

*Colorado Department of
Health Care Policy and Financing*



Solicitation #:

HCPFRFPCW14BIDM2

Business Intelligence and Data Management Services
(BIDM)

Appendix A – BIDM Requirements and Performance
Standards Matrix

<p style="text-align: center;">Appendix A - BIDM Requirements and Performance Standards Matrix</p> <p>Please refer to the instructions below for the appropriate use of this Appendix.</p>	
Column	Contents
Unique ID	This column contains identification numbers (ID #s) useful for referencing individual requirements, and each requirement has a unique ID#.
Applicable RFP Section	This column contains the primary section of the RFP Body to which the requirement applies.
Applicable RFP Subsection	This column contains the subsection of the RFP Body to which the requirement applies.
Priority	<p>Requirements were prioritized using "Mandatory", "Optional", or "1", "2", or "3" designations. Definitions are as follows:</p> <p><u>M = Mandatory.</u> Requirements labeled as MANDATORY are intended to ensure that evaluation of the Technical Proposal can proceed and that the Offeror has the required experience with system development and implementation. Any Offeror that does not meet the Mandatory Offeror Requirements will be considered non-responsive and will receive no further consideration.</p> <p><u>1 = Priority 1.</u> Requirements labeled "1" are necessary to make the System and Fiscal Agent Operations efficient and effective, such that they do not introduce any new manual processes and help the Department increase its capability levels on the MITA Maturity Model. Some of these requirements are components of the MECT Checklist, and may be necessary for the System to be certified.</p> <p><u>2 = Priority 2.</u> Requirements labeled "2" focus on achieving the Department's mission and vision that include enhancements beyond the basics of claims processing, which eliminate or reduce current manual processes, and integrate new technologies into the Enterprise.</p> <p><u>3 = Priority 3.</u> Requirements labeled "3" will enhance user and provider functionality and business processes. Priority 3 requirements are seen to significantly improve the Department's operations and Fiscal Agent Operations, user experience, provider interactions, and customer service.</p> <p><u>Optional.</u> Requirements labeled as OPTIONAL are the least critical and are not required to support the Department's current Medical Assistance Program. OPTIONAL requirements have been added as potential add-on functionality and are included primarily to understand pricing options.</p>
Requirement	This column contains the requirement.
Other Notes or Performance Standards	This column contains notes or performance standards associated with the requirement.

Offeror Compliance Code: Stage I, Stage II, Stage III Operations, or Will Not Meet	<p>This column is where the Offeror will indicate when the requirement will be met. With reference to the codes below, the Offeror must use the drop-down menu to select whether the requirement will be met during <i>Stage I</i>, <i>Stage II</i>, <i>Stage III</i>, or <i>Operations</i>. If the Offeror will not or cannot meet the requirement, <i>Will Not Meet</i> should be selected from the drop-down menu.</p> <p>Within the Offeror's Response to Requirements Tables in Appendix A, Offeror's responses must indicate that each requirement will be satisfied during one of the following COMMIT Project Stages:</p> <p><u>Stage I:</u> The Offeror's solution will satisfy the requirement during BIDM Contract Stage I.</p> <p><u>Stage II:</u> The Offeror's solution will satisfy the requirement during BIDM Contract Stage II.</p> <p><u>Stage III:</u> The Offeror's solution will satisfy the requirement during BIDM Contract Stage III.</p> <p><u>Operations:</u> The Offeror's solution will satisfy the requirement during BIDM Ongoing Operations and Enhancements Contract Stage.</p> <p><u>Will Not Meet:</u> The Offeror's solution cannot or will not satisfy the requirement.</p>
Associated Offeror's Response Question(s)	<p>For scoring and traceability purposes, use this column to indicate which Offeror's Response Question(s) describe(s) the Offeror's solution to address the Department's requirement.</p>
Notice: The Department is not responsible for any changes inadvertently made by Offerors to this version of these requirements.	

Unique ID	RFP Section	RFP Subsection	Priority	Requirement	Other Notes and/or Performance Standards	Offeror Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
3000	0	0	Mandatory	The Offeror's proposal shall adhere to all MECT Checklist requirements to receive CMS certification by the end of the CMS Certification Phase. Refer to: https://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/MMIS/MECT.html .	Mandatory requirements shall be met on the date of proposal submission.		
3001	0	0	Mandatory	The Offeror shall demonstrate a minimum of three (3) years of experience, within the past ten (10) years (since July 2003), providing Business Intelligence, Data Analytic, Data Warehouse and/or Decision Support System <u>development and implementation</u> activities for a claims/encounters processing system or health care decision support system of similar magnitude to the Colorado Medical Assistance program. Experience can apply to a commercial system or a conventional MMIS.	Mandatory requirements shall be met on the date of proposal submission.		
3002	0	0	Mandatory	The Offeror shall demonstrate a minimum of three (3) years of experience, within the past ten (10) years (since July 2003), providing Business Intelligence, Data Analytic, Data Warehouse and/or Decision Support System <u>operations and maintenance</u> activities for a claims/encounters processing system or health care decision support system of similar magnitude to the Colorado Medical Assistance program. Experience can apply to a commercial system or a conventional MMIS.	Mandatory requirements shall be met on the date of proposal submission.		
3003	2	2.4	1	Use of Subcontractors shall be clearly explained in the Resource Management Plan, and any Subcontractor shall be identified by the organization's name. At a minimum, the Subcontractor information shall include name; address; the general scope of work to be performed by each Subcontractor; Subcontractor's willingness to perform such work; and certification that it does not discriminate in its employment practices. The Contractor shall report to the Department annually any information on its use of Subcontractors, certifying that the Subcontractor meets the employment practices mandated by federal and State of Colorado statutes and regulations. Subcontractors are subject to the same location requirements as the Contractor.	In the event that the Contractor hires a new subcontractor within the annual time frame, the Contractor shall notify the Department within three (3) business days.		
3004	2	2.4	1	The Contractor shall manage and be accountable for the actions, inactions, and performance of all Subcontractors. The Contractor is solely responsible for the Work performed under this Contract including the work of Subcontractors. The Contractor is the Department's single point of contact for all services to be performed under this Contract including services performed by Subcontractors.	The Department expects to be able to communicate directly with all Subcontractors that are associated with the Contract upon request.		

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3005	2	2.4	1	If the any role is subcontracted, the BIDM Contractor shall be the Prime Contractor and shall be solely responsible for integration of all Work to be performed under this Contract. The Prime Contractor shall work solely with the Department to perform all Contract administration activities of this Contract; including tasks for which the Subcontractor may be responsible.			
3006	2	2.4	1	The Contractor shall ensure that BIDM Contractor staff work cooperatively with Core MMIS Contractor and PBMS Contractor staff to ensure the success of the COMMIT project as it relates to BIDM. The Core MMIS Contractor shall be the System Integrator.	The Department will establish a Memorandum of Understanding (MOU) between all three contractors that shall establish roles and responsibilities. Any dispute regarding the development of the MOU shall be handled through the Remedies process.		
3007	5	5.3	1	The Contractor shall provide an integrated test environment consistent with the proposed SDLC process that allows the Department and the Contractor to monitor the accuracy of the System and test proposed changes to the System without affecting normal operations. The test environment shall allow for end-to-end testing including transmission of all data from the original source data to the System and vice versa for bi-directional interfaces.	The Test Plan, which must be approved by the Department, shall contain detail of when environments will be provided.		
3008	5	5.3	1	The test environment(s) shall allow for the processing and analysis of mock data with a volume and distribution similar to that of the production system. All System and integration testing must be performed such that the data are not overwritten by multiple testing initiatives or the refresh. Refreshing data will be scheduled per the Department-approved Change Management Plan and will include the entire System.	Data in test environment shall accommodate at least three (3) years of Production System data.		
3009	5	5.3	1	As improvements, changes, or Enhancements to the System are implemented, that functionality shall also be deployed to test environments, so that test environments mirror production functionality.			

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3010	5	5.3	1	<p>The Contractor shall develop a System Test Plan that describes the Contractor's approach and commitment to all testing sub-phases required for a system of this magnitude, including, but not limited to:</p> <ul style="list-style-type: none">• System testing process.• Integration testing.• Data Conversion testing process.• Approach to supporting Department during UAT. The UAT process shall provide for authorized System users to exercise the entire System, including the use of converted data, in a separate, controlled environment.• Performance/stress testing.• Penetration testing. <p>The approach to conducting all specified testing for all System functionality per Department entrance and exit criterion. Any changes to test cases, including entrance and exit criteria, require written approval by the Department.</p>	This Deliverable shall be completed and provided to the Department during the Testing Phase.		
3011	5	5.3	1	<p>The Contractor shall develop a System Test Plan that describes the Contractor's approach and commitment to all testing sub-phases required for a system of this magnitude, also including, but not limited to:</p> <ul style="list-style-type: none">• Roles and responsibilities throughout the Testing Phase.• Process for submitting, monitoring, and resolving Defects found during testing and Enhancements and assigning severities/priorities in accordance to Department standards.• Process for applying fixes to the System and regression testing of any fixes.• Assurance of parity between technical environments.• Description of the proposed System or tool for identifying, prioritizing, tracking, fixing, and re-testing System Defects or Enhancements.• Structured promotion of functionality to subsequent testing levels.• Summary of testing tools used throughout the Testing Phase, including the approach to defining test cases that are representative of actual cases.• Testing of recovery processes and/or component outages/failures.• Defined exit criteria that provides for open defect parameters (number or acceptable open defects by severity, remediation plan following exit of test).	This Deliverable shall be completed and provided to the Department during the Testing Phase.		
3012	5	5.3	1	<p>The Contractor shall complete all testing, modifications, and documentation referred to in the System Test Plan.</p>	This Deliverable shall be completed and provided to the Department for approval during the Testing Phase.		

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3013	5	5.3	1	The Contractor shall design, implement, and document detailed test cases for each sub-phase of testing identified above. Test cases should include identifications, detailed steps, expected results, actual results (where appropriate), and be traceable to requirements listed in this RFP in the Requirements Traceability Matrix (RTM).	This Deliverable shall be completed and provided to the Department during the Testing Phase.		
3014	5	5.3	1	The Contractor shall schedule the testing environments and provide environment and sub-environment setup and test data as needed to support all testing per Department defined priorities.			
3015	5	5.3	1	The Contractor shall operate the integrated test environment component of the System, including improvements/enhancements as implemented.			
3016	5	5.3	1	The Contractor shall submit all Test Results (including Performance/Stress Testing Results, Final System Test Results, and Penetration Test Results) for each test sub-phase to the Department that includes, at minimum: <ul style="list-style-type: none">• Summary of testing results• Pass/Failure Rate at granular level as specified in the plan• Defect IDs and severity level of failed test cases• Proposed resolution for identified Defects.	This Deliverable shall be completed and provided to the Department during the Testing Phase.		
3017	5	5.3	1	The Contractor shall perform regression testing for all Defects identified as directed by the Department and provide regression testing results.	This Deliverable shall be completed and provided to the Department during the Testing Phase.		
3018	5	5.3	1	The Contractor shall use results of testing activities and lessons learned in the SDLC process to reduce the occurrence of Defects in future artifacts and processes (continuous improvement).			

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3019	5	5.3	1	The Contractor shall support the Department in all testing activities by providing support staff, technical expertise, and the tools required to track activities, outcomes, and test results.			
3020	5	5.3	2	The test environment(s) shall allow simultaneous testing of System changes, reporting, modeling, functionality testing, integrated system test, regression testing, or some combination of these as required by Department defined priorities.			
3021	5	5.3	2	The Contractor shall provide the Department with online access to the integrated test environment.			
3022	5	5.3	3	The Contractor shall automate the testing process, where possible, for improvement, changes, or Enhancements to the System.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Change Management Plan.		
3023	5	5.3	3	The Contractor shall automate the Defect tracking process for any improvements, changes, or Enhancements to the System.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Change Management Plan.		
3024	5	5.3	1	The Contractor shall design, develop, test, and implement changes and Enhancements, per the Configuration Management Plan, that may be selected by the Department through the Configuration Management Process for implementation during the duration of the Contract.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Configuration Management Plan.		

