user friendly interactive voice response (IVR) system with scripts approved by the State to respond to inquiries using a telephone menu and response system.	E	S2	SaaS/COTS	T	Y	
Interactive Voice Response System	IVR02	The Contractor's IVR system shall have the ability to use educational scripts for callers on hold or waiting in the queue.	A	S2	SaaS/COTS	T	Y	
Interactive Voice Response System	IVR03	The Contractor's IVR system shall provide quality monitoring tools and processes to enable a continuous improvement cycle for toll-free call center services that includes: a. Plug-in/double-jack monitoring, b. Silent monitoring, c. Record and review, d. Voice and screen/multi-media monitoring, for call center supervisors, State resources or designated resources.	A	S2	SaaS/COTS	T	Y	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Key Personnel and Resources	KR01	The Contractor can use off-shore and near-shore resources. However, offshore or near shore resources cannot develop security controls. The Contractor shall advise the Department when work is being completed by offshore or near shore resources. The Contractor shall ensure that all Contractor practices and procedures, including but not limited to secure coding practices are used by all resources.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR02	The Contractor, and any of its subcontractors, shall work cooperatively with module Contractors and Department staff to ensure the success of the program.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR03	The Contractor shall help prevent project delays and address them if they occur. This includes assurances that sufficient resources and knowledgeable, experienced staff are available to meet the required project schedule.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR04	The Contractor shall provide sufficient personnel to administer and execute required project activities, including approvals, during development, implementation, and operations.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR06	The Contractor shall provide key personnel that at a minimum include the Project Manager, the Contract Manager, the Testing Lead, Integration Lead and a Certification Lead during the DDI and Certification Phases of the Program. Key personnel shall not hold more than one key role unless otherwise approved by the Department. The Department will review and approve all key personnel.	NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Key Personnel and Resources	KR07	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 transferred or removed without prior approval of the Department. b. The Department will approve key personnel assigned to the Contract. c. The Department reserves the right to request removal of any Contractor staff or subcontractor staff, if applicable, assigned to the project, and the Contractor shall comply with any such request immediately. d. If a vacancy occurs in a key role, the Contractor shall fill the position in compliance with identified SLAs.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR08	The Contractor must designate a Project Manager to represent and oversee the day-to-day activities of the project. This individual shall serve as the Department's primary point of contact for matters relating to the project and serve as a liaison for certification, collaborating with other contractors, and stakeholders.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR09	The Contractor'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.	NA	NA	NA	NA	NA	

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Key Personnel and Resources	KR10	The Contractor must designate an Integration Lead to manage the design, configuration/build, integration, defect management, and implementation of the Contractor's scope of work.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR11	The Contractor'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.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR12	The Contractor must designate a Testing Lead to coordinate all testing activities.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR13	The Contractor'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.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR14	The Contractor must designate a Contract Manager to be the single point of contact for matters concerning the Contractor'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.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR15	The Contractor's Contract Manager must have a minimum of five (5) years' contract management experience managing related services with similar budgets, preferably in Medicaid or the healthcare industry and for a project similar in size and scope to this project.	NA	NA	NA	NA	NA	

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Key Personnel and Resources	KR16	The Contractor shall submit two (2) references for each of the key personnel being proposed for the project. Each reference should depict relevant and current experience for work completed no more than seven (7) years prior to the date of this RFP.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR17	The Contractor 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 Contractor 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.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR18	The Contractor's staff shall have sufficient experience appropriate for their role.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR19	The Contractor must supply a Personnel Background Check Attestation (written documentation) of a favorable background check for Contractor personnel who might reasonably be expected to access sensitive and confidential member data contained in any system accessed during the course of the Contract. The Department may request the removal of staff for disqualifying offenses. Contractor must describe their process for performing background checks for non-US citizens or Green Card holders.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR20	The Contractor's Project Manager shall be required to perform work at the State's primary project location (e.g., city, state), unless approved by the Department to work remotely.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR21	The Contractor's staff shall be available Monday through Friday as early as 7:00 AM MST and as late as 6:00 PM in the time zone of the participating State.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR22	For any work performed at a location other than the primary Project site, the Contractor 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.	NA	NA	NA	NA	NA	

Attachment F - Requirements Response Matrix

All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Key Personnel and Resources	KR23	The Contractor's staff working remotely, must be available to work in the State's primary project location at the Department'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).	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR24	In the event that key personnel resign or are terminated, the Contractor shall provide the Department with immediate notice of the vacancy and an action plan for backfilling the position until a replacement is found and approved by the Department. A key personnel position must not be vacant for more than fourteen (14) consecutive days. The Contractor may not fill vacant key personnel positions with other existing key personnel without approval by the Department. The Department will also have the authority to approve proposed replacements of key personnel by the Contractor.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR25	The Contractor's key personnel and/or management replacement must meet the minimum qualifications for the position. The Contractor shall provide a detailed resume for a proposed key personnel and/or management replacement. Replacements are subject to Department approval prior to any assignment.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR26	The Contractor shall provide the appropriate level of knowledge transfer/training to Contractor staff.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR28	The Contractor must designate a Certification Lead to coordinate all certification activities.	NA	NA	NA	NA	NA	
Key Personnel and Resources	KR29	The Contractor'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.	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Key Personnel and Resources	KR30	The Contractor shall provide key personnel that at a minimum includes a Project Manager, Contract Manager and a Technical Manager for the Operations, Maintenance and Configuration phase of the project. Key personnel shall not hold more than one key role unless otherwise approved by the Department. The Contractor must identify other key personnel for the Operations, Maintenance and Configuration phase of the project. The Department will review and approve all key personnel.	NA	NA	NA	NA	NA	
Operations, Maintenance, and Configuration	OMC01	The Contractor shall cooperate and assist the Department in responding to all law enforcement, federal and State audit and review requests. The Contractor shall provide audit support including, random sample generation, data extracts, hard-copy documents, and provide any requested data or information.	NA	NA	NA	NA	NA	
Operations, Maintenance, and Configuration	OMC02	The Contractor shall support the disaster recovery activities that will provide timely failover and create relevant documented policies and procedures to implement a recovery.	NA	NA	NA	NA	NA	
Operations, Maintenance, and Configuration	OMC03	The Contractor shall conduct an annual 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 Department.	NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Operations, Maintenance, and Configuration	OMC04	The Contractor 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 Contractor will follow project management and system development processes throughout the life of the Contract. The Agency defines maintenance for each module as follows: 1. Making configuration updates as requested by the State. Configuration includes changes to table values, parameters, codes, and business logic, including hardcoded business logic. 2. Correcting deficiencies (defects) found in the solution(s) based on detailed requirements described in the scope of work and published design specifications. 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. 4. Conducting research requested by the State or required to support the Department. For example:	NA	NA	NA	NA	NA	
Operations, Maintenance, and Configuration	OMC05	The Contractor shall provide a notification web page that displays when the system is unavailable for scheduled maintenance or unscheduled outages.	B	S2	SaaS/COTS	T	Y	
Operations, Maintenance, and Configuration	OMC06	The Contractor shall have processes in place to restrict access when inappropriate system access or misuse is detected.	B	S2	SaaS/COTS	T	Y	
Operations, Maintenance, and Configuration	OMC07	The Contractor 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.	NA	NA	NA	NA	NA	
Operations, Maintenance, and Configuration	OMC12	The Contractor shall notify the appropriate user community, as defined by the State, of system events (e.g., major system changes and system outages).	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Operations, Maintenance, and Configuration	OMC15	The module Contractor 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.	NA	NA	NA	NA	NA	
Operations, Maintenance, and Configuration	OMC16	The Contractor shall provide online help for external and internal users.	A	S2	SaaS/COTS	T	Y	
Operations, Maintenance, and Configuration	OMC17	The Contractor shall provide 1,500 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 1,500 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Provider Pricing Schedules, Schedule D-Enhancement Pool Hours.	NA	NA	NA	NA	NA	
Operations, Maintenance, and Configuration	OMC18	The Contractor shall notify the Department 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.	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Operations, Maintenance, and Configuration	OMC19	The Contractor shall provide 24x7 access to the Department for all reference materials (e.g., Requirements Matrices, Manuals, System Documentation, System Design Documentation, User Documentation, Business Rules Catalog, and Training Materials).	NA	NA	NA	NA	NA	
Operations, Maintenance, and Configuration	OMC21	The Contractor will provide 500 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 500 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.	NA	NA	NA	NA	NA	

Attachment F - Requirements Response Matrix

All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Operations, Maintenance, and Configuration	OMC22	The Contractor shall provide 500 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 500 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Provider Pricing Schedules, Schedule D-Enhancement Pool Hours.	NA	NA	NA	NA	NA	

