**Exhibit C**

moonoververmont

**State of Vermont Bidder Response Form**

**Request for Proposal Name:** *Vermont Medicaid Data Lake and Data Analytics and Reporting Solution*

**Vendor Instructions:**

Provide the information requested in this form and submit it to the State of Vermont as part of your Request for Proposal (RFP) response. All answers must be provided within the form unless otherwise specified.

**Important: This form must be completed and submitted in response to this RFP for your proposal to be considered valid. The submission must also include the eight (8) additional artifacts requested within this form (denoted by underlined green font).**

## See the RFP for full instructions for submitting a bid. **Bids must be received by the due date and at the location specified on the cover page of the RFP.**

Direct any questions you have concerning this form or the RFP to:

**Stephen Fazekas,** Technology Procurement Administrator

State of Vermont

Office of Purchasing & Contracting

109 State Street

Montpelier VT 05609-3001

E-mail Address: [**SOV.ThePathForward@vermont.gov**](mailto:SOV.ThePathForward@vermont.gov)

## **Part 1: VENDOR PROFILE**

1. Complete the table below.

|  |  |
| --- | --- |
| **Item** | **Detail** |
| Company Name: | [insert the name that you do business under] |
| Physical Address: | [if more than one office – put the address of your head office] |
| Postal Address: | [e.g. P.O Box address] |
| Business Website: | [url address] |
| Type of Entity (Legal Status): | [sole trader/partnership/limited liability company or specify other] |
| Primary Contact: | [name of the person responsible for communicating with the Buyer] |
| Title: | [job title or position] |
| Email Address: | [email] |
| Phone Number: | [landline] |
| Fax Number: | [fax] |

1. Provide a brief overview of your company including number of years in business, number of employees, nature of business, and description of clients. Identify any parent corporation and/or subsidiaries.

1. Is your organization currently or has it previously provided solutions and/or services to any agency or entity of the Vermont State government? If so, name the State entity, the solution and/or services provided, and the dates.
2. **Provide a Financial Statement\* for your company and** **label it Attachment #1**. A confidentiality statement may be included if this financial information is considered non-public information. This requirement can be filled by:
   * A current Dun and Bradstreet Report that includes a financial analysis of the firm;
   * An Annual Report if it contains (at a minimum) a Compiled Income Statement and Balance Sheet verified by a Certified Public Accounting firm; or
   * Tax returns and financial statements including income statements and balance sheets for the most recent 3 years, and any available credit reports.

*\*Some types of procurements may require bidders to provide additional or specific financial information. Any such additional requirements will be clearly identified and explained within the RFP, and may include supplemental forms in addition to this Bidder Response Form.*

1. Disclose any judgments, pending or expected litigation, or other real potential financial reversals, which might materially affect the viability or stability of your company or indicate below that no such condition is known to exist.

1. Provide a list of three references similar in size and industry (preferably another governmental entity). References shall be clients who have implemented your Solution within the past 8 years.

|  |  |  |
| --- | --- | --- |
| **Reference 1** | **Detail** | |
| Reference Company Name: | [insert the name that you do business under] | |
| Company Address: | [address] | |
| Type of Industry: | [industry type: e.g., government, telecommunications, etc.] | |
| Contact Name: | [if applicable] | |
| Contact Phone Number: | [phone] | |
| Contact Email Address: | [email] | |
| Description of system(s) implemented: | [description] | |
| Date of Implementation: | [date] | |
| **Reference 2** | | **Detail** |
| Reference Company Name: | | [insert the name that you do business under] |
| Company Address: | | [address] |
| Type of Industry: | | [industry type: e.g., government, telecommunications, etc.] |
| Contact Name: | | [if applicable] |
| Contact Phone Number: | | [phone] |
| Contact Email Address: | | [email] |
| Description of system(s) implemented: | | [description] |
| Date of Implementation: | | [date] |

|  |  |
| --- | --- |
| **Reference 3** | **Detail** |
| Reference Company Name: | [insert the name that you do business under] |
| Company Address: | [address] |
| Type of Industry: | [industry type: e.g., government, telecommunications, etc.] |
| Contact Name: | [if applicable] |
| Contact Phone Number: | [phone] |
| Contact Email Address: | [email] |
| Description of system(s) implemented: | [description] |
| Date of Implementation: | [date] |

## **Part 2: Vendor Proposal/Solution**

1. Provide a description of the technology solution you are proposing.
2. Provide a description of the capabilities of the technology solution you are proposing.
3. If a proprietary software is being proposed, provide a description of the:
   1. Standard features and functions of the software:
   2. The software licensing requirements for the solution:
   3. The standard performance levels:
      * Hours of system availability:
      * System response time:
      * Maximum number of concurrent users:
      * Other relevant performance level information:
4. Give a brief description of the evolution of the system/software solution you are proposing. Include the date of the first installed site and major developments which have occurred (e.g. new versions, new modules, specific features).
5. List the total number of installations in the last 8 years by the year of installation.
6. Provide the total number of current users for the proposed system and indicate what version they are using.
7. Have you implemented the proposed solution for other government entities? If so, tell us who, when, and how that implementation went?
8. **Provide a Road Map that outlines the company’s short term and long-term goals for the proposed solution/software and label it Attachment #2.**
9. **Provide a PowerPoint (minimum of 1 slide and maximum of 10 slides) that provides an Executive level summary of your proposal to the State. Label it Attachment #3.**
10. Does your proposed solution include any warranties? If so, describe them and provide the warranty periods.
11. Describe any infrastructure, equipment, network or hardware *required* to implement and/or run the solution.
12. What is your recommended way to host this solution?
13. Describe how your solution can be integrated to other applications and if you offer a standard-based interface to enable integrations.
14. Respond to the following questions about the solution being proposed:

|  |  |
| --- | --- |
| **Vendor Response/Explanation** | |
| **Question** | **Yes or No** |  |
| 1. Does the solution use Service Oriented Architecture for integration? |  |  |
| 1. Does the solution use a Rules Engine for business rules? |  |  |
| 1. Does the solution use any Master Data Management? |  |  |
| 1. Does the solution use any Enterprise Content Management software? |  |  |
| 1. Does the solution use any Case Management software? |  |  |
| 1. Does the solution use any Business Intelligence software? |  |  |
| 1. Does the solution use any Database software? |  |  |
| 1. Does the solution use any Business Process Management software? |  |  |
| 1. Is this a browser-based solution and if so what browsers do you support? |  |  |
| 1. Does the solution include an API for integration? |  |  |

## **Part 3: General Requirements (Functional / NonFunctional / Security)**

The table below lists the State’s Requirements. Indicate the “Response” for each requirement for your proposed solution. Use the “Vendor Comments” column to provide additional information, explanations or how your solution meets the Requirement.

Response Values:

**A** - Feature is available in the core (“out-of-the-box”) solution.

**D** - Feature is currently under development (indicate anticipated date of availability in the Vendor comments column).