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3025	5	5.3	1	The Contractor shall provide a report to the Department regarding all System changes that have been implemented in the previous month as well as a projection of Change Requests that will be implemented in the upcoming months. Reporting will also include traceability of actual vs. estimated resources, time, and cost.	Reporting will occur monthly or as otherwise established through the Change Management Plan.		
3026	5	5.3	1	The Contractor shall provide the ability to revert the System to the previous iteration or version when an implemented change to the System (e.g., Enhancement, Configuration, Customization, version update) causes an undesirable system impact, within a defined time period in the Change Request.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Change Management Plan.		
3027	5	5.3	1	The Contractor shall document results of lessons learned for each Enhancement, and incorporate that information into the Change Management Plan to reduce the occurrence of defects in future artifacts and processes (continuous improvement).	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Project Management Plan.		
3028	5	5.3	1	The Contractor shall implement and monitor an internal quality control process to ensure that all Deliverables, documents, and calculations are complete, accurate, easy to understand, and of high quality. Include a process to record and address corrective and preventive actions.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Quality Assurance Control/Quality Management Plan.		
3029	5	5.3	1	As defined in the Communication Management Plan, the Contractor shall develop and provide standards and templates for all documentation and communications for review and approval by the Department. Documentation and communication includes: <ul style="list-style-type: none"> • Weekly Status Reports • Monthly Status Reports • Systems Operations Reports, including performance against established SLAs • Meeting Agendas • Meeting Minutes 	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		

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3030	5	5.3	1	As reasonable, the Contractor shall attend in person any meeting with the Department or other Department stakeholders at the location of the meeting, unless the Department gives approval to attend by telephone or video conference. In the event that the Contractor has any personnel attend by telephone or video conference, the Contractor shall be responsible for providing the conference line or virtual meeting place.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
3031	5	5.3	1	As defined in the Communication Management Plan, the Contractor shall maintain complete and detailed records of all meetings related to the Contract, System Development Life Cycle (SDLC) documents, presentations, project artifacts and any other interactions or Deliverables related to the project described in the Contract and make such records available to the Department upon request, throughout the life of the Contract. The Contractor shall make documentation readily available online in indexed, searchable, downloadable format to Department designated users.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
3032	5	5.3	1	The Contractor shall provide and maintain historical and current documentation of, including but not limited to, the System's database schema, data dictionaries, entity-relationship diagrams, complete System architecture and Configuration diagrams, network diagrams (as applicable), system conversion documentation, and interface standards for the entire System, including those supporting Proprietary Contractor Material, however this does not include proprietary information related to COTS products. The Contractor shall provide and maintain all service delivery documentation related to the design of each module/component and its interaction with other modules/components as appropriate. The Contractor shall make documentation readily available online in indexed, searchable, downloadable format to Department designated users.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Configuration Management Plan. Note: Once under contract, the Department will have access to Proprietary Contractor Material that will be treated as confidential as described in the contract.		
3033	5	5.3	1	The Contractor shall develop and maintain online, current documentation on all operational and reference processes, including desk level procedures for Contractor's staff that can be viewed by the Department. The Contractor shall make documentation readily available online in indexed, searchable, downloadable format to Department designated users.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
3034	5	5.3	1	The Contractor shall coordinate with the Department to develop CMS Certification Checklist documentation for each MECT Checklist requirement.	This Deliverable shall be completed and provided to the Department during the CMS Certification Phase.		

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3035	5	5.3	1	The Contractor shall takeover existing materials and data including but not limited to production and archived data, reference materials, system documentation, historical CSR documents, and information storage from incumbent contractor. Store and manage specified historical materials and data through the life of the Contract.	Note: This Deliverable shall be negotiated by the Contractor and Department through the Contract. Contractor is only responsible for storing and making available reference materials, system documentation, and historical CSR documents related to the Legacy System.		
3036	5	5.3	1	The Contractor shall develop and submit a phased Data Conversion Plan that provides detailed requirements including, at a minimum: <ul style="list-style-type: none"> • Discovery and legacy/source System/data evaluation process. • Recommended scope of data conversion based on discovery/evaluation results. • Relevant data sources including all sub-systems. • Department participation needs in the data conversion process development and execution. • Reporting migration requirements, including functionality validation of third-party tools and/or systems. • Documentation of success and failure metrics. • Post data migration cleanup process. • Final validation and acceptance procedure. • Emergency rollback contingency procedures, if applicable. 	This Deliverable shall be completed and provided to the Department during the Data Conversion Phase.		
3037	5	5.3	1	Acquire the hardware, software, and associated licenses needed for the Contractor to successfully complete the Data Conversion Phase.	This Deliverable shall be completed and provided to the Department during the Data Conversion Phase.		
3038	5	5.3	1	The Contractor shall implement a fully functioning data migration environment to be used by both the Contractor and Department for current and ongoing migration needs. Include the following: <ul style="list-style-type: none"> • Relevant tools, utilities, and software. • Associated licenses with ownership transferred to the Department. • Appropriate access rights for management, operation, and maintenance. 	This Deliverable shall be completed and provided to the Department during the Data Conversion Phase.		
3039	5	5.3	1	The Contractor shall develop and revise System and User Documentation as required.	This Deliverable shall be completed and provided to the Department during the Data Conversion Phase.		

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3040	5	5.3	1	The Contractor shall perform System tests to compare all transferred programs, files, utilities, etc., to determine that the migration was successful.	This Deliverable shall be completed and provided to the Department during the Data Conversion Phase.		
3041	5	5.3	1	During the Data Conversion Phase, the Contractor shall include migration of the Department's Legacy Systems (e.g., MMIS, DSS, PBMS, SDAC) to the System. The migration shall be conducted according to conversion parameters and the Data Conversion Plan that are defined by the Contractor in cooperation with the Department. The Contractor will be responsible for the planning, testing, and management of the data conversion process, including the logical and physical data architecture, and use of the data loading tools.	During the project's Testing Phase, the Department and Contractor will maintain parallel operations for all of the production functionality for a period of no less than three (3) months without errors, or with approval by the Department. The Department will provide the Contractor with the appropriate access to external systems and Department staff will assist the Contractor in developing and testing the Data Conversion Plan.		
3042	5	5.3	2	During the Data Conversion Phase, the Contractor shall include migration of the Department's Program Integrity TCN Database into the Claim Tracking Functionality.			
3043	5	5.3	1	The Contractor shall develop and submit a Detailed System Design Plan, to the Department for approval, that includes but not limited to: <ul style="list-style-type: none"> • Approach to tracking results and problems from Detailed System Design Sessions. • Tools to be used to manage session results and problems. • Approach to capturing and tracking potential training considerations identified during design sessions. • The format of the proposed Design Specification Document (DSD) deliverable. 	This Deliverable shall be completed and provided to the Department during the Design and Definition Phase.		
3044	5	5.3	1	The Contractor shall develop and submit a Detailed System Design Session schedule for review and approval by the Department.	This Deliverable shall be completed and provided to the Department during the Design and Definition Phase.		

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3045	5	5.3	1	The Contractor shall perform prototyping when appropriate to enable Department staff to review and accept windows, screens, reports, or other layouts designs.	This Deliverable shall be completed and provided to the Department during the Design and Definition Phase.		
3046	5	5.3	1	The Contractor shall develop and provide to the Department for approval an Environment Architecture and Implementation Plan.	This Deliverable shall be completed and provided to the Department during the Design and Definition Phase.		
3047	5	5.3	1	The Contractor shall develop and provide to the Department for approval a Physical and System Security Plan.	This Deliverable shall be completed and provided to the Department during the Design and Definition Phase.		
3048	5	5.3	1	The Contractor shall prepare and submit to the Department for approval, the Detailed System Design Session meeting notes and include the decisions, justification for changes (including new, modified, or deleted requirements), outstanding problems requiring follow-up, and impacts to future detailed design sessions.	This Deliverable shall be completed and provided to the Department during the Design and Definition Phase.		
3049	5	5.3	1	The Contractor shall submit a draft Design Specification Document (DSD) that incorporates comments submitted by the Department.	This Deliverable shall be completed and provided to the Department during the Design and Definition Phase.		
3050	5	5.3	1	The Contractor shall develop a final DSD based on the facilitated design sessions. Detailed design specifications may be delivered incrementally, as they are developed for each functional component or module, with final approval when all are approved. The DSD shall also include a Systems Documentation Template depicting the outline for the proposed content of the System documentation. Examples of information to be included in the System documentation are hardware and software, descriptions of the services and infrastructural components, and other necessary System information.	This Deliverable shall be completed and provided to the Department during the Design and Definition Phase.		

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3051	5	5.3	1	The Contractor shall update and maintain the Requirements Traceability Matrix (RTM) with results from Detailed System Design Sessions.	This Deliverable shall be completed and provided to the Department during the Design and Definition Phase.		
3052	5	5.3	1	The Contractor shall develop and submit to the Department a Unit Test Checklist Template and Unit Test Plan that describes the Contractor’s approach, methodology, success criteria, and schedule for unit testing of the System.	This Deliverable shall be completed and provided to the Department during the Development Phase.		
3053	5	5.3	1	The Contractor shall conduct unit testing and submit results via Unit Test Checklists attesting that each component and module has been thoroughly unit-tested, meets the checklist criteria, and is therefore ready for System test.	This Deliverable shall be completed and provided to the Department during the Development Phase.		
3054	5	5.3	1	The Contractor shall provide weekly updates and performance metrics on unit testing and development progress to the Department as part of the weekly status reports.	This Deliverable shall be completed and provided to the Department during the Development Phase.		
3055	5	5.3	1	The Contractor shall conduct development walkthroughs as appropriate to demonstrate to the Department that all System functions have been completely and accurately developed and unit-tested and record problems using the Project Control and Issue Tracking process.	This Deliverable shall be completed and provided to the Department during the Development Phase.		