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All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Operations, Maintenance, and Configuration	OMC23	The Contractor will provide 100 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 100 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. ☐ Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedule, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Operations, Maintenance, and Configuration	OMC24	The Contractor will provide 250 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 250 system enhancement pool hours are included in the offeror's fixed price and included in Schedule D- Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Provider Pricing Schedules, Schedule D- Enhancement Pool Hours.	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Operations, Maintenance, and Configuration	OMC25	The Contractor will provide 100 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 100 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. □ Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedule, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.	NA	NA	NA	NA	NA	
Maintenance	PMNT01	The Contractor's solution shall have the capability to terminate inactive providers based on criteria determined by the department for either automatic termination or initiate a workflow for manual termination.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT02	The Contractor's solution shall collect and retain electronically all provider documentation (e.g., original application and copies of correspondence) for actively participating providers. For terminated providers, records shall be retained electronically according to record retention requirements (i.e., 7 years).	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Maintenance	PMNT03	The Contractor's solution shall require, capture and maintain the 10-digit National Provider Identifier (NPI) for all healthcare providers required to have an NPI and interface with NPPES to verify the NPI is valid.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT04	The Contractor's solution shall record and display begin and end dates for specific provider enrollment and demographic data (e.g., license, eligibility period, physical address) and provide access to historical provider record information.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT05	The Contractor shall use a standardized format for provider names that differentiate between first name, middle name/initial, last name, and business or corporate names and allows flexible searches based on the provider name.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT06	The Contractor's solution shall allow provider records to be associated and linked by tax identification number (TIN) and parent organizations.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT08	The Contractor's solution shall allow for collection and maintenance of site visit, finger printing and background check information (e.g., the type of site visit (e.g., field representative, pre enrollment, program staff), date the site visit/ finger print/background check completed, reason and outcome if applicable).	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT09	The Contractor's solution shall collect and maintain licensure information to include at a minimum, licensing state, license number, licensure begin and end dates.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT10	The Contractor's solution shall collect and maintain the Pay for Performance (P4P) information from Medicare.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT11	The Contractor's solution shall collect and maintain date specific (as applicable) provider endorsement and accreditation information.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT12	The Contractor's solution shall collect and maintain malpractice insurance information including expiration date.	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Maintenance	PMNT13	The Contractor's solution shall provide dynamic navigation that allows users to have one click access to additional detail for summary information (e.g., from the providers screen, select a specific location to view location details such as address, contact(s), office hours).	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT14	The Contractor's solution shall collect and store standardized W-9 information that reflects the owner of the EIN and the Doing Business As (DBA) name.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT15	The Contractor's solution shall provide the capability to reactivate terminated providers <u>without requiring a complete re-enrollment.</u>	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT16	The Contractor's solution shall track and support provider review schedules to ensure providers continue to meet program eligibility requirements and initiate notification(s) to the provider, agency staff, and modules of State healthcare programs agreements and contracts.	B	S2	SaaS/COTS	T	Y	
Maintenance	PMNT17	The Contractor's solution shall accept, validate and store new and updated provider information <u>entered by internal users.</u>	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT18	The Contractor's solution will collect, store, maintain and display current and historical addresses by type (e.g., physical address, correspondence address and billing address) and <u>include begin and end dates.</u>	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT19	The Contractor's solution will collect, store, maintain and display current and historical Drug Enforcement Administration (DEA) number(s) <u>including begin and end dates.</u>	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT20	The Contractor's solution will collect, store, maintain and display provider business relationships (e.g., ownerships and managing entities) for use in provider screening and ongoing <u>monitoring activities.</u>	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT21	The Contractor's solution shall have the ability to perform mass updates to provider information <u>using flexible selection criteria.</u>	E	S2	SaaS/COTS	T	Y	
Maintenance	PMNT22	The Contractor's solution shall provide indicators to identify providers that are Fee-for-Service (FFS), Managed Care Organization (MCO) network only, or participating in any other healthcare programs (e.g., medical homes).	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Maintenance	PMNT23	The Contractor's solution shall provide the capability to capture and crosswalk subpart NPIs used by Medicare (but not Medicaid) to facilitate COB claims processing.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT24	The Contractor's solution shall auto-populate fields with valid data where required.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT25	The Contractor's solution shall allow internal users to add and view free-form and structure notes on or associated with individual provider files.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT26	The Contractor's solution shall allow authorized internal users to link and unlink individual practitioners from and to billing providers with the ability to link an individual provider to multiple billing providers. Each relationship shall include an effective date when initiated and an end date associated with the termination of the affiliation.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT27	The Contractor's solution shall collect, store and maintain multiple provider contacts, including the contact name, title, contact type, telephone number, email address and location.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT28	The Contractor's solution shall have the capability to indicate providers who are suspended or under review or investigation and a method for indicating the reason for the suspension or in review status.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT29	The Contractor's solution shall allow authorized users to enter, view and update provider data (e.g., demographic data, taxonomy, banking information).	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT30	The Contractor's solution shall allow authorized users to retroactively update provider data.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT31	The Contractor's solution shall store and display geographic codes for provider locations.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT32	The Contractor's solution shall have configurable event based workflow to instantiate information requests, correspondence or electronic notifications throughout the provider lifecycle.	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Maintenance	PMNT34	The Contractor's solution shall have the ability to suspend the provider record for providers that fail to respond to requests (e.g., revalidation, recertification, and updated licensure) in compliance with all federal and State policies and regulations.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT35	The Contractor's solution shall allow for mass updates to provider status based on criteria defined by the department (e.g., group practice changes) and initiate notification to the providers and appropriate programs.	B	S2	SaaS/COTS	T	Y	
Maintenance	PMNT36	The Contractor's solution shall have the ability to end date provider participation in specific programs while maintaining participation in other programs and initiate notification(s) to the provider, agency staff, and modules.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT37	The Contractor's solution shall record and display multiple instances of specific provider enrollment and demographic data (e.g., license, eligibility period, physical address, CLIA levels) and provide access to historical provider record information.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT38	The Contractor's solution shall validate email addresses associated with the provider account through a confirmation and/or activation email process that requires the user to respond to activate the email account for agency communication.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT39	The Contractor's solution shall collect and maintain provider data necessary to support other module functions (e.g. claims processing, service authorizations, and reporting functions).	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT40	The Contractor's solution shall provide the ability to interface with external systems to automate verification and validation of provider information and credentials for enrollment, screening and monthly monitoring (e.g., CMS data matching, licensure, Social Security Administration's Death Master File, the National Plan and Provider Enumeration System (NPES), the List of Excluded Individuals/Entities (LEIE), the Excluded Parties List System (EPLS)), and provide online alerts or notifications via workflow when adverse results or mismatches occur.	A	S2	SaaS/COTS	T	Y	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Maintenance	PMNT41	The Contractor's solution shall require and capture termination reasons for all provider terminations.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT42	The Contractor's solution shall collect, process and maintain the data elements necessary to enroll trading partners with the department to support HIPAA X12 transactions.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT43	The Contractor's solution shall provide the ability to capture and store electronic payment information (e.g., credit card, bank account).	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT44	The Contractor's solution shall provide the ability to display payment information (e.g., provider administrative fees).	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT45	The Contractor's solution shall provide the ability to automatically and manually unlink provider records determined to be unrelated.	B	S2	SaaS/COTS	T	Y	
Maintenance	PMNT46	The Contractor's solution shall have the ability to assign classifications (e.g., provider type and specialty) to all providers including atypical providers.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT47	The Contractor's solution shall provide the ability to collect and maintain bed data (e.g. nursing home, hospital).	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT48	The Contractor's solution shall provide the ability to collect conditional enrollment and maintenance data that is configurable by provider role (e.g., ORP, Rendering, Attending and Billing/Pay to Providers) and provider classification (e.g., case manager, physician, home health agency) and displays indicators on the provider record to distinguish the provider role(s) and classifications.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT49	The Contractor's solution shall automate the identification of providers due to revalidate their enrollment information and initiate notification(s) to the provider, agency staff, and modules.	A	S2	SaaS/COTS	T	Y	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Maintenance	PMNT50	The Contractor's solution shall support the ability to compare provider enrollment and revalidation information with PECOS if the provider is enrolled with Medicare. Depending on provider risk category, the solution shall verify completion of the fingerprint background check (if required), payment of application fee (if required) and verify Medicare ownership information matches the provider record in the provider module. If a mismatch is found, create an alert to the designated work group.	B	S2	SaaS/COTS	T	Y	
Maintenance	PMNT52	The Contractor's solution shall collect, validate and maintain Clinical Laboratory Improvement Amendments (CLIA) certification information including the level of certification, the specific procedures each laboratory is authorized to perform, effective and end dates, and location of the certification for use in claims adjudication.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT53	The Contractor's solution shall have the ability to indicate providers using electronic funds transfer (EFT) and submitting claims electronically.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT54	The Contractor's solution shall support communications (e.g., email, SMS, correspondence) to and from providers, track and monitor responses to department communications.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT55	The Contractor shall ensure information exchanges are documented in trading partner agreements as specified in 45 CFR 162.915.	B	S2	SaaS/COTS	T	Y	
Maintenance	PMNT56	The Contractor's solution shall have the ability to assign an individual provider an unlimited number of valid provider classifications (e.g., physician-family practice, physician-oncologist, hospital-acute care, registered nurse-pediatrics).	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT57	The system shall allow a single provider to have more than one electronic submitter associated with their provider file, and designate one biller to receive 835 files.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT58	The Contractor's solution shall have the ability to automatically and manually link the unique provider number to other provider IDs used throughout the State enterprise (e.g. SABHRS or State Eligibility Systems IDs). The solution shall display all provider IDs.	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Maintenance	PMNT60	The Contractor's solution shall be configurable to allow users to indicate the method of how required documentation will be submitted (e.g., mail and facsimile).	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT61	The Contractor's solution shall have configurable workflow to present for validation, updates submitted online/electronically by specific criteria (e.g., program type, data type, risk level).	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT62	The Contractors solution shall support manual and automatic classification of a provider risk level status (limited to moderate to high) which shall trigger additional steps and screening as applicable	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT63	The Contractor's solution shall provide the capability for users to review enrollment and revalidation information prior to final submission of the enrollment or revalidated information.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT64	The Contractors solution shall support manual and automatic classification of a provider risk level status (limited to moderate to high) which shall trigger additional steps and screening as applicable	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT65	The Contractor's solution shall capture and maintain at a minimum, the data set defined in Part 11 of the State Medicaid Manual and provider related TMSIS required fields.	A	S2	SaaS/COTS	T	Y	
Maintenance	PMNT66	The Contractor shall collect and maintain certifications by specific industry standard or state policy (e.g., NCQA Certification and NCQA Certification Level).	A	S2	SaaS/COTS	T	Y	
Project Management	PMT01	The Contractor shall provide licenses as required by the Agency to allow users access to perform all necessary business functions.	NA	NA	NA	NA	NA	
Project Management	PMT02	The Contractor shall support the Department in all program governance activities as necessary.	NA	NA	NA	NA	NA	
Project Management	PMT03	The Contractor shall be responsible for the capture and dissemination to the Department of agendas, meeting minutes and documentation necessary for successful execution of the project.	NA	NA	NA	NA	NA	
Project Management	PMT04	The Contractor shall participate in necessary meetings with the stakeholders and/or other Contractors.	NA	NA	NA	NA	NA	