**C** - Feature is not available in the core solution, but can provided with customization.

**N** - Feature is not available.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **REQ ID** | **Requirement Description** | **Scope** | **Response** | **Vendor Comments** |
| **A4** | The State owns any data they enter, migrate, or transmit into the solution and the vendor shall allow the State to pull or copy this data at any time free of charge. | All Bidders |  |  |
| A5 | As a contract deliverable, the vendor shall supply an up-to-date data dictionary that represents all data respective of the solution it will provide.  The data dictionary must contain the following attributes:   1. The technology that hosts the data source, i.e. Oracle, SQL Server, MySQL, DB2, etc. 2. The location where the data source is hosted 3. Thorough descriptions of each table in the data source 4. Thorough descriptions of each column within each table in the data source.  In addition to business definitions, column descriptions must include the following detail: schema names; file group names (if applicable); data types; lengths; primary and foreign key constrains; applied formatting; applied calculations; applied aggregations; NULL-ability; default values. | All Bidders |  |  |
| **GR-001** | The Bidder will maintain a list, accessible to the State, of all individuals associated with the project, including all Bidder staff, Subcontractor staff, and any other entity that the Bidder may employ to fulfill its contractual obligations. The contents of the list will provide the following:  a) Individual’s name.  b) Position.  c) Business telephone number and business email address.  d) Physical location of work/residence.  e) Individual’s position, responsibilities.  f) Hours allocated, rate, and percent of time dedicated to the project. | All Bidders |  |  |
| **GR-002** | The Bidder will maintain a State-approved Organizational Chart outlining their final staff for each project or phase for State approval. The Organizational Chart will contain a graphic depiction of the staff’s hierarchy and number of staff in each organizational group or unit. | All Bidders |  |  |
| **GR-003** | The Bidder will provide the State with named staff for all Key Personnel positions as indicated in the Personnel Listing Table. The Bidder is required to propose all named staff and ensure resources are not over allocated across contracts. | All Bidders |  |  |
| **GR-004** | The Bidder will provide a variable staffing solution that delivers the experience and skill sets necessary to complete and maintain State data, reporting, and analytic needs. The staffing solution and associated experience and skill sets must account for the State's business and operational needs and the Bidder’s proposed solution to support them. | All Bidders |  |  |
| **GR-005** | The Bidder will provide access to the following staff roles (from entry level up through senior/experienced candidates), as requested by the State, to fulfill the State's reporting, program integrity, and analytic needs:  a) Subject Matter Expert(s)  b) Business Analyst(s)  c) Quality Assurance Analyst(s)  d) Reporting Analyst(s)  e) Programmer/Analyst(s)  f) Statistician(s)  g) Actuary(ies)  h) Pharmacist(s) (Board certified and Licensed)  i)Data Miner(s)  j) Data Scientist  k) Epidemiologist(s)  l) Program Manager(s)  m) Clinicians (e.g., doctors, nurses, licensed clinical social workers,  etc.)  n) Administrative Support Staff  o) Coder(s) | DAR |  |  |
| **GR-006** | The Bidder will provide access to the following staff roles (from entry level up through senior/experienced candidates), as requested by the State, to fulfill the State's data needs:  a) Business Analyst(s)  b) Quality Assurance Analyst(s)  c) Programmer/Analyst(s)  d) Data Scientist  g) Administrative Support Staff  h) Coder(s) | MDL |  |  |
| **GR-007** | The Bidder will provide the State with staffing allocation plans as part of all new and ongoing projects/tasks/activities/work orders subject to State review and approval. | All Bidders |  |  |
| **GR-008** | The Bidder will provide the State with comprehensive and integrated business and/or operational plans, charts, and other supporting documents as required, all of which details the Bidder’s intent and effort to meet all business and/or operational functionality. | All Bidders |  |  |
| **GR-009** | The Bidder will provide the State with resumes for Key Personnel staff, as defined in the Personnel Position Table, and meet the qualifications indicated in the Key and Lead Personnel Experience and Qualifications Table, who are proposed and available for work within this engagement. Key Staff are subject to both initial and ongoing approval of the State. | All Bidders |  |  |
| **GR-010** | The Bidder will ensure vacant Key Personnel positions are filled within ~~thirty (30)~~30 calendar days of date of vacancy or obtain written approval by the State for extended vacancies. | All Bidders |  |  |
| **GR-011** | The Bidder will provide the State ~~twenty (20)~~20 business days or more advance notification and obtain the State's prior written approval of any plans to change, hire, or reassign Key Personnel Staff. The Bidder will bear the costs of changes, hires, or reassignment of Key Staff that are not preapproved by the State. The costs will be the sole responsibility of the Bidder until written approval is received from the State, including all costs incurred prior to State approval. | All Bidders |  |  |
| **GR-012** | The Bidder will notify the State within one ~~(1)~~business day of the replacement, reassignment, resignation, or termination of any Key or Lead Personnel directly supporting the awarded Contract. | All Bidders |  |  |
| **GR-013** | The Bidder will ensure vacant Lead Personnel Positions are filled within ~~sixty (60)~~60 business days of vacancy, within 30~~thirty (30)~~business days of State request for new staff or positions or obtain written approval by the State for extended vacancies. | All Bidders |  |  |
| **GR-014** | The Bidder will replace or reassign Key and Lead Personnel assigned to the State account for cause at the State's request. | All Bidders |  |  |
| **GR-015** | The Bidder will conduct an initial criminal background check/investigation on all new hires as well as conduct follow-up criminal investigations every two ~~(2)~~years as necessary for all assigned staff. The costs for the initial criminal background check will be the responsibility of the Bidder. If the State requests additional checks at two-year intervals, the cost will be covered as a passthrough cost. | All Bidders |  |  |
| **GR-016** | The Bidder will complete all State required trainings, both initial/onboarding trainings and annual refreshers, as requested by the State. | All Bidders |  |  |
| **GR-017** | The Bidder’s staffing solution will only include staff located within the continental United States (CONUS). | All Bidders |  |  |
| **GR-018** | The Bidder's staffing solution will maintain staff schedules for all offsite, remote staff based upon an Eastern Time Zone schedule. | All Bidders |  |  |
| **GR-019** | The Bidder will ensure that all licensed staff maintain current licensure in their respective fields with no State or Federal sanctions. | All Bidders |  |  |
| GR-046 | The Bidder will facilitate meetings and provide reporting to communicate Contract status on a State-approved frequency. | All Bidders |  |  |
| GR-047 | The Bidder will contract with a third-party agency to perform a minimum of one annual audit as requested by the State (e.g., annual risk assessment) in accordance with State specifications. | All Bidders |  |  |
| GR-048 | The Bidder will provide information and data as requested by the State to fulfill requests for litigation, subpoenas, open record requests or other legal actions at no cost to the State. | All Bidders |  |  |
| GR-049 | The Bidder will initiate State requested and approved audit activities within five business days of request by the State or another date agreed to by the State. | All Bidders |  |  |
| GR-050 | The Bidder will maintain State-approved Contract management notifications and coordination procedures as presented in DEL – 16, RFP Section 2.5.16 the Communications Management Plan (ComMP) to be utilized in communicating with the State regarding system, operational, or Contract related issues and implementing necessary coordination activities across Bidders, as necessary. | All Bidders |  |  |
| GR-051 | The Bidder will complete and submit an Operational Trouble Report for physical documentation of all reported system and/or non-system-based problem, defect, or deficiency to the State. | All Bidders |  |  |
| GR-052 | The Bidder will maintain a State-approved process, structure, and format for all invoicing activities and documents. Invoicing activities will include electronic routing and workflow capabilities, detail, and summary level reporting, and supporting documentation. The Bidder will immediately correct, and reissue invoices submitted with incorrect data and will provide the ability to apply credits to an invoice in the instance of incorrect billing. | All Bidders |  |  |
| GR-053 | The Bidder will correct and reissue invoices within 20 business days of State notification of necessary correction. The Bidder will maintain a minimum of a 95% accuracy rate on all initial invoices submitted to the State, and a 100% accuracy rate on all resubmitted invoices. | All Bidders |  |  |
| GR-046 | The Bidder will facilitate meetings and provide reporting to communicate Contract status on a State-approved frequency. | All Bidders |  |  |
| GR-047 | The Bidder will contract with a third-party agency to perform a minimum of one annual audit as requested by the State (e.g., annual risk assessment) in accordance with State specifications. | All Bidders |  |  |
| GR-048 | The Bidder will provide information and data as requested by the State to fulfill requests for litigation, subpoenas, open record requests or other legal actions at no cost to the State. | All Bidders |  |  |
| GR-049 | The Bidder will initiate State requested and approved audit activities within five business days of request by the State or another date agreed to by the State. | All Bidders |  |  |
| GR-050 | The Bidder will maintain State-approved Contract management notifications and coordination procedures as presented in DEL – 16, RFP Section 2.5.16 the Communications Management Plan (ComMP) to be utilized in communicating with the State regarding system, operational, or Contract related issues and implementing necessary coordination activities across Bidders, as necessary. | All Bidders |  |  |
| GR-051 | The Bidder will complete and submit an Operational Trouble Report for physical documentation of all reported system and/or non-system-based problem, defect, or deficiency to the State. | All Bidders |  |  |
| GR-052 | The Bidder will maintain a State-approved process, structure, and format for all invoicing activities and documents. Invoicing activities will include electronic routing and workflow capabilities, detail, and summary level reporting, and supporting documentation. The Bidder will immediately correct, and reissue invoices submitted with incorrect data and will provide the ability to apply credits to an invoice in the instance of incorrect billing. | All Bidders |  |  |
| GR-053 | The Bidder will correct and reissue invoices within 20 business days of State notification of necessary correction. The Bidder will maintain a minimum of a 95% accuracy rate on all initial invoices submitted to the State, and a 100% accuracy rate on all resubmitted invoices. | All Bidders |  |  |
| GR-046 | The Bidder will facilitate meetings and provide reporting to communicate Contract status on a State-approved frequency. | All Bidders |  |  |
| GR-047 | The Bidder will contract with a third-party agency to perform a minimum of one annual audit as requested by the State (e.g., annual risk assessment) in accordance with State specifications. | All Bidders |  |  |
| GR-048 | The Bidder will provide information and data as requested by the State to fulfill requests for litigation, subpoenas, open record requests or other legal actions at no cost to the State. | All Bidders |  |  |
| GR-049 | The Bidder will initiate State requested and approved audit activities within five business days of request by the State or another date agreed to by the State. | All Bidders |  |  |
| GR-050 | The Bidder will maintain State-approved Contract management notifications and coordination procedures as presented in DEL – 16, RFP Section 2.5.16 the Communications Management Plan (ComMP) to be utilized in communicating with the State regarding system, operational, or Contract related issues and implementing necessary coordination activities across Bidders, as necessary. | All Bidders |  |  |
| GR-051 | The Bidder will complete and submit an Operational Trouble Report for physical documentation of all reported system and/or non-system-based problem, defect, or deficiency to the State. | All Bidders |  |  |
| GR-052 | The Bidder will maintain a State-approved process, structure, and format for all invoicing activities and documents. Invoicing activities will include electronic routing and workflow capabilities, detail, and summary level reporting, and supporting documentation. The Bidder will immediately correct, and reissue invoices submitted with incorrect data and will provide the ability to apply credits to an invoice in the instance of incorrect billing. | All Bidders |  |  |
| GR-053 | The Bidder will correct and reissue invoices within 20 business days of State notification of necessary correction. The Bidder will maintain a minimum of a 95% accuracy rate on all initial invoices submitted to the State, and a 100% accuracy rate on all resubmitted invoices. | All Bidders |  |  |
| GR-054 | The Bidder will maintain a State-approved signoff authority process for verbal and written communication of decisions, approvals, and work requests that is documented and archived in a highly accessible, secure, central location. | All Bidders |  |  |
| GR-055 | The Bidder will update State sign off authority listings within one business day of receipt. | All Bidders |  |  |
| GR-056 | The Bidder will maintain a time and activity/task reporting system for reporting of all Bidder/Bidder and Subcontractor staff time for use in invoicing the State and generating required cost reporting activities. | All Bidders |  |  |
| GR-057 | The Bidder will generate and provide a project specific and monthly report in Excel format to the State displaying a list of all personnel (not by position) assigned to the State account during the invoice period, including all supplemental staff assigned to work on the State account. The report will indicate the percentage of individual FTE invoiced to base and add on activity for each employee and list the employee’s job description, role, and assigned base or add on activity or project name. | All Bidders |  |  |
| GR-058 | The Bidder will generate monthly personnel invoicing reports one week following the end of the invoice period. | All Bidders |  |  |
| GR-059 | The Bidder will only bill the State for training and orientation hours associated with onboarding of new staff in accordance with the staffing resource type. Example situations include: |  |  |  |
| GR-060 | The Bidder will ensure that only dedicated project time will be invoiced toward modification hours or additional project funding sources. All administrative leave (including sick/vacation), training, and leave time remains the responsibility of the Bidder under maintenance. | All Bidders | GR-060 |  |
| GR-061 | The Bidder will provide calculated cost allocations, the processes and methodology, to support claims for Federal Financial Participation (FFP) across multiple programs, agencies, and departments. The Bidder will provide the State with documentation to support wages, fringe benefits, and other expenditure items in accordance with these regulations. The Bidder will develop these requirements collaboratively with the State. The Suppler will update and provide the approach/methodology to the cost allocation calculations to the State for approval on an annual basis, or on a frequency determined by the State. | All Bidders | GR-061 |  |
| GR-062 | The Bidder will maintain a State approved process to enable immediate removal, with just cause or reason, both physical and virtual access to systems and facilities for Bidder or Subcontractor employees deemed unfit to continue employment. | All Bidders | GR-062 |  |
| GR-063 | The Bidder will notify the State no later than one hour after immediate termination of employee. | All Bidders | GR-063 |  |
| GR-064 | The Bidder will make all Subcontractor agreements available to the State upon request. For any Subcontract, there must be a designated primary contact who is a member of the Subcontractor’s staff and who is accessible to the State. This individual’s name and contact information must be provided to the State when the Subcontract is executed. The State will notify Bidder prior to any communication with Subcontractor staff. | All Bidders | GR-064 |  |
| GR-065 | The Bidder will be held responsible and are subject to all Corrective Action Plans (CAPs), penalties, and withholds due the State, attributable to subcontractor performance issues and/or non-performance. The Bidder will be responsible/accountable for any/all subcontracted work assigned and approved for assignment by the State; and are responsible for enforcement and oversight of subcontractors and their compliance with all State and Federal contractual terms/provisions as included under this RFP and any resulting contractual award. | All Bidders | GR-065 |  |
| GR-066 | Upon State request, the Bidder will provide staff and resources to participate on behalf of the State at national organizations and conferences. The Bidder will secure State approval prior to any representation or presentation of documentation related to any State program, including any local, State, national conferences, or other public or private forums. | All Bidders |  |  |
| GR-067 | The Bidder will provide a monthly summary report of all representation/presentation activities for the prior month. | All Bidders |  |  |
| GR-068 | The Bidder will comply with all State-approved Deliverables (listed in RFP Section 2.5), plans, processes, and Contract award requirements, terms and conditions throughout the project scope and engagement. | All Bidders |  |  |
| GR-069 | The Bidder will adhere to, follow, and actively collaborate with all State Bidders on all the currently approved versions of the Contract Deliverables (listed in RFP Section 2.5), as they relate to or are a result of any system or non system based changes, modifications, or maintenance activities, efforts, tasks, or projects during the life of the Contract procured under the scope of this RFP. | All Bidders |  |  |
| GR-070 | The Bidder will be responsible for all joint meeting materials, including agendas, minutes, supporting materials, and posting and distribution of material for review and approval. | All Bidders |  |  |
| GR-071 | Upon State request, the Bidder will procure the services of a State approved third-party, independent, autonomous auditor (e.g., annual security risk assessment) requiring independent auditor services. | All Bidders |  |  |
| GR-072 | The Bidder will provide State documentation of all requested/required audit results, develop corrective action plans for deficiencies, and hold an exit conference with State designated Stakeholders, if requested. Bidder will correct all deficiencies identified through the course of an audit as part of maintenance. | All Bidders |  |  |
| GR-073 | The Bidder will be available to attend all meetings with State staff and partners, as requested and required by the State. Special travel provisions, restrictions, or considerations will be collaboratively discussed and agreed upon between the State and the Bidder. | All Bidders |  |  |
| GR-074 | The Bidder will maintain complete and detailed records of all meetings related to the Contract, SDLC documents, presentations, project artifacts and any other interaction and post and maintain these artifacts in the PMR within five business days of the meeting or interaction. | All Bidders |  |  |
| GR-075 | The Bidder will develop and implement a State approved process for identifying, documenting, and obtaining a State decision on all Contract scope additions or modifications. Scope additions or modifications may be identified by any party but must be approved by both the State and the Bidder in writing as a Contract modification per RFP Section 3.8. Unless explicitly addressed in the Contract modification, all Contract terms, conditions, and RFP requirements will apply to any scope added or modified. | All Bidders |  |  |
| GR-076 | The Bidder will provide a dedicated, qualified on call resource who will be available 24 hours per day / 7 days per week for the ongoing operation, mitigation, and correction of critical incidents. | All Bidders |  |  |
| GR-077 | The Bidder will maintain State approved risk and issue management process/plan (DEL – 6, RFP Section 2.5.6) and procedures, including ongoing education and training of user support staff. | All Bidders |  |  |
| GR-078 | The Bidder will maintain a State approved Corrective Action Plan (CAP) process and template as defined under (DEL – 14, RFP Section 2.5.14) the Quality Management Plan (QMP) to be used for the identification, documentation, and resolution of any identified issues as they relate to performance requirements, Deliverable due dates, and Service Level Agreements contained within the scope of the RFP. Once approved, the Bidder will implement and utilize the State approved CAP to resolve all identified and reported issues. | All Bidders |  |  |
| GR-079 | The Bidder will take an active role in identifying, documenting, and performing proactive self reporting and CAPs for all State Medicaid Enterprise Wide services contained under the scope of this RFP, as detailed within (DEL – 14, RFP Section 2.5.14) the Quality Management Plan (QMP), and when directed by the State. | All Bidders |  |  |
| GR-080 | The Bidder will submit CAPs within 10 business days from discovery of non compliance. | All Bidders |  |  |
| GR-081 | The Bidder will perform and complete all activities and testing as described and within the timelines prescribed in the State-approved CAP. | All Bidders |  |  |
| GR-082 | The Bidder will provide appropriate system access and/or a walkthrough of any Bidder facilities and operations as directed by the State to facilitate external and internal audits. | All Bidders |  |  |
| GR-083 | The Bidder will, throughout all phases of this Contract, adhere to 42 CFR 434.6(5), which allows evaluation by CMS and HHS, through inspection or other means, of the quality, appropriateness, and timeliness of services performed under this Contract. | All Bidders |  |  |
| GR-084 | The Bidder will collaborate with the State and State identified partners to advance and implement efficiencies (as detailed in the QMP) and improve MITA levels for both individual systems/MDWAS, and the overall State Medicaid Enterprise. | All Bidders |  |  |
| GR-085 | The Bidder will collaborate with the State to develop and provide a (DEL – 14, RFP Section 2.5.14) QMP for review, annual update, and approval by the State. The QMP will define the State accepted level of quality among identified key performance indicators, while describing how the Bidder will ensure this level of quality in its Deliverables and work processes. Quality management activities outlined within the plan will include the following:  a) Quality objectives  b) Key project deliverables and processes to be reviewed for satisfactory quality level  c) Quality standards  d) Quality control and assurance activities  e) Quality roles and responsibilities  f) Quality tools  g) Defines plan and process for reporting quality control and assurance problems  h) Defines the Corrective Action Plan (CAP) framework and processes. | All Bidders |  |  |
| GR-086 | The Bidder’s QMP will conform to ISO ,Quality Management System (QMS), Total Quality Management (TQM), SSAE18, and Continuous Quality Improvement principles and standards, and sufficiently address the challenges represented within a multi-Bidder, integrated systems solution. | All Bidders |  |  |
| GR-087 | The Bidder will actively collaborate and work with the State and all State identified Bidders/partners to achieve and maintain quality system and operational services in accordance with State approved performance metrics and benchmarks. | All Bidders |  |  |
| GR-088 | The Bidder will implement State approved performance improvements, in a method and manner that meets or exceeds ISO, QMS, TQM, SSAE16, and Continuous Quality Improvement principles and standards, for all State Medicaid Enterprise Wide services contained under the scope of this RFP. | All Bidders |  |  |
| GR-089 | The Bidder will lead, coordinate, and be responsible for all quality assurance management, quality assurance, and quality assurance testing meetings as requested and required under the QMP and/or by the State at a mutually agreed upon frequency. | All Bidders |  |  |
|  |  |  |  |  |
| GR-090 | The Bidder will assign a dedicated resource to lead the quality assurance staff and their work to execute process improvements, across the MDWAS that are consistent with Lean Six Sigma process principles or other ISO, QMS, TQM, SSAE16, and Continuous Quality Improvement principles and standards. | All Bidders |  |  |
| GR-091 | The Bidder will provide adequate and dedicated staff to implement, monitor, and address all quality assurance and improvement activities required under the QMP as it relates to MDWAS solutions and in support of the successful operation and performance for all State Medicaid Enterprise-Wide systems and services contained under the scope of this RFP. | All Bidders |  |  |
| GR-092 | The Bidder will provide staff to perform regular quality assurance monitoring to ensure that the Bidder meets all RFP specified and contractual responsibilities. | All Bidders |  |  |
| GR-093 | The Bidder will take a proactive role in identifying and addressing quality control issues within the overall MDWAS solution and in support of the State Medicaid Enterprise-Wide operations in the effort to meet or exceed performance benchmarks/metrics for the State, as required by CMS and/or requested/detailed and outlined in the current version of the State approved QMP. | All Bidders |  |  |
| GR-094 | The Bidder will cooperate with the State to provide a (DEL – 22, RFP Section 2.5.22) Performance Management Plan (PerfMP) that details the Bidder's methodical approach and detailed steps to identify, capture, measure, monitor, and report the technical and operational (and all State-approved and CMS required) performance criteria to be used as KPIs measures against the Bidders required SLAs. | All Bidders |  |  |
| GR-095 | The Bidder will conduct regularly scheduled reviews to assess performance against KPIs and SLAs. | All Bidders |  |  |
| GR-096 | The Bidder will review all State-approved and CMS required KPIs and SLAs with the State, minimally on a monthly basis, or as requested by the State. | All Bidders |  |  |
| GR-097 | The Bidder will, in collaboration with the State, develop, review, and maintain, all State-approved and CMS required, KPIs and SLAs as advancements of the MITA principles and operational process maturity occur based upon the ongoing reviews of these measurements. | All Bidders |  |  |
| GR-098 | The Bidder will provide and maintain a performance dashboard that captures performance metrics (with drilldown capabilities to supporting data) that can be accessed, exported for CMS reporting, or reported on, as requested by the State, in a medium and format approved by the State. The dashboard and subsequent performance metrics reporting will include performance summaries, such as:  a) KPIs and related service levels targeted vs. actual results  b) KPIs and related service levels prior period report comparisons  c) KPIs and service levels reported as non-compliant  d) KPI corrective action plans (CAP), CAP details, impacts to other Modules/systems and estimated compliance date  e) KPI resolution date and detailed corrective status for all CAP resolutions. | All Bidders |  |  |
| GR-099 | The Bidder will provide the performance summary report within the first 10 business days following the last business day of the month prior. | All Bidders |  |  |
| GR-100 | The Bidder will adhere to the project’s (DEL – 10, RFP Section 2.5.10) Change Management and Modification Pool Plan (ChMP) and subsequent change control processes as agreed to with the State for any modifications to the KPIs or SLAs. | All Bidders |  |  |