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3056	5	5.3	1	<p>The Contractor shall develop and submit a Requirements Definition and Validation Plan that includes, at minimum:</p> <ul style="list-style-type: none">• A description of the Contractor's approach to capturing the results and problems of Requirement Review and Validation Sessions.• Tools that will be used to record and track requirements and problems.• A description of how potential training needs will be recorded during the requirements sessions.• Develop and submit a Requirements Review and Validation Session schedule for review by the Department.• Develop and distribute Requirements Review and Validation Session agendas prior to each session.• Facilitate requirements review and validation sessions to validate RFP requirements (as listed in this Appendix, Appendix A - BIDM Requirements and Performance Standards Matrix) with the Department.• Conduct interviews with Department staff to validate, clarify, update, and finalize requirements.			
3057	5	5.3	1	<p>The Contractor shall develop and submit to the Department a draft Requirements Specification Document (RSD) for Contractor-proposed System components, modules and functional areas. At minimum, the RSD should include:</p> <ul style="list-style-type: none">• An overview of System architecture and how components are integrated.• Detailed Requirements Specification Template.• Identification of changes to RFP requirements.• Clarifying information associated with requirements, as needed.• Identification of new requirements• Explanation of how requirements will be met.• Identification of the entity responsible for meeting the requirement.• Description of the hardware/software Configuration that will be used to meet the requirement.• A logical data model that identifies all entities, relationships, attributes, and access paths.			
3058	5	5.3	1	<p>The Contractor shall compile the final Requirements Specification Document (RSD) that incorporates the Department's review findings to reflect all requirements that need to be met as defined in the facilitated Requirement Review and Validation Sessions. Detailed requirement specifications may be delivered incrementally, as they are developed for each functional component or module.</p>	<p>This Deliverable shall be completed and provided to the Department during the Discovery and Requirements Validation/ Requirements Elicitation Phase.</p>		

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3059	5	5.3	1	The Contractor shall develop and maintain a Business Rules Traceability Matrix to ensure that the business rules will allow the System to comply with the requirements and ensure that detailed requirements comply with RFP requirements.	This Deliverable shall be completed and provided to the Department during the Discovery and Requirements Validation/ Requirements Elicitation Phase.		
3060	5	5.3	1	The Contractor shall develop an Enhancements Test Plan that describes the approach to all testing necessary to implement Enhancements.	This Deliverable shall be completed and provided to the Department during the Enhancements Phase.		
3061	5	5.3	1	The Contractor shall design, document, submit to the Department for approval, and implement, detailed test cases (UAT initial test cases and detailed System test cases) for Enhancement testing. Test cases should include dummy client IDs (not real ones), detailed steps, expected results, actual results (where appropriate), and be traceable to requirements listed in this RFP in the Requirements Traceability Matrix (RTM).	This Deliverable shall be completed and provided to the Department during the Enhancements Phase.		
3062	5	5.3	1	<p>The Contractor shall submit for approval all Test Results for each test sub-phase to the Department that includes, at minimum:</p> <ul style="list-style-type: none">• Summary of testing results.• Pass/Failure Rate.• Defect IDs and severity level of failed test cases.• Proposed resolution for identified defects.• Performance/Stress Testing Results.• Final Enhancements Test Results.• Penetration Test Results. <p>The following tests should be done independently with the results, Defects and severity level, pass/fail rate, and proposed resolution for identified Defects submitted to the Department:</p> <ul style="list-style-type: none">• Performance/Stress Testing.• Final Enhancements Test Results.• Penetration Test Results.	This Deliverable shall be completed and provided to the Department during the Enhancements Phase.		
3063	5	5.3	1	The Contractor shall collaborate with the Department to identify and prioritize its System requirements that are not included in the base System and are outside of the contracted scope, following the Change Management Process.	This Deliverable shall be completed and provided to the Department during the Enhancements Phase.		

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3064	5	5.3	1	The Contractor shall develop an Implementation Strategy in conjunction with the Department that describes, at a minimum: <ul style="list-style-type: none">• The phased approach to the System rollout to System user groups and/or of functionality.• The proposed implementation schedule.• A tracking process for Problems and Defects.• Communication and Contractor support procedures.• Contractor and Department roles and responsibilities.• Operational Readiness Criteria and Operational Readiness Walkthrough approach that addresses Contractor and System and Department readiness.• System acceptance criteria and procedures.	This Deliverable shall be completed and provided to the Department during the Implementation and Roll Out Phase.		
3065	5	5.3	1	The Contractor shall conduct an Operational Readiness Walkthrough with the Department prior to the initial System Implementation and Roll Out Phase. The Operational Readiness Walkthrough shall validate the Contractor’s, System’s, and Department’s operational readiness. The Department shall formally sign off on each Operational Readiness Walkthrough prior to implementing the next System Roll Out Phase.	This Deliverable shall be completed and provided to the Department during the Implementation and Roll Out Phase.		
3066	5	5.3	1	The Contractor shall develop a “Go-Live” Support Plan that documents the onsite and offsite user support provided by the Contractor in conjunction with the Department during the initial System implementation. Go-Live is defined as the period when the Production environment is first accessed by authorized System users to support business functions to the time when the Department formally accepts the System. The Go-Live support model is different than the System User Support functions, which is meant to support the System once operationally stable.	This Deliverable shall be completed and provided to the Department during the Implementation and Roll Out Phase. System User Support requirements will be substantially greater whenever new components of the System are rolled-out. The "Go-Live" Support Plan shall anticipate additional support that will be required and detail how those needs will be met.		
3067	5	5.3	1	The Contractor shall develop an Implementation and Roll Out Plan that details planning and roadmaps for managing all System releases (if applicable). This includes managing dependencies across releases along with handling technology stacks, databases and infrastructure to match the roll out needs.	This Deliverable shall be completed and provided to the Department during the Implementation and Roll Out Phase.		
3068	5	5.3	1	The Contractor shall develop a Post-Implementation Operational Monitoring Plan, including methods and schedules for the Department and the Contractor to conduct post-implementation monitoring of System operations related to performance expectations as described in this Appendix.	This Deliverable shall be completed and provided to the Department during the Implementation and Roll Out Phase.		

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3069	5	5.3	1	The Contractor shall update System documentation and operating procedures with lessons learned from the Implementation and Roll Out Phase.	This Deliverable shall be completed and provided to the Department during the Implementation and Roll Out Phase.		
3070	5	5.3	1	The Contractor shall obtain formal Department approval for the implementation of the System.	This Deliverable shall be completed and provided to the Department during the Implementation and Roll Out Phase.		
3071	5	5.3	1	The Contractor shall prepare a Post-Implementation Evaluation Report that includes: <ul style="list-style-type: none">• Lessons learned.• Project successes and failures.• Evaluation metrics including:<ul style="list-style-type: none">• Actual and planned budget comparisons.• Actual and planned schedule comparisons.• Actual and planned scope comparisons.• System user satisfaction by User Level.• Benefits gained over the previous legacy systems.• The current status of the System.• Ongoing contingencies or problems and recommended solutions.• Ability for the System to meet all established Service Level Agreements (SLAs).	This Deliverable shall be completed and provided to the Department during the Implementation and Roll Out Phase.		

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3072	5	5.3	1	<p>The Contractor shall develop and submit for Department approval a Project Management Plan, as defined in the most current edition of "A Guide to the Project Management Body of Knowledge (PMBOK)". The Project Management Plan shall define how the Contractor shall manage all aspects of the Contract that affect price, schedule, performance (scope and quality), risk/issues/opportunities, and applicable resources. The Project Management Plan shall include at a minimum:</p> <ul style="list-style-type: none"> • Approach for executing monitoring and controlling the project. • Approach for managing resources and training. • Approach for managing communication and reporting. • Approach for managing scope, schedule, and cost. • Approach to managing risk and project issues. • Approach to managing changes. • Approach to configuration management. • Deliverable review and acceptance procedures. • Systems Development Life Cycle approach. 	<p>The plan shall be delivered to the Department during the Initiation and Planning Phase and updated through the duration of the Contract as agreed upon between the Department and the Contractor.</p> <p>The Department expects an approach such that “if the Contractor sees it, the Department sees it” to minimize asymmetric understanding of the Contract status.</p> <p>The Department believes that pursuing unrealistic schedule dates often results in a greater cost and a longer schedule due to potential quality issues and the premature reallocation of resources directed at transitioning. While minimizing the project schedule is an objective, Offerors shall propose realistic project schedules, and the selected Contractor shall continue this practice throughout the life of the Contract.</p>		
3073	5	5.3	1	<p>The Contractor shall establish a project management structure to manage projects related to System implementation, System Enhancements, System maintenance, and ongoing operations throughout the Contract Stages, generate project-related work products and Deliverables, and report project status to the Department team. The project management structure will be responsible for generating key project management tools.</p>			
3074	5	5.3	1	<p>The Contractor shall build and maintain the Project Work Breakdown Schedule, as defined in the most current edition of the PMBOK, that includes both Contractor and Department tasks. All tasks shall be identified at a detailed level of a rolling ninety (90) calendar day basis, unless otherwise coordinated and agreed to by the Department.</p>	<p>The Project Work Breakdown Schedule shall be delivered to the Department for review and approval during the Initiation and Planning Phase.</p> <p>Collaborate with the Department to make weekly updates to its portion of the overall project schedule.</p>		
3075	5	5.3	1	<p>The Contractor shall develop a Quality Assurance Control/Quality Management Plan, based on best practices, by business activity to address the needs and specific opportunities for quality improvement throughout the Contract period. The Quality Assurance Control/Quality Management Plan should reflect the Contractor’s experience and resolve toward:</p> <ul style="list-style-type: none"> • Methodology for maintaining quality of the code, workmanship, project schedules, Deliverables, and Subcontractor(s) activities. • Quality in Systems design, testing, and implementation. • Process design and staff training. • Performance standards development and measurement. • Customer satisfaction measurement and analysis. • System maintenance and upgrade options. 	<p>The plan shall be delivered to the Department for approval during the Initiation and Planning Phase and then updated annually.</p>		

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3076	5	5.3	1	<p>The Contractor shall develop a Communication Management Plan, as defined in the most current edition of A Guide to the Project Management Body of Knowledge (PMBOK), for the services outlined in the Contract. The Communication Management Plan shall describe, at a minimum:</p> <ul style="list-style-type: none"> • The Contractor's communication model with the Department and other entities. • The Contractor's approach to meeting the communication requirements throughout the course of the Contract performance period. • Approach to maintaining telephone and email contact with the Department's assigned Division Director and other designated staff on at least a weekly basis throughout the Contract period. • During critical implementation, development, and transition phases, approach to maintaining daily contact with the Department's project managers, as appropriate. • The Project Stakeholders. • The frequency and breadth of communication. • Communication methods. • The individuals responsible for communication including valid and after-hour contact information. • The review and approval process, including a process for facilitating a Department review of each Deliverable outline and draft documents to ensure common understanding of the purpose and content of documentation prior to final delivery. • Create Standard System Report Templates. 	<p>The plan shall be delivered to the Department for approval during the Initiation and Planning phase and updated annually, or immediately if any changes occur.</p> <p>Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Project Management Plan.</p>		
3077	5	5.3	1	<p>The Contractor shall develop a Risk Management Plan to ensure that risks are identified, analyzed, mitigated, communicated, and solutions to identified risks are effectively executed.</p>	<p>This Deliverable shall be completed and provided to the Department during the Initiation and Planning Phase.</p>		

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3078	5	5.3	1	<p>The Contractor shall provide a Business Continuity and Disaster Recovery Plan that will include:</p> <ul style="list-style-type: none">• Timely failover and redundancy.• Data recovery.• Short- and long-term continuity operations.• Remote access (in accordance with Department standards).• An alternate business site if the primary business site becomes unsafe or inoperable.• Root cause analysis reporting to the Department for unscheduled downtime.• Provide data backup.• Schedule and process for testing of the Business Continuity and Disaster Recovery Plan. <p>Reference the Colorado System Security Plan Template for additional information.</p>	Performance Standard: The Contractor is responsible for establishing a reasonable timeline for Business Continuity and Disaster Recovery. The System is not considered a mission critical service; a core service; system where a service disruption will cause serious injury to government operations, staff or citizens; or moderately critical agency services under Department or OIT standards.		
3079	N/A	N/A	N/A	Requirement has been deleted and this requirement number is reserved for future use.			
3080	5	5.3	1	<p>If necessary, the Contractor shall implement the Business Continuity and Disaster Recovery Plan as specified to maintain System and Contractor operations.</p>	Performance Standard: The Contractor is responsible for establishing a reasonable timeline for Business Continuity and Disaster Recovery. The System is not considered a mission critical service; a core service; system where a service disruption will cause serious injury to government operations, staff or citizens; or moderately critical agency services under Department or OIT standards.		
3081	5	5.3	1	<p>The Contractor shall develop a System Operational Procedures Manual for the System, which provides guidelines for the operation and use of the System. At a minimum, the manual shall contain the following sections:</p> <ul style="list-style-type: none">• Policies, processes and workflows related to the System.• General requirements for compliance with privacy and security.	This Deliverable shall be completed and provided to the Department during the Operations and Maintenance Phase.		