Attachment F - Requirements Response Matrix

All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Project Management	PMT05	The Contractor shall provide deliverables or documentation as defined in the Project Work Plan (PWP) and approved by the Department.	NA	NA	NA	NA	NA	
Project Management	PMT08	The Contractor shall support the State and its Contractor(s) in Independent Verification and Validation (IV&V) activities associated with the contract including CMS Certification(s).	NA	NA	NA	NA	NA	
Project Management	PMT09	The Contractor shall conduct a monthly status meeting to discuss project tasks and activities (e.g., deliverables, milestones, issues, risks, and SLAs).	NA	NA	NA	NA	NA	
Project Management	PMT10	The Contractor 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.	NA	NA	NA	NA	NA	
Project Management	PMT11	The Contractor must employ a project management approach that will satisfy the scope of work and incorporate all activities described in the RFP. The Contractor 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.	NA	NA	NA	NA	NA	
Project Management	PMT12	The Contractor shall conduct a project initiation kick-off meeting with key stakeholders and the State's project team.	NA	NA	NA	NA	NA	
Project Management	PMT13	The Contractor shall implement procedures and tools for tracking project action items, decisions, issues, risks and defects.	NA	NA	NA	NA	NA	
Project Management	PMT14	The Contractor shall provide an electronic document repository for project documents and deliverables. The Contractor, Department staff and other contractors 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.	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Project Management	PMT15	The Contractor shall establish and utilize a deliverable review and acceptance process agreed upon by the Department that incorporates the following: a. Review cycles, which will be conducted and scaled to the size and complexity of the deliverables. b. Deliverables will need to reflect coordination with the overall modular program and will follow agreed upon change control processes. c. Informal reviews and walkthroughs of draft and final deliverables are encouraged. d. Queuing up excessive deliverables for simultaneous review is unacceptable to the Department.	NA	NA	NA	NA	NA	
Project Management	PMT16	The Contractor 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.	NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Project Management	PMT17	The Contractor 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 necessary to support the State CIO's Legislative Finance Committee (LFC) reporting requirements.	NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Project Management	PMT18	The Contractor 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.	NA	NA	NA	NA	NA	
Project Management	PMT19	The Contractor 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. The PWP must identify realistic person hours of effort for each task and identify planned completion dates for all deliverables and milestones. Additionally the PWP must include the elements necessary for the IMS include: start and end dates of major phases, key project milestones, integration points, cross module dependencies, and sufficient information to support the State CIO's Legislative Finance Committee (LFC) reporting requirements. The PWP must be continually refined and updated as the project progresses and will retain the baseline for comparative reporting.	NA	NA	NA	NA	NA	
Project Management	PMT21	The Contractor shall coordinate with the Department and with the module vendors as required by the Department, to support the program-level change management process consistent with the Enterprise Change Management Plan.	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Project Management	PMT25	The Contractor shall be required to work collaboratively with the Department and the System Integrator 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, cross module dependencies, and sufficient information to support the State CIO's Legislative Finance Committee (LFC) reporting requirements.	NA	NA	NA	NA	NA	
Project Management	PMT27	The Contractor shall coordinate module deliverable and milestone walkthroughs and participate in other module walkthroughs as required by the Department.	NA	NA	NA	NA	NA	
Project Management	PMT29	The Contractor 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 Department's approval.	NA	NA	NA	NA	NA	
Project Management	PMT31	The Contractor shall cooperate with the State's PMO and the IV&V contractor to give an accurate, honest reporting of the project status.	NA	NA	NA	NA	NA	
Project Management	PMT32	The Contractor shall contribute to the State's and/or the Systems Integration Services collaboration site, technical and non-technical project artifacts for the Contractor'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.	NA	NA	NA	NA	NA	
Provider Call Center	PRCC01	The Contractor shall provide a provider enrollment Call Center to support and instruct providers in the application process, renewal process, provider management, and recertification process. The Call Center shall also support the financial enrollment process into the State financial system.	NA	NA	NA	NA	NA	
Provider Call Center	PRCC02	The Contractor shall research and provide documentation for administrative hearings, appeals and court cases; and participate in these activities upon direction from the State.	NA	NA	NA	NA	NA	
Performance	PRFM01	The Contractor shall develop a method for maintaining performance compliance with Service Level Agreements (SLA).	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Performance	PRFM04	The Contractor shall meet Service Level Agreements and integrate tools for monitoring system and component performance and create the necessary reports or supply a dashboard to support SLAs.	NA	NA	NA	NA	NA	
Performance	PRFM05	The system shall track performance measures for each SLA requirement using predefined and ad hoc reporting methods.	NA	NA	NA	NA	NA	
Self-Service Portal	PSER01	The Contractor's solution shall provide a self-service tool that will allow authenticated users to search by provider name (including phonetic search), NPI/API, network(s), location(s) (including city, state and zip code), provider classification(s), provider role, all languages spoken/language accommodations (e.g., English, Spanish, American Sign Language (ASL)), accessibility, gender, and whether or not a provider is accepting new patients. At a minimum the results display shall include; provider name, locations, phone numbers, provider classification(s), provider role, network(s), all languages spoken/language accommodations (e.g., English, Spanish, American Sign Language (ASL)), office hours, accessibility, whether or not a provider is accepting new patients, and any restrictions on the freedom of choice among providers in the public provider locator (e.g., ages served, gender).	A	S2	SaaS/COTS	T	Y	
Self-Service Warrant and Remit Advice Inquiry	PSER02	The Contractor's solution shall include an online self-service tool allowing authenticated users to view current and all previous warrants.	A	S2	SaaS/COTS	T	Y	
Self-Service Online Provider Appeal Request	PSER03	The Contractor's solution shall support on-line self-service tool for all providers to request an appeal.	A	S2	SaaS/COTS	T	Y	
Self-Service Member Eligibility	PSER04	The Contractor's solution shall provide an online self-service tool for authorized users to perform real-time member eligibility inquiries. Eligibility inquiry responses will include at a minimum, eligibility dates, eligibility for one or more benefit plans, care management enrollment information, waiver program information, program limits, TPL information, and other member information necessary for the provider to determine if the member is eligible for services.	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Self-Service Claim Status Inquiry	PSER06	The Contractor's solution shall provide an online self-service tool for providers to view claim status.	A	S2	SaaS/COTS	T	Y	
Self-Service Warrant and Remit Advice Inquiry	PSER07	The Contractor's solution shall provide an online self-service tool that allows authenticated users to access and view current and previous remittance advice that can be sorted by various parameters (EFT, date, NPI, etc.).	A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER08	The Contractor's solution shall provide an online self-service tool for providers to access a provider inbox for messages and notices. The solution shall provide the ability to send, receive, and respond to messages.	A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER09	The Contractor's solution shall provide an online self-service tool for providers to add or remove provider account users and change user roles for all self-service functions.	A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER10	The Contractor's solution shall allow individual practitioners to submit a request to link or unlink an affiliation with a billing provider. Each relationship shall include an effective date when initiated and an end date when the affiliation is terminated.	A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER11	The Contractor's solution shall accept, validate and store new and updated provider information entered through the Provider Self Service tool.	A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER12	The Contractor's solution shall allow authorized billing providers to link and unlink individual practitioners from and to billing providers with the ability to link an individual provider to multiple billing providers. Each relationship shall include an effective date when initiated and an end date associated with the termination of the affiliation.	A	S2	SaaS/COTS	T	Y	
Self-Service Online Claims Entry	PSER13	The Contractor's solution shall include a self-service tool for providers to directly and efficiently enter claims.	A	S2	SaaS/COTS	T	Y	
Self-Service Registry	PSER14	The Contractor's solution shall allow authorized users to view registries for PCCM and other care management programs.	A	S2	SaaS/COTS	T	Y	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Self-Service Portal	PSER15	The Contractor's solution shall provide online interactive chat functionality as a reliable transaction channel that allows enrolled and authenticated users to chat directly with a customer care representative. The chat session shall be recorded, stored, and accessible to <u>internal staff for reference</u> .	A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER16	The Contractor's solution shall include a configurable self service tool that allows active and inactive providers to update and validate their provider record through direct data entry via the <u>web based on selected criteria</u> .	A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER17	The Contractor's solution shall provide a public provider search feature that will allow users to search by provider name (including phonetic search), network, location(s) (including city, state and zip code), provider classification(s), all languages spoken/language accommodations (e.g., English, Spanish, American Sign Language (ASL)), accessibility, gender, and whether or not a provider is accepting new patients. At a minimum the results display shall include; provider name, network(s) location(s), phone numbers, provider classifications, all languages spoken/language accommodations (e.g., English, Spanish, American Sign Language (ASL)), office hours, accessibility, whether or not a provider is accepting new patients, and any restrictions on the freedom of choice among providers in the public provider locator (e.g., ages served, gender).	A	S2	SaaS/COTS	T	Y	