| GR-101 | The Bidder will participate in, upon Contract execution, a collaborative and jointly staffed (to include State staff and all Module based Bidder staff) Change Control Board that will create and govern the processes to review, approve, prioritize, complete, account for, and implement all identified, proposed, anticipated, expected, or unexpected contractual, technical, or system maintenance/modification activities within the scope of the Bidder’s Contract. | All Bidders |  |  |
| GR-102 | The Bidder will collaborate with the State, in accordance with the State change management structure and governance, to provide a (DEL – 10, RFP Section 2.5.10) Change Management and Modification Tool Plan (ChMP) for State approval that, at a minimum, conforms to industry project management standards and sufficiently addresses the Bidder's methodology for effective change management within a multi Bidder, integrated systems solution. | All Bidders |  |  |
| GR-103 | The Bidder will provide adequate staff to complete, support, and consult with the State regarding all approved integrated change management forms and processes as these forms and processes relate to the management, oversight, development, and/or implementation of activities in all phases of the MDWAS project. | All Bidders |  |  |
| GR-104 | The Bidder will coordinate, facilitate, and document (at the State's discretion) a meeting with the State each Contract year, to review the annual maintenance and modification schedule and provide all documentation within 10 business days of the completion of the meeting. | All Bidders |  |  |
| GR-105 | The Bidder will develop and submit to the State, for approval, suggested revisions and edits to all affected business requirement(s) that are a result of any approved system changes, maintenance, modification, or other work request efforts to eventually be incorporated into contractual changes to the Contract within 10 business days prior to implementation of the change that will affect business requirements. | All Bidders |  |  |
| GR-106 | The Bidder will adhere to a State-approved process for receiving, initiating, and executing all data, reporting, and analysis work/change requests from the State that:  a) Acknowledges receipt of the request within one business day  b) Provides proposed dates for delivery of Deliverables within three business days  c) Approved process must account for negotiable deadlines for on demand/priority requests | All Bidders |  |  |
| GR-107 | The Bidder will utilize all State-approved Change Management and Modification Tool Plan (ChMP) and Change Control Board related materials to manage change effectively within a multi-Bidder, integrated systems solution. | All Bidders |  |  |
| GR-108 | The Bidder will actively collaborate with all State-approved Bidders and Subcontractors under the direction of the State Change Control Board to manage change effectively within a multi-Bidder, integrated systems solution as it relates to any system or non system-based changes, modifications, or maintenance activities, efforts, tasks, or projects. | All Bidders |  |  |
| GR-109 | The Bidder will cooperate to provide to a State designated entity a monthly report, or as requested by the State, to show all current systems work. | All Bidders |  |  |
| GR-110 | The Bidder will integrate their Change Control data entry and work order tracking system for completion, archival, submittal and approval of all Change Control related processes and materials with the State enterprise Change Control system. | All Bidders |  |  |
| GR-111 | The Bidder will perform, document, and implement all approved work requests per the priorities, quality standards, and approval/completion/close out processes established by the Change Control Board and the State. | All Bidders |  |  |
| GR-112 | The Bidder will actively pursue, engage, and collaborate with the State to identify system/non system-based changes, maintenance, or modification efforts that will provide a streamlined, organized, and/or efficient effect/impact on MDWAS systems or operations. | All Bidders |  |  |
| GR-113 | The Bidder will enable the categorization of all changes to the system as one of the following and will be reviewed, approved, and prioritized by the State, in accordance with the State Change Control Process:  a) Maintenance projects  b) Modification pool project (e.g., Specification Orders)  c) Modification add-on projects (e.g., Contract Amendment)  d) Defect | All Bidders |  |  |
| GR-114 | The Bidder will provide separate staffing configurations for maintenance (including defects) work, modification pool work, and modification add on work that will allow for prompt response, performance, oversight, development, implementation, testing, and maintenance of all active, planned/upcoming, and/or newly proposed/approved work efforts as they relate to the continuous effective and efficient operation of the Bidder’s system solutions. | All Bidders |  |  |
| GR-115 | The Bidder will establish and maintain distinct teams with appropriate business area knowledge to separately handle all activities approved by the State and in accordance with the approved SDLC. Individuals assigned to specific work teams will not engage in other work assignments without prior approval from the State. This includes dedicated maintenance staff, modification staff, and additional staff resources paid for by the State. | All Bidders |  |  |
| GR-116 | The Bidder will inform and seek State approval prior to any configuration change in the overall State-approved staffing configuration (e.g., maintenance staffing performing modification work). | All Bidders |  |  |
| GR-117 | The Bidder will generate and distribute (at a minimum) a monthly change, maintenance, and modification staffing report that provides resource level detail concerning modification efforts of all proposed, active, and newly completed modification efforts/projects. | All Bidders |  |  |
| GR-118 | The Bidder will produce, update, and submit to the State, for review and approval, documentation for each project per the Change Management and Modification Tool plan and in cooperation with the State and other Module Bidders. Documentation will be consistent with the project effort and can be negotiated with the State. | All Bidders |  |  |
| GR-119 | The Bidder will utilize and execute a deployment/implementation and release management process for all phases of the MDWAS project that aligns with State Change Management process, including quality assurance standards, and approval/completion/close out processes established by the Change Control Board and the State, regardless of the phase, size, cost, and/or urgency of the project. | All Bidders |  |  |
| GR-120 | The Bidder will provide yearly Modification Hour pools to the State to enable required and approved modification projects to occur. The State seeks a collaborative solution from the Bidder that will meet predetermined needs, as listed above, and allow for the flexibility to choose and activate projects as approved through the Change Control Board and State Project Managers. This solution must account for the following:  a) A DDI pool of ten thousand hours for modifications activities that will be included in the DDI costs of the Contract, to be used on a phased basis at State discretion and approval throughout all DDI Phases.  b) A pool of twenty thousand hours for modification activities will be included for each Operations Phase year of the Contract; fifteen thousand hours will be included in the fixed price for each Operations Phase year of the Contract, and five thousand hours will be included in a variable price for each Operations Phase year of the Contract. | DAR |  |  |
| GR-121 | The Bidder will provide yearly Modification Hour pools to the State to enable required and approved modification projects to occur. The State seeks a collaborative solution from the Bidder that will meet predetermined needs, as listed above, and allow for the flexibility to choose and activate projects as approved through the Change Control Board and State Project Managers. This solution must account for the following:  a) A DDI pool of 5,000 hours for modifications activities that will be included in the DDI costs of the Contract, to be used on a phased basis at State discretion and approval throughout all DDI Phases.  b) A pool of 10,000 hours for modification activities will be included for each Operations Phase year of the Contract; 7,000 hours will be included in the fixed price for each Operations Phase year of the Contract, and 5,000 hours will be included in a variable price for each Operations Phase year of the Contract | MDL |  |  |
| GR-122 | The Bidder will provide the necessary staffing levels to utilize all modification hours available within a given year. The State retains the right to use and allocate the pool of modification hours at its sole discretion. | All Bidders |  |  |
| GR-123 | The Bidder will allow the State to purchase additional modification hours at any time during a Contract Year using the negotiated Rate Card for the applicable Contract Year of requested purchase. | All Bidders |  |  |
| GR-124 | The Bidder will maintain all data and reporting related to Modification hours and usage, and this information must be made available to the State upon request. | All Bidders |  |  |
| GR-125 | The Bidder will provide a dedicated team to verify and monitor the successful implementation of all system and operational changes, maintenance, and/or modifications in accordance with (DEL – 20, RFP Section 2.5.20) a System Maintenance Support Plan (SysMSP); which shall include system processing, accuracy, and timely corrections of any problems as related to the original system change. | All Bidders |  |  |
| GR-126 | The Bidder will provide Maintenance Support activities during Operations. This includes making changes to existing functionality and features that are necessary to continue proper system and/or operational services; routine maintenance; data corrections; running reports; communications to State authorized Stakeholders; root cause analysis; applying change requirements; software, hardware, or network upgrades; configuration changes; State rule changes; infrastructure policy impacts; and corrective or adaptive maintenance. | All Bidders |  |  |
| GR-127 | The Bidder will provide Modification Support Analysis, as part of maintenance, during Operations. This includes the functional and non functional requirements for adding new functionality and operational services, features, or capability to the proposed system(s) on prioritized requests from the user community and other critical business needs from a technical and logistical standpoint. | All Bidders |  |  |
| GR-128 | The Bidder will provide production support activities during Operations. This includes supporting production systems and operations, addressing system interruptions, identifying, and alerting Stakeholders of potential issues, focusing on identifying and fixing system faults quickly or crafting workarounds and enabling problem management root cause analysis and problem remediation. | All Bidders |  |  |
| GR-129 | The Bidder will provide user support activities during Operations as negotiated, and agreed upon, between the Bidder and the State. This includes conducting system research and responding to inquiries. | All Bidders |  |  |
| GR-130 | The Bidder will provide audit activities during Operations. This includes regular audits of both automated and manual business and technical processes for correctness and reporting of results to the State. | All Bidders |  |  |
| GR-131 | The Bidder will perform and complete all work necessary to correct and resolve the operational system and/or non system-based problem, defect, or deficiency. If the work cannot be completed within the allotted time, The Bidder will present the State with a Corrective Action Plan (CAP), to be approved at the discretion of the State that summarizes the extent of the problem, defect or deficiency while laying out a framework and timeline for resolving the defect/problem | All Bidders |  |  |
| GR-132 | The Bidder will utilize Microsoft Azure DevOps, the State-approved online Defect Management tool for the identification, impact assessment, definition, traceability, verification, and reporting of all defects and resolutions. This includes the workaround resolutions as approved by the State using the Change Control Process throughout the Contract. | All Bidders |  |  |
| GR-133 | The Bidder will conduct development walkthroughs as appropriate to demonstrate to the State that all functions have been completely and accurately planned, developed and unit tested as well as record problems using the State-approved online Defect Management tool. | All Bidders |  |  |
| GR-134 | The Bidder will use results of testing activities, previous project lessons learned, and industry trends and best practices to reduce the occurrence of defects in future projects (continuous improvement). | All Bidders |  |  |
| GR-135 | The Bidder will document all lessons learned as part of the closeout effort for each project or initiative and review the results with the State. | All Bidders |  |  |
| GR-136 | The Bidder will maintain a comprehensive lesson learned repository that is a knowledge base of all lessons learned and documented for each project or initiative. This repository will be updated with all new lessons learned within thirty (30) business days after a project or initiative is completed. | All Bidders |  |  |
| GR-137 | The Bidder will implement a State-approved process for reviewing and incorporating all lessons learned into future projects or initiatives on a defined schedule. | All Bidders |  |  |
| GR-138 | The Bidder will maintain a State-approved defect resolution process that determines resolution timelines based on a mutually agreed-upon and assigned severity level. | All Bidders |  |  |
| GR-139 | The Bidder will have the ability to selectively move modifications on a release schedule with State approval, with the flexibility to selectively back out system changes prior to a release (last minute) without significant resources or impact (point in time restore). | All Bidders |  |  |
| GR-140 | The Bidder will implement improvements, changes, or enhancements to an efficient, scheduled, and State-approved approach that will enable all other environments to update and mirror the “new” production functionality. | All Bidders |  |  |
| GR-141 | Bidder will identify impacts to existing reports and queries as data sources change and evolve. | All Bidders |  |  |
| GR-142 | The Bidder will update existing reports and queries impacted by re occurring/ongoing data set changes/updates (e.g., annual code set updates). | DAR |  |  |
| GR-143 | The Bidder will detect, log, notify, and respond appropriately to errors and exceptions in both system and data processing. | All Bidders |  |  |
| GR-144 | The Bidder will collaborate with the source system Bidder to resolve bad or otherwise corrupt data in accordance with the data quality review process timelines. | All Bidders |  |  |
| GR-145 | The Bidder will maintain a data quality review process for the identification and resolution of corrupt or bad data. | All Bidders |  |  |
| GR-146 | The Bidder will collaborate with the State to provide (DEL – 19, RFP Section 2.5.19) a Release Management Plan (RelMP) for State approval that, aligns with the State Release Management Plan template included in the Procurement Library. | All Bidders |  |  |
| GR-147 | The Bidder will provide, as part of the RelMP, a Network Design and Monitoring Plan for an optimally performing computing and data transporting environment and it will be continuously updated as Module Bidder’s solutions are networked to reflect a new integrated diagram. | All Bidders |  |  |
| GR-148 | The Bidder will implement a configuration management process (integrated when additional Module Bidder contracts are executed) with proven promotion and version control procedures for the implementation of a multi-Bidder, integrated system wide enterprise, which may include:  a) System modules  b) Commercial Off the Shelf (COTS) products  c) System software and operating Systems (OS)  d) Network  e) Service and Service Registry  f) Files (including documents)  g) Databases  h) Hardware  i) Interfaces with other systems | All Bidders |  |  |
| GR-149 | The Bidder shall allow a State representative to participate in any Bidder facilitated/run user group that is associated with any part of the awarded and/or implemented MDWAS. | All Bidders |  |  |
| GR-150 | The Bidder will maintain, as part of the RelMP, change management metadata regarding all system application release and operational performance and behavior. Where possible, this will be integrated with overall infrastructure change management metadata to provide a complete integrated view of system and environment changes. | All Bidders |  |  |
| GR-151 | The Bidder will provide a quarterly Configuration Management Summary report providing a high-level overview of any changes to the system baseline configuration and operational usage. | All Bidders |  |  |
| GR-152 | The Bidder will allow for the implementation of, in collaboration with other module Bidders, specific tools and infrastructures (as approved by the State) for software configuration management. | All Bidders |  |  |
| GR-153 | The Bidder will document and maintain State approved standard maintenance windows, that are coordinated across solutions, for system maintenance and downtime to minimize MES Stakeholder disruption. | All Bidders |  |  |
| GR-154 | The Bidder will notify and coordinate with the State and affected solutions for approval of scheduled and emergency maintenance windows and system outages. | All Bidders |  |  |
| GR-155 | The Bidder will document all incidents in accordance with the State standard Incident Reporting Form (IRF) template (DEL-3, Section 2.5.3). | All Bidders |  |  |
| GR-156 | The Bidder will collaborate with the State to provide (DEL – 13, RFP Section 2.5.13) a System Testing Plan (STP) for all project phases that, at a minimum, complies with ISO/IEC/IEEE 29119-3:2 3 and sufficiently addresses the challenges presented by a multi-system, integrated solution. | All Bidders |  |  |
| GR-157 | The Bidder will provide in the STP a complete narrative and detailed plan of the test strategy. | All Bidders |  |  |
| GR-158 | The Bidder will provide in the STP the testing methodology that accommodates comprehensive coverage of different types of testing (e.g., component, system, regression, integration, parallel, load, UAT). | All Bidders |  |  |
| GR-159 | The Bidder will include in the STP weekly system test reporting activities, test result reporting, user acceptance testing support, readiness testing, and performance testing activities. | All Bidders |  |  |
| GR-160 | The Bidder will provide in the STP, from an architecture perspective, a test suite for the application of services in a Service Oriented Architecture (SOA) and the testing of the ways the service is used by business applications. | All Bidders |  |  |
| GR-161 | The Bidder will provide in the STP, test scenarios for every type of processing cycle, including daily, weekly, bi weekly, monthly, quarterly, annually, year end, financials, and specified/ad hoc requests, where applicable. | All Bidders |  |  |
| GR-162 | The Bidder will plan parallel tests of current systems and operations, based on tests of actual data, that can be compared to the replacement systems and operations. | DAR |  |  |
| GR-163 | The Bidder will provide in the STP, optimal test scenarios of the computing environments for performance tuning to establish baseline sizing and define benchmarks to size for future growth requirements, including capacity planning and utilization activities. | All Bidders |  |  |
| GR-164 | The Bidder will design and identify in the STP, opportunities to reduce organizational risk, facilitate better MES Stakeholder resource forecasts, improve testing activities and schedules, and lower the incidence of reactive break/fix episodes. | All Bidders |  |  |
| GR-165 | The Bidder will identify in the STP, the order by which the selected testing functions and activities are to be performed during the project life cycle and combine testing functions that maximize testing efficiencies. | All Bidders |  |  |
| GR-166 | The Bidder will include in the STP, data refresh capabilities for every testing environment(s) that facilitates clean and adequate testing cycles, online and batch, for all test categories and allows for a standard refresh schedule, State-approved exceptions, and ad hoc requests. | All Bidders |  |  |
| GR-167 | The Bidder will include in the STP, test environment rollbacks (for new releases, versions, upgrades, and critical fixes) in the UAT and final acceptance test environments. | All Bidders |  |  |
| GR-168 | The Bidder will document in the STP, all requirements testing assumptions, issues, and action items, including strategies to manage execution and quality risks. | All Bidders |  |  |
| GR-169 | The Bidder will include in the STP, converted data validation tasks and activities prior to testing. | All Bidders |  |  |
| GR-170 | The Bidder will include in the STP, an approach to run parallel tests of current systems and operations, based on tests of actual data, that can be compared to the replacement systems and operations. | DAR |  |  |
| GR-171 | The Bidder will cooperate with other project vendors to document a System Test suite (STP) for testing and evaluating the results of the current and new project components integration and interoperability deployed in the MES solution constructed by additional MES Bidders. | All Bidders |  |  |
| GR-172 | The Bidder will cooperate to develop, maintain, and submit within twenty (20) business days of approved milestone, all SDLC documentation, including all requirements, test suite, technical specifications, and test results as updated or following each approved project milestone, both the overall MDWAS project and individual maintenance and modification projects, for State approval. | All Bidders |  |  |
| GR-173 | The Bidder will develop, for State approval, individual test suites for each system change that includes the test approach and tools. This test suite will be used to complete testing and provide the documented test results to the State. | All Bidders |  |  |
| GR-174 | The Bidder will provide the system change test suite to the State for review and approval prior to placing a component in a computing environment beyond development/unit test. | All Bidders |  |  |
| GR-175 | The Bidder will provide a dedicated team to assist, complete, and submit results, in a State-approved format, of all comprehensive system(s) tests as documented in the State-approved System Testing Plan (e.g., Unit test, system test, UAT) for all work. | All Bidders |  |  |
| GR-176 | The Bidder will cooperate to make the development and test system environment available to the development team, production support and help desk, trainers and trainees, and any other approved users for these environments as defined by the State. The Bidder will ensure the development and test system environments are available 95% of the time Monday through Friday, 7 a.m. ET to 5 p.m. ET. Scheduled maintenance will be performed and completed outside of the before mentioned day/time range. | All Bidders |  |  |
| GR-177 | The Bidder will provide secure access as applicable and appropriate to the development and test environments to a subset of Authorized Users. Authorization will be by implementation track within each environment. Some of the users will be State-authorized Bidders supporting development and/or testing activities. | All Bidders |  |  |
| GR-178 | The Bidder will provide State Development Staff remote access to the development/test environments that conforms to the security protocols used by the State. | All Bidders |  |  |
| GR-179 | The Bidder will ensure development/test environments have sufficient security to prevent unauthorized physical, system, and remote access. | All Bidders |  |  |
| GR-180 | The Bidder will ensure development/test environments enable access to appropriate devices and resources required to connect to the State environment. | All Bidders |  |  |
| GR-181 | The Bidder will ensure the various test environments, based on State standards and approval, will mask critical and sensitive data fields where required for distribution, especially data classified as Protected Health Information (PHI) and Personally Identifiable Information (PII) data, and adhere to the same level of security compliance for such data as is required for a production environment. | All Bidders |  |  |
| GR-182 | The Bidder will cooperate to identify and provide to the State identified Bidders, the applicable Deliverables for each milestone that meet the requirements of system development, testing, and implementation subject to State approval. | All Bidders |  |  |
| GR-183 | The Bidder will provide sufficient time, resources, and durations for all phases of testing, including testing done by entities other than the Bidder. | All Bidders |  |  |
| GR-184 | The Bidder will work with all MES Bidders to establish test frameworks to accommodate comprehensive coverage of all test objectives and will support all Bidders and partners collaborating on the solution. | All Bidders |  |  |
| GR-185 | The Bidder will ensure that it provides adequate staffing support the State testing team throughout any/all testing efforts deployed across the life cycle of the Contract. | All Bidders |  |  |
| GR-186 | The Bidder will be required to implement, host (or arrange for third-party hosting), operate, maintain, and manage all infrastructure, including all hardware, software, middleware, and licenses necessary for successful operation of all systems and services under the scope of work of the Contract. | All Bidders |  |  |
| GR-187 | The Bidder will be solely responsible for the end to end oversight and management of all environments, including ensuring performance metrics and SLAs are met. | All Bidders |  |  |
| GR-188 | The Bidder must meet the applicable State and Federal privacy and security standards in the hosting and support of all infrastructure, including the Federal Centers for Medicare and Medicaid Services (CMS) and Social Security Administration (SSA) cloud computing standards for data maintained within the system. | All Bidders |  |  |
| GR-189 | The Bidder will retain the responsibility and costs for providing network connectivity and access to all systems and data under their scope to all State authorized Stakeholders. The Bidder will provide the tools and infrastructure to support required access. | All Bidders |  |  |
| GR-190 | The Bidder will retain all responsibility and costs for all software, hardware, and infrastructure Maintenance and Operations necessary to fulfill their obligations of this RFP. | All Bidders |  |  |
| GR-191 | The Bidder will notify the State of all software and infrastructure version upgrades and/or end of support dates when received from a software/infrastructure contractor. The Bidder will also develop and execute a State-approved plan and schedule for upgrade/replacement. All costs for upgrades and/or end of life or support date changes will be covered by the Bidder. Software or infrastructure upgrades or replacement activities will be categorized as the following:  a) Major: Complete version upgrade with functionality change or complete replacement with a new product  b) Minor: Incremental update to existing products  c) Emergency Upgrade: Upgrade to a solution and/or its infrastructure that is necessary to address:  (1) a current or imminent disruption of the business’s ability to protect assets, meet organizational needs, and/or satisfy regulations due to solution failure; or  (2) a current or imminent security threat. | All Bidders |  |  |
| GR-192 | The Bidder will notify the State and present the upgrade/replacement plan within 20 business days of awareness of a software or infrastructure upgrade notice received from a software/infrastructure contractor unless the change is categorized as an Emergency Upgrade, in which case for which notification must be given five days prior to the upgrade date or as soon as the notification of the upgrade is received from the software/infrastructure contractor. | All Bidders |  |  |
| GR-193 | The Bidder will implement the approved upgrade/replacement plan for all software and infrastructure upgrades in accordance with the State approved schedule. | All Bidders |  |  |
| GR-194 | The Bidder will ensure all software is supported at a minimum level as defined by Vermont's Agency of Digital Services (ADS)/State and Federal standards. | All Bidders |  |  |