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3082	5	5.3	1	<p>The System Operations and Maintenance Plan shall include the following:</p> <ul style="list-style-type: none"> • Defect identification, tracking, and correction process. • Plan for maintaining security on a database, network, and individual authorized System user level including maintenance of authorized System user accounts. <p>Help Desk Support Plan including, at minimum:</p> <ul style="list-style-type: none"> • Available support services and proposed help desk staffing model that will ensure the performance expectations detailed in this Appendix. • Internal Contractor policies to ensure Protected Health Information (PHI), Personally Identifiable Information (PII) and other Department or client data are only shared with authorized System users. • After-hour contact and problem reporting process. <ul style="list-style-type: none"> • System documentation, including end-user and system administrator documentation. • Proposed Contractor staffing model for the Operations Phase. • Process for submitting operations problem reports to the Department when operational problems occur, describing the nature of the problem, the expected impact on ongoing functions, a corrective action plan, the expected time of problem resolution and communicating end-result. <p>Process for communicating with authorized System users.</p>	This Deliverable shall be completed and provided to the Department during the Operations and Maintenance Phase.		
3083	5	5.3	1	<p>The Contractor shall publish a System Software Version Release Schedule and provide updates to the Department as requested.</p>	This Deliverable shall be completed and provided to the Department during the Operations and Maintenance Phase.		
3084	5	5.3	1	<p>There shall be a Warranty Period, effective during the first year of the Ongoing BIDM Operations and Enhancement Contract Stage, which shall begin on the day on which the System becomes operational and terminate 365 calendar days later. The Warranty Period covers the agreed upon functionality, and the Contractor shall be responsible for correcting all Defects that prevent the System from operating according to Department specifications. The Contractor does not necessarily need to correct all Defects during the Warranty Period, but all Defects identified by the Department or Contractor during the Warranty Period shall be corrected by the Contractor, as agreed upon through the Change Management Process, at its expense, including the cost of increasing staffing, with no additional cost to the Department. The utilization of Key Personnel and Non-Key Personnel required under the Contract to fixing any Defects shall be minimal, as they will have assigned duties during the Ongoing BIDM Operations and Enhancement Contract Stage, which will be a full-time role. The Contractor shall maintain routine System performance and operations while correcting the Defects.</p>			

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3085	5	5.3	1	The Contractor shall provide regular updates to Department during the Organizational Readiness period.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
3086	5	5.3	1	The Contractor shall provide support to the Department as part of Organizational Readiness, including providing the Operational Transition and Readiness Project Manager and a minimum of two staff members who will be available as required to address questions and concerns.	This support shall be available during Department business hours. Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan.		
3087	5	5.3	1	The Contractor shall ensure all necessary System access is in place, including passwords for authorized System users, at the time of Organizational Readiness training.			
3088	5	5.3	1	The Contractor shall assist the Department in identifying and developing information to be conveyed to authorized System users as part of Organizational Readiness.			
3089	5	5.3	1	The Contractor shall maintain and update the training environment with data to use during training.	This Deliverable shall be completed and provided to the Department during the Organizational Readiness and Training Phase.		
3090	5	5.3	1	The Resource Management Plan shall include a Training Plan, that meets the requirements of this RFP, to be reviewed annually and approved by the Department. The plan must demonstrate the commitment of the Contractor staff to meet the learning needs of the authorized System users and include a proposed plan for face-to-face training on a mutually agreed upon schedule. The Training Plan shall include a Provider Transition Training Plan.	The plan shall be delivered to the Department for approval during the Organizational Readiness and Training Phase Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan.		

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3091	5	5.3	1	As part of testing and in conjunction with organizational readiness, the Contractor shall conduct structured acceptance testing training for authorized System users per the Training Plan.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan.		
3092	5	5.3	1	The Data Conversion Phase includes migration of the Department's Recovery Tracking spreadsheet, referral list, suspension of payment, excluded/terminated provider list, tort and casualty database, case log into the Investigative Case Management tool.			
3093	5	5.3	1	The Contractor shall provide "Go-Live" Training for all authorized System users as part of Organizational Readiness.			
3094	5	5.3	1	The Contractor shall develop a System Turnover Plan at no additional cost to the Department. The System Turnover Plan shall include, at minimum: <ul style="list-style-type: none">• Proposed approach to Turnover.• Tasks and subtasks for Turnover.• Schedule for Turnover.• Entrance and exit criteria.• Readiness walkthrough process.• Documentation update procedures during Turnover.• Description of Contractor coordination activities that will occur during the Turnover Phase that will be implemented to ensure continued functionality of System and services as deemed appropriate by the Department.	This Deliverable shall be completed and provided to the Department during the Turnover Phase.		

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3095	5	5.3	1	<p>The Contractor shall develop a System Requirements Statement at no additional cost that would be required by the Department or another designee to fully take over System, technical, and business functions outlined in the Contract.</p> <p>The Statement shall also include an estimate of the number, type, and salary of personnel required to perform the other functions of the System Services. The Statement shall be separated by type of activity of the personnel.</p> <p>The Statement shall include all facilities and any other resources required to operate the System, including, but not limited to:</p> <ul style="list-style-type: none"> • Telecommunications networks. • Office space. • Hardware. • Software. • Other technology. <p>The Statement shall be based on the Contractor’s experience in the operation of the System and shall include actual Contractor resources devoted to operations activities.</p>	This Deliverable shall be completed and provided to the Department during the Turnover Phase.		
3096	5	5.3	1	<p>The Contractor shall provide a “Lessons Learned” document that describes the challenges and solutions faced during the COMMIT project. Document should include suggestions for addressing challenges in addition to the solutions implemented, focusing on new suggestions and not on solutions that were rejected at the time the challenge was addressed. This document must be complete and provided to the Department for review and approval three (3) months before the end of the base contract. Department approval is required for completion of this requirement.</p>	This Deliverable shall be completed and provided to the Department during the Turnover Phase.		
3097	5	5.5	1	<p>The Contractor shall update Requirements Specifications for approved Change Requests and Rules Engine modifications and other System changes.</p>	This Deliverable shall be completed and provided to the Department during the BIDM Operations Phase in accordance with Change Management Plan.		
3098	5	5.5	1	<p>The Contractor shall provide reports on System Operation and Performance subject to Department approval.</p>	This Deliverable shall be completed and provided to the Department during the BIDM Operations Phase according to timelines in Communication Management Plan.		

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3099	5	5.5	1	The Contractor shall develop and provide Change Request forms, subject to Department approval.	This Deliverable shall be completed and provided to the Department during the BIDM Operations Phase.		
3100	5	5.5	1	The Contractor shall provide Updated Procedures and System Documentation, as needed.	This Deliverable shall be completed and provided to the Department during the BIDM Operations Phase according to specification of Change Management Plan.		
3101	5	5.5	1	The Contractor shall develop and provide an Ongoing Support Maintenance Plan.	This Deliverable shall be completed and provided to the Department during the BIDM Operations Phase.		
3102	5	5.5	1	The Contractor shall provide attestation to the Department that the System is operation-ready.	<p>This Deliverable shall be completed and provided to the Department during the Implementation and Start of Operations Phase.</p> <p>An Independent third party company, hired by the Contractor is not required.</p>		
3103	5	5.5	1	The Contractor shall develop and document the Contractor's operating procedures relative to this Contract.	This Deliverable shall be completed and provided to the Department during the Operational Readiness Phase. Documentation shall be developed in accordance with the Communication Management Plan.		
3104	5	5.5	1	The Contractor shall develop a Department Operational Readiness Training Plan and conduct training for all users at the appropriate authorized System user level in order to ensure preparedness for operations.	This Deliverable shall be completed and provided to the Department during the Operational Readiness Phase.		

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3105	5	5.5	1	The Contractor shall prepare a final Operational Readiness Assessment Document, including results of the parallel test and an assessment of the final operational readiness of Contractor.	This Deliverable shall be completed and provided to the Department during the Operational Readiness Phase.		
3106	5	5.5	1	The Contractor shall provide a System training program that coordinates and implements the roll-out, delivery, publication and distribution of all System training materials.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan.		
3107	5	5.5	1	The Contractor shall develop and deliver a comprehensive training program at the authorized System user level to support the rollout of the System.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan.		
3108	5	5.5	1	As part of organizational readiness preparation, the Contractor shall schedule and conduct interviews and sessions with Department's subject matter experts (SMEs) and stakeholders, as required, to clarify the training and readiness expectations and requirements.			
3109	5	5.5	1	The Contractor shall establish a Parallel Test Plan that describes the Contractor's approach to conducting the parallel test, including, at minimum: <ul style="list-style-type: none"> • Role and responsibilities. • Proposed activities and procedures. • Proposed timeline. • Proposed reporting structure. • Supporting tools and documentation to support the Parallel Test. 	This Deliverable shall be completed and provided to the Department during the Parallel Testing Phase.		
3110	5	5.5	1	The Contractor shall perform parallel test of the System with input from the incumbent contractor's operations and report test results to the Department.	This Deliverable shall be completed and provided to the Department during the Parallel Testing Phase.		

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3111	5	5.5	1	The Contractor shall revise systems and user documentation as required to fully describe the Contractor's operations.	This Deliverable shall be completed and provided to the Department during the Parallel Testing Phase. Documentation shall be developed in accordance with the Communication Management Plan.		
3112	5	5.5	1	<p>The Contractor shall develop and submit a Transition Plan including, at minimum:</p> <ul style="list-style-type: none"> • Proposed approach to transition. • Proposed approach for conducting a knowledge transfer from the incumbent Contractors to the new Contractor. • Proposed approach for consolidating applicable sections from the incumbent Contractors' Turnover Plan into the transition planning activity. • Tasks and activities for transition. • Personnel and level of effort in hours. • Completion date. • Transition Milestones. • Entrance and exit criteria. • Schedule for transition. • Production program and documentation update procedures during transition. • Readiness walkthrough. • Parallel test procedures. • Authorized user training. • Interface testing. 	This Deliverable shall be completed and provided to the Department during the Transition Planning Phase.		
3113	5	5.5	1	<p>The Contractor shall develop and submit a Relocation Risk/Contingency Plan. The Plan shall include:</p> <ul style="list-style-type: none"> • Proposed approach to Contractor relocation risk/contingency planning. • Risk analysis: identification of critical business processes. • Risk analysis: identification of potential failures. • Risk analysis: business impacts. • Identification of alternatives/contingencies. 	This Deliverable shall be completed and provided to the Department during the Transition Planning Phase.		
3114	5	5.5	1	The Contractor shall execute the Transition Plan and activities at no additional cost to the Department or increase in the price of the Contract.			

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3115	5	5.5	1	The Contractor shall conduct a formal Operational Readiness Plan Walkthrough with the Department, demonstrating that all operational areas are ready.	This Deliverable shall be completed and provided to the Department during the Operational Readiness Phase.		
3116	5	5.6	1	The Contractor shall report, per the Communication Management Plan, on all performance standards as specified in the Contract.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
3117	5	5.7	1	The Contractor shall maintain a local facility that must be located within walking distance, a one- (1-) mile radius of the Department, and accessible by public transportation, in a location approved by the Department.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan.		
3118	5	5.7	1	The Contractor shall have normal business hours, Monday through Friday, from 8:00 am to 5:00 pm Mountain Time (MT), according to the Holiday Schedule.	Holiday Schedule as defined in the Glossary.		
3119	5	5.7	1	The Contractor shall supply sufficient meeting space at its local facility, that includes at least two (2) conference rooms that can hold at least ten (10) people, at the Contractor's facility with secure Wi-Fi access at their facility to satisfy the requirements of the Contract. The Wi-Fi shall provide enough bandwidth to allow, and provide no security limitations that would prevent, the Department Staff to connect into a Virtual Private Network (VPN) from their State-issued laptops into the Department's network.	Two (2) conference room (with secure Wi-Fi access) and needs to hold at least 10 people.		