Self-Service Claims Based Medical History	PSER21	The Contractor's solution shall allow authorized users to search and view Claims Based Medical History.	A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER22	The Contractor's solution shall provide online key contact information at a minimum by program type and business process.	A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER23	The Contractor's solution shall provide an online self-service Frequently Asked Questions (FAQ) tool that is easily navigable and searchable. The FAQ shall be updated quarterly or as directed by the State.	A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER24	The Contractor's solution shall allow users to view, download and/or print current and historical provider information (e.g., manuals, instructions, bulletins, program descriptions, eligibility criteria and forms).	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Self-Service Portal	PSER25	The Contractor's solution shall provide links to relevant web resources (e.g., State and Federal websites, and other entities determined by the State to be appropriate for the self-service portal).	B	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER26	The Contractor's solution shall allow enrolled providers, enrolled trading partners, State users, and other users designated by the State, access to the secure areas of the self-service portal following successful authentication through single sign-on.	A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER27	The Contractor's solution shall provide access for users to view current and historical fee schedules.	A	S2	SaaS/COTS	T	Y	
Self-Service Portal	PSER28	The Contractor's solution shall create and present a tracking or confirmation number when provider information is updated via the self-service portal.	A	S2	SaaS/COTS	T	Y	
Self-Service Online Claims Entry	PSER29	The Contractor's online self-service claims entry tool shall accommodate and accept all claim types including Professional, Institutional, Dental, Encounter claims, Adjustments, Roster billing, claim corrections, and the ability to void and replace claims.	A	S2	SaaS/COTS	T	Y	
Self-Service Online Claims Entry	PSER30	The Contractor's online self-service claims entry tool shall include a validation feature that performs real-time front end editing prior to claim submission, not allowing submission of claims that fail the front end edits. Edits will include, but are not limited to, active provider enrollment, member eligibility, valid revenue codes, procedure codes, and diagnosis codes. Front end edit(s) shall be displayed to the user for review and correction. The validation feature will not display pricing information.	A	S2	SaaS/COTS	T	Y	
Self-Service Online Claims Entry	PSER31	The Contractor's online self-service claims entry tool shall allow an authenticated user to upload an attachment to associate with a specific claim or multiple claims.	A	S2	SaaS/COTS	T	Y	
Self-Service Online Claims Entry	PSER32	The Contractor's online self-service claims entry tool shall instruct users to include a claim confirmation number on any paper attachment when users indicate that an attachment is being mailed or faxed in order to allow for efficient association between a claim and an attachment.	A	S2	SaaS/COTS	T	Y	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Self-Service Online Claims Entry	PSER33	The Contractor's online self-service claims entry tool shall allow users to indicate paper attachments will be mailed and/or faxed.	A	S2	SaaS/COTS	T	Y	
Self-Service Online Claims Entry	PSER34	The Contractor's online self-service claims entry tool shall provide an tracking or control number to the user upon successful completion of the transaction.	A	S2	SaaS/COTS	T	Y	
Self-Service Online Claims Entry	PSER35	The Contractor's online self-service claims entry tool shall provide a configurable auto populate feature for appropriate fields for each claim type (e.g., provider information, submission date, member associated information).	A	S2	SaaS/COTS	T	Y	
Self-Service Online Claims Entry	PSER36	The Contractor's online self-service claims entry tool shall include a claim template feature that allows users to create a templates to be stored and used in the online claims entry tool.	A	S2	SaaS/COTS	T	Y	
Self-Service Online Claims Entry	PSER37	The Contractor's solution shall provide search capabilities for users entering data in the online claims entry tool. The search tool will include provider information and provider associated service authorization information	A	S2	SaaS/COTS	T	Y	
Self-Service Member Eligibility	PSER38	The Contractor's solution shall allow an external user to print member eligibility responses or download in PDF format.	A	S2	SaaS/COTS	T	Y	
Self-Service View, Upload and Download HIPAA Compliant Healthcare Transactions	PSER39	The Contractor's solution shall allow authorized user to view, upload and download HIPAA compliant healthcare transactions (e.g., 270/271batch eligibility status inquiry and response, 837 batch claims submission, and 276/277 Claim Status request and response) on the Self-Service Portal.	A	S2	SaaS/COTS	T	Y	
Self-Service Warrant and Remit Advice Inquiry	PSER40	The Contractor's solution shall allow authenticated users to download warrants and remittance advice in multiple formats (e.g., Excel or PDF) as directed by the State.	A	S2	SaaS/COTS	T	Y	
Self-Service Online Provider Appeal Request	PSER41	The Contractor's solution shall allow users to view the status of their appeal request.	A	S2	SaaS/COTS	T	Y	
Self-Service Online Claims Entry	PSER42	The Contractor's online self-service claims entry tool shall convert all entered claims into an X12 837 format.	A	S2	SaaS/COTS	T	Y	
Self-Service Claim Status Inquiry	PSER43	The Contractor's solution shall allow authenticated users to download or print a claim status report in Excel and PDF.	A	S2	SaaS/COTS	T	Y	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Self-Service Registry	PSER44	The Contractor's solution shall allow authenticated users to download or print member registries in Excel and PDF.	A	S2	SaaS/COTS	T	Y	
Conduct Provider Site Visit	PSV01	The Contractor shall conduct pre- and post-enrollment onsite screening of moderate and high risk providers according to Agency onsite screening protocols and federal onsite screening regulations, including at a minimum: ☐ -Conducting the initial assessment to verify the facility location, hours and personnel; -Verifying operational status; and -Confirming final determination of provider	NA	NA	NA	NA	NA	
Project Closeout and Turnover	PTO01	The Contractor shall provide a turnover approach and the services required for the transition of operations, services and module components.	NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Project Closeout and Turnover	PTO02	At least six (6) months prior to the final Contract year (including option years that have been exercised) and at least six (6) months prior to the end of any contract extension(s), the Contractor 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 Department or another contractor to fully take over solution, technical, and business 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 of the solution. e. Lessons learned report. f. List of incomplete tasks, such as system defects, modifications or enhancements, mass adjustments, reference updates, and configuration requests.	NA	NA	NA	NA	NA	
Project Closeout and Turnover	PTO03	The Contractor shall provide a Monthly Turnover Report reflecting transition activities during the turnover period.	NA	NA	NA	NA	NA	
Project Closeout and Turnover	PTO04	The Contractor shall provide operational procedures that describe how maintenance is performed for the solution.	NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Project Closeout and Turnover	PTO05	The Contractor shall cooperate with the successor contractor while providing all required turnover services. This will include meeting with the successor and devising work schedules that are agreeable for both the Department and the successor contractor.	NA	NA	NA	NA	NA	
Project Closeout and Turnover	PTO06	The Contractor must transfer solution and services documentation and all data requested by the State to the State.	NA	NA	NA	NA	NA	
Project Closeout and Turnover	PTO07	The Contractor shall deliver a Turnover Results Report that documents completion of each step of the Turnover Plan.	NA	NA	NA	NA	NA	
Reporting	REP01	The Contractor's solution shall include a query tool that allows users to easily query data necessary to support state healthcare programs business needs.	A	S2	SaaS/COTS	T	Y	
Reporting	REP07	The Contractor's reporting tool shall provide the ability to design and execute a queries using one or more wild cards (e.g., %, *, ?) and operators (e.g. =, >, >=, <, <=, IN, BETWEEN, LIKE, IS NULL or IS NOT NULL) to provide data when searching or reporting	A	S2	SaaS/COTS	T	Y	
Reporting	REP103	The Contractor's solution shall have the capability to display data in a variety of formats (e.g., standard reports, graphs, charts, maps, dashboards) without the need to export data to another tool.	A	S2	SaaS/COTS	T	Y	
Reporting	REP104	The Contractor's solution shall have the ability for authorized users to selectively retrieve, view, export, and print reports (or portions of reports).	A	S2	SaaS/COTS	T	Y	
Reporting	REP107	The Contractor's solution shall have the capability to allow authorized users to view query parameters along with query results.	A	S2	SaaS/COTS	T	Y	
Reporting	REP110	The Contractor shall update dashboards in real-time or on a schedule approved by the State.	A	S2	SaaS/COTS	T	Y	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Reporting	REP111	The Contractor's solution shall allow authorized users to design, save and share configurable dashboards and reports.	A	S2	SaaS/COTS	T	Y	
Reporting	REP112	The Contractor's solution shall provide report, dashboard and query templates for authorized users to modify and reuse.	A	S2	SaaS/COTS	T	Y	
Reporting	REP116	The Contractor's solution shall provide an established library of standardized operational reports as well as the ability to create a wide array of configurable detail level and summary level reports, dashboards and queries.	A	S2	SaaS/COTS	T	Y	
Reporting	REP118	The Contractor's solution shall have the capability to produce reports or display output data by National Provider Identifier (NPI), proprietary ID, or by a subset of the provider's practice or taxonomy. ☐ ☐	A	S2	SaaS/COTS	T	Y	
Reporting	REP128	The Contractor's solution shall provide ad hoc query capability for retrieval of data relevant to specific operational and program business units.	A	S2	SaaS/COTS	T	Y	
Reporting	REP129	The Contractor's solution shall provide an online adhoc reporting tool that allows authorized users access to provider and trading partner data (e.g., provider enrollment status, alphabetic and numeric provider listing, re-certification listing, revalidation listing, group affiliation listing, provider classification listing, and category of service listing).	A	S2	SaaS/COTS	T	Y	
Reporting	REP130	The Contractor's reporting tool shall provide current and historical information about user access. The report shall include both standardized data in addition to allowing user input of run criteria such as user IDs, roles/privileges/authorizations, and configurable from and to dates.	A	S2	SaaS/COTS	T	Y	
Reporting	REP131	The Contractor's solution shall track and have the capability to report both summary and detail level information pertaining to provider enrollment, disenrollment, termination, re-enrollment, revalidation and recertification.	A	S2	SaaS/COTS	T	Y	