| GR-195 | The Bidder will collaborate with the State to provide an Asset Management Plan that describes the process the Bidder will use to manage applicable technology assets for the duration of the Contract within a multi-Bidder, integrated system wide enterprise solution. This plan will include, at a minimum, an inventory of the following:  a) Hardware/software inventory (including location)  b) Procurement information  c) Contract information  d) License management | All Bidders |  |  |
| GR-196 | The Bidder will provide the base infrastructure and optimization of all systems under the scope of this RFP to meet required application specific uptime/response time requirements related to performance requirements, deliverable due dates, and Service Level Agreements (SLAs) contained within this RFP and subsequent Contract award. | All Bidders |  |  |
| GR-197 | The Bidder will provide reporting of all infrastructure optimizations annually, or after any major system change, to meet or exceed performance requirements or as requested by the State. | All Bidders |  |  |
| GR-198 | The Bidder will ensure all systems are available 24/7, 365 days a year, 99% of the time, measured and reported weekly (Sunday through Saturday), except for scheduled downtime, natural disaster and other force majeure, or as agreed to in the Contract. | All Bidders |  |  |
| GR-199 | The Bidder will document and maintain State approved applications specific response time requirements, measurements, and reporting. | All Bidders |  |  |
| GR-200 | The Bidder will ensure average application specific system response times are within application approved response time requirements, 95% of time, measured and reported weekly (Sunday through Saturday), excluding scheduled downtime, natural disaster and other force majeure, or as agreed to in the Contract. | All Bidders |  |  |
| GR-201 | The Bidder will monitor, track, and report to the State infrastructure space and storage trends over the term of the Contract, including space and storage for databases, data stores, universes, and data marts. | All Bidders |  |  |
| GR-202 | The Bidder will collaborate with the State to provide a detailed approach to capacity and performance monitoring as part of the overall (DEL – 22, RFP Section 2.5.22) Performance Management Plan (PerfMP) that, at a minimum, outlines the strategy for assessing the overall integrated solution and component performance, and sufficiently addresses the challenges represented within a multi Bidder, integrated systems solution. The PerfMP will describe the solution’s performance requirements, the elements of the solution developed to measure performance, and the solution performance measurements to ensure that requirements are continuously met. | All Bidders |  |  |
| GR-203 | (intentionally blank) |  |  |  |
| GR-204 | The Bidder’s proposed solution will include exception handling mechanisms to facilitate error correction and/or auditing across multiple components of the MDWAS without impacting concurrent, overall operations, as well as reporting of exceptions to the State. | All Bidders |  |  |
| GR-205 | The Bidder will collaborate with the State to provide (DEL – 6; RFP Section 2.5.6) a Risk Management Plan (RMP), for all phases of the overall MDWAS implementation and operations project, that at a minimum, complies with industry project management standards, includes a Comprehensive Risk Assessment and Risk Mitigation Plan, and sufficiently addresses the challenges represented within a multi Bidder, integrated systems solution. | All Bidders |  |  |
| GR-206 | The Bidder will ensure the system(s) is compliant upon Operational GoLive and remains compliant with applicable State and Federal regulations and standards contained in National Institute of Standards and Technology (NIST) Publication 800-53 current revision and MARS-E 2-0, proven through independent third-party production security controls assessment. This assessment will be conducted, at a minimum annually, at no cost to the State and by a State approved third party that maintains no financial or controlling relationship with The Bidder. The Bidder will be responsible for modifications to remain compliant, including compensating controls to mitigate gaps. Additionally, the Vendor will provide documented assessment results and produce corrective action plans for any deficiencies identified as well as be responsible for modifications to remain compliant based on the terms and conditions of the Contract. | All Bidders |  |  |
| GR-207 | The Bidder will review and update the risk assessment, at a minimum on an annual basis, in coordination with AHS and the State of VT Chief Information Security Officer. | All Bidders |  |  |
| GR-208 | The Bidder will collaborate with the State to provide (DEL – 5, RFP Section 2.5.5) a System Security Plan (SSP) that, at a minimum, documents the State's plan to comply with State and Federal Security and Privacy rules, and sufficiently addresses the challenges represented within a multi-Bidder, integrated systems solution. The State will approve the SSP and all associated artifacts and will conduct audits/evaluations of the Plan established by The Bidder at least annually. | All Bidders |  |  |
| GR-209 | The Bidder will ensure the SSP enables the following processes and/or data collection activities to occur:  a) Development and submission of a Statement on Standards for Attestation Engagements (SSAE) 18, Service Organization Control (SOC) 2 Type II Compliance Report  b) Development and maintenance of organizational information security policies  c) Privacy Impact Analysis that identifies the data elements of the system that expose Vermont beneficiaries to potential privacy threats and the system controls in place to mitigate private data disclosure risks  d) A security event notification process, event evaluation and escalation procedures, and security event response procedures  e) A complete network diagram showing servers, printers, workstations, firewalls, intrusion prevention systems, network security device internet connections, and any other network connected device  f) A complete list of the firewall rules for any applicable firewalls  g) A detailed plan for system log collection and monitoring  h) An antivirus deployment/maintenance plan  i) A software maintenance plan, including operation systems and third-party software updates  j) An agreement that criminal background checks will be completed and passed by all employees prior to being allowed access to State data  k) Procedures to limit access to information to those individuals who need such information for the performance of their job functions and ensuring that those individuals have access to only the information that is the minimum necessary for the performance of their job functions  l) A description of how physical safety of data under its control will be protected using appropriate devices and methods, including alarm systems, locked files, guards, or other devices expected to prevent loss or unauthorized access to data  m) A description of the steps taken to prevent unauthorized use of passwords, access logs, badges, or other methods designed to prevent loss of, or unauthorized access to, electronically or mechanically held data  n) An agreement to comply with Health Insurance Portability and Accountability Act, (HIPAA) Privacy Rules (Federal regulations) as a Business Associate of the State. | All Bidders |  |  |
| GR-211 | The Bidder will ensure the system(s) maintains compliance with current and future security, privacy, accessibility, and certification laws (State and Federal), regulations, policies, and guidelines relevant to system security, confidentiality, integrity, availability, and safeguarding of information, where any of these overlap, The Bidder will ensure that the system(s) will always strive to attain the more stringent policy. Bidder retains responsibility for all modifications to the system(s) to maintain compliance according to the terms and conditions of the resulting Contract. | All Bidders |  |  |
| GR-212 | The Bidder will comply with Attachment D, and notify the State within 24 hours of discovery of a non compliance incident as defined in Attachment X – MMIS SLA Catalog v1.1 12112020.. | All Bidders |  |  |
| GR-213 | The Bidder will ensure the confidentiality, integrity, and availability of Electronic Protected Health Information (ePHI). Further, The Bidder will ensure the system supports integrity controls to guarantee that transmitted ePHI is not improperly modified without detection. Any successful or unsuccessful attempts of modification of ePHI must be reported to the State as part of a monthly summary report. | All Bidders |  |  |
| GR-214 | The Bidder will notify the State within 30 minutes of confirmation of discovery of all successful unauthorized attempts at modification of ePHI. Upon discovery the Bidder must validate the discovery within 14 business days. | All Bidders |  |  |
| GR-215 | The Bidder will implement policies and procedures for guarding, monitoring, and detecting malicious software (e.g., viruses, worms, malicious code), implement controls based on trends, and report all discoveries to the State monthly. | All Bidders |  |  |
| GR-216 | The Bidder will notify the State within 30 minutes of discovery of a successful malicious software attempt. | All Bidders |  |  |
| GR-217 | The Bidder will notify the State within 30 minutes of discovery of confirmed abnormal data behavior. The Bidder and the State will mutually define abnormal data behavior. | All Bidders |  |  |
| GR-218 | The Bidder will propose, for State approval, and implement system controls to ensure system security during software program changes and promotion in any environment that contains regulatory data. The Bidder will report any successful security breaches during the software change or promotion. | All Bidders |  |  |
| GR-219 | The Bidder will ensure that all applications are protected against unauthorized access per State and Federal guidelines. Additionally, all transmission lines and communications services and linkages between the data and each information system will always be secure from unauthorized access between each system, and the network. All attempts of unauthorized access will be reported to the State in a monthly summary report. | All Bidders |  |  |
| GR-220 | The Bidder will notify the State within 30 minutes of confirmation of discovery of all confirmed successful unauthorized access requests. The Bidder must validate the discovery within 14 business days. | All Bidders |  |  |
| GR-221 | The Bidder will monitor and provide State-approved metrics and reporting on system security, privacy, confidentiality, accessibility, and integrity on a monthly basis. | All Bidders |  |  |
| GR-222 | The Bidder will notify the State within 30 minutes of confirmation of discovery of all successful breaches of system security. The Bidder must validate the discovery within 14 business days. | All Bidders |  |  |
| GR-223 | The Bidder will maintain a Security Breach Response Team available 24 hours a day, 7 days a week and within five minutes of notification of an incident to respond to security violations and breaches (physical and electronic). This includes communications to a defined list of personnel at the State tied to the State's Continuity of Operations/Disaster Recovery (COOP/DR). State staff will be informed of response plan, including specific steps and timeframes for resolution. | All Bidders |  |  |
| GR-224 | The Bidder will initiate communications with State staff during a security incident that will be hourly and progressive. | All Bidders |  |  |
| GR-225 | The Bidder will collaborate with the State to define a comprehensive process for managing the Access Reporting component of the SSP that applies to granting, monitoring, tracking, and storage of all user access. This plan must be maintained on an annual basis. | All Bidders |  |  |
| GR-226 | The Bidder will provide a State-approved, user centered designed and intuitive interface for Security Administrators to grant, track, manage, and revoke access for individuals. Any User Interface must be Section 508 compliant. System will also provide auditing capabilities for approved audit resources. | All Bidders |  |  |
| GR-227 | The Bidder will conduct a review of all access rights and update access rights quarterly or upon request of the State. Bidder will produce a report listing all review activities and actions. All such documentation will be maintained a minimum of seven years per HIPAA. | All Bidders |  |  |
| GR-228 | The Bidder will monitor and enforce all access criteria in accordance with State security access and management policies and provide a flexible security management solution capable of maintaining compliance with future State security access and management policies. | All Bidders |  |  |
| GR-229 | The Bidder will provide a network infrastructure solution that will be self-contained and in its own security perimeter. In securing the perimeter of The Bidder's network, the use of current and supported International Computer Security Association (ICSA) compliant firewalls is required. | All Bidders |  |  |
| GR-230 | The Bidder will ensure all systems undergo Industry Standard security testing (e.g., penetration, physical security, web application, social engineering, and vulnerability tests) minimally on an annual basis, as mutually agreed upon between The Bidder and the State when there has been a significant infrastructure change or resulting from Federal requirements. This security testing will be conducted at no cost to the State and by a State approved third party that maintains no financial or controlling relationship with The Bidder. Additionally, The Bidder will provide documented testing results and produce corrective action plans for any deficiencies identified as well as be responsible for modifications to remain compliant based on the terms and conditions of the Contract. | All Bidders |  |  |
| GR-231 | The Bidder will maintain system and access log files for all system(s) and for such time as designated by the State. These log files will contain a complete accounting of all activity for a given system. Bidder will provide State authorized Stakeholder’s access to all logs and provide the ability to perform ad hoc reporting. | All Bidders |  |  |
| GR-232 | The Bidder will design and execute security testing to prevent unauthorized access to the system (intrusion detection and vulnerability testing) on a quarterly basis and provide a report of all findings to the State within 10 business days. Any issues identified and reported to the State are to be resolved according to the following schedule:  a) High issues to be resolved in 90 calendar days  b) Medium issues to be resolved in 120 calendar days  c) Low issues to be resolved in 180 calendar days. | All Bidders |  |  |
| GR-233 | The Bidder will ensure that all Subcontractors that have access to protected health information/confidential data sign and comply with a Business Associate Agreement (BAA), which contains all requirements, mandated by the BAA on file between The Bidder and the State, and comply with HIPAA regulations for such agreements. Further, The Bidder will ensure that all individuals having access to the confidential data will agree in writing to abide by State and Federal rules and policies related to confidentiality at the time of hire and annually. | All Bidders |  |  |
| GR-234 | The Bidder will ensure all data is restricted to the continental United States (CONUS). | All Bidders |  |  |
| GR-235 | The Bidder will ensure all levels of security, within the enterprise system(s) applications and the MDWAS, are in alignment with State policy, guidance, and procedures. | All Bidders |  |  |
| GR-236 | The Bidder will provide a National Institute of Standards and Technology (NIST) based data classification schema with data items flagged to link them to a classification category and has an access privilege scheme for each user that limits the user’s access to one or more data classification categories. | All Bidders |  |  |
| GR-237 | The Bidder will establish, enforce, document, communicate, and seek State approval of responsibilities, processes, and procedures for all usage types, in accordance with State and Federal standards and laws. | All Bidders |  |  |
| GR-238 | The Bidder will ensure system capabilities include NIST role-based access control (e.g., add, update, read, delete) and how roles should be available in the system. Bidder will provide tools for identified State staff to define various roles. | All Bidders |  |  |
| GR-239 | The Bidder will implement online security checks, including security by individual, location, files, and fields, before allowing access to any State files, including data, software, resources, code, or any other files resident with or accessed by the State. | All Bidders |  |  |
| GR-240 | The Bidder will ensure the system independently stores and tracks all security, privacy, or access request and approval documentation, as required by the most stringent relevant Federal regulation (CMS, IRS, SSA, NIST). | All Bidders |  |  |
| GR-241 | The Bidder will propose a solution that ensures complete segregation of State data from other Bidder customers to prevent the access of State data from unauthorized parties. All access requests will be approved by designated State staff. The proposed solution will comply with all court ordered or warranted requests for data access. | All Bidders |  |  |
| GR-242 | The Bidder will provide Internet security functionality to include the use of firewalls, intrusion detection/intrusion prevention (IDS/IPS), https, encrypted network/secure socket layer (SSL), and security provisioning protocols such as secure sockets layer, and Internet protocol security (IPSEC), as well as provide data loss prevention tools (DLP) and use supported certificates. | All Bidders |  |  |
| GR-243 | The Bidder will implement and maintain a secure environment for both online and batch access to State data using a fully functional and documented security software package for all environments. This secure environment will include web application testing protocols, the use of code review software and secure file transfer meeting FIPS 140 2 standards, or FIPS 140 standards as adopted by NIST, and enabling all reporting of testing and review activities available to the State. | All Bidders |  |  |
| GR-244 | The Bidder will encrypt data at rest, at transfer, and backed up data per FIPS 140 2 Standards. | All Bidders |  |  |
| GR-245 | The Bidder will ensure that the system(s) provides three types of controls to maintain data integrity:  a) Preventive Controls: Controls designed to prevent errors and unauthorized events from occurring  b) Detective Controls: Controls designed to identify errors and unauthorized transactions which have occurred in the system  c) Corrective Controls: Controls to ensure that the problems identified by the detective controls are corrected.  These controls will be in place at all appropriate points of processing to comply with HIPAA standards. Should the proposed solution not meet these standards, compensating controls, approved by the State, will be implemented. | All Bidders |  |  |
| GR-246 | The Bidder will ensure the system contains a data definition for the Designated Record Set (DRS) that allows it to be included in responses to inquiries and report requests, as well as:  a) Provide the capability to respond to an authorized request to provide a report containing the DRS for a given individual  b) Ensure the system provides the capability to identify and note amendments to the DRS for a given individual  c) All such documentation will be maintained a minimum of seven years per HIPAA. | All Bidders |  |  |
| GR-247 | The Bidder will ensure the system:  a) Verifies the identity of all users and denies access to invalid users  b) Supports a user security profile that controls user access rights to data categories and system functions  c) Maintains a list of users and their security profiles, including updating security files with State-approved additions of new staff and changes to existing security profiles and staff terminations  d) Provides two-factor authentication that is scalable and aligns with Federal guidelines, NIST Publication 800-53 current revision and MARS-E-2-0  e) Initially grants users accounts with no access rights and builds each user’s security rights profile based on user role and approved security access. | All Bidders |  |  |
| GR-248 | The Bidder will designate a full time Compliance and Security officer to ensure and maintain compliance with HIPAA and NIST standards. | All Bidders |  |  |
| GR-249 | The Bidder will provide, test, update, maintain, and submit, for State review and approval, a BC/CIR/DR Plan that is aligned to NIST CP-2, NIST-800-53, and MARS-E-2-0 standards and meet all Federal (CMS Standard and the associated Risk Management Handbook Procedures CMSCISO2 4vIIIstd4.4 or its replacement) and State standards on an annual basis or more frequently as directed by the State, such as after a major system change that materially affects the BC/CIR/DR Plan. | All Bidders |  |  |
| GR-250 | The Bidder will perform annual (including pre-go-live) BC/CIR/DR exercises. Exercises will include activities selected from the BC/CIR/DR plan to verify the viability of each singular BC/CIR/DR plan in accordance with NIST CP 4 standards. Exercises will also be performed after major system changes as required by the State. The Bidder will document all testing activities and report to the State instances where appropriately trained personnel were unable to complete the necessary recovery procedures. The State will adjust contingency and training plans to correct the identified plan deficiencies and present updates to the State for approval. | All Bidders |  |  |
| GR-251 | The Bidder will provide annual test reports to the State within 10 business days of exercise, BC/CIR/DR Plan reports within one business day of incident, and BC/CIR/DR Plan updates within one business day of identified deficiency. | All Bidders |  |  |
| GR-252 | The Bidder will evaluate systems and business processes in collaboration with the State for criticality and necessity to determine appropriate return to operations timeframes during development of both the initial and ongoing BC/CIR/DR plans. | All Bidders |  |  |
| GR-253 | The Bidder will ensure the proposed solution allows for a maximum Return to Operations (RTO) of 48 hours for the MDWAS and services after declaration of a disaster. | All Bidders |  |  |
| GR-254 | In coordination with the State, the Bidder will provide training to Bidder staff and State identified Stakeholders on the execution of the Business Continuity Plan a minimum of 20 business days prior to implementation of The Bidder’s module components, with the implementation of major changes, and annually thereafter or more frequently as directed by the State. | All Bidders |  |  |
| GR-255 | The Bidder will review any new applicable Bidder provided business processes, including systems and operations under the scope of Subcontractors, for impact on mission critical functionality and update BC/CIR/DR plans prior to new business process implementation that are essential for Vermont to maintain mission critical functionality and key personnel to be contacted at the time of an event. | All Bidders |  |  |
| GR-256 | The Bidder will review all Bidder provided business processes, including systems and operations, under the scope of Subcontractors, for impact on mission critical functionality and update BC/CIR/DR plans annually. | All Bidders |  |  |
| GR-257 | The Bidder will update key personnel contact information as it relates to the BC/CIR/DR immediately upon change. | All Bidders |  |  |
| GR-258 | The Bidder will ensure the BC/CIR/DR Plan:  a) provides a framework for reconstructing vital operations to ensure the safety of employees  b) provides for the resumption of time sensitive operations and services in the event of an emergency  c) provides for initial and ongoing notification procedures  d) complies with all NIST 8 61 and MARS-E-2-0 standards. | All Bidders |  |  |
| GR-259 | The Bidder will ensure that the BC/CIR/DR Plan operational and system functions, including systems and operations under the scope of Subcontractors, will adhere to HIPAA and NIST standards. These functions may not and cannot be performed and/or stored outside of the continental US (CONUS). | All Bidders |  |  |
| GR-260 | The Bidder will provide an up-to-date copy of the BC/CIR/DR Plan in a secure, highly accessible, centralized online location and at an offsite location approved by the State. | All Bidders |  |  |
| GR-261 | The Bidder will implement a State approved alert process to handle system related issues, including notifying State identified contacts in accordance with the BC/CIR/DR Plan. | All Bidders |  |  |
| GR-262 | The Bidder will provide for back up capabilities at a geographically separate remote site(s) from The Bidder's primary site(s) in accordance with the standards set forth in the BC/CIR/DR Plan. System and data back-up and recovery points will be mutually agreed upon between the Bidder and the State. | All Bidders |  |  |
| GR-263 | The Bidder will provide a back up and recovery/failover system(s) in compliance with State and Federal rules and regulations to ensure full back up. | All Bidders |  |  |
| GR-264 | The Bidder will support an enterprise-wide, evolving approach to disaster recovery and continuity of operations needs as the Vermont Medicaid Enterprise transforms. The solution will allow for various types of backups (as designated and approved by the State), in accordance with the approved BC/CIR/DR and the criticality and necessity of systems, to eliminate data loss and minimize disruptions to Stakeholders. | All Bidders |  |  |
| GR-265 | The Bidder will ensure that personnel who are responsible for systems recovery are trained in accordance with NIST Publication 800-53 and MARS-E-2-0 current revision standards and tested in their ability to execute the contingency procedures to which they are assigned. | All Bidders |  |  |
| GR-266 | The Bidder will develop and maintain a documentation development, maintenance, and quality review process coordinated with the Project Management Office (PMO) and subject to State approval that ensures regularly scheduled reviews for changes, refinements, updates, and document retirement. | All Bidders |  |  |
| GR-267 | The Bidder will adhere to all documentation development, review, approval, and quality assurance timelines specified in the document development, maintenance, and quality review process. | All Bidders |  |  |
| GR-268 | The Bidder will consult with State document owners during routine document maintenance and development. | All Bidders |  |  |
| GR-269 | The Bidder will prepare, update, revise, and submit to the State for approval all operational, systems, or reporting-based documentation (in all original forms/mediums) as they relate to system changes, maintenance, or modification work requests. | All Bidders |  |  |
| GR-270 | The Bidder will provide all new and revised documentation prior to the implementation of changes or modifications. | All Bidders |  |  |
| GR-271 | The Bidder will update and publish the metadata repository as updates are implemented. | MDL |  |  |
| GR-272 | The Bidder will review all metadata within the metadata repository on a mutually agreed-upon frequency between the Bidder and the State. | All Bidders |  |  |
| GR-273 | The Bidder will ensure that documentation adheres to applicable International Organization for Standards (ISO) recommendations, based on State-approved SDLC guidelines, and follows all State publication or documentation styles and standards. | All Bidders |  |  |
| GR-274 | The Bidder will provide a documentation format and structure that allows users to easily understand and access related functions. | All Bidders |  |  |
| GR-275 | The Bidder will ensure documentation standards apply to all internal, external, paper copy, electronic, and system/operational/technical documentation produced by the Bidder. | All Bidders |  |  |
| GR-276 | The Bidder will create and maintain all system and technical documentation for all MDWAS applications, products, and systems. System and technical documentation will utilize State-approved language, diagrams, and structure. | All Bidders |  |  |
| GR-277 | The Bidder will utilize the State-approved PMR (DEL – 2; RFP Section 2.5.2) as well as any other State required document repository to maintain system related business, technical, and operational documentation. | All Bidders |  |  |
| GR-278 | The Bidder will ensure all documentation is readily available online and electronically, maintained, retained, archived, and restored as required by all document and data retention laws, including any applicable litigation hold. | All Bidders |  |  |
| GR-279 | The Bidder will make available to the State and integrate with the State's enterprise Content Management (ECM)), all MDWAS documentation. | All Bidders |  |  |