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3120	5	5.7	1	<p>To create greater coordination between Contractor’s Key Personnel and Non-Key Personnel, the Contractor shall provide a local facility that allow Department staff that use the System to colocate with the Contractor’s staff during the BIDM Ongoing Operations and Enhancement Contract Stage.</p> <p>The following space requirement shall be provided to accommodate the Department staff, which are in addition to any other space requirements in the RFP (e.g., training room):</p> <ul style="list-style-type: none">• The Department has fifty (50) staff that will locate with the Contractor over the length of the Contract starting with the effective date of the BIDM Ongoing Operations and Enhancements Contract Stage.• At minimum, 10,500 square feet of office space for the fifty (50) Department staff.• Two conference rooms that will accommodate at least ten (10) people for use by Department staff. The two conference rooms can be jointly used by both the Contractor and Department staff, but priority in scheduling meetings in these two conference rooms shall be determined by the Department.	<p>The Department is responsible for providing all furniture, cubes, phones, laptops, PCs, and other required infrastructure for the co-located Department staff.</p> <p>The Contractor will provide additional space beyond the 10,500 square feet for its own staff.</p> <p>The two conference room requirements are in addition to the 10,500 square foot requirement.</p> <p>The two conference room requirement is in addition to other requirements that require the Contractor to have sufficient meeting space at the Contractor's facility.</p> <p>The Department will be responsible for providing cubes and all office furniture within the 10,500 square feet of office space for Department staff and the two conference rooms. The Department will work jointly with the Contractor to create uniformity in the office space, including the size of offices and cubes between the Contractor’s staff and the Department’s staff.</p> <p>The Department will be responsible for providing parking spaces for Department staff.</p>		
3121	5	5.7	1	<p>To create greater coordination between Contractor’s Key Personnel and Non-Key Personnel, the Contractor shall provide a local facility that allow Department staff that use the System to colocate with the Contractor’s staff during the BIDM Contract Stage I and BIDM Contract Stage II.</p> <p>The following space requirement shall be provided to accommodate the Department staff, which are in addition to any other space requirements in the RFP (e.g., training room):</p> <ul style="list-style-type: none">• The Department has at least ten (10) staff that will locate with the Contractor over the length of the Contract starting with the effective date of the BIDM Contract Stage I and BIDM Contract Stage II.			

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3122	5	5.7	Optional	<p>To create greater coordination between Contractor’s Key Personnel and Non-Key Personnel, the Contractor shall provide a local facility that allow Department staff that use the System to colocate with the Contractor’s staff during the BIDM Contract Stage I, BIDM Contract Stage II, and BIDM Contract Stage III.</p> <p>The following space requirement shall be provided to accommodate the Department staff, which are in addition to any other space requirements in the RFP (e.g., training room):</p> <ul style="list-style-type: none">• The Department has fifty (50) staff that will locate with the Contractor over the length of the Contract starting with the effective date of the BIDM Ongoing Operations and Enhancements Contract Stage.• At minimum, 10,500 square feet of office space for the fifty (50) Department staff.• Two conference rooms that will accommodate at least ten (10) people for use by Department staff. The two conference rooms can be jointly used by both the Contractor and Department staff, but priority in scheduling meetings in these two conference rooms shall be determined by the Department.	<p>The Department is responsible for providing all furniture, cubes, phones, laptops, PCs, and other required infrastructure for the co-located Department staff.</p> <p>The Contractor will provide additional space beyond the 10,500 square feet for its own staff.</p> <p>The two conference room requirements are in addition to the 10,500 square foot requirement.</p> <p>The two conference room requirement is in addition to other requirements that require the Contractor to have sufficient meeting space at the Contractor's facility.</p> <p>The Department will be responsible for providing cubes and all office furniture within the 10,500 square feet of office space for Department staff and the two conference rooms. The Department will work jointly with the Contractor to create uniformity in the office space, including the size of offices and cubes between the Contractor’s staff and the Department’s staff.</p>		
3123	6	6.2	1	<p>Key Personnel named shall, at minimum, possess the following qualifications unless an exception is granted by the Department.</p> <ul style="list-style-type: none">• College degree in related field, preferably a Bachelors degree or higher.• At least five (5) years of experience in the particular named service (e.g., account management, compliance management, systems management) preferably within in the health care industry;• Demonstrated at least two (2) years of professional experience and knowledge of industry standard and best practices regarding large-scale and enterprise-level projects.			

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3124	6	6.2	1	<p>The Contractor shall identify and provide resumes for proposed Key Personnel who will be available for Work under the Contract. Key Personnel are subject to both initial and ongoing approval of the Department. Any substitutions must be approved by the Department prior to their assignment to perform Work under the Contract. Key personnel include:</p> <ul style="list-style-type: none"> Account Manager Analytics Manager DDI Manager Operational Transition and Readiness Project Manager Operations Manager Compliance and Security Manager Systems Manager <p>Other Key Personnel may be identified by the Contractor with Department approval. Additional Key Personnel will indicate the Contractor's commitment to both the contract and team stability.</p>	<p>All Key Personnel designated by the Department or the Contractor in the proposal must be approved prior to work on the contract.</p> <p>Key Personnel must be accessible to key Department personnel at all times.</p> <p>Key personnel performance will be evaluated by the Contractor and Department annually.</p> <p>Key Personnel shall be dedicated to the Contract and COMMIT project full-time during the term of the Contract unless noted otherwise in the RFP Body and/or Appendix A.</p> <p>Key Personnel will be maintained as identified in the Contract or the payment to the Contractor will be decreased relative to the vacancy of staff.</p> <p>The Compliance and Security Manager may be provided by two individuals each working part-time to fulfill the fulltime equivalent of a single individual.</p>		
3125	6	6.2	1	<p>During BIDM Implementation Contract Stages, the Contractor shall ensure that the following Key Personnel are located on-site at the Contractor's local facility and readily available to the Department:</p> <ul style="list-style-type: none"> Analytics Manager DDI Manager, if the Contractor's staff performing DDI activities are located at the Contractor's local facility and readily available to the Department: Operational Transition and Readiness Project Manager (excluded from the BIDM Contract Stage III) Operations Manager 			
3126	6	6.2	1	<p>During BIDM Implementation Contract Stages, the Contractor shall ensure that the following Key Personnel are readily available to the Department:</p> <ul style="list-style-type: none"> Account Manager DDI Manager Compliance and Security Manager 			
3127	6	6.2	1	<p>During BIDM Ongoing Operations and Enhancements Contract Stage, the Contractor shall ensure that the following Key Personnel are located on-site at the local Contractor's Facility and readily available to the Department:</p> <ul style="list-style-type: none"> Analytics Manager Operations Manager Systems Manager 	<p>These Key Personnel need to be committed to the Contract full-time.</p>		

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3128	6	6.2	1	During BIDM Ongoing Operations and Enhancements Contract Stage, the Contractor shall ensure that the following Key Personnel are readily available to the Department: <ul style="list-style-type: none"> • Account Manager • Compliance and Security Manager 	These Key Personnel do not need to be committed to the Contract full-time.		
3129	6	6.2	1	The Contractor shall provide an Account Manager for all Contract Stages. The Account Manager shall serve as the Contractor's primary point of contact to maintain communication with the Department for activities related to contract administration, project management and scheduling, correspondence between the Department and Contractor, and status reporting to the Department.	The Account Manager shall be in place at the Contract effective date.		
3130	6	6.2	1	The Contractor shall provide an Analytics Manager for all Contract Stages. The Analytics Manager manages activities related to the coordination, execution and supervision of business intelligence and analytics, including Contractor resource allocation, for services provided to the Department. The Analytics Manager manages activities related to reporting including design, development, production, documentation, and quality. The Analytics Manager, in cooperation with the Department, shall be actively involved in the transition of legacy reports and queries (e.g., MARS, SDAC, Department-specific reports) to the System. The Analytics Manager will assist in the development of new algorithms, analytics, and measures to advance the Department's analytical aptitude in the fields of rate setting; population health care measures; determinants of quality and cost effective health care; identifying patterns and relationships in fraud, waste, and abuse; predictive modeling; and changes in provider billing patterns that may occur in response to policy or billing changes in the Medical Assistance Program, Medicare, or other payers. In cooperation with the Department, the Analytics Manager shall develop and implement new quality measures and shall evaluate and modify existing quality measures to meet the Department's evolving needs. The Analytics Manager shall be dedicated to the Contract full-time.	<p>The Analytics Manager shall be in place at the Contract effective date.</p> <p>An Analytics Manager with experience in Medicaid and Medicare data is preferred.</p>		
3131	6	6.2	1	The Contractor's Analytics Manager may work on independent projects, research, or analysis that are related to Work under the Contract without authorization through the Change Management Process. However, all required Non-Key Personnel (i.e., Analytics Staff, Operations Staff, System/Interface Staff) are not authorized to perform independent research.	Note: The Analytics Manager is expected to perform ad hoc research and analytics related to Work under the Contract, which may involve trial and error or time consuming duties. The Analytics Staff are not expected to assist in these research endeavors as it will distract from the Work that the Department needs to occur under the Contract and has thus specified the resources. There is no requirement that the Analytics Manager supervise the Analytics Staff. If the Analytics Manager desires a research assistant or other analysts to assist in independent projects, it is expected that those staff would be included as "Staff to Support the Staff Listed Above and Located at Local Facility" in Price Schedule K.		

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3132	6	6.2	1	The Contractor shall provide a DDI Manager for BIDM Implementation Contract Stages. The DDI Manager manages activities related to the Contractor's resources, Deliverable reviews, system development and testing activities during these Contract Stages. The DDI Manager shall be dedicated to the Contract full-time during these Contract Stages.	The DDI Manager shall be in place at the Contract effective date.		
3133	6	6.2	1	The Contractor shall provide a Systems Manager for all Contract Stages. The Systems Manager coordinates Customization and Configuration of the System. The Systems Manager will act as the primary contact for gathering and implementing requirements related to the System. The Systems Manager will be responsible for ensuring the System is operational and that it fulfills all RFP and Contract requirements. The Systems Manager shall be dedicated to the Contract full-time.	The Systems Manager shall be in place at the Contract effective date.		
3134	6	6.2	1	The Contractor shall provide a Compliance and Security Manager for all Contract Stages. The Compliance and Security Manager shall provide proactive analysis and options for system and operations changes to implement regulatory authority from CMS regarding the System. The Compliance and Security Manager is responsible for contacting the Department when new CMS rules (draft and final) are released, organizing meetings to present the rules and help to provide comment for CMS and propose solutions to implement the rules in the System. The Compliance and Security Manager shall focus on any rule that impacts System Operations and assist the Department in preparing Fiscal Notes to proposed State legislation. In addition, the Compliance and Security Manager will be responsible for implementing all security measures necessary to comply with HIPAA, the Department's Safe Harbor protocols, and all other federal and State regulations.	<p>The Compliance and Security Manager shall be in place at the Contract effective date and shall coordinate on a regular basis with the Core MMIS Contractor's Compliance Manager.</p> <p>The Compliance and Security Manager may be provided by two individuals each working part-time to fulfill the fulltime equivalent of a single individual.</p>		
3135	6	6.2	1	The Contractor shall provide an Operations Manager for all Contract Stages. The Operations Manager: manages all operations activities encompassed in the Contract; oversees Contractor operations and maintenance staff; assists the Department's Project and Contract Manager(s) with Contract monitoring and ensures that Contract responsibilities and performance standards are met; develops operational policies and procedures to ensure timely and accurate reporting deliverables; communicates deliverable project timelines and potential risks; coordinates transfer of data and deliverables between the System and other vendors, providers, or other State agencies; and Provides for adequate training, user support, and Help Desk functions. The Operations Manager shall be dedicated to the Contract full-time.	The Operations Manager shall be in place at the Contract effective date.		