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Reporting	REP132	The Contractor's solution shall provide the functionality to identify, track and report the number and type of individuals associated with a provider or trading partner application (e.g., provider, facility, owner, managing employee and/or board member) including screening and monitoring results.	A	S2	SaaS/COTS	T	Y	
Reporting	REP133	The Contractor's solution must provide Provider Transaction Error Reporting that includes the error, the date and time the error was identified, and the provider file(s) effected.	A	S2	SaaS/COTS	T	Y	
Reporting	REP134	The Contractor's solution shall have the ability for users to query using date and/or date ranges for scheduled and ad-hoc reporting.	A	S2	SaaS/COTS	T	Y	
Reporting	REP135	The Contractor's solution shall provide the ability to report on electronic payments received through the Provider Services module (i.e., provider application fees).	A	S2	SaaS/COTS	T	Y	
Reporting	REP136	The Contractor's solution shall provide the capability to archive and discontinue. The solution shall be capable of purging reports in compliance with the Federal and State retention policies.	A	S2	SaaS/COTS	T	Y	
Reporting	REP23	The Contractor's solution shall maintain reporting services that are backward compatible, and the reports functionality is preserved over major or minor releases or the contractor will provide migration support to move reports forward.	B	S2	SaaS/COTS	T	Y	
Reporting	REP31	The Contractor's reporting solution shall support initiation of reports through various methods including on-demand, scheduled requests (including non-business hours), and event-driven requests with distribution of the report results to specified secure locations.	A	S2	SaaS/COTS	T	Y	
Reporting	REP32	The Contractor's reporting solution shall allow users to search on criteria including report names, report filters, and data elements included in the report in a library or repository of reports.	A	S2	SaaS/COTS	T	Y	
Reporting	REP36	The Contractor's reporting solution must display standard report header and footer information (e.g., report number, report title, page number, date) on all reports.	A	S2	SaaS/COTS	T	Y	
Reporting	REP37	The Contractor's reporting solution shall provide the ability to store system generated reports in the Enterprise Content Management (ECM).	A	S2	SaaS/COTS	T	Y	