| GR-280 | The Bidder will ensure all documentation is prepared and accessible using current State standard/approved software packages. All documents will be reviewed and approved by the State prior to publication. | All Bidders |  |  |
| GR-281 | The Bidder will provide new, routinely maintained, and updated documentation for all contracted functions in accordance with the State approved documentation development, maintenance, and quality review process. | All Bidders |  |  |
| GR-282 | The Bidder will maintain a documentation standard that aligns with the standards and templates set forth by the State and other contracted Bidders and utilize the approved standard throughout the life of the Contract. | All Bidders |  |  |
| GR-283 | The Bidder will document and publish all operational, system, and technical processes as they relate to their responsibilities under this Contract as part of ongoing maintenance. | All Bidders |  |  |
| GR-284 | The Bidder will maintain a complete and accurate audit trail record of all changes made to documentation. This audit trail will cover the complete life cycle of the documentation from inception to retirement. | All Bidders |  |  |
| GR-285 | The Bidder will maintain an electronic tracking, routing, and archiving system for documentation that will record all activities associated with the creation and maintenance for all documentation. | All Bidders |  |  |
| GR-286 | The Bidder will ensure appropriate documentation is directly integrated into the operational systems where appropriate, for users. The documentation will be centrally located, accessible through the operational systems, and managed to allow for mass updates to documentation integrated into multiple areas of the operational systems. | All Bidders |  |  |
| GR-287 | The Bidder will document all data elements, processes, methodologies, mechanisms, protocols, and other related information for each data source in an interface control document (ICD). | All Bidders |  |  |
| GR-288 | The Bidder will ensure a separate ICD will be created and maintained for each data source. | All Bidders |  |  |
| GR-289 | The Bidder will develop and maintain documentation for all support, maintenance, and operations related information needed for continued use of all required functionality. | All Bidders |  |  |
| GR-290 | The Bidder will document conceptual, logical, and physical models for all database service layers and supporting data stores and make available online to the State stored within all State-approved/required document repositories. | All Bidders |  |  |
| GR-291 | The Bidder will maintain and update all conceptual, logical, and physical models to reflect the most current versions after each addition, deletion, or change. Each model shall be versioned, managed, and kept with corresponding system deployment(s). | All Bidders |  |  |
| GR-292 | The Bidder will complete all conceptual, logical, and physical models to reflect the most current updates or change based on approval by the State 10 business days prior to implementation of the change. Updates will be published to users at the time of implementation. | All Bidders |  |  |
| GR-293 | The Bidder will provide a document, made available online, that describes the contents, format, and structure of all databases and the relationships among all database objects. | All Bidders |  |  |
| GR-294 | The Bidder will integrate and provide the capability to electronically route documents to the State required document repositories. | All Bidders |  |  |
| GR-295 | The Bidder will maintain State-approved procedures for the storage and destruction of all documents (both electronic and hard copies) in accordance with State of Vermont policy for Electronic Records Management. | All Bidders |  |  |
| GR-296 | The Bidder will collaborate with the State and other State identified Bidders and Stakeholders to propose, implement, and maintain standard document management and indexing strategies procedures. | All Bidders |  |  |
| GR-297 | The Bidder will maintain a State approved report generation schedule for all scheduled reports. | DAR |  |  |
| GR-298 | The Bidder will generate and provide all automated and ad hoc reports to the State, within the mutually agreed-upon timeframes and within the report generation schedule. | DAR |  |  |
| GR-299 | The Bidder will make available all generated reports in the State required reporting/documentation repository. | DAR |  |  |
| GR-300 | The Bidder will maintain State approved document and content management procedures and processes. | All Bidders |  |  |
| GR-301 | The Bidder will manage all stored reports in accordance with the State-approved document and content management processes and procedures. | All Bidders |  |  |
| GR-302 | The Bidder will enable a comprehensive report archival process that is compliant with current State and Federal records retention standards | DAR |  |  |
| GR-303 | The Bidder will generate all reports in a format, medium, and time frame acceptable to the State and CMS, without manual intervention or manipulation of data. | DAR |  |  |
| GR-304 | The Bidder will generate all necessary reports, as defined by the State, to assist the State in filing all required State and/or Federal daily, weekly, monthly, quarterly, and annual reports. The Bidder and the State will agree upon a due date threshold for each report, as specified annually. | DAR |  |  |
| GR-305 | The Bidder will ensure the accuracy of all reports before delivery to the State and correct problems and reprocess reports with identified and substantiated deficiencies within five business days of identification. | DAR |  |  |
| GR-306 | The Bidder will develop and maintain State-approved user manuals for the report access and delivery process online. | DAR |  |  |
| GR-307 | The Bidder will provide detailed documentation containing methodology/sources used in the development of reports. | DAR |  |  |
| GR-308 | The Bidder will provide an initial and ongoing annual analysis of all existing reports and report descriptions, source information, State report owner contact information, query logic, and other metadata for any report utilized. This analysis will be used to create a report of recommendations to support the State for cleanup purposes to reduce duplication and archive queries and reports no longer needed. | DAR |  |  |
| GR-309 | The Bidder will deliver a report of recommendations, based upon the annual analysis of reports, to the State within five business days of the end of the contract year. | DAR |  |  |
| GR-310 | The Bidder will implement all State-approved recommendations from the report review analysis recommendations report within three months. | DAR |  |  |
| GR-311 | The Bidder will maintain a State approved listing of all reports. The listing must include at least the following information for each report:  a) Report name  b) Report description  c) Users  d) Data source  e) Frequency  f) Format  g) Ability to sort and organize report listings by State user-defined configurations  h) Query logic  i) Meta data  j) Hot link to most recent report  k) Hot link to the data dictionary | DAR |  |  |
| GR-312 | The Bidder will update the report listing within 10 business days of implementation or change to report. | DAR |  |  |
| GR-313 | The Bidder will support a variety of media for displaying requested information online, as well as including both hard and soft copies of report results. Output standards will meet Industry Standards for legibility, timeliness, and appropriateness of presentation to the purpose of the information. | DAR |  |  |
| GR-314 | The Bidder will create production reports that utilize State approved styles and standards, including headers and footers to provide consistency from report to report. | DAR |  |  |
| GR-315 | The Bidder will provide access at the report level, based on role-based security, to individuals based on business need. | DAR |  |  |
| GR-316 | The Bidder will collaborate with the State to provide (DEL – 16, RFP Section 2.5.16) a Communication Management Plan (ComMP) for State approval that, at a minimum, conforms to industry project management standards and sufficiently addresses the challenges represented within a multi Bidder, systems solution. The ComMP will define the information and communication needs of all identified Stakeholders, with specificity and focus on communicating clearly with Stakeholders. | All Bidders |  |  |
| GR-317 | The Bidder will submit a unified communications management strategy as part of the ComMP Deliverable for all State communications to internal and external Stakeholders and audiences. | All Bidders |  |  |
| GR-318 | The Bidder will notify the State of all legislative, executive level, and media inquiries and forward any such inquires to the State within one business day. The Bidder will not respond to legislative, executive level, or media inquiries unless directed by the State. | All Bidders |  |  |
| GR-319 | The Bidder will identify and submit all communication materials to the State for review and approval. | All Bidders |  |  |
| GR-320 | The Bidder will integrate their electronic communication management tool with or utilize the State required document repository for the review and approval of all communications. | All Bidders |  |  |
| GR-321 | The Bidder will begin development of communication materials within three business days of assignment by the State, unless otherwise directed by the State. | All Bidders |  |  |
| GR-322 | The Bidder will comply with all State and Federal policies, procedures, and requirements, as well as State approved timelines, for all communications. | All Bidders |  |  |
| GR-323 | The Bidder will ensure all communications adhere to State styles and standards. The link to the State’s style guide can be found in the procurement library. | All Bidders |  |  |
| GR-324 | The Bidder will ensure that the Bidder’s own name, logo, or any reference to the Bidder are not included in any public facing communications such as updates, handbooks, forms, other publications, or websites/portals, or on mailing or return envelopes unless specified and prior approved by the State. | All Bidders |  |  |
| GR-325 | The Bidder will collaborate with the State to develop and provide (DEL – 18; RFP Section 2.5.18) a User Training Plan (UTP), for State approval, that details all the activities required to efficiently, accurately and effectively train all State identified and approved personnel in the complete use and operation of the Bidder’s solution. Once approved by the State, the Bidder is responsible for implementing and maintaining the Plan, as written, revised and approved, to comply with all system and business operational standards and service levels of the enterprise-wide solution over the life of the Contract. UTP maintenance must occur on a frequency agreed with the State but no less than twice per year. | All Bidders |  |  |
| GR-326 | The Bidder will collaborate with the State to provide (DEL – 17, RFP Section 2.5.17) an Operating Procedures Guide (OPG) that includes a highly configurable and agile workflow documentation entry, update, and approval process for the overall operation of the Bidder’s solution. This guide, which will be a critical resource for the User Training process as delineated in the User Training Plan, will be updated by the Bidder in a timeframe applicable to the changes incurred, and all updates are subject to State approval. | All Bidders |  |  |
| GR-327 | The Bidder will review the OPG, in its entirety, on an annual basis. | All Bidders |  |  |
| GR-328 | The Bidder will include a complete and up to date and searchable OPG as part of the UTP. The Online OPG will be used as part of the basis for user training, unless otherwise specified by the State. Appropriate State staff will approve all additions, changes, and deletions to the Guide. At a minimum, the Online OPG will provide an overall, comprehensive view of the Bidder’s solution, including:  a) Index functionality  b) Table of contents  c) Glossary  d) Screen illustrations, definitions, and their related processes  e) System documentation  f) Key command instructions  g) Screen access instructions  h) State-approved/aligned definitions by name, description, values, and related edits/error messages for all data elements for each screen  i) Descriptions that indicate applicable edits/error messages and resolutions for each data element  j) Consistent field names for the same fields on different screens throughout the system and documentation  k) Word search capability  l) System security and access capabilities | All Bidders |  |  |
| GR-329 | The Bidder will follow and execute Industry Best Practices, standards, and trends for delivery and focus of training. | All Bidders |  |  |
| GR-330 | The Bidder will collaborate with the State to identify annual training needs, update the Training Plan and training materials for identified trainings, and submit an annual update to the UTP for State review, and approval. | All Bidders |  |  |
| GR-331 | The Bidder will review and update training materials in an agile, ongoing, iterative process in partnership with State staff and revise as needed to meet the needs of State and program changes. | All Bidders |  |  |
| GR-332 | The Bidder will review and update training materials a minimum of 20 business days prior to the program or system changes for review and approval. | All Bidders |  |  |
| GR-333 | The Bidder will conduct mock training sessions, a minimum of 15 business days prior to the scheduled training, for the State to provide final review and approval of training materials to ensure the trainings meet State needs and training objectives. | All Bidders |  |  |
| GR-334 | The Bidder will conduct annual training needs assessments with users to ensure that the collaborative development and maintenance of the Training Plan addresses the training needs of all Stakeholders and provides recommended training course lists to support each security role. | All Bidders |  |  |
| GR-335 | The Bidder will provide all training attendees with assessment tools and evaluations to measure the effectiveness of the training received. | All Bidders |  |  |
| GR-336 | The Bidder will generate and maintain training metrics and feedback for all training sessions. | All Bidders |  |  |
| GR-337 | The Bidder will develop recommended updates and changes to training based upon the training metrics and feedback collected. | All Bidders |  |  |
| GR-338 | The Bidder will provide all training metrics, feedback, and recommend updates and changes to the State along with a list of attendees, including State Staff (identified by agency, division, and bureau) and other Bidder staff within three business days of each training session. | All Bidders |  |  |
| GR-339 | The Bidder will develop trainings for State partners on the MDWAS /program/operational changes that occur over the life of this Contract. | All Bidders |  |  |
| GR-340 | The Bidder will develop and execute highly customizable (by program and audience needs) scheduled, ad hoc, and on demand trainings through individual, small and large group trainings; virtual trainings; and in person as requested and defined by the State, in accordance with timeframes approved by the State. | All Bidders |  |  |
| GR-341 | Upon State request, the Bidder will facilitate off site trainings, limited to locations within the State of Vermont. The number, locations, and dates of the trainings will be at the discretion of the State, to be mutually agreed upon each Contract year. | All Bidders |  |  |
| GR-342 | The Bidder will provide Web Based Training (WBT) that is accessible to users 24 hours a day 7 days a week and includes a quick reference guide for all training documentation and FAQs. | All Bidders |  |  |
| GR-343 | The Bidder will embed training resources directly into operations systems where possible. | All Bidders |  |  |
| GR-344 | The Bidder will provide evaluations of enterprise wide processes to determine additional training needs. | All Bidders |  |  |
| GR-345 | The Bidder will perform analysis of user interactions to determine needs for training, education, and outreach to all users as identified by the State. | All Bidders |  |  |
| GR-346 | The Bidder will ensure that specified training modules include an electronic proficiency test. Specific course tracking for each trainee will also be included within the applications. For incorrect answers, the proficiency test will allow for multiple test attempts with testing standards for proficiency to be prescribed by the State. | All Bidders |  |  |
| GR-347 | The Bidder will provide the means in which training can occur with adequate logins for all users to learn and practice skills from their training courses. | DAR |  |  |
| GR-348 | The Bidder will ensure the training environment mirrors and supports production security roles and access for all users. | DAR |  |  |
| GR-349 | The Bidder will provide a central repository for all training materials, which will archive training materials, track the history of changes/approvals and allow for the retention of materials in accordance with State defined data retention policies. All customized materials will be the property of State and will be readily accessible and available on demand to State. | All Bidders |  |  |
| GR-350 | The Bidder will continue to make training available for a minimum of four weeks after the implementation of a change or as agreed upon with the State. | All Bidders |  |  |
| GR-351 | The Bidder will provide hard copies of all training materials as requested and required for the training session. | All Bidders |  |  |
| GR-352 | The Bidder will develop training materials in compliance with Americans with Disabilities Act of 1990 (ADA) standards. Any identified changes to training materials to comply with this requirement will be addressed at no cost to the State. | All Bidders |  |  |
| GR-353 | The Bidder will cross train its staff to prevent loss of knowledge and expertise when staff leave, as well as to minimize negative impacts to project timelines due to resource availability. Bidder will also develop onboarding and training processes for new staff and turnover in staff. | All Bidders |  |  |
| GR-354 | The Bidder will provide a dedicated Training Manager to oversee necessary training staff to meet the identified training needs of the State. | DAR |  |  |
| GR-355 | The Bidder will collaborate with the State to provide a (DEL – 21; RFP Section 2.5.21) Help Desk Plan (HDP) that, at a minimum, complies with all requirements and performance standards specified in this RFP as well as sufficiently address the challenges represented within a multi-Bidder, integrated systems solution. The State will approve the Plan before a Help Desk is established. Components of the Plan include the following:  a) A narrative describing the Help Desk functionality, including defining ownership of roles and responsibilities between the Bidder Help Desk and State-run Help Desk  b) The Bidder staffing expectations, both on and off regular business hours, and their roles and responsibilities  c) Detailed specifics of all messages used by the Help Desk, both on and off business hours, and in State defined languages  d) The routing procedures of all requests  e)\_ The security measures employed by the Bidder to protect data privacy  f) The data editing procedures employed by the Bidder to protect data integrity  g) The procedures for recording and maintaining a statistical database for QC and statistical analysis of all help desk interactions. | All Bidders |  |  |
| GR-356 | The Bidder will maintain a State-approved help desk support function that enables user support to be requested through a variety of methods at a minimum on all State business days, 7am-5pm ET. | All Bidders |  |  |
| GR-357 | The Bidder will provide a nonautomated response to all requests to the help desk during normal State-approved business hours within 30 minutes, 95% of the time, measured weekly Sunday through Saturday from 7am-5pm EST. | All Bidders |  |  |
| GR-358 | The Bidder will provide application-specific support coordinated through the Help Desk Staff that follows all help desk and issue management procedures. | All Bidders |  |  |
| GR-359 | The Bidder will provide in person Help Desk support at State facilities on an as requested, temporary basis, at no expense to the State during the term of the Contract. The State will provide the Bidder adequate notification of the in-person support request. The State does not expect that the Bidder will maintain dedicated or separate staff to provide the temporary support. | All Bidders |  |  |
| GR-360 | The Bidder will provide self-service help and support options within systems and components, including online and contextual help functions. | All Bidders |  |  |
| GR-361 | The Bidder will implement and utilize a mutually agreed-upon trouble-ticket system that supports all environments and resolves defects in a timely manner. | All Bidders |  |  |
| GR-362 | The Bidder will provide technical assistance as needed to assist users in researching problems, reviewing production outputs, and understanding report formats. | All Bidders |  |  |
| GR-363 | The Bidder will collaborate and coordinate with the other Module(s) Bidders to research and resolve issues that are associated with the integration of MDWAS. | All Bidders |  |  |
| GR-364 | The Bidder will collaborate with the State to provide (DEL – 23; RFP Section 2.5.23) a Turnover and Closeout Plan (TO&COP) to the State for approval, and update the TO&COP, at a minimum, on an annual basis. | All Bidders |  |  |
| GR-365 | The Bidder’s TO&COP will detail the overall approach and high-level tasks required to successfully transition operations of the Bidder’s solution to another entity at the end of the Contract period or as the result of an amendment. At a minimum, the TO&COP will include the following sections:  a) Introduction and purpose  b) Approach to staffing including a staffing matrix for transition  c) Detailed turnover Project Plan  d) Systems and Operations Training plan  e) Procurement Library. | All Bidders |  |  |
| GR-366 | The Bidder will implement the State approved TO&COP within 10 months of Contract/Amendment end date or as requested by the State. | All Bidders |  |  |
| GR-367 | The Bidder will provide the State with a Turnover Results Report, which will document completion, and results of each step of the Turnover Plan no later than four months following State approval of the turnover of operations. | All Bidders |  |  |
| GR-368 | The Bidder will provide updates as indicated in the TO&COP as requested (no later than) four months prior to the end of the Contract, Contract Amendment, or any Contract extension. | All Bidders |  |  |
| GR-369 | The Bidder will provide comprehensive turnover training to the State, Stakeholders, and the Successor Bidder(s) staff, as required for the successful adoption and operation of the system and operational component(s) to the fulfillment of the State's obligations to its Stakeholders, Vermont Medicaid Enterprise Bidders, and operational users for delivery of Medicaid and non-Medicaid programs. | All Bidders |  |  |
| GR-370 | The Bidder will provide training to the State, its agents, and Successor Bidder(s). | All Bidders |  |  |
| GR-371 | The Bidder will, at no cost to the State, be responsible for and correct any defects introduced by the Bidder prior to turnover or that were caused by lack of support at turnover, as may be determined by the State. The Bidder will provide a corrective action plan for all defects identified by the State. | All Bidders |  |  |
| GR-372 | The Bidder will submit Turnover and Closeout Corrective Action sub-plans within a timeframe agreed upon between the Bidder and the State based on the criticality and business impact of the defect, no later than within 20 business days of notification by the State of a system defect. | All Bidders |  |  |
| GR-373 | The Bidder will generate and provide all State-requested documentation and data for inclusion into a procurement library within 60 business days of the State's request as part of the turnover and closeout activities. | All Bidders |  |  |
| GR-374 | The Bidder will cooperate with the State and the Successor Bidder(s) for finalization of the Bidder to Successor Bidder(s) staff transition plan. | All Bidders |  |  |
| GR-375 | The Bidder will cooperate and collaborate with the Successor Vendor and provide primary, and back-up consultation support while the Successor Vendor ramps up to take over the functionality previously supplied by the Bidder. | All Bidders |  |  |
| GR-376 | The Bidder will deliver the necessary information and content to the State that makes it possible to provide a (DEL – 15; RFP Section 2.5.15) CMP, describing the process the Bidder will use to support CMS certification of a multi-Bidder, integrated, enterprise-wide Medicaid solution. The Bidder will remain current with changes made to the certification requirements and update its plan accordingly. The CMP will include and comply with the following:  a) All Federal certification requirements outlined in the CMS State Medicaid Manual (SMM)  b) All intake review, certification review, and operational readiness review requirements as defined by the State and CMS under the Outcomes Based Certification (OBC) process. | All Bidders |  |  |
| GR-377 | The Bidder will support Federal certification efforts from contract execution through CMS sign-off/approval of certification of both the initial systems/services and for any enterprise-wide modularity that may be integrated with the MDWAS system over the life of the contract. | All Bidders |  |  |
| GR-378 | The Bidder will provide ongoing support for compliance with established Key Performance Indicator (KPI) metrics in support of all Federal certification efforts over the life of the contract. | All Bidders |  |  |
| GR-379 | The Bidder will support the State in and throughout the entire CMS/Federal certification process as it relates to the implementation of the MDWAS, with any action items or requests/recommendations being completed by the Bidder within five business days unless otherwise agreed upon by the State. This support includes all work necessary to resolve CMS OBC action items or corrective actions, at no additional cost to the State. | All Bidders |  |  |
| GR-380 | The Bidder will provide architecture and design that complies with CMS Conditions and Standards (C&S) to ensure enhanced Federal funding. | All Bidders |  |  |
| GR-381 | The Bidder will provide an identified certification lead to support all certification activities throughout all certification phases, activities, and processes over the life of the contract. | All Bidders |  |  |
| GR-382 | The Bidder will provide subject matter expertise to answer questions or provide insight during the certification process, including onsite, in person interviews. | All Bidders |  |  |
| GR-383 | The Bidder will prepare all reports and documentation necessary for submission to CMS to support all certification reviews. | All Bidders |  |  |
| GR-384 | The Bidder will provide source documentation and preparing certification folders that include the MDWAS-specific CMS State Medicaid Manual and CMS required documentation, reports, requirement/outcome crosswalks, evaluation criteria artifacts/materials, required evidence/testing scenarios, and MITA capability supporting documentation. | All Bidders |  |  |
| GR-385 | The Bidder will prepare updated system documentation for submission to the State and CMS 45 business days prior to CMS certification reviews. | All Bidders |  |  |
| GR-386 | The Bidder will provide both system and business operations staff to support the State in the completion of the MDWAS specific CMS required certification forms, checklists, evidence, reports, materials, and required artifacts. | All Bidders |  |  |
| GR-387 | The Bidder will provide an updated version of the systems documentation following CMS certification reviews within 20 business days following the completion of any subsequent certification review date for all certification phases throughout the life of the Contract. | All Bidders |  |  |
| GR-388 | The Bidder will update the data element dictionary following the MDWAS-specific CMS certification gate/milestone reviews within 20 business days following the completion of any certification review date. | All Bidders |  |  |
| GR-389 | The Bidder will provide system access and/or a walkthrough of the designated facility and operations site, if required by the State or the CMS certification team. The State will provide the Bidder with advanced notification of such a request. | All Bidders |  |  |
| GR-390 | The Bidder will prepare and develop cross reference matrix of the MDWAS-specific required data elements for each certification review. | All Bidders |  |  |