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3136	6	6.2	1	The Contractor shall provide an Operational Transition and Readiness Project Manager for BIDM Contract Stage I and BIDM Contract Stage II. The Operational Transition and Readiness Project Manager is responsible for activities related to, Contractor resources for, and Deliverable reviews during these Contract Stages. The Operational Transition and Readiness Project Manager shall also be responsible for monitoring and reporting activities regarding System, Operations, and State readiness throughout the Project Phases as it relates to implementation of requirements pertaining to BIDM Contract Stage I and BIDM Contract Stage II. The Operational Transition and Readiness Project Manager shall be dedicated to the Contract full-time during these Contract Stages.	The Operational Transition and Readiness Project Manager shall be in place at the Contract effective date.		
3137	6	6.3	1	The Contractor shall provide sufficient resources to support architecture and design activities to ensure that the system and supporting technical and business operations are successful. The Contractor shall update and maintain the architecture and design to ensure that the Department and its stakeholders' business activities relying on the System are not interrupted.	Note: Fulfilled through Work performed by Non-Key Personnel.		
3138	6	6.3	1	Non-Key Personnel shall, at minimum, possess the following qualifications unless an exception is granted by the Department. <ul style="list-style-type: none"> • College degree in related field, a Bachelors degree or above is preferred. • At least two (2) years of experience in the particular named service (e.g., analytics, operations, system/interfaces) preferably within in the health care industry. 			
3139	6	6.3	1	The Contractor shall provide sufficient staff to meet all requirements of the Contract, such that at minimum the Contractor shall provide Non-Key Personnel as follows: <ul style="list-style-type: none"> • Eight (8) Analytics Staff • Five (5) Operations Staff • Five (5) Systems/Interface Staff Non-Key Personnel staff will be assigned to perform the Work described under the Contract or will be authorized to perform duties through Change Management Process.	Non-Key Personnel and "Staff to Support Staff Listed Above and Located at Local Facility" in Pricing Schedule K will be maintained as identified in the Contract or the payment to the Contractor will be decreased relative to the vacancy of staff.		
3140	6	6.3	1	The Contractor shall provide the analytic functionality, personnel, and resources necessary for both automated and manual sampling for any data, including, but not limited to, sampling frame, sample, and definition of sample parameters. This includes random sampling, stratified sampling, systematic sampling, cluster sampling, and over sampling for all types of data in the System.	Note: Fulfilled through Work performed by Non-Key Personnel.		

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3141	6	6.3	1	<p>The Contractor shall provide sufficient staff to meet all requirements of the Contract, such that the Contractor will provide qualified staff to support Key Personnel and Non-Key Personnel as follows:</p> <ul style="list-style-type: none">• Testing and Validation Staff• Business Analyst Staff• Technical Writing and System Documentation Staff• Project Management Staff• Administrative Support Staff• Other, Non-Specified Staff	Increase staffing levels if requirements or standards are not being met at no additional cost to the Department. Non-Key Personnel and "Staff to Support Staff Listed Above and Located at Local Facility" in Pricing Schedule K will be maintained as identified in the Contract or the payment to the Contractor will be decreased relative to the vacancy of staff.		
3142	6	6.3	1	<p>The Contractor shall maintain adequate Analytics Staff to perform the following functions, including but not limited to:</p> <ul style="list-style-type: none">• Work collaboratively with the Department to develop and implement provider performance metrics (e.g., cost, utilization, and quality measures) for specific populations and Department programs.• Evaluate credibility and efficacy of individual measures and baseline comparisons and recommend improvements to performance measurements where appropriate.• Work collaboratively with the Department to develop analytics for a multitude of Department-defined payment reform activities, such as provider incentive payment programs, provider shared savings models, etc.• Assist in explaining and documenting reports to the Department and its stakeholders.• Attend stakeholder (provider) meetings to communicate results of analyses.• Investigate data anomalies in query, reporting, and analysis.• Provide industry-best practice analytics on behalf of the Department, including, and not limited to: predictive modeling, creation of client Risk Scores, performance monitoring and benchmarking, evaluating utilization variances between providers, and creating provider profiles.• Building advance reporting capabilities that will include both ad hoc and a standard library of reports.			

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3143	6	6.3	1	<p>The Contractor shall maintain adequate Operations Staff to perform the following functions, including but not limited to:</p> <ul style="list-style-type: none">• Serve as single point of contact for day-to-day operations.• Maintain effective communication of project updates and problem resolutions.• Ensure quality control procedures are in place, utilized and issues resolved when identified through implemented quality checks.• Maintain current documentation on operational processes and procedures and investigate anomalies, including notification of Department staff to operational issues and remediation plans.• Ensure adherence to project and report delivery timeframes.• Prepare operational reports by conducting business use analysis.• Work with development team to automate operational reports.• Provide user support for the BIDM Web Portal.			
3144	6	6.3	1	<p>The Contractor shall maintain adequate Systems/Interface Staff to perform the following functions, including but not limited to:</p> <ul style="list-style-type: none">• Maintain systems by researching and resolving problems.• Maintain system integrity and security.• Responsible for the Configuration and Customization of the System, System Tools, and Rules Engine.• Establish, manage, and maintain BIDM Data Exchanges.• Schedule and execute file transfers with external BIDM Data Exchange sources.• Establish, manage, and maintain BIDM Interfaces.• Maintain file specifications for BIDM Data Exchanges.• Provide regular status updates to the Department regarding system issues and the implementation of system updates.• Assure that installations of new processes are on target and maintain a system of checks and balances to assure that the underlying data is consistent, complete, and accurate.• Develop and gather requirements, analyze test plans and technical specifications, tests results and provide system documentation.• Design, implement, and maintain System architecture (e.g., data warehouse, metadata).• Monitor System performance and resolve issues.			
3145	6	6.3	1	<p>The Contractor shall dedicate two (2) additional analytical/reporting staff FTE to developing, documenting, and producing queries and reports not explicitly mentioned in other requirements of this RFP during the BIDM Contract Stage I, BIDM Contract Stage II, and BIDM Contract Stage III. Queries and reports will be developed per Department Specifications and through the Change Management Process.</p>	<p>Note: These FTE are in addition to any FTE the Contractor needs to assign to meet all other requirements in this RFP.</p>		

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3146	6	6.3	1	The Contractor shall dedicate two (2) additional analytical/reporting staff FTE to developing, documenting, and producing queries and reports for the BIDM Web Portal not explicitly mentioned in other requirements in this RFP during the BIDM Contract Stage I, BIDM Contract Stage II, and BIDM Contract Stage III. Queries and reports will be developed per Department Specifications and through the Change Management Process.	Note: These FTE are in addition to any FTE the Contractor needs to assign to meet all other requirements in this RFP.		
3147	6	6.3	Optional	The Contractor shall provide staffing resources to provide analytical, reporting, and other duties in addition to the regular staff dedicated to the Contract to provide ad hoc query and reporting for Department approved external data requests (e.g., providing data and reports for grants, researchers). The hourly rate shall correspond to the price proposal, but agreements with external parties shall be made independent of this Contract.	This option allows the Contractor to gain revenue from external parties to perform Work using the System and data in the System as requested by external parties and approved by the Department.		
3148	6	6.4	1	The Contractor shall obtain Department review and approval of the Resource Management Plan and materials and any subsequent updates.	Department will approve at each update or revision of the Resource Management Plan. Note: The Department's approval of any resource plan does not imply that the staffing levels are sufficient, the Contractor may still have to increase staffing if they are not meeting the Contract requirements. Resource Management Plan shall be updated and submitted for Department approval at least annually and upon key personnel changes.		
3149	6	6.4	1	The Contractor shall provide a Resource Management Plan for Department approval that includes: <ul style="list-style-type: none"> • A description of the proposed organization for each of the Project Phases of the Contract (See Section 5.3 of the RFP Body). • An Organization Chart that identifies positions and describes the organizational structure and team location(s) (specify in-State or out-of-State), and how this structure will contribute to project success. • Position descriptions and qualifications for each Labor Category identified on the proposed organization charts. • Labor Category title. • Position description. • Required education, training, licensure, and certification. • Required experience. • Specific skills or knowledge required. • Percent of time the position is dedicated to this contract. • A description for maintaining appropriate staffing levels throughout the term of the Contract and adjusting its resources as necessary to maintain the required level of service. • Identification of Subcontractors (if any). 	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Project Management Plan.		

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3150	6	6.4	1	The Contractor shall provide the Department the ability and option to conduct an exit interview with or survey Contractor's Key Personnel and Non-Key Personnel who resign.			
3151	6	6.4	1	The Contractor shall ensure that all work on the System is done in the United States and in Colorado where specified. • Configuration and Development Staff must reside in the United States and be available onsite when requested by the Department. • Operational Staff, exclusive of business continuity, disaster recovery, data center, and general hardware/software/IT support, must reside in Colorado. • Business continuity, disaster recovery, data center, and general hardware/software/IT support work must be done in the United States.			
3152	7	7.1	1	The Contractor shall provide and host all hardware, software, and connectivity required to maintain and operate the System and for all authorized System users to access and utilize the System.	See Section 3.3.7 of the BIDM RFP Body for the number of authorized System user licenses required.		
3153	7	7.1	1	The Contractor is responsible for providing all licenses for all hardware and software required to host, maintain, and operate the System and for all authorized System users to access and utilize the System.	See Section 3.3.7 of the BIDM RFP Body for the number of authorized System user licenses required.		
3154	7	7.1	1	The Contractor shall provide all necessary software and licensing to support System functionality accessed by authorized System users. The Contractor is to maintain the same software and version of software for all authorized System users and Contractor staff.	See Section 3.3.7 of the BIDM RFP Body for the number of authorized System user licenses required.		
3155	7	7.1	1	The Contractor shall provide all the necessary licenses for authorized System users as provided in Section 3.3.7 of the BIDM RFP Body.	See Section 3.3.7 of the BIDM RFP Body for the number of authorized System user licenses required.		

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3156	7	7.1	2	The Contractor shall provide additional licenses and any advanced authorized System user licenses not already specified in the RFP, for System Tools for other contractors (e.g., APS, HSAG) based on the actual Contractor's costs for obtaining the licenses, if the other contractors pays the Contractor for the licenses and the Department approves.			
3157	7	7.1	Optional	The Contractor shall provide additional licenses for authorized System users as provided in Section 3.3.7 of the BIDM RFP Body, up to twenty-five (25) licenses for Business Users for the Geospatial Analytics and Mapping Tool.	See Section 3.3.7 of the BIDM RFP Body for the number of authorized System user licenses required. The Offeror is expected to price the additional licenses in increments of five (5) licenses up to twenty-five (25) licenses.		
3158	7	7.1	Optional	The Contractor shall provide additional licenses for authorized System users as provided in Section 3.3.7 of the BIDM RFP Body, up to eighty (80) licenses for Advanced Users for the Data Suppression Tool.	See Section 3.3.7 of the BIDM RFP Body for the number of authorized System user licenses required. The Offeror is expected to price the additional licenses in increments of ten (10) licenses up to eighty (80) licenses.		
3159	7	7.1	Optional	The Contractor shall provide additional licenses for authorized System users as provided in Section 3.3.7 of the BIDM RFP Body, four thousand (4,000) licenses for Providers accessing the BIDM Web Portal.	See Section 3.3.7 of the BIDM RFP Body for the number of authorized System user licenses required. The Offeror is expected to price the additional licenses in increments of five hundred (500) licenses up to four thousand (4,000) licenses.		
3160	7	7.1	1	The Contractor shall manage and maintain software upgrades and licenses so they are compatible with standard Department software. Provide training on software upgrades authorized by the Department within the Change Management Plan.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Change Management Plan.		
3161	7	7.1	1	The Contractor shall procure, host, and maintain infrastructure hardware and software updates including upgrades and technology refreshes to maintain functionality of all operations, including but not limited to environments, interfaces, and tools.			