Attachment F - Requirements Response Matrix

All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Reporting	REP38	The Contractor's reporting solution shall allow a user to manually save report output to the ECM.	A	S2	SaaS/COTS	T	Y	
Reporting	REP39	The Contractor's solution shall provide efficient navigation (e.g., the ability to move forward and backward in the solution).	A	S2	SaaS/COTS	T	Y	
Reporting	REP42	The Contractor's reporting solution shall allow authorized users to view, sort, export and print dashboard and report data in a variety of formats (e.g., HTML, Excel, TXT, CSV, PDF, or character delimited).	A	S2	SaaS/COTS	T	Y	
Reporting	REP64	The Contractor's solution shall provide the ability to access and use all current and historical data for reporting purposes.	A	S2	SaaS/COTS	T	Y	
Include Reference Documentation	RFDC01	The Contractor's solution shall provide external and internal users access to current and historical provider manuals (e.g., CMS1500, Dental Claims Manual, Institutional Claims manual, Pharmacy Claims Manual and other Agency manuals or provider bulletins related to Medicaid policy and claims processing. □ NOTE: Contractor shall not be responsible to create the content of the manuals.	NA	NA	NA	NA	NA	
Requirements Management	RQM01	During the requirements validation sessions, the Contractor must demonstrate a fully functioning solution that has been initially configured based on the Contractor's understanding of the requirements described in the RFP and publicly available policy documents, manuals, and fee schedules.	NA	NA	NA	NA	NA	
Requirements Management	RQM02	The Contractor shall work with the Department to confirm the Contractor's understanding of the requirements and to clarify and/or elaborate requirements where necessary to achieve desired business outcomes.	NA	NA	NA	NA	NA	
Requirements Management	RQM03	The Contractor 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, MECT criteria and certification artifacts.	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Requirements Management	RQM04	The Contractor shall, during requirement validation, provide designated Department staff access to a fully functioning environment to <u>become familiar with the solution</u> .	NA	NA	NA	NA	NA	
Requirements Management	RQM05	The Contractor shall utilize project control tools to formally track all requirements and related design, configuration, testing, and certification artifacts. The Contractor's requirements management tool shall ensure approved changes to requirements are linked back the approved change request.	NA	NA	NA	NA	NA	
Requirements Management	RQM06	The Contractor shall develop, maintain and submit a Requirements Traceability Matrix (RTM) to track detailed requirements and their realization throughout all project phases. This should include how the requirement is realized (e.g., configuration, custom development, base functionality). All revisions must be reviewed and <u>approved by the State</u> .	NA	NA	NA	NA	NA	
Requirements Management	RQM07	The Contractor's requirements management tool shall have the ability to manage requirements traceability by module(s), MITA business area, MITA business process and MECT checklists.	NA	NA	NA	NA	NA	
Security	SEC01	The System shall provide a physical and electronic environment that uses public key infrastructure to verify all transactions and the identity of all users and denies access to unauthorized users. For example: a. Require unique sign-on (ID and password) b. Require authentication of the receiving entity prior to a system-initiated session, such as transmitting responses to eligibility inquiries.	A	S2	SaaS/COTS	T	Y	
Security	SEC02	The Contractor shall ensure that any data being transmitted or transported either physically or <u>electronically will be encrypted</u> .	A	S2	SaaS/COTS	T	Y	
Security	SEC03	The Contractor shall ensure that any unneeded hardware, software, and licenses have been <u>decommissioned</u> .	NA	NA	NA	NA	NA	
Security	SEC04	The Contractor shall protect all government data from loss or unauthorized disclosure.	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Security	SEC05	The Contractor's solution shall streamline electronic transactions by incorporating electronic and digital signatures compliant with HIPAA and other State and federal statutes.	A	S2	SaaS/COTS	T	Y	
Security	SEC06	The Contractor's solution shall provide tools (e.g., alerts or reports), which identifies usage anomalies or users who may have misused the system.	A	S2	SaaS/COTS	T	Y	
Security	SEC07	The Contractor's solution shall automatically maintain an audit trail of users , including database administrators, who pass through or view a record, regardless of whether data is changed.	A	S2	SaaS/COTS	T	Y	
Security	SEC08	The Contractor's solution shall have security audit trail reporting capabilities (e.g. security, level, locale, IP address, user ID, before and after changes).	A	S2	SaaS/COTS	T	Y	
Security	SEC09	The Contractor's solution shall ensure the audit trail that cannot be modified.	A	S2	SaaS/COTS	T	Y	
Security	SEC10	The Contractor's solution shall contain information determined by the Department and must meet Health Information Technology for Economic and Clinical Health Act (HITECH) auditing standards.	A	S2	SaaS/COTS	T	Y	
Security	SEC11	The Contractor shall perform risk assessments per the Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach NIST SP 800-53 Rev 4. Risk assessments shall be completed on an annual basis and when additions or changes to functionality impact the security framework, architecture or when a new vulnerability exists.	E	S2	SaaS/COTS	T	Y	
Security	SEC12	The Contractor's solution shall manage role-based permissions and provide a National Institute of Standards and Technology (NIST) compliant identification, authentication and accounting solution.	A	S2	SaaS/COTS	T	Y	
Security	SEC13	The Contractor's solution shall have multiple layers of external and internal security that provide administrative, physical, and technical mechanisms to protect sensitive or confidential information used in performing the responsibilities and duties defined for the module scope of work.	A	S2	SaaS/COTS	T	Y	
Security	SEC14	The Contractor's solution shall not include any code of unknown origin.	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Security	SEC15	The Contractor shall provide an independent third party to perform penetration testing within six (6) months prior to implementation. Penetration testing must also be performed by an independent third party on an annual basis and when additions or changes to functionality impact the security framework, architecture or when a new vulnerability exists. Penetration Test Report results shall be supplied to the Department and any major or critical vulnerabilities mitigated.	A	S2	SaaS/COTS	T	Y	
Security	SEC16	The Contractor shall provide the primary and disaster recovery facility(s) which will ensure security, performance and disaster recovery requirements outlined in the module scope of work	A	S2	SaaS/COTS	T	Y	
Security	SEC17	The Contractor shall maintain policies and procedures for security clearance and staffing controls for allowing access to confidential information and/or to restricted areas within the Contractor's solution	A	S2	SaaS/COTS	T	Y	
Security	SEC18	The Contractor shall maintain adequate technical support/staffing to provide 24x7x365 coverage.	NA	NA	NA	NA	NA	
Security	SEC19	The Contractor's data encryption solution shall meet Federal Information Processing Standard (FIPS) 140-2 and at a minimum use AES 128 encryption.	A	S2	SaaS/COTS	T	Y	
Security	SEC20	The Contractor shall ensure that all data, regardless of its location, is encrypted at rest.	A	S2	SaaS/COTS	T	Y	
Security	SEC21	The Contractor's transmission security shall use TLS 1.2, SHA 2 with a minimum of a 2048 bit key.	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Security	SEC22	The Contractor will provide a completed Security Audit Report with results to the Department by the 30th (thirtieth) of September each year. The Security Audit Report must include either an electronic data processing (EDP) systems audit using SSAE 16 at a minimum level service organization control (SOC) 2 Type II or a NIST 800-53 rev 4 assessment at a "moderate" system risk control level. The Contractor shall provide a mitigation plan for all reported deficiencies. Major and critical deficiencies must be corrected within forty (40) calendar days of the report submission to the Department.	NA	NA	NA	NA	NA	
Security	SEC23	The Contractor's solution shall provide security features that support increasing the complexity of the authentication and authorization as the sensitivity of the data or functionality increases.	A	S2	SaaS/COTS	T	Y	
Security	SEC24	All Contractor's module components shall adhere to any applicable the Department system security practices, configurations & procedures.	A	S2	SaaS/COTS	T	Y	
Security	SEC25	The Contractor's solution shall provide the ability to grant authorization through role-based security (create, delete, modify and view) access to user interfaces, reports, data elements/field level, and menu items.	A	S2	SaaS/COTS	T	Y	
Security	SEC26	The Contractor's solution shall allow access and role changes to be made in real-time with appropriate authorizations.	A	S2	SaaS/COTS	T	Y	
Security	SEC27	The Contractor's solution, in order to protect the database from SQL injection attacks, shall access the database from the application through a standard database abstraction layer.	A	S2	SaaS/COTS	T	Y	
Security	SEC28	The Contractor's solution shall be easy-to-use and provide a user interface that allows authorized users to edit, create, and implement role-based and group-based security at the data element/field level for authorized users based upon individual characteristics or functional security groups.	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Security	SEC30	The Contractor must limit access to its off-site facilities; including storage facilities. The Department has the right to perform physical security audits of the Contractor's off-site and on-site facilities at the Department's discretion.	NA	NA	NA	NA	NA	
Security	SEC31	The Contractor shall establish security and privacy standards and standard operating procedures. These standards include HIPAA, Federal Information Security Management Act (FISMA), Privacy Act, Federal Tax Information (FTI), and other Federal and State laws, regulations, and policies. The Contractor shall also establish business and technical protocols to ensure that the transmission and storage of information remains secure.	A	S2	SaaS/COTS	T	Y	
Security	SEC38	The Contractor's solution shall employ malicious code protection mechanisms at IT systems entry and exit points, at workstations, servers, and mobile computing devices on the network to detect and eradicate malicious code.	A	S2	SaaS/COTS	T	Y	
Security	SEC39	The Contractor's solution shall use foundational technical standards such as X.509 Certificate format and Public Key Cryptography Standard (PKCS).	A	S2	SaaS/COTS	T	Y	
Security	SEC41	The Contractor shall collaborate with the Systems Integration Services Contractor to integrate the Contractor's solution into the State's integration platform for single sign-on and federated identity management.	B	S2	SaaS/COTS	T	Y	
Security	SEC42	The Contractor shall have an overall data security process that supports data security auditing.	A	S2	SaaS/COTS	T	Y	
Security	SEC44	The Contractor must be compliant with the security processes outlined in the "Security and Privacy Controls Requirements" document that has been included in the Procurement Library.	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Security	SEC45	The Contractor shall monitor system activity and prevent and detect intrusion, hacking, unusual activity, or system compromise. The Contractor shall immediately report any incidents of such, regardless of the outcome to the state, activate a Department approved communication strategy, perform mitigation activities, and provide continuous status updates to the Department until the issues are resolved to the Department's satisfaction. Only authorized contractor personnel may override system security alerts and edits.	A	S2	SaaS/COTS	T	Y	
Security	SEC46	The Contractor shall provide and operate solutions that terminate access immediately and/or generate alerts for conditions that violate security rules, unauthorized attempts to access data and system functions, and system activity based on security parameters.	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Security	SEC47	The Contractor's solution shall ensure that only authorized users have access to systems and data, by requiring the following: ☐ ☐ Unique authentication credentials identifiable to each user of the system, not allowing for the re-use of credentials; ☐ Authenticates the receiving entity prior to a system initiated session, such as transmitting responses to case inquiries; ☐ Maintenance of key user information as part of a user profile including user ID, name, employer/state agency, ☐ Identity verification information, and an indicator of employee versus contractor; ☐ Multi-factor user authentication and the ability to restrict or permit a user's access to system functions, features, and processes based on the user's assigned roles based on business need and user security profile and a unique user ID and password and including a read-only access level; ☐ Column and row-level security access, data classification schemes, and/or the designation of data at multiple levels (e.g., case, individual) as	A	S2	SaaS/COTS	T	Y	
Security	SEC48	The Contractor shall provide to the Department, upon request, a listing of all users having access to the Contractor's module components and/or data with details regarding the access granted to each user	A	S2	SaaS/COTS	T	Y	
Security	SEC49	The Contractor shall provide and operate solutions for security incident reporting and mitigation mechanisms. The Contractor shall preserve and report specified audit data when security violations are detected and mitigated	A	S2	SaaS/COTS	T	Y	
Security	SEC50	The Contractor shall comply with NIST Special Publication 800-111: Guide to Storage Encryption Technologies for End User Devices where required by CMS to protect confidential information stored on end user devices	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Security	SEC51	The Contractor shall comply with NIST Federal Information Processing Standards (FIPS) Publication 180-4: Secure Hash Standards as required by CMS for use of secure hash algorithms	A	S2	SaaS/COTS	T	Y	
Security	SEC52	The Contractor shall comply with NIST Federal Information Processing Standards (FIPS) Publication 186-4: Digital Signature Standard as required by CMS for use of secure algorithms in digital signatures	A	S2	SaaS/COTS	T	Y	
Security	SEC53	The Contractor shall comply with the Harmonized Security and Privacy Framework - Exchange Reference Architecture Supplement Version 1.0 and as required by CMS	A	S2	SaaS/COTS	T	Y	
Security	SEC54	The Contractor shall comply with the OASIS Web Services Security - Simple Object Access Protocol (SOAP) Message Security Version 1.1 Specifications as required by CMS to build secure web services to implement message content integrity and confidentiality.	A	S2	SaaS/COTS	T	Y	
Security	SEC55	The Contractor shall respond to all risks identified through the periodic security risk assessments with a CMS Information Security Program Plan of Action and Milestones (POA&M) containing clarifying information, a proposed mitigation strategy if necessary, a timeline for implementation, and shall work with the Department to successfully execute the POA&Ms.	A	S2	SaaS/COTS	T	Y	
Security	SEC56	The Contractor shall ensure all contractor and subcontractor personnel providing services under this contract are familiar with and comply with the Business Associate Agreement and the privacy and security policies included in the RFP.	A	S2	SaaS/COTS	T	Y	
Security	SEC57	The Contractor shall provide logical segregation of the Contractor's solution, components, and network connections with other entities and prevent any unauthorized disclosure of the States' data	A	S2	SaaS/COTS	T	Y	
Security	SEC58	The Contractor's solution code shall never run from a system level account with unlimited privileges such as "root" or "administrator"	A	S2	SaaS/COTS	T	Y	
Security	SEC59	The Contractor shall ensure the confidentiality, privacy, and security of all state data passing through the Contractor and subcontractor networks.	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Security	SEC60	The Contractor shall establish and implement emergency access procedures for the Department to obtain secure access to module data during an emergency. Emergency access procedures shall be subject to the Department's approval.	A	S2	SaaS/COTS	T	Y	
Security	SEC61	The Contractor's solution must protect data from improper alteration or destruction including authentication mechanisms and to corroborate that the data has not been altered or destroyed in an unauthorized manner.	A	S2	SaaS/COTS	T	Y	
Security	SEC62	The Contractor's solution shall display a security warning banner prior to allowing entry into the system. The solution shall have security warning banners and headers and footers that adhere to Federal, state, and other applicable standards that are prominently displayed introductory screens.	A	S2	SaaS/COTS	T	Y	
Security	SEC63	The Contractor shall utilize cloud-based technology wherever advantageous to maximize the efficient and effective utilization of technology.	A	S2	SaaS/COTS	T	Y	
Security	SEC64	The Contractor shall ensure user account access is reviewed on a quarterly basis at a minimum. User accounts should be appropriately disabled as roles and responsibilities change.	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Security	SEC66	The Contractor's solution shall meet the minimum password requirements below: ☐ 1. Must not contain the user's account name or parts of the user's full name that exceed two consecutive characters 2. Minimum password length: 8 characters 3. Contain characters from 3 of the following 4 categories ☐ ☐ a. English uppercase characters (A through Z) ☐ b. English lowercase characters (a through z) ☐ c. Base 10 digits (0 through 9) ☐ d. Non-alphabetic characters (for example, !, \$, #, %) (these will not work when logging into ReRite from Toshiba printers ... not on the key pad) ☐ 4. History: Cannot reuse a password for 24 password changes, user cannot reset password again for 24 hours	A	S2	SaaS/COTS	T	Y	
Security	SEC67	The Contractor's solution shall track disclosures of ePHI; provide authorized users access to and reports on the disclosures.	A	S2	SaaS/COTS	T	Y	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Security	SEC68	The Contractor shall support the State in developing a Privacy Impact Analysis for each module or module component that includes the following information: ☐ Use of personally identifiable information (PII) or personal health information (PHI) and a description of the types of data that will be collected ☐ Sources of PII/PHI, populations, and transfer and disclosure mechanisms ☐ Legal environment (legal authorities and state privacy laws) ☐ Details about the entities with which the collected information will be shared ☐ Privacy and security standards for its business partners and other third parties and the agreements that bind these entities ☐ Incident handling procedures ☐ Privacy and/or security awareness programs	B	S2	SaaS/COTS	T	Y	
Security	SEC70	The Contractor shall provide the ability to de-identify and/or redact data for entities not authorized to receive PII or PHI and utilize de-identification algorithms to allow for re-identification of data if required.	A	S2	SaaS/COTS	T	Y	
Security	SEC71	The Contractor shall provide a process for masking, sanitizing, scrambling, or de-sensitizing sensitive data (e.g., PII/PHI) when extracting data from the production environment for use in non-production environments.	A	S2	SaaS/COTS	T	Y	
Security	SEC72	The Contractor shall review and identify monthly, any unneeded hardware, software, and licenses, present recommendations to the State for review and ensure that any unneeded hardware, software, and licenses have been decommissioned upon approval from the State.	NA	NA	NA	NA	NA	