## **Part 4: Non- Functional Requirements**

The tables below list the State’s Non-Functional Requirements. Indicate if your proposed solution complies in the “Comply” column.

**Yes** = the solution complies with the stated requirement.

**No** = the solution does not comply with the stated requirement.

**N/A** = Not applicable to this offering.

Describe how the requirement is met in the “Vendor Description of Compliance” column.

**4.1 Data Compliance**

Vendors and their solutions must adhere to applicable State and Federal standards, policies, and laws based on the type of data that will be stored, accessed, transmitted and/or controlled by the solution. If the “Type of Data” column is checked below, respond “Yes” or “No” in the “Comply” column and provide an explanation on how you comply in the “Vendor’s Description of Compliance” column.

*[Check the boxes that are relevant for your project. Consult ADS Enterprise Architecture or Security if assistance is needed.]*

|  |  |  |  |
| --- | --- | --- | --- |
| **Type of Data** | **Applicable State & Federal**  **Standards, Policies, and Laws** | **Comply** | **Vendor’s Description**  **of Compliance** |
| ☒ Publicly available information | * [NIST 800-171](https://csrc.nist.gov/publications/detail/sp/800-171/rev-1/final) |  |  |
| ☒ Confidential Personally Identifiable Information (PII) | * [State law on Notification of Security Breaches](http://legislature.vermont.gov/statutes/section/09/062/02435) * [State Law on Social Security Number Protection](http://legislature.vermont.gov/statutes/section/09/062/02440) * [State law on the Protection of Personal Information](https://legislature.vermont.gov/statutes/fullchapter/09/062) * National Institute of Standards & Technology:  [NIST SP 800-53](https://nvd.nist.gov/800-53) Revision 4 “Moderate” risk controls * [Privacy Act of 1974, 5 U.S.C. 552a](https://www.justice.gov/opcl/privacy-act-1974). |  |  |
| ☐ Payment Card Information | * [Payment Card Industry Data Security Standard (PCI DSS)](https://www.pcisecuritystandards.org/document_library?category=pcidss&document=pci_dss) v 3.2 |  |  |
| Federal Tax Information | * Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local Agencies: [IRS Pub 1075](https://www.irs.gov/privacy-disclosure/safeguards-program) |  |  |
| Personal Health Information  (PHI) | * Health Insurance Portability and Accountability Act of 1996: [HIPAA](https://www.hhs.gov/hipaa/for-professionals/privacy/index.html) * The Health Information Technology for Economic and Clinical Health Act [HITECH](https://www.hhs.gov/hipaa/for-professionals/special-topics/hitech-act-enforcement-interim-final-rule/index.html) * [Code of Federal Regulations 45 CFR 95.621](https://www.govinfo.gov/app/collection/cfr/2017/title45) |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Type of Data** | **Applicable State & Federal**  **Standards, Policies, and Laws** | **Comply** | **Vendor’s Description**  **of Compliance** |
| Affordable Care Act  Personally Identifiable  Information (PII) | * Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local Agencies [IRS Pub 1075](https://www.irs.gov/privacy-disclosure/safeguards-program) * Minimum Acceptable Risk Standards for Exchanges [MARS-E 2.0](https://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/)(Scroll down the page) |  |  |
| Medicaid Information | * Medicaid Information Technology Architecture [MITA3.0](https://www.medicaid.gov/medicaid/data-and-systems/mita/mita-30/index.html) * [Code of Federal Regulations 45 CFR 95.621](https://www.govinfo.gov/app/collection/cfr/2017/title45) |  |  |
| Prescription Information | * [State law on the Confidentiality of Prescription Information](http://legislature.vermont.gov/statutes/section/18/091/04631) |  |  |
| Other: All relevant content contained in the RFP | All content contained in or referenced by the RFP and its associated documents that make up this procurement |  |  |

**4.2 State of Vermont Cybersecurity Standard 19-01**

Vendor shall certify by checking the box below the Solution shall not include, incorporate, rely on, utilize or be supported by any products or services subject to the limitations provided under State of Vermont Cybersecurity Standard 19-01, which Contractor acknowledges has been provided to it, and is available on-line at the following URL: <https://digitalservices.vermont.gov/cybersecurity/cybersecurity-standards-and-directives> .

Contractor hereby certifies that in connection with the Request for Proposal, **none** of the applicable products or services will be included in or used to support State systems in a manner prohibited under the Standard.