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3162	7	7.2	1	<p>The Contractor shall provide documentation and a description for how the solution will follow key technical architecture components as described by MITA:</p> <ul style="list-style-type: none"> • Business Enabling Services; • Access Channels; • Interoperability Channels; • Data Management and Data Sharing; • Performance Measurement; • Security and Privacy; and • Adaptability and Extensibility. 	The Department expects that the Contractor will conform to CMS guidelines, currently MITA 3.0. The Department expects the Contractor's performance to be at least MITA Maturity Level 2, but MITA Maturity Level 3 is preferred, by the end of the Contract.		
3163	7	7.2	1	The Contractor shall promote an enterprise view that supports enabling technologies that align with State directives and best practices associated with Medicaid business processes and technologies.			
3164	7	7.3	1	The System shall meet the federal requirements for certification and licensure as prescribed in the State Medicaid Manual, Part 11, as well as 42 and 45 CFR.			
3165	7	7.3	1	The Contractor shall provide documentation and a description for how the solution will comply with CMS' Seven Standards and Conditions.	These capabilities are required to receive enhanced FFP. Additional information about the requirements for this funding can be accessed via the following link: http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Data-and-Systems/Downloads/EFR-Seven-Conditions-and-Standards.pdf .		
3166	7	7.3	1	The System shall comply with all sections of the Americans with Disabilities Act (ADA), Section 508 of the Rehabilitation Act, and the Web Content Accessibility Guidelines WCAG 2.0. and include comprehensive online help features (e.g., mouse-over help, “what is this?” detail).			
3167	7	7.3	1	Comply with federal and State security criteria as outlined by the Colorado Office of Information Security, HIPAA Privacy and Security rules, in the standard system security plan template.			

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3168	7	7.3	1	The Contractor shall provide detailed security control implementation and status information (where applicable) for the following Control Categories: <ul style="list-style-type: none">• Management Controls: Risk Assessment, Planning, Systems and Services Acquisition, Certification, Accreditation and Security, and Program Management.• Operational Controls: Personnel Security, Physical and Environmental Protection, Contingency Planning, Configuration Management, Maintenance, System and Information Integrity, Media Protection, Incident Response, and Security Awareness and Training.• Technical Controls: Identification and Authentication, Access Controls, Audit and Accountability, and System and Communications Protection.			
3169	7	7.3	1	The Contractor shall provide a third party cyber security assessment to execute the security audit prior to Go-Live. The selected third party assessor will work with the Colorado Office of Information Security and provide reports to the Department.			
3170	7	7.3	1	Prior to Ongoing Operations and Enhancements Contract Stage, the Contractor shall demonstrate that the System infrastructure (hardware, software, and linkages) is operational and meets federal and State architectural, technical, security and privacy requirements as well as the business and functional requirements.			
3171	7	7.3	1	Data management within the System and the Contractor’s operational policies and practices shall: <ul style="list-style-type: none">• Meet HIPAA, HITECH, ARRA and other federal and State privacy and security requirements as they currently exist and be Configurable to assist in meeting future requirements.• Ensure security, accuracy, and timeliness of BIDM Interfaces, BIDM Exports, and BIDM Imports.• Incorporate electronic and digital signatures that comply with HIPAA and State law.			
3172	7	7.3	1	The Contractor shall provide Contractor developed reports and provider communications that meet the health literacy levels established by the federal (National Institute for Health) and State guidelines for medical terms and descriptions.			

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3173	7	7.3	2	The Contractor shall provide ability for the Department to create program specific alerts (e.g., to authorized System users) through easily defined parameters.			
3174	7	7.3	1	Prior to implementation of any BIDM Interfaces or BIDM Data Exchanges, the Contractor shall ensure that the exchange of data meets all federal and State security and privacy requirements.			
3175	7	7.4	1	<p>The Contractor shall ensure that unscheduled system downtime (anytime the user cannot access the System or carry out business functions) due to any failures is limited. The following are examples of indications that the system is operating outside of acceptable performance boundaries:</p> <ul style="list-style-type: none"> • Delays or interruptions in the operation of System and related services caused by inadequate equipment or processing capacity. • Components not available for use by authorized System users as required except during periods of scheduled maintenance. • Screen response time in excess of defined response times in this RFP. • BIDM Web Portal not available for use at all times except during periods of scheduled downtime. • Inability of authorized System users to create, process, or store reports. • Inability system users to perform data analysis. 	<p>Report any unscheduled downtime within thirty (30) minutes of incident.</p> <p>Maintenance occurs on Sundays between 1:00 am to 3:00 am MT unless otherwise approved by the Department.</p>		
3176	7	7.4	1	The Contractor shall provide messages, alerts, and a "system is down" Internet notification to inform Department staff and authorized System users about System changes, data errors, data load failures, System downtimes and when the System is returned back to service.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
3177	7	7.5	1	The Contractor shall provide audit process to identify and track changes to System-generated fields and data (e.g., calculated fields, functions, and data) and System-based modifications to any master file data (e.g., client, provider, reference, benefit package, managed care entity enrollment, interface data).			

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3178	7	7.5	1	The Contractor shall provide the ability to allow authorized System users to view, print, export, and analyze an audit trail of any adds or changes made to data files in the System.			
3179	7	7.5	1	The Contractor shall provide the ability to review all changes made to fields in the System and maintain an audit trail for all actions performed. This excludes actions by an authorized System user in the Sandbox.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Change Management Plan.		
3180	7	7.5	2	The System shall maintain an audit trail that can be used to identify authorized System users who accessed which reports in the System, when, and how often.	This includes all end products such as reports, maps, etc.		
3181	7	7.5	3	The Contractor shall ensure that all audit trails are easy-to-use (e.g., through the use of graphical user interfaces, paper layouts) easy to read (e.g., little or no use of codes or abbreviations) and easy to understand (e.g., activities and logs use complete English sentences describing what happened).			
3182	7	7.5	1	The System shall maintain an audit trail for reporting the usage of the BIDM Web Portal by authorized System users. This includes reporting on the frequency of reports accessed through the BIDM Web Portal and by which authorized System users.			
3183	7	7.6	1	The Contractor shall ensure components will integrate with the overall enterprise to: <ul style="list-style-type: none"> • Provide convenient, instant access to current and historical information without requiring a separate sign-on beyond the initial authorized System user sign-on. • Employ a security approach that integrates with other System components to provide role-based access with a single log-on. • Integrate with and provide support to other System components as defined by the Department. 			

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3184	7	7.6	1	The development of system architecture for data organization and storage shall follow a proven, industry best practice methodology (e.g., Kimball Lifecycle).			
3185	7	7.6	1	The Contractor shall ensure that all software and systems interact and coordinate as appropriate for optimal overall System service delivery.	All interfaces, software and data must be compatible to ensure that the maximum efficiency of the System is achieved.		
3186	7	7.6	1	The Contractor shall ensure that the architecture used for the System allows for data to be easily and quickly added, removed, or enhanced as needed by the Department.	The System must accept any data as needed by the Department.		
3187	7	7.6	1	The Contractor shall provide a scalable and open architecture, which can interface with other systems in the future as required by the Department.			
3188	7	7.6	2	The Contractor shall provide a service-based architecture that makes it possible to implement common interoperability and access across the Department's enterprise, including other applications, other State agencies, contractors, federal and State systems, and other new systems as needed.	New systems will be added through the Change Management Process.		
3189	7	7.6	1	The Contractor shall implement and maintain an architecture that will provide an analytic solution that is timely, accurate, usable and easily accessible to support program analysis and decision-making.			

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3190	7	7.6	1	The Contractor shall promote the use of best practices to optimize data for query, retrieval, and reporting.			
3191	7	7.6	1	The System shall provide equal response time to an authorized System user performing analysis regardless of the System environment used if more than one environment is provided.			
3192	7	7.6	1	The Contractor shall provide an architecture that clearly defines service end points that add functionality without requiring pervasive or broad changes to the System.	The Department expects the System to incorporate modularity for ease in improvements and upgrades.		
3193	7	7.6	1	The Contractor shall provide Enterprise Application Integration (EAI) to include web services technology and industry standards to promote web-based and backend System applications integration.			
3194	7	7.6	1	The Contractor shall ensure that all System tools return the same results when the same parameters are used.			
3195	7	7.6	1	The Contractor shall maximize use of industry standards for the design and maintenance of the System, and the interface and exchange of data into and out of the System.			

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3196	7	7.6	1	The Contractor shall provide and maintain all service delivery documentation related to the design of each module/component and its interaction with other modules/components as appropriate.			
3197	7	7.6	1	The Contractor shall provide a holistic, multi-dimensional data view (i.e., pictures, diagrams, flow charts) of the architecture requirements (i.e., a means for Contractor, Department, and authorized System users to visualize the System components and interactions).			
3198	7	7.6	1	The Contractor shall provide an approach to Configuration of the System that can be easily updated and expanded to support changing Department needs.			
3199	7	7.7	1	The Contractor shall provide all System environment(s) (e.g., multiple environments, multiple application layers, hub architecture) necessary to perform all required functionality and Work under the Contract.			
3200	7	7.7	1	The Contractor shall provide the ability to run multiple sessions simultaneously and have multiple views in in the same environments, application, and System Tools.			
3201	7	7.7	1	The Contractor shall provide the ability to run multiple applications simultaneously while accessing data in the System.			

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3202	7	7.7	1	Software provided by the Contractor shall not inhibit the simultaneous use of other Department software that accesses the System.	Any Department Software that would access the System would be implemented through the Change Management Process.		
3203	7	7.8	1	The Contractor shall provide an easily accessible Rules Engine with the flexibility and capacity to support multiple complex data analytics. Functionality will include, but is not limited to, population identification, linkages/relationships, filters, sorts, data normalization, and groupers by any data element or attribution. Both the Contractor and the Department will have authorized System users who can Configure the rules.	The Department will establish which users are authorized to make changes to the rules engine. The Department will also establish the policy under which rules may be changed and will approve all proposed changes before they are implemented.		
3204	7	7.8	1	The Contractor shall provide clear, concise, and automated business rules that minimize production System Configuration errors.			
3205	7	7.8	1	The Contractor shall provide the ability to Configure rules to be date specific, including date added, date modified, start date, end date, and effective date.			
3206	7	7.8	1	The Contractor shall provide the ability to configure rules exception to be date specific, including date added, date modified, start date, end date, and effective date.			
3207	7	7.8	1	The Contractor shall provide the ability, via Rules Engine, to delineate populations to facilitate Department activities based on Department defined criteria (e.g., disease state management, catastrophic cases, improve health outcomes, and population management).			

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3208	7	7.8	1	The Contractor shall provide Department review and approval on the rules configuration, rules engine design, testing, and rules updates.			
3209	7	7.8	1	The Contractor shall provide the ability for Department authorized System users to test rules against replicated production data prior to implementation.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan and Rules Management Plan.		
3210	7	7.8	1	The Contractor and authorized Department staff shall have the capability to add, delete, and modify rules (i.e., business logic) per Department direction without modifying the application code.			
3211	7	7.8	1	The Contractor and authorized Department staff shall have the capability to add, delete, modify and validate rules without the need to learn a specialized coding language (i.e., the rules engine will use English-like syntax).			
3212	7	7.8	1	The Contractor shall provide the ability to link or classify records according to rules and/or rule groups.			
3213	7	7.8	1	The Contractor shall provide the ability for users to receive push notifications/alerts based on user-Configurable parameters (rules and/or rules groups).			