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Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Security	SEC73	The Contractor will provide the completed reports with the results of the service organization control (SOC) 1 Type II audit annually on date identified by the State. The Contractor shall provide a mitigation plan for all areas of non-compliance. Issues found to be non-compliant shall be corrected within forty (40) calendar days of the report submission to the Department.	A	S2	SaaS/COTS	T	Y	
Financial Information Management	SFMS01	The Contractor shall research and resolve all TIN Mismatch Reports which show all Tax ID's that have returned a mismatch error from the TIN Matching process.	A	S2	SaaS/COTS	T	Y	
Financial Information Management	SFMS02	The Contractor's staff will follow-up with providers regarding any discrepancies identified by the state auditor and the IRS regarding Backup Withholding "B" notices, 1099s, including FEINs. Enter any corrections needed in the applicable state financial system. ☐	B	S2	SaaS/COTS	T	Y	
Performance	SLA01	Contractor must meet the due date for Acceptance of each Deliverable, as indicated in the Work Plan (excludes Implementation Acceptance as defined in Performance Standard #67)	NA	NA	NA	NA	NA	
Performance	SLA02	Contractor shall ensure there are no more than two submissions of any Deliverable to gain Acceptance by the Department using the process defined in Section 7.3 of the Contract. A Deliverable that is not compliant with the Acceptance Criteria as defined in the applicable Deliverable Expectation Document (DED) will not gain Acceptance.	NA	NA	NA	NA	NA	
Performance	SLA03	Contractor shall distribute meeting agendas to invitees at least 24 hours before the start of a scheduled meeting involving project stakeholders. Scheduled meetings include any reoccurring project meetings, meetings identified in the Work Plan or any meeting requested by the Department with at least 48 hours' notice. Contractor shall distribute meeting minutes to meeting attendees within two business days of the scheduled meeting.	NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Performance	SLA05	Contractor's Key Personnel positions may not be vacant for more than 10 Business Days without a qualified substitute (temporary replacement). A qualified substitute must be in place no more than 10 Business Days after the separation date of the vacating resource. The definition of a qualified substitute is someone meeting the requirements of the RFP and Contract Section 4.	NA	NA	NA	NA	NA	
Performance	SLA06	Contractor will have 60 calendar days from the vacancy date to fill a Key Personnel position with a permanent replacement (a position is considered vacant even with the substitute replacement <i>serving in that role</i>).	NA	NA	NA	NA	NA	
Performance	SLA09	Contractor shall ensure that 100% of all critical Priority tickets, (Enhancements, Deficiencies, Maintenance, Research, Configuration and Mass Adjustments) are completed and Implemented by the Required Implementation Date.	NA	NA	NA	NA	NA	
Performance	SLA10	Contractor shall ensure that 80% of all high Priority tickets (Enhancements, Deficiencies, Maintenance, Research, Configuration and Mass Adjustments) are Implemented by the Required Implementation Date. Contractor shall ensure that 100% of all high Priority tickets (Enhancements, Defects, Maintenance, Research, Configuration and Mass Adjustments) are Implemented within five business days of the Required Implementation Date.	NA	NA	NA	NA	NA	
Performance	SLA101	Contractor's performance monitoring dashboard must have Availability 99% of the time, 24 hours a day, seven days a week, excluding Department approved planned Downtime. Availability is calculated as follows: Availability percentage = unplanned Downtime (Total Downtime-approved Downtime) divided by Total time (24X7).	NA	NA	NA	NA	NA	
Performance	SLA102	Contractor's Solution must have Availability 99.5% of the time, 24 hours a day, seven days a week, excluding Department approved planned Downtime. Availability is calculated as follows: Availability percentage = unplanned Downtime (Total Downtime-approved Downtime) divided by Total time (24X7).	NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Performance	SLA11	Contractor shall ensure that 75% of all medium Priority tickets (Enhancements, Deficiencies, Maintenance, Research, Configuration and Mass Adjustments) are Implemented by the Required Implementation Date. Contractor shall ensure that 100% of all medium Priority tickets (Enhancements, Deficiencies, Maintenance, Research, Configuration and Mass Adjustments) are Implemented within 10 business days of the Required Implementation Date.	NA	NA	NA	NA	NA	
Performance	SLA12	Contractor shall ensure compliance with all licensing agreements, required to support the proposed Solution and Services. Compliance is defined as the maintenance of licenses and ~~appropriate permitted usage~~	NA	NA	NA	NA	NA	
Performance	SLA13	Contractor shall turn over any applicable Solution related licenses to the Department within 30 ~~calendar days of the request~~ .	NA	NA	NA	NA	NA	
Performance	SLA14	Contractor shall thoroughly test the Solution and demonstrate proof of successful Contractor Testing for 100% of the Specifications defined for each Implementation. Contractor can demonstrate proof of successful Contractor Testing by providing Documentation such as system, integration or parallel test results or demonstration of the Specifications including Interfaces/APIs. All Specifications must be tested through the use of testing procedures, verification procedures and other testing methodologies identified in Contract Section 7, Section 3.10.2.6 of the RFP, and the associated testing requirements.	NA	NA	NA	NA	NA	
Performance	SLA15	Contractor shall maintain environments as mutually agreed upon to perform System validation, integration testing, and Data migration to determine overall production readiness. Each environment must include all of the components to support the intended purpose of that environment. Any component not replicated in a designated environment must be disclosed to the Department and a written explanation as to why this will not affect the inherent use of the environment for its intended purpose.	NA	NA	NA	NA	NA	

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Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Performance	SLA16	Contractor shall document all business rules applicable to the functioning of the Module and document any new or changed business rules within 10 Business Days of the implementation of a change.	NA	NA	NA	NA	NA	
Performance	SLA17	Contractor's Solution shall ensure 100% of all Data Interfaces identified for the Enterprise Service Bus (ESB) integration are managed and orchestrated by the ESB.	NA	NA	NA	NA	NA	
Performance	SLA21	Contractor shall document all Configuration items applicable to the Solution and update Documentation within 10 Business Days of the implementation of a change.	NA	NA	NA	NA	NA	
Performance	SLA22	Contractor shall ensure that the Data integrity error rate and routing errors of any transaction is less than .001%.	NA	NA	NA	NA	NA	
Performance	SLA25	Contractor's Solution shall ensure Data received from real-time Interfaces will be accessible in the Module within three seconds at least 99% of the time; excluding batch interface updates. Performance is measured by a predefined sample measuring timestamp Data was received to the time the Data is available to query in the Module database or presented to the user via a Module user interface.	NA	NA	NA	NA	NA	
Performance	SLA26	Contractor's Solution response time for user-initiated functionality related to the Data store including simple queries shall not exceed three seconds and for complex queries whose output is greater than 10,000 rows shall not exceed 30 seconds. Performance is measured by a predefined sample measuring from the user initiating simple query until return of accurate output. Also predefined sample measuring from the user initiating a complex query until the return of accurate output.	NA	NA	NA	NA	NA	
Performance	SLA27	Contractor's Solution shall accommodate a user interface response time of two seconds or less per discrete transaction.	NA	NA	NA	NA	NA	

Attachment F - Requirements Response Matrix

All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Performance	SLA28	Contractor's Solution response time for adding, updating, or deleting Data from operational components shall not exceed three seconds per action. Performance is measured by a predefined sample measuring individually the adding, editing and deleting of Data. Measure from action to completion of process. Validate 1) appropriate action to Data was completed. 2) Review action history for timing.	NA	NA	NA	NA	NA	
Performance	SLA29	Contractor must ensure all of the required Interfaces for the Module operate in accordance with the Specifications, without degradation in performance.	NA	NA	NA	NA	NA	
Performance	SLA31	Contractor must ensure all production reports will be available on line for review by the Department pursuant to the following schedule: A. Daily or Weekly Reports – by the end of the Business Day following the end of the reporting period. B. Monthly Reports – by the third Business Day following the end of the reporting period C. Quarterly or Annual reports – by the fifth Business Day following the end of the reporting period.	NA	NA	NA	NA	NA	
Performance	SLA33	Contractor shall ensure 99% of all responses from redundant site storage are received within 10 seconds.	NA	NA	NA	NA	NA	
Performance	SLA34	Contractor must, in the event of an unscheduled Module Downtime, restore Availability, using procedures approved in the Business Continuity and Disaster Recovery Plan within four hours from the start of the unscheduled Downtime.	NA	NA	NA	NA	NA	
Performance	SLA35	Contractor shall provide an alternate business site if Contractor's primary business site becomes unsafe or inoperable. The alternate business site must be fully operational within two Business Days of the primary business site becoming unsafe or inoperable.	NA	NA	NA	NA	NA	
Performance	SLA36	Contractor shall provide detailed Disaster Recovery Plan test results annually to the Department within 30 days of test completion.	NA	NA	NA	NA	NA	

Attachment F - Requirements Response Matrix

All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.