**4.3 System Requirements**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **REQ ID** | **Requirement Description** | **Scope** | **Response** | **Vendor Comments** |
| **SR-001** | *(intentionally blank)* |  |  |  |
| SR-002 | The solution must include the development and implementation of a data presentation layer(s) for access by all State-authorized internal and external MES Stakeholders, based on their role and profile. | DAR |  |  |
| SR-003 | The Bidder’s Presentation Layer Solution for reporting must provide access to all MDWAS data available to enterprise users. | DAR |  |  |
| SR-004 | (intentionally blank) |  |  |  |
| SR-005 | The solution will provide and manage all system environment(s) (e.g., production, staging, testing, development as a minimum of physical environments). The solution must be able to support production, staging, user acceptance testing, training, system testing and performance testing functions. | All Bidders |  |  |
| SR-006 | The solution will implement industry standard capabilities for infrastructure security, scalability, performance, backup, and ongoing maintenance applied to solutions that support MDWAS components and environments. | All Bidders |  |  |
| SR-007 | The solution will use industry standard tools in the design and maintenance of the MDWAS solution (i.e., packages for source code management, data management, data modeling, job scheduling, etc.). | All Bidders |  |  |
| SR-008 | The solution will include the architecture design to provide the data stores and repositories required to support the essential MDWAS solution services and reference framework. | All Bidders |  |  |
| SR-009 | (intentionally blank) |  |  |  |
| SR-010 | The solution will provide a production environment with all production source system data defined for inclusion in the MDW as part of the scope of work for this RFP. | MDL |  |  |
| SR-011 | The solution for architecture design will include the ability to efficiently load and query high volumes of data (i.e., the ability to query, report and interactively navigate detail data spanning seven or more years). | DAR |  |  |
| SR-012 | The solution will be adaptable and extensible to address and adjust to evolving State MES strategies and needs. | All Bidders |  |  |
| SR-013 | The solution must be adaptable, and the Bidder will support operational changes to the solution based on source data updates. The Bidder support necessary for these changes includes the analysis and summary findings of overall solution impacts based on data source changes. | All Bidders |  |  |
| SR-014 | The solution will include the design, development, implementation, and maintenance of an enterprise data model designed around State business practices. | All Bidders |  |  |
| SR-015 | The solution will require State approval of all customized data model designs. | All Bidders |  |  |
| SR-016 | (intentionally blank) |  |  |  |
| SR-017 | The solution will include MDW data modeling tool(s) to create, update, and maintain clear and consistent formats for all Conceptual, Logical, and Physical data models in accordance with State and Federal data standards, guidelines, and architecture. | All Bidders |  |  |
| SR-018 | The solution will ensure data models are stored and versioned in a source control system. | All Bidders |  |  |
| SR-019 | (intentionally blank) |  |  |  |
| SR-020 | (intentionally blank) |  |  |  |
| SR-021 | The solution will allow for retention of and access to data (e.g., data source files, administrative data, quality/audit data, Analytics/Reporting output, etc.) for a minimum of seven years and in compliance with State and Federal data retention policies and standards. | All Bidders |  |  |
| SR-022 | (intentionally blank) |  |  |  |
| SR-023 | The solution will enable State-approved users to publish reports and share data query results with user authorized users. | DAR |  |  |
| SR-024 | The solution will provide security access for each environment to specifically approved users and their defined profile. | All Bidders |  |  |
| SR-025 | The solution will provide and maintain a comprehensive data security system and processes, as approved by the State and meeting the CMS, Federal, and State security requirements, to control/monitor data access, update rights, and maintain change history. | All Bidders |  |  |
| SR-026 | The solution will enable direct user access and external system access to the MDW service layers in accordance with State security policies. | All Bidders |  |  |
| SR-027 | The solution will maintain metadata related to security policies and procedures (e.g., user and system profiles, roles, and privileges). | All Bidders |  |  |
| SR-028 | The solution will include user access provisioning, detailed audit tracking of all user activities, and security management for all State-approved users. | All Bidders |  |  |
| SR-029 | The Bidder will work with the State to establish roles and permissions for all users and environments. | All Bidders |  |  |
| SR-030 | The solution will employ an integrated security approach to provide role-based access, with single sign on functionality, across all components within the MDWAS. | All Bidders |  |  |
| SR-031 | The solution will enable future integration with an integrated enterprise-wide single and/or same sign on solution. | All Bidders |  |  |
| SR-032 | The solution must support the ability to provide security audit reports listing the specific users by each environment and their access controls within the environment. | All Bidders |  |  |
| SR-033 | The MDWAS security and access solution must support the ability to apply user security at the business domain and individual report level. | All Bidders |  |  |
| SR-034 | (intentionally blank) |  |  |  |
| SR-035 | The solution will enable State-approved users to publish to and share data queries and reports with authorized stakeholders through the reporting library. | DAR |  |  |
| SR-036 | (intentionally blank) |  |  |  |
| SR-037 | The solution will provide integrations between modular components. The integrations should utilize the COTS tool integration features whenever possible for connecting with a database, interfacing with other COTS tools, or providing data exchange extensibility through an ESB. These integrations should enable the business users to seamlessly work within the MDWAS environment and toolset without having to know technical exchanges between the tools. | All Bidders |  |  |
| SR-038 | The solution will allow storage, transfer, and access for all incoming and outgoing data exchanges through a variety of secure methods. | All Bidders |  |  |
| SR-039 | (intentionally blank) |  |  |  |
| SR-040 | The solution will include a State-approved process for integrating new or updated approved data sources to the MDWAS on an ongoing basis. | MDL |  |  |
| SR-041 | (intentionally blank) |  |  |  |
| SR-042 | The solution will support generation and ongoing optimization of both existing and any new outgoing extracts and data exchanges, as directed by the State. | MDL |  |  |
| SR-043 | The solution will integrate data from external systems, publicly available data, and non public data to support reporting and analytics. | MDL |  |  |
| SR-044 | The solution will include ongoing performance monitoring and remediation. The monitoring must include the scheduled measuring and communicating query/report response time based on an agreed upon list of representative MDWAS functions. | DAR |  |  |
| SR-045 | The solution will include ongoing performance monitoring and remediation. The monitoring must include the scheduled measuring and communicating enterprise data load time based on an agreed upon list of representative MDWAS functions. | MDL |  |  |
| SR-046 | (intentionally blank) |  |  |  |
| SR-047 | The solution will include both a mechanism to communicate performance deficiencies and/or optimization opportunities to the State and a process for implementing approved changes as part of maintenance activities. | All Bidders |  |  |
| SR-048 | The solution will provide and enable the administrative functions for cataloging and monitoring all jobs and queries and provide the ability to take control of, terminate, or remediate jobs/queries when necessary. | All Bidders |  |  |
| SR-049 | The solution will include ongoing analysis of the databases and their infrastructures to optimize performance. | All Bidders |  |  |
| SR-050 | The solution will include system maintenance during State-approved maintenance windows. | All Bidders |  |  |
| SR-051 | The solution will provide the ability to extract, transform, and load (ETL) data through an MDW Interface into the System. | MDL |  |  |
| SR-052 | The solution will enable integration of data from State-approved sources into the MDW at various refresh frequencies, including daily, as dictated by program needs. | MDL |  |  |
| SR-053 | The solution will enable invocation of the data ETL functionality for all data flowing through a State-approved MDWAS interface, data exchange, or other process for obtaining external data. | MDL |  |  |
| SR-054 | The solution will enable integration of data from State-approved sources into the MDW at various refresh frequencies, including daily, as dictated by program needs. | MDL |  |  |
| SR-055 | The solution will provide a collaborative data quality process to assist the State with the identification of, and provide the functionality for preventing, new errors entering the system. | All Bidders |  |  |
| SR-056 | The Bidder is to maintain and publish source-to-target mappings, which will be included in the initial deliverable and maintained through the life of the contract. | All Bidders |  |  |
| SR-057 | The ETL must be able to perform data augmentation functions resulting in new elements that can be utilized for filtering and rollup reporting. | DAR |  |  |
| SR-058 | The solution must accommodate source changes over the life of the contract to align with future modularization/procurement initiatives. | All |  |  |
| SR-059 | The Bidder will be expected to integrate with the State's enterprise integration services for the ingestion of data into and export of data from the MDWAS solution. | MDL |  |  |
| SR-060 | The Bidder must provide audit balance control reporting against the data ingestion and load processes to validate the accuracy of data updates during initial data loading and ongoing operations. | All Bidders |  |  |
| SR-061 | The Bidder must address imbalances in the audit balance report by performing root cause analysis and presenting the results to the State, along with a remediation plan. | All Bidders |  |  |
| SR-062 | The Bidder must escalate MDWAS data update issues to the State within four (4) hours of identification of the issue. | All Bidders |  |  |
| SR-063 | The solution will provide tools for creating and deploying complex queries. | DAR |  |  |
| SR-064 | The solution will provide tools (e.g., natural language processing) for identifying, extracting, decomposing, and formatting word patterns and phrases within free form text (e.g., clinical, and other notes). | DAR |  |  |
| SR-065 | The solution will provide tools that enable direct State-approved user access to scheduled queries. | DAR |  |  |
| SR-066 | The solution will provide the capability to schedule queries and report delivery based on user and/or State specifications. | DAR |  |  |
| SR-067 | The solution will allow the data and reports to be rendered and/or exported in a variety of formats. | DAR |  |  |
| SR-068 | (intentionally blank) |  |  |  |
| SR-069 | (intentionally blank) |  |  |  |
| SR-070 | (intentionally blank) |  |  |  |
| SR-071 | (intentionally blank) |  |  |  |
| SR-072 | The solution will allow provisioned users to save reports and queries created in the Sandbox environment to the report library so outputs/results may be shared with non-Sandbox users. | DAR |  |  |
| SR-073 | (intentionally blank) |  |  |  |
| SR-074 | The solution will adhere to best practices for scalability, performance, and optimization in support of all current and future State needs. | All Bidders |  |  |
| SR-075 | The solution will include, for State approval, benchmarks and standards covering all performance aspects of the implemented solution’s performance and service levels. | All Bidders |  |  |
| SR-076 | The solution will meet or exceed all jointly negotiated and State-approved performance and service level benchmarks and standards. | All Bidders |  |  |
| SR-077 | The solution will provide reasonable, mutually agreed upon query response and load times for data return and page load. | DAR |  |  |
| SR-078 | The solution will provide reasonable, mutually agreed upon query response and load times for data return and report generation. | DAR |  |  |
| SR-079 | The Bidder will report on a specific set of performance measures and benchmarks at a frequency mutually agreed to with the State. | All Bidders |  |  |
| SR-080 | (intentionally blank) |  |  |  |
| SR-081 | (intentionally blank) |  |  |  |
| SR-082 | (intentionally blank) |  |  |  |
| SR-083 | (intentionally blank) |  |  |  |
| SR-084 | The solution will include functionality to develop, implement, and maintain multi-dimensional data objects for derived and aggregated data. | DAR |  |  |
| SR-085 | The solution will enable the maintenance, tracking, and identification of source data values for the Enterprise. | All Bidders |  |  |
| SR-086 | (intentionally blank) |  |  |  |
| SR-087 | The solution will encompass the ongoing transformation, relational definition, and approach to data linking and aggregation for all designated data, per the State-approved conversion plan. | MDL |  |  |
| SR-088 | The Bidder will implement and maintain all requisite data migration tools and utilities. | All Bidders |  |  |
| SR-089 | The solution will provide crosswalk(s) for all data that is changed or moved during migration, including identifying/documenting all non converted data and where it resides. | All Bidders |  |  |
| SR-090 | The solution will have the ability to show metadata change history. | All Bidders |  |  |
| SR-091 | The solution will provide metadata to a central online metadata dictionary and repository managed by the State. | All Bidders |  |  |
| SR-092 | The solution will include an online metadata dictionary and repository accessible to a broad range of users and featuring advanced, customizable, and complex search capabilities including hyperlink referencing. | MDL |  |  |
| SR-093 | The solution will provide the ability to view, maintain, and report on all aspects of the metadata across all data in the data store for that solution. | All Bidders |  |  |
| SR-094 | The solution will include providing necessary metadata to a central repository to document traceability and data lineage that will be accessible online to a broad range of users. | All Bidders |  |  |
| SR-095 | The solution will include tools and methods to document traceability and data lineage and will be accessible online to a broad range of users. | MDL |  |  |
| SR-096 | The solution will include a process that will provide feedback mechanisms to improve metadata quality. | All Bidders |  |  |
| SR-097 | The solution must provide the capability to upload and maintain a business glossary that will be accessible online to a broad range of users. | MDL |  |  |
| SR-098 | The solution will include the capability to link technical metadata to the corresponding terms in the business glossary and associate business policies to items in the business glossary. | MDL |  |  |
| SR-099 | The solution must include the capability to affix data classifications to individual metadata items. | MDL |  |  |
| SR-100 | The solution must enable loading data quality metrics and reporting against those metrics from within the metadata layer. | All Bidders |  |  |
| SR-101 | The solution will provide a structure that will enable the analysis of data through analytical tool(s). | All Bidders |  |  |
| SR-102 | (intentionally blank) |  |  |  |
| SR-103 | (intentionally blank) |  |  |  |
| SR-104 | The solution will support a collaboratively developed, State-approved. process to manage all data requests. | All Bidders |  |  |
| SR-105 | The solution will provide administrative processes and functions for the deletion and clean up of datasets. | All Bidders |  |  |
| SR-106 | The solution will support multi dimensional reporting capabilities against the data in the MDW. | DAR |  |  |
| SR-107 | The solution will include data quality tools and review capabilities. | All Bidders |  |  |
| SR-108 | The solution will allow the use of SQL for the retrieval and extraction of information from the datastore(s) using a variety of tools. | All Bidders |  |  |
| SR-109 | The solution will provide data management tools that offer API functionality to facilitate interoperability, data extracts, and business-centric data processing. | All Bidders |  |  |
| SR-110 | The solution must offer the capability to push systematic notifications to specified users. | DAR |  |  |
| SR-111 | The solution will include SQL tools and Open Database Connectivity (ODBC)/ Java Database Connectivity (JDBC) connectivity. The Bidder may propose other open standard application programming interfaces for accessing database functionality for use by all State-approved users in addition to ODBC/JDBC. | All Bidders |  |  |
| SR-112 | The solution will provide the necessary Data Management structure to support the evolving data and reporting needs of the organization. | All Bidders |  |  |
| SR-113 | The solution will provide data optimization for efficient query execution. | DAR |  |  |
| SR-114 | The solution will implement, maintain, and support Data Management best practices and industry standards, as defined and approved by the State in DEL – 11, Data Management Strategy. | All Bidders |  |  |
| SR-115 | The solution will provide and enable the administrative functions for cataloging and monitoring all jobs or queries and provide the ability to take control, terminate, or remediate jobs/queries when necessary. | All Bidders |  |  |
| SR-116 | The solution will provide the business intelligence functionality necessary to manage and evaluate State Enterprise data, programs, and strategies via a collection of graphical user interface (GUI) tools. | DAR |  |  |
| SR-117 | The solution will include the tools and data presentation methods that support and enable data querying and reporting capabilities for a wide variety of users characterized by different user types and levels of experience. | DAR |  |  |
| SR-118 | The solution will provide access to State-authorized users to allow flexibility in viewing and/or connecting to data sources within the MDWAS solution. | All Bidders |  |  |
| SR-119 | The solution will include the tools and methods that support and enable authorized users to access data through user-created ad hoc reporting. | DAR |  |  |
| SR-120 | The Bidder’s proposed solution will include the tools and methods that support and enable authorized data scientists to access data in the Data Lake. | MDL |  |  |
| SR-121 | The solution will include the tools and methods that support and enable users to build/develop, name, edit/modify, and save multiple user-created queries, searches, and sort specifications. | DAR |  |  |
| SR-122 | The solution will include the tools and methods that support and enable users to add narratives or supporting documentation in individual queries. | DAR |  |  |
| SR-123 | The solution will include the tools and methods that support the saving and versioning of reporting and analytics artifacts. | DAR |  |  |
| SR-124 | The solution will include the tools and methods that support and enable user-configured, interactive dashboard solutions that do not require programming by the end user at run-time. | DAR |  |  |
| SR-125 | The solution will include the tools and methods that support and enable the presentation of multiple interactive data visualizations into a single report presentation (e.g., tabular, geospatial, and graphical depictions of the result sets). | DAR |  |  |
| SR-126 | The solution will include the tools and methods that support and enable the creation and display of legends and documentary text on all reports and maps. | DAR |  |  |
| SR-127 | The solution will include the tools and methods that support and enable the production of summary-level reports, with detail drilldown capabilities, for all supported visualizations and in view-ready and print-ready formats. | DAR |  |  |
| SR-128 | The solution will include the tools and methods that support and enable exploration and data presentation in a variety of ways and without the need to export the data off the MDWAS platform. | DAR |  |  |
| SR-129 | The solution will include the tools and methods that support and enable the capability to manually modify reports and save previous versions prior to performing changes. | DAR |  |  |
| SR-130 | The solution will include the tools and methods that support and enable all users to export data in a variety of user-selected, standard file formats. | DAR |  |  |
| SR-131 | (intentionally blank) |  |  |  |
| SR-132 | The solution will include prompted reports and support and enable authorized users to execute such reports on demand. | DAR |  |  |
| SR-133 | The Bidder’s proposed solution will provide proven, accurate, high quality capabilities and tools for reporting, data assembly, and analytics. | DAR |  |  |
| SR-134 | The Bidder’s proposed solution will include the tools and methods that support and enable random data sampling. | DAR |  |  |
| SR-135 | The Bidder’s proposed solution will include the tools and methods that support and enable predictive modeling and forecasting. | DAR |  |  |
| SR-136 | The Bidder’s proposed solution will include the tools and methods that support and enable a proven methodology to classify and evaluate statistical profiles for utilization pattern detection. | DAR |  |  |
| SR-137 | The Bidder’s proposed solution will include the tools and methods that support and enable the application of risk score and episode analysis, (e.g., Adjusted Clinical Groups (ACG), Episode Treatment Group (ETG), Episode Risk Group (ERG) to specific datasets. | DAR |  |  |
| SR-138 | The Bidder’s proposed solution will include the ability to perform member population clinical and disease stratification based on claims history analysis. | DAR |  |  |
| SR-139 | The Bidder’s proposed solution will include the tools and methods that support and enable data mining capabilities. | DAR |  |  |
| SR-140 | The Bidder’s proposed solution will include the tools and methods that support and enable the capability to perform root cause, iterative, and risk-based analysis. | All Bidders |  |  |
| SR-141 | The Bidder’s proposed solution will include the tools and methods that support and enable geographic data analysis. | DAR |  |  |
| SR-142 | The Bidder’s proposed solution will provide the functionality to utilize all data, queries, analysis, and reporting to produce Geospatial Analytics and maps. | DAR |  |  |
| SR-143 | The Bidder’s proposed solution will provide the functionality to produce custom layered maps in which the layers can contain labeling, markings, colors, and legends. | DAR |  |  |
| SR-144 | The Bidder’s proposed solution will maintain geocoding for all location-specific data. | DAR |  |  |
| SR-145 | The Bidder’s proposed solution will provide the functionality to generate and export maps and geospatial reports. | DAR |  |  |
| SR-146 | The Bidder’s proposed solution will provide the functionality to view multiple map layers and to remove layers as needed. | DAR |  |  |
| SR-147 | The Bidder’s proposed solution will provide the functionality to forecast (e.g., make estimations based on time series, cross-sectional, and longitudinal data; perform simple linear regression; perform least squares regression; perform double exponential smoothing). This capability includes the ability to indicate the degree of uncertainty associated with forecasts. | DAR |  |  |
| SR-148 | The Bidder’s proposed solution will provide the functionality to develop and conduct statistical analysis (e.g., calculate or perform averages, standard deviations, confidence intervals, correlations, aggregations, summary statistics, actuarially sound rate setting, controlled comparisons, regressions, incurred but not reported (IBNR) calculations, development of statistical models, probability, probabilistic sensitivity analysis, predictive analytics, survey weighting and analysis). | DAR |  |  |
| SR-149 | The Bidder’s proposed solution will provide the functionality to perform statistical analysis on geospatial data. | DAR |  |  |
| SR-150 | The Bidder’s proposed solution will provide web-based access through which users will access applicable reporting and analytics tools. | DAR |  |  |
| SR-151 | The Bidder’s proposed solution will ensure their web based tools are compatible with industry standard internet browsers, as mutually agreed upon by the Bidder and the State and allows for complete use of all features. | DAR |  |  |
| SR-152 | The Bidder’s proposed solution will include the tools and methods that support and enable ongoing query, report, and analytics optimization. | DAR |  |  |
| SR-153 | The Bidder’s proposed solution will include the tools and methods that support and enable the generation of reports in batch, on demand, and scheduled modes. | DAR |  |  |
| SR-154 | The Bidder’s proposed solution will include the tools and methods that support and enable users to terminate user-initiated queries at any point during the active query process. | DAR |  |  |
| SR-155 | The Bidder’s proposed solution will include the tools and methods that support and enable notification and alert delivery to inform users of the availability of reports or data. | DAR |  |  |
| SR-156 | The Bidder’s proposed solution will include the tools and methods that support and enable configurable monitoring and notification functionality. | All Bidders |  |  |
| SR-157 | The Bidder’s proposed solution will include capabilities to continually monitor system utilization for resource contentions, high traffic volumes, and slowed response times, and to proactively adjust ensure connectivity and database availability. | All Bidders |  |  |
| SR-158 | The Bidder’s proposed solution will include the tools and methods to audit all activities, reports, and analytics (by user ID, activity, time frame, and by report) and provide authorized users access to this information. | All Bidders |  |  |
| SR-159 | The Bidder’s proposed solution will include the tools and methods that support and enable a centralized repository/library in which to store, share, search, and exchange reports, templates, queries, imported data, and analytics. | DAR |  |  |
| SR-160 | The Bidder’s proposed solution will include the tools and methods that support and enable users to develop, save, and publish templates (e.g., table/reporting) that can be applied to query results. | DAR |  |  |
| SR-161 | The Bidder’s proposed solution will include the tools and methods that support and enable a comprehensive content and document management approach with defined processes for all reports and queries. | DAR |  |  |
| SR-162 | The Bidder will maintain a documented, State-approved, quality approach integrated into the Quality Management Plan Deliverable that ensures reporting/query and analytic results are accurate and consistent representations of the source data. | DAR |  |  |
| SR-163 | The Bidder will follow a documented, State-approved, report accuracy and validation review strategy that is integrated into the Quality Management Plan Deliverable which, itself, is to be updated and presented on a quarterly basis or as requested by the State. | DAR |  |  |
| SR-164 | The Bidder will follow a documented, State-approved, report usage and access review strategy that is integrated into the Quality Management Plan Deliverable which, itself, is to be updated and presented on a quarterly basis or as requested by the State. | DAR |  |  |
| SR-165 | The Bidder will identify data source change/evolution impacts to all existing MDWAS components and capabilities in accordance with the approved Change Management Plan. | All Bidders |  |  |
| SR-166 | The Bidder will maintain adequate Operational Services staff to work collaboratively with the State on all service requests and to perform all operational functions. | All Bidders |  |  |
| SR-167 | The Bidder will support the State in all reporting and analysis activities that utilize the proposed tools, techniques, and staffing. | DAR |  |  |
| SR-168 | The Bidder must plan for and allocate experienced, full-time general/reporting personnel that are dedicated to the State account to meet all reporting and analytics needs as defined under Section 2.8 of this RFP. Additionally, any hired and/or assigned reporting staff must comply and be in accordance with all Bidder Staffing provisions and requirements laid out in RFP Section 2.4 – Bidder Staffing. | DAR |  |  |
| SR-169 | The full-time, dedicated support staff are expected to be co-located at State facilities with the State staff. | DAR |  |  |
| SR-170 | The Bidder must submit, as part of the cost proposal, an operational support rate card for the positions allocated in their bid. | DAR |  |  |
| SR-171 | The Bidder will provide the necessary operational support, mechanisms, and expertise/staff to address all aspects of the reporting and analytics tools proposed by the Bidder. | DAR |  |  |
| SR-172 | The Bidder will allocate staff who possess knowledge of MMIS inclusive of utilization of reference data for reporting purposes. | DAR |  |  |
| SR-173 | The Bidder will provide their allocated staff the necessary training and support to become knowledgeable in the State's programs and data. | All Bidders |  |  |
| SR-174 | The Bidder will work collaboratively with the State to explain, support, and defend reporting and analytics results to external and internal MES Stakeholders, auditors, or other parties when necessary, as requested by the State. | DAR |  |  |
| SR-175 | The Bidder will accommodate the need for the State to request, as necessary, additional outreach services for the development of outreach materials and direct interaction with MES Stakeholders. | DAR |  |  |
| SR-176 | The Bidder will deliver all reporting and analytical requests on a State-approved schedule. | DAR |  |  |
| SR-177 | The Bidder will provide the capability to de-identify data if any reports contain sensitive information that needs to be shared with MES Stakeholders to comply with all applicable HIPAA privacy rules. | DAR |  |  |
| SR-178 | The Bidder will provide operational analytical/reporting support and expertise pertaining to the production of both one time and ongoing data extracts as requested by the State. | DAR |  |  |
| SR-179 | The Bidder will provide operational analytical/reporting support and expertise pertaining to report data validation for reports produced from the Medicaid Data Warehouse (MDW). | DAR |  |  |
| SR-180 | The Bidder will provide the operational analytical support of ongoing reporting including predictive and reactive analytics of financial, clinical, and program data. | DAR |  |  |
| SR-181 | The Bidder will provide analytical support for ad hoc reporting including exploratory, interpretive, and data mining analytical reporting. | DAR |  |  |
| SR-182 | The Bidder will allocate staff with the capability to develop and maintain dashboards. | DAR |  |  |
| SR-183 | The Bidder will monitor and inform the State of potential Federal, State, or industry changes that may have an impact on business processes or on systems covered by the Contract. | All Bidders |  |  |
| SR-184 | The Bidder will develop a State-approved strategy to provide actionable recommendations for changes to reporting and analytics activities on a reoccurring basis. | DAR |  |  |
| SR-185 | The Bidder will provide support for impact analysis and reporting. | All Bidders |  |  |
| SR-186 | The Bidder will propose, implement, and maintain a suite of State-approved high-level and/or general-level reports within and across State populations to fulfill the MES information system needs. | DAR |  |  |
| SR-187 | The Bidder will provide operational analytical/reporting support and expertise in formulating a State-approved response to open records requests. | DAR |  |  |
| SR-188 | The Bidder will obtain a 90% or higher operational satisfaction score to be measured via an annual State-approved user survey. | All Bidders |  |  |
| SR-189 | The solution should provide the functionality to search a repository of vetted reports, both standard and ad hoc, that can be viewed and executed. | DAR |  |  |
| SR-190 | The solution should account for report level-based security so that only approved and authorized users can execute authorized reports and see only authorized content. | DAR |  |  |
| SR-191 | The solution must have all associated report business details and metadata, defined for each individual report, so that the State can ascertain the intended business usage of the report. | DAR |  |  |
| SR-192 | The solution must include the capability to facilitate user-to-user messaging within the construct of the report library/repository solution. | DAR |  |  |
| SR-193 | The Bidder will convert or replicate all identified reports and queries, including those identified during discovery, from the existing reporting and analytics solutions and provide user training prior to Operations Go Live. Bidder’s may reference the Procurement Library to see a listing of current reports and queries. | DAR |  |  |
| SR-194 | The Bidder must create the full set of identified standard Medicaid Financial Management reports as listed and identified in - MDWAS Standard Reports and use cases located in the MDWAS Standard Reports, in addition to any reports elicited during the DDI period. | DAR |  |  |
| SR-195 | The Bidder will provide operational analytical/reporting support for pricing and reimbursement/rate setting, administrative rates, and service rates. | DAR |  |  |
| SR-196 | The Bidder will provide operational analytical/reporting support and expertise for budget and expenditure analysis/projections, forecasts, and cost/benefit analysis. | DAR |  |  |
| SR-197 | The Bidder will provide operational analytical/reporting support and expertise in the analysis/comparison of data across State programs (e.g., cost, service utilization, quality, population). | DAR |  |  |
| SR-198 | The Bidder must create the full set of identified standard Provider/Member Enrollment and Management reports as listed and identified - MDWAS Standard Reports and use cases located in the MDWAS Standard Reports, in addition to any reports elicited during the DDI period. | DAR |  |  |
| SR-199 | The Bidder must create the full set of identified standard Claims Management reports as listed and identified - MDWAS Standard Reports and use cases located in the MDWAS Standard Reports, in addition to any reports elicited during the DDI period. | DAR |  |  |
| SR-200 | The Bidder will provide operational analytical/reporting support and expertise pertaining to medical billing against program policies. | DAR |  |  |
| SR-201 | The Bidder’s solution must provide reporting on the frequency of diagnosis code usage (top 10, top 50) | DAR |  |  |
| SR-202 | The Bidder’s solution must provide reporting on the frequency of procedure code usage (top 10, top 50) | DAR |  |  |
| SR-203 | The Bidder’s solution must provide the ability to identify members within specific clinical stratifications. | DAR |  |  |
| SR-204 | The Bidder’s solution must provide the ability to identify trends in healthcare service utilization over time. | DAR |  |  |
| SR-205 | The Bidder’s solution must provide the ability to perform geospatial analysis of the healthcare services provided to the members. | DAR |  |  |
| SR-206 | The Bidder’s solution must provide the ability to identify potential avoidable hospitalizations. | DAR |  |  |
| SR-207 | The Bidder must create the full set of identified standard Federal Management reports as listed and identified - MDWAS Standard Reports and use cases located in the Procurement library – MDWAS Standard Reports, in addition to any reports elicited during the DDI period. | DAR |  |  |
| SR-208 | The Bidder will propose, implement, and maintain a solution to create, replicate, manage, and retain State‑approved Federally mandated and State reports required for program and financial functions. | DAR |  |  |
| SR-209 | The solution must produce the CMS T-MSIS files as defined by the federal standards. | DAR |  |  |
| SR-210 | The solution must provide business user access to a T-MSIS data mart where users can directly query the last six (6) T-MSIS file submissions. | DAR |  |  |
| SR-211 | The Bidder must create and maintain all Federally required CMS reports (e.g., CMS-64, CMS-27, CMS-21, and CMS-416). | DAR |  |  |
| SR-212 | The Bidder must create the full set of identified standard Healthcare Quality Management reports per as listed and identified - MDWAS Standard Reports and use cases located in the Procurement library – MDWAS Standard Reports, in addition to any reports elicited during the DDI period. | DAR |  |  |
| SR-213 | The Bidder will purchase and maintain the updated and released Healthcare Effectiveness Data and Information Set (HEDIS) measures within a reasonable timeframe of any update or release and as approved by the State. | DAR |  |  |
| SR-214 | The Bidder will generate, monitor, and maintain reports in support of HEDIS, National Quality Forum, State/Federal Regulatory Reporting, and/or other quality measures (e.g., similar to HEDIS) based upon industry standards, State specified health outcomes, and quality measures. | DAR |  |  |
| SR-215 | The Bidder will provide operational analytical/reporting support and expertise in designing, fielding/conducting, analyzing, and presenting the findings of MES Stakeholder surveys. The Bidder will minimally be required to conduct/field, analyze, and present the results of the annual Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. | DAR |  |  |
| SR-216 | The Bidder must create the full set of identified standard Medical Dashboard Management reports per as listed and identified - MDWAS Standard Reports and use cases located in the Procurement library – MDWAS Standard Reports, in addition to any reports elicited during the DDI period. | DAR |  |  |
| SR-217 | The Bidder will propose, implement, and maintain a set of State-approved enterprise dashboards. | DAR |  |  |
| SR-218 | The Bidder will create and support dashboards based on State identified KPIs, as outlined in RFP Section 2.4.4. |  |  |  |
| SR-219 | The Bidder must create the full set of identified standard Pharmacy Management reports as elicited and identified during the DDI period. | DAR |  |  |
| SR-220 | The Bidder must develop, in collaboration with the State's Pharmacy Management Staff, a report that tracks Rx utilization trends, enabling stratification of the Rx data by therapeutic class and time period. | DAR |  |  |
| SR-221 | The Bidder must develop, in collaboration with State Pharmacy and Financial Management staff, a report that supports the State's oversight on the overall Rx spending, with month over month trending, which also includes the stratification of Rx claims data by Therapeutic Class and associated groupings. | DAR |  |  |
| SR-222 | The Bidder must develop, in collaboration with State Pharmacy Management staff, a report As Healthcare Pharmacy Analysts, a report that supports the State's oversight of the member lock-in program to assure that members of high risk for Rx abuse are following Rx access policy | DAR |  |  |
| SR-223 |  |  |  |  |
| SR-224 | The Bidder must create the full set of identified standard PI Management reports per Pharmacy Management Reporting Requirements elicited and developed during the DDI period. | DAR |  |  |
| SR-225 | The Bidder’s solution must provide the ability to perform SURS Ranking Reporting based on user-defined selection criteria. | DAR |  |  |
| SR-226 | The Bidder’s solution must provide the ability to perform SURS Peer Comparison Analysis based on user-defined selection criteria. | DAR |  |  |
| SR-227 | The Bidder’s solution must provide the ability to perform SURS Exception Reporting based on user-defined business rules criteria. The solution must have the ability to stratify the results by standard deviation from the norm. | DAR |  |  |
| SR-228 | The Bidder’s solution must provide the ability to perform SURS Population Analysis based on user-defined selection criteria. | DAR |  |  |
| SR-229 | The Bidder’s solution must provide the ability to apply member clinical risk analysis as part of SURS reporting analytics. | DAR |  |  |
| SR-230 | The Bidder’s solution must provide the ability to perform Program Integrity Predictive Analysis of benefit expenditures. | DAR |  |  |
| SR-231 | The Bidder’s solution must provide the ability for Program Integrity/SURS analysts to create ad hoc reports when researching specific providers or members. | DAR |  |  |
| SR-232 | The Bidder’s solution must provide the ability to perform Program Integrity Ad hoc Reporting against, at a minimum, the last three years of historical claims/encounter data. | DAR |  |  |
| SR-233 | The Bidder’s solution must support the ability to export PI Case information to spreadsheet or reporting analysis. | DAR |  |  |
| SR-234 | The Bidder’s solution must provide statistical report on Cases Created/Closed over time by case type/work area. | DAR |  |  |
| SR-235 | The Bidder’s solution must provide reporting of the amount of time spent working each case. | DAR |  |  |
| SR-236 | The Bidder’s solution must provide reporting on the total time spent per case and the average per case/type. | DAR |  |  |
| SR-237 | The Bidder’s solution must provide reporting recoveries by case type and source to case. ` | DAR |  |  |
| SR-238 | The Bidder will allocate adequate staff to provide interpretation, guidance, and training services to all State-approved users covering reporting, analytics, and dashboards. | DAR |  |  |
| SR-239 | The Bidder will host and facilitate monthly, user-level data and tool information-transfer meetings as prescribed by the State. | DAR |  |  |
| SR-240 | The Bidder will provide ongoing coaching and assistance to State approved users covering all aspects of tools and data training. | DAR |  |  |
| SR-241 | The Bidder will provide ongoing coaching and assistance to State-authorized users covering report interpretation and data anomaly investigation and resolution when queries and reports return unexpected results. | DAR |  |  |
| SR-242 | The Bidder will aid and support to users via the Help Desk functions as described in RFP Section 2.4.15. |  |  |  |
| DAR |  |  |  |  |
| SR-243 | The Bidder will produce training materials that cover each aspect of user engagement with the MDWAS solution (ad hoc creation, report formatting, report library navigation, prompted report execution, visual data analysis, dashboard navigation, tool features). | DAR |  |  |
| SR-244 | The Bidder will provide training for each user type as preparation for MDWAS User Acceptance Testing. | DAR |  |  |
| SR-245 | The Bidder will conduct post-training surveys and summarize the results for State leadership. Lessons learned from the survey results are to be used to update the training material and methods. | DAR |  |  |
| SR-246 | The Bidder will work with the State to create data-centric training which focuses on the documentation and understanding of key data attributes which are used to group, stratify, and classify the Vermont Medicaid program data. | DAR |  |  |
| SR-247 | The Bidder will provide training for each user type at least quarterly through the life of the contract. The training execution methodology must be documented in DEL – 18; User Training Plan deliverable. | DAR |  |  |
| SR-248 | The Bidder will describe how the staffing strategy will support the initial go live period of Phase I while the second phase DDI is still progressing for six (6) months. The details of this approach must be documented in DEL – 3; Staffing Management Plan deliverable. | DAR |  |  |
| SR-249 | The Bidder will assist users with the development and execution of queries and/or reports as requested. | DAR |  |  |
| SR-250 | The Bidder will assist State-approved users with performing ad hoc reporting via the solution module. | DAR |  |  |
| SR-251 | The Bidder will create reports based on State specifications and according to agreed-upon priorities during the operations phase of the contract. | DAR |  |  |
| SR-252 | The Bidder will support all predefined reports, including implementing change requests and defect resolutions, according to agreed-upon priorities during the operations phase of the contract. | DAR |  |  |
| SR-253 | The Bidder will provide all required documentation as part of report publication and store it in the report library. | DAR |  |  |
| SR-254 | The Bidder will define the report development methodology. The State’s preference is a collaborative and iterative approach to report, visualization, and dashboard development. | DAR |  |  |
| SR-255 | The Bidder will create and implement the Vermont specific reports identified in the RFP and Bidders’ library during the DDI phase of the contract in order that they are available to the user community at the start of the operations phase of the project. | DAR |  |  |
| SR-256 | The Bidder will allocate staff knowledgeable in the application and interpretation of member clinical risk scoring and member care episode analysis content. | DAR |  |  |
| SR-257 | (intentionally blank) |  |  |  |
| SR-258 | The Bidder will allocate staff knowledgeable in the definition and calculation of various healthcare quality measures. | DAR |  |  |
| SR-259 | The Bidder will collaborate with external groups and State staff on data analytics and reporting to evaluate how studies are performed and what data is required to address the business question. | DAR |  |  |
| SR-260 | The Bidder must allocate staff that can assist State staff in defining SURS reporting parameters for comparison, ranking, profile, and exception reporting. | DAR |  |  |
| SR-261 | (intentionally blank) |  |  |  |
| SR-262 | The Bidder will provide operational analytical/reporting support and expertise of medical billing against program policies. | DAR |  |  |
| SR-263 | The Bidder must be able to supply data analytic staff as listed on the staffing rate card within an agreed upon timeframe with the State. | DAR |  |  |

## **Part 5: Implementation/Project Management Approach**

## *[Add, modify or delete information in this section to be specific to your RFP.]*

1. Describe the approach you would recommend for project managing this engagement.
2. Provide a list of the standard project management deliverables that you would normally produce for this type of engagement.
3. **Provide a proposed list of project phases, major milestones, and an implementation time-line. Label this Attachment #4.**
4. What types of difficulties have other clients experienced with implementation of the proposed solution?
5. Describe the experience and qualifications of the Project Manager you would offer as the resource for this engagement. **Provide a copy of their resume and label it Attachment #5.**

**Part 6: Technical Services**

## *[Add, modify or delete information in this section to be specific to your RFP.]*

1. Describe the technical services included in your proposal (e.g., business analysis, configuration, testing, implementation, etc.).
2. Provide a list of the standard deliverables for the technical services described above.
3. Provide a description of the roles/services/tasks the State will be expected to cover as part of this engagement. Describe any additional roles/services/tasks that are optional, but would be beneficial for the State to provide.
4. Describe your typical conversion plan to convert data from existing systems to your proposed solution (if applicable).
5. Describe **and attach your typical Implementation Plan (label it Attachment #6)**, which shall include planning for the transition to maintenance and operations.
6. Describe the experience and qualifications of the technical resources proposed for this engagement. **Provide their resume(s) and label them Attachment #7.**
7. Describe the training that is included in your proposal.
8. Describe the system, administrator, and/or user documentation that is included in your proposal.

**Part 7: Maintenance and Support Services**

## *[Add, modify or delete information in this section to be specific to your RFP (including specifying any required service levels).]*

1. Provide answers to the questions below regarding your company’s Maintenance and Support Services:

|  |  |
| --- | --- |
| **Questions** | **Vendor Response** |
| **Service:  Customer Phone &/or Email Support** | |
| What is the method for contacting technical support? |  |
| What are the hours of operation for support? |  |
| What is the turnaround time for responses? |  |
| What is the escalation process for support issues? |  |
| Who comprises the support team and what are their qualifications? |  |
| Define your response resolution metrics and how you capture and report them. |  |
| **Service:  Incident/Security Breach Notification and Process** | |
| Describe your identification and notification process for security breaches. |  |
| **Service:  Data Management** | |
| Describe how data is stored, retained and backed-up (including frequency). |  |
| **Service:  Hosting** | |
| Describe the hosting service and associated service levels. |  |

|  |  |
| --- | --- |
| **Questions** | **Vendor Response** |
| **Service:  Scheduled Maintenance/Downtime** | |
| What is the frequency of scheduled maintenance and downtime? |  |
| What is the notification process for scheduled maintenance and downtime? |  |
| Describe how “maintenance” updates are tested with customers prior to installing them in their live environments. |  |
| **Service:  System Upgrades** | |
| Are software upgrades provided as part of the software support contract? |  |
| Describe your software upgrade process. |  |
| How often are new versions released? |  |
| Is documentation and training provided for system upgrades? |  |
| Are there additional costs for upgrades and/or new releases? |  |
| Describe how and when the State will have an opportunity to test system upgrades/releases prior to live installation. |  |
| Describe how the State will validate post installation and how changes will be backed out in the event that a problem is encountered. |  |

|  |  |
| --- | --- |
| **Questions** | **Vendor Response** |
| **Service:  Bug Fixes and Minor Enhancements** | |
| Describe the frequency and process for providing, testing, and installing bug fixes and minor enhancements. |  |
| **Service:  Disaster Recovery** | |
| Describe the disaster recovery services included in this proposal for any non-state hosted services. |  |
| What is your standard RPO and RTO? |  |
| Describe the plan your company has in place for its own disaster recovery of any sites that may be involved in support of this proposal. |  |

1. Describe any other services not mentioned in the above list that are included in your standard Service Level Agreement (SLA) and **include a copy of your SLA with your response to this RFP. Label the SLA Attachment #8.**
2. Describe how adherence to your service levels is measured and what remedies you would provide the State when performance doesn’t meet the standard?

## **Part 8: Pricing**

1. Submit pricing for your proposed solution in the table below. Fill in only the lines that are applicable to your proposal. **Insert lines for additional costs, but do not delete or rename any lines in the Table**. **Total each column and provide a total of all columns in the “Total Implementation, plus 5 Year Costs” box on the next page.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Cost Type** | **One Time (Design, Development & Implementation)** | **Year 1** | **Year 2** | **Year 3** | **Year 4** | **Year 5** |
| **Software** |  |  |  |  |  |  |
| Enterprise Application: License Fees | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| Maintenance &/or  License Fee Add-Ons | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| Subscription cost | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| Storage Limitations and/or Additional Fees | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| Database Software: License Fees | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| Middleware Tools: License Fees | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| Operating System Software: License Fees | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| Upgrade Costs for Later Years | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| Support and Maintenance Fees | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
|  | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| **Implementation Services** |  |  |  |  |  |  |
| Project Management | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| Requirements | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| Design (Architect Solution) | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| Development (Build, Configure or Aggregate)/Testing | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| System Testing | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| Defect Removal | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| Implement/Deploy or Integrate | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| Quality Management | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| **Cost Type** | **One Time (Design, Development & Implementation)** | **Year 1** | **Year 2** | **Year 3** | **Year 4** | **Year 5** |
| **Implementation Services Continued** |  |  |  |  |  |  |
| Training | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
|  | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
|  | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| **Hardware** |  |  |  |  |  | $0.00 |
| Computing Hardware | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| Storage and Backup Hardware | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| Network Hardware | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| Facilities/Data Center | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
|  | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
|  | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| **Hosting** |  |  |  |  |  | $0.00 |
| Hosting Fees | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
|  | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| **Total Base Costs** | **$0.00** |  |  |  |  |  |

|  |  |
| --- | --- |
| **Total Implementation plus Five Year Costs** | **$ 0.00** |

1. Describe any assumptions you have made in relation to the above cost and pricing information.
2. Provide pricing information for any volume discounts that are available based on the number of software licenses purchased or support years purchased.
3. Provide pricing for any Functional Requirements marked as “C” (feature is not available in the core solution, but can be provided with customization).

**Part 9: Terms and Conditions**

In deciding which Respondent/s to shortlist the State will take into consideration each Respondent’s willingness to meet the State’s terms and conditions. Indicate any objections or concerns to our stated terms and conditions in the RFP or any of the exhibits, addendums or attachments including **Attachment C**. Add lines to the table below as needed.

**Important:** Bidder will be bound to all terms and conditions stated in the State’s RFP, exhibits, attachments, and/or addendums except and then only to the extent specifically set forth in the table below, and only if and to the extent expressly agreed and incorporated in writing in a resulting contract. Note that exceptions to contract terms may cause rejection of the proposal.

|  |  |  |
| --- | --- | --- |
| **Clause Location** | **Concern** | **Proposed Verbiage** |
| [indicate RFP, exhibit, attachment or addendum, section & page number] | [briefly describe your concern about this clause] | [describe your suggested alternative wording for the clause or your solution] |
| [indicate RFP, exhibit, attachment or addendum, section & page number] | [briefly describe your concern about this clause] | [describe your suggested alternative wording for the clause or your solution] |
| [indicate RFP, exhibit, attachment or addendum, section & page number] | [briefly describe your concern about this clause] | [describe your suggested alternative wording for the clause or your solution] |
|  |  |  |
|  |  |  |

**Part 10: Authorized Company Signature**

I am authorized to submit a proposal to the State of Vermont in response to this RFP on behalf of my organization. The information provided as part of my organization’s response is a true and accurate representation of my organization’s ability to meet the State of Vermont’s business needs as expressed in this RFP.

|  |  |
| --- | --- |
| **Signature:** |  |
| **Full name:** |  |
| **Title:** |  |
| **Company:** |  |
| **Date:** |  |