Matrix of Requirements								
Requirement Section	Requirement ID	Req. Language	General Status	Production Status	Product Type	Hosting	Security Tested	Additional Information
Performance	SLA38	Contractor shall provide file restoration within six hours of Department request.	NA	NA	NA	NA	NA	
Performance	SLA39	Contractor shall request any planned Downtime due to scheduled upgrades or Maintenance, outside the normal Maintenance Window, to the Department five Business Days prior to Downtime. The Department must approve the planned Downtime.	NA	NA	NA	NA	NA	
Performance	SLA40	Contractor shall notify the Department of any emergency Deficiencies, as defined by the Department causing severe financial or productivity impacts, including Module Downtime, within one hour of the initial Deficiency or within fifteen minutes of becoming aware of the issue, whichever is earlier. Contractor shall provide its plan for resolution within two hours of the notification of the Deficiency to the Department and resolve the Deficiency within 24 hours of the notification of the Deficiency to the Department.	NA	NA	NA	NA	NA	
Performance	SLA41	Contractor shall notify the Department of any Major Deficiencies, as defined by the Department, causing serious disruption to Operations and Services where there is no alternative or work around, within one hour of becoming aware of the issue. Contractor shall provide its plan for resolution within four hours of the notification of the Deficiency to the Department and resolve the Deficiency within 36 hours of the notification of the Deficiency to the Department.	NA	NA	NA	NA	NA	



Attachment H - Resource Allocation Schedules

Schedule A - Number of Full Time Equivalents (FTE)						
Resource Type	Phase					Total Resource FTE by Resource Type for all phases
	Initiation / Requirements	Design, Build, Config	Testing	Deployment / Implementation / Certification	Operations	
Project Manager	1	1	1	1	0.25	4.25
Contract Manager	1	0	0	0.5	0.25	1.75
Integration Lead	0.25	0	0	0.25	0	0.5
Security Lead	0.25	0.25	0	0	0	0.5
Security Analyst	0	0	0	0	0	0
Architecture Lead	0.5	0.25	0.25	0	0	1
System Architect	0	0	0	0	0	0
Sr. System Architect	0	0	0	0	0	0
Configuration Lead	0	0	0	0	0	0
Configuration Specialist	1	2	1	0.25	1	5.25
Sr. Configuration Specialist	1	1	0.25	0	0	2.25
Infrastructure Lead	0	0	0	0	0	0
Infrastructure Analyst	0	0	0	0.25	0.25	0.5
Developer	0	1	0.25	0	0.5	1.75
Sr. Developer	0	0	0	0	0	0
Database Lead	0	0	0	0	0	0
Database Administrator	0.5	0.5	0.25	0	0	1.25
Database Analyst	0	0	0	0	0.5	0.5
Sr. Database Administrator	0	0	0	0	0	0
Testing Lead	0.5	0.5	1	0.5	0	2.5
Tester	0	0.5	1	0.5	0.5	2.5
Technical Writer	0.25	0.5	0.25	0.25	0.25	1.5



Attachment H - Resource Allocation Schedules

Schedule A - Number of Full Time Equivalents (FTE)						
Resource Type	Phase					Total Resource FTE by Resource Type for all phases
	Initiation / Requirements	Design, Build, Config	Testing	Deployment / Implementation / Certification	Operations	
Sr. Data Scientist	0	0	0	0	0	0
Data Scientist	0	0	0	0	0	0
System Analyst	0	0	0	0	0	0
Sr. System Analyst	0	0	0	0	0	0
Business Analyst	1	1	1	0.5	0.25	3.75
Sr. Business Analyst	1	0	0	0.25	0	1.25
Certification Lead	0	0	0.5	1	0	1.5
Training Lead	0	0	0.5	0	0	0.5
Trainer	0	0	1	0	0	1
Business Operations Manager	0	0	0	0	0.5	0.5
Average Resource FTE Per Phase	0.2578125	0.265625	0.2578125	0.1640625	0.1328125	
Total Resources FTE Per Phase	8.25	8.5	8.25	5.25	4.25	34.5



Attachment H - Resource Allocation Schedules

Schedule A - Number of Full Time Equivalents (FTE)						
Resource Type	Phase					Total Resource FTE by Resource Type for all phases
	Initiation / Requirements	Design, Build, Config	Testing	Deployment / Implementation / Certification	Operations	

The resource types listed are not exhaustive, nor should the Contractor assume that DPHHS is requesting resources from each category. Use any resource type listed above and/or add resource types necessary to successfully deliver the scope of work.

Senior (Sr.) Positions are defined by a combination of education and experience and shall have a four year degree in a related field, and at least five (5) years of experience. In lieu of a four year degree, seven (7) years of experience is expected. All other positions must have a minimum of four (4) years of related experience. Please map your resource positions based on years of experience and educational requirements to the following generally named resource positions.

Attachment H - Resource Allocation Schedules

Schedule B - Number of Hours						
Resource Type	Phase					Total Resource Hrs. by Resource Type for All Phases
	Initiation / Requirements	Design, Build, Config	Testing	Deployment / Implementation / Certification	Operations	
Project Manager	165	495	495	1980	1980	5115
Contract Manager	165	0	0	990	1980	3135
Integration Lead	41.25	0	0	495	0	536
Security Lead	41.25	123.75	0	0	0	165
Security Analyst	0	0	0	0	0	0
Architecture Lead	82.5	123.75	123.75	0	0	330
System Architect	0	0	0	0	0	0
Sr. System Architect	0	0	0	0	0	0
Configuration Lead	0	0	0	0	0	0
Configuration Specialist	165	990	495	495	7920	10065
Sr. Configuration Specialist	165	495	123.75	0	0	784
Infrastructure Lead	0	0	0	0	0	0
Infrastructure Analyst	0	0	0	495	1980	2475
Developer	0	495	123.75	0	3960	4579
Sr. Developer	0	0	0	0	0	0
Database Lead	0	0	0	0	0	0
Database Administrator	82.5	247.5	123.75	0	0	454
Database Analyst	0	0	0	0	3960	3960
Sr. Database Administrator	0	0	0	0	0	0
Testing Lead	82.5	247.5	495	990	0	1815
Tester	0	247.5	495	990	3960	5693
Technical Writer	41.25	247.5	41.25	41.25	41.25	413
Sr. Data Scientist	0	0	0	0	0	0
Data Scientist	0	0	0	0	0	0
System Analyst	0	0	0	0	0	0
Sr. System Analyst	0	0	0	0	0	0
Business Analyst	165	495	495	990	1980	4125
Sr. Business Analyst	165	0	0	495	0	660
Certification Lead	0	0	247.5	1980	0	2228
Training Lead	0	0	247.5	0	0	248
Trainer	0	0	495	0	0	495
Business Operations Manager	0	0	0	0	3960	3960
Total Resource Hrs. Per Phase	1361.25	4207.5	4001.25	9941.25	31721.25	51233

The resource types listed are not exhaustive, nor should the Contractor assume that DPHHS is requesting resources from each category. Use any resource type listed above and/or add resource types necessary to successfully deliver the scope of work.

Senior (Sr.) Positions are defined by a combination of education and experience and shall have a four year degree in a related field, and at least five (5) years of experience. In lieu of a four year degree, seven (7) years of experience is expected. All other positions must have a minimum of four (4) years of related experience. Please map your resource positions based on years of experience and educational requirements to the following generally named resource positions.



Attachment L - Technology Matrix

Complete a row for any solution being proposed. Every column should be filled out for the solution. The values are on the Legend tab.

Technology Matrix																			Will be Implemented in Environments				
Technology Type	Hardware Software Other	Product Name	Full Version	Product Type	Operating System	CPU Type	Number of CPUs/ Cores	GB of Memory	Licensing	User Licensing	Number of Seats	Hosting	Security Tested	Purchase Cost	DDI Maintenance Cost	Operations Annual Maintenance Cost	Renewal Date	Renewal Period	Prod	Dev	Test	Staging	Other
Provider Services - Base	Software	Discover your Provider (DyP) - Enrollment	v 1.5	SaaS, COTS	M	N/A	N/A	N/A	S	E	N/A	T	YP, YV	\$6,174,769.14	\$5,370,655.35	\$544,585 • 1.5% COLA Year 3-4, and • 2.0% COLA Year 5-9	20 Months from project start date	Annual	Yes	Yes	Yes	Yes	Commercially Licensed
Provider Services - Option A	Software	Discover your Provider (DyP) - Self Services Module (Option A)	v 1.5	SaaS, COTS	M	N/A	N/A	N/A	S	E	N/A	T	YP, YV	\$1,125,046.88	\$987,578.91	\$99,750 • 1.5% COLA Year 3-4, and • 2.0% COLA Year 5-9	20 Months from project start date	Annual	Yes	Yes	Yes	Yes	Commercially Licensed
Provider Services - Option B	Software	Discover your Provider (DyP) - CRM Module (Option B)	v 1.5	SaaS, COTS	M	N/A	N/A	N/A	S	E	N/A	T	YP, YV	\$998,533.20	\$855,280.65	\$334,800 • 1.5% COLA Year 3-4, and • 2.0% COLA Year 5-9	20 Months from project start date	Annual	Yes	Yes	Yes	Yes	Commercially Licensed
Notes: Provider Services - Base Operations Maintenance cost - the dollar amount represented starts with Year 2 as Year 1 operations and maintenace cost is included in DDI. A COLA increase of 1.5% will be added for Years 3-4 and 2% for Years 5-9. Provider Services - Option A Operations Maintenance cost - the dollar amount represented starts with Year 2 as Year 1 operations and maintenace cost is included in DDI. A COLA increase of 1.5% will be added for Years 3-4 and 2% for Years 5-9. Provider Services - Option B Operations Maintenance cost - the dollar amount represented starts with Year 2 as Year 1 operations and maintenace cost is included in DDI. A COLA increase of 1.5% will be added for Years 3-4 and 2% for Years 5-9. Provider Services - Base The Renewal Period includes an annual subscription license cost for ongoing annual operations. Provider Services - Option A The Renewal Period includes an annual subscription license cost for ongoing annual operations. Provider Services - Option B The Renewal Period includes an annual subscription license cost for ongoing annual operations.																							