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3214	7	7.8	1	The Contractor shall provide the ability to establish documented, uniform parameters that may be accessed consistently by authorized System users utilizing various System tools.			
3215	7	7.8	1	The Rules Engine shall enable policies, rules, and operational decisions to be defined, tested, executed, and maintained separately from the application code.			
3216	7	7.8	1	The Contractor shall provide functionality for Contractor and authorized Department staff to validate (i.e., test) rule changes prior to implementation and to provide the ability to revert to a prior version of the rules if there are unwanted or unintended consequences of a rule change.			
3217	7	7.8	1	The Contractor shall provide the ability for authorized System users to apply identifying codes to any record based on Rules Engine criteria (e.g., data tagging capabilities).			
3218	7	7.8	1	The Contractor shall provide the ability to associate providers with their clients and clients with their providers to view those relationships and to access all associated data including but not limited to client records, provider records, prior authorizations, client case management data, and claim/encounter records when accessing any one of them in the System (e.g., “one-stop” shopping).			
3219	7	7.8	2	The Contractor shall provide a graphical front-end to the Rules Engine enabling Department designated users to easily create, update, connect and apply rules, as well as to view active and inactive rules.			

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3220	7	7.8	2	The Contractor shall provide tracking and reporting of rule usage, exception usage, and when the rules fail to work as designed, and provide recommendations to resolve rule failure.			
3221	7	7.8	2	The Contractor shall provide the ability to schedule implementation of rules into the System.			
3222	7	7.8	2	The Contractor shall provide the ability to clone rules, modify them and then implement them as new separate rules.			
3223	7	7.8	2	The Contractor shall provide the ability to link providers, owners, people who have a controlling interest, managing employees, agents, sub-contractors, and associated entities that is provided through the interface with the Core MMIS.			
3224	7	7.8	2	The Contractor shall provide the ability, for both the Contractor and Department authorized System users, to troubleshoot and debug data processing errors in the System, including the Rules Engine (e.g., if a user-input change was not accepted by the System or if a value was changed within the System without authorization).			
3225	7	7.8	2	The Contractor shall provide the ability for the Rules Engine to link unique identifiers provided by the Core MMIS and COFRS.			

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3226	7	7.8	2	The Contractor shall provide the ability, via Rules Engine or other method, to link clinical Electronic Health Record (EHR) information to client, claims/encounter, provider data within the System.	EHR data shall be submitted by CORHIO, QHN or other entities in the State that manages clinical data. It is expected that data will be linked using an established client ID or other commonly defined data element.		
3227	7	7.8	2	The Contractor shall provide the ability for authorized System users to query and report on using the identifying codes as applied to any record assigned through the Rule Engine.			
3228	7	7.8	3	The Contractor shall provide the ability for the Rules Engine to be applied to any data in the System that has been imported through a BIDM Interface and BIDM Data Exchange.			
3229	7	7.8	2	The Contractor shall provide the ability to generated discrete data sets based on the Rules Engine.			
3230	7	7.8	2	The Contractor shall provide the ability for authorized System users to develop rules that will identify clients who may have specified conditions (e.g., pregnancy, obesity) but who have not been diagnosed.	The Department will be identifying clients through data in the System.		
3231	7	7.8	2	The Contractor shall provide the ability to associate clients with their households and other members of the household, and associate children with their parents/guardians where available.			

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3232	7	7.8	2	The Contractor shall provide the ability to maintain historical associations and changes in those associations that are date sensitive for analysis and reporting.			
3233	7	7.8	1	The Contractor shall provide a process for a built-in multi-level rule review and approval process that will validate logic errors, conflicts, redundancy and incompleteness across business rules to identify any conflicts in business rules as they are being developed, tested, and implemented.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan and Rules Management Plan.		
3234	7	7.8	2	The Contractor shall provide the ability for authorized System users to apply the Rules Engine to user created tables in the Sandbox.			
3235	7	7.8	2	The Contractor shall provide the ability to apply the Rules Engine to any data field in the System.			
3236	7	7.8	1	The Contractor shall provide the ability, via Rules Engine or other method, to link data from Case Management System that is transmitted through the interface with the Core MMIS to other data in the System.	For example, the interface between the Core MMIS and BIDM would transmit data from the Case Management System. The Department envisions that a rules engine would be utilized to establish the appropriate relationships and links between that data and other data in the System. It is expected that data will be linked using an established client ID or other commonly defined data element.		
3237	7	7.8	3	The Contractor shall provide the ability within the Rules Engine for authorized System users to create and maintain parameters associated with rate-related risk corridors (e.g., plus or minus a certain percentage or set dollar amount of risk around a capitated rate).	This requirement is related to partial risk rate setting.		

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3238	7	7.8	3	The Contractor shall provide the ability within the Rules Engine for authorized System users to create and maintain parameters associated with rate-related stop-loss arrangements.	This requirement is related to partial risk rate setting.		
3239	7	7.8	2	The Contractor shall provide the ability to link providers and contractors based on potential relationships and conflicts of interest.			
3240	7	7.8	1	The Contractor shall provide a solution that will link, when possible, pharmacy claims/encounters to the prescribing claim (e.g., office visit).	Even though these are two separate systems, the Department expects the data to come together in the System.		
3241	7	7.8	1	Via Rules Engine or other method, the Contractor shall integrate drug rebate information with other System data.	It is expected that data will be linked using an established client ID or other commonly defined data element.		
3242	7	7.9	1	The Contractor shall support the exchange of data with BIDM Interfaces and BIDM Data Exchanges between the System and systems with which it interfaces and data exchanges to facilitate business functions that meet the requirements of Department policy, and federal and State rules and regulations.			
3243	7	7.9	2	The Contractor shall capture, in the System, all data that is transmitted through BIDM Data Exchanges.	The Department will establish the HIPAA business associate agreements with the appropriate parties.		

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3244	7	7.9	1	The System shall transmit all appropriate data through BIDM Data Exchanges as specified in the Interface Control Document.	The Department will establish the HIPAA business associate agreements with the appropriate parties.		
3245	7	7.9	1	The Contractor shall develop, document, and establish a BIDM Data Exchange with the Department's incumbent contractor (Xerox) that implements a BIDM Import of the weekly updates to the MMIS Decision Support System (DSS).	Appendix G contains a list of the tables in the MMIS Decision Support System (DSS), number of records, and estimated table size (bytes) as of 8/5/2013. This BIDM Import will be comprised of: all claims/encounters adjudicated the previous week, records will be appended to claims tables; a complete refresh of client, provider, and reference data each week; and on a monthly basis appending one record for each client with at least one day of eligibility in the previous month to the Client Monthly Reports table. This import will be effective from early in BIDM Contract Stage I through the end of parallel testing and operations.		
3246	7	7.9	1	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the All Payer Claims Database (APCD).	The APCD is currently administered by the Center for Improving Value in Health Care (CIVHC) and its database partner, Treo Solutions. Files are currently transferred monthly to the APCD. Specifications for data being sent to the APCD may be found in Appendix G. Further information is available via: www.civhc.org and www.cohealthdata.org . Data obtained from the APCD have not been clearly delineated but will likely include reports and various datasets.		
3247	7	7.9	1	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the Colorado Immunization Information System (CIIS).	The Department currently exchanges data with CDPHE's immunization registry on a weekly basis via sFTP; these file exchanges may be daily via the System. The data exchanges include client and immunization-related claims data. Files are usually less than 5 MB. Imports from the immunization registry will include both client and claims level data as well as aggregate data (e.g., immunization rates by geographic area, payer type). Appendix G includes documentation related to the CIIS.		
3248	7	7.9	1	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to CDPHE's Vital Records Section.	The current Vital Statistics exchange process involves sending Medicaid client data (e.g., name, date of birth, address, SSN) to CDPHE. CDPHE matches the list with birth and death certificate data. CDPHE sends records for matching persons back to the Department. This exchange, based on a manual process at CDPHE, will be at least monthly until an automated process has been established.		

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3249	7	7.9	1	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to BIDM Data Exchange Partners associated with the Public Assistance Reporting Information System (PARIS).	Information related to PARIS may be found at: http://www.acf.hhs.gov/programs/paris . Data related to PARIS data exchanges are also included in Appendix G. There are currently four data cycles per year.		
3250	7	7.9	1	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports and to send BIDM Exports associated with the Medicare-Medicaid Data Match Program (Medi-Medi).	The current contractor (Xerox) extracts and provides client, provider, and paid claims data monthly to text files per federal specifications.		
3251	7	7.9	1	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the Department's Acute Care Utilization Review contractors (APS Healthcare, MASSPRO, and associated CareWebQI web portal).	Client demographic and clinical/functional data, as well as claims/encounter, and provider data are sent after each claim adjudication cycle. The Data Exchange would also return data from CareWebQI to the System.		
3252	7	7.9	1	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the Department's Post Pay Recoveries contractor (currently Health Management Systems (HMS)).	Client, claims/encounter, and provider data are sent after each claim adjudication cycle. The Data Exchange would also return data from HMS to the System.		
3253	7	7.9	1	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the Department's Drug Utilization Review (DUR) contractor (currently the University of Colorado, School of Pharmacy).	Appendix G contains SQL scripts and record counts associated with the DUR Data Exchange.		
3254	7	7.9	1	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the Department's Provider Web Portal contractor (currently CGI).	Files similar to those provided to Varis (see Appendix G) are provided to CGI after each claim payment cycle.		

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3255	7	7.9	1	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the Colorado Nurse Home Visitor Program (NHVP).	The NHVP is being transitioned to the Colorado Department of Human Services (CDHS) from the Colorado Department of Public Health and Environment (CDPHE). The NHVP data exchanges are focused on claims/encounters associated with pregnant women and new mothers for each of the NHVP providers. Data exchanges are currently made on a monthly basis. They are largely manual processes.		
3256	7	7.9	1	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to CDPHE's Breast and Cervical Cancer Program (BCCP).	The Department currently exchanges data with the BCCP on a monthly basis. The data exchanges include client and claims data for Medicaid clients eligible via the BCCP program. Appendix G contains templates of the data sent to CDPHE.		
3257	7	7.9	1	The Contractor shall develop, document, and implement BIDM Data Exchanges to send BIDM Exports to the Colorado Central Cancer Registry.	The System shall exchange data with CDPHE's Cancer Registry on at least a monthly basis. The data exchanges include client and cancer-related claims data. Appendix G contains an early version of the Cancer Registry data being exchanged; the Data Exchange under the Contract will be similar.		
3258	7	7.9	1	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the Colorado Trauma Registry.	The Department currently exchanges data with CDPHE's Trauma Registry on a monthly basis. The data exchanges include client and trauma-related claims data. Appendix G includes documentation related to the Trauma Registry.		
3259	7	7.9	1	Develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from of Preadmission Screening and Resident Review data from the Department's Long-term Care Utilization Review contractor (MASSPRO).	PASRR data consists of structured data responses from one or more assessment tools called Evaluation, data comprise, clinical, functional, demographic data.		
3260	7	7.9	1	The System shall capture and maintain current and historical Colorado Client Assessment Record (CCAR) data (CDHS, Division of Behavioral Health) and make it available to authorized System users for querying, analysis, and reporting.	Behavioral health providers assess clients using the CCAR tool and provides the data to CDHS' Division of Behavioral Health. CDHS will provide the data to the Contractor annually to load into the System. The Department will provide historical data. The data shall be updated per the schedule agreed upon in the Communication Management Plan. Appendix G contains the CCAR form and manual.		

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3261	7	7.9	1	The System shall capture and maintain current and historical Mental Health Statistics Improvement Program (MHSIP) Survey Data (CDHS, Division of Behavioral Health) and make it available to authorized System users for querying, analysis, and reporting.	CDHS' Division of Behavioral Health surveys approximately 2,500 to 3,000 clients annually. CDHS will provide the data to the Contractor annually to load into the System. The Department will provide historical data. The data shall be updated per the schedule agreed upon in the Communication Management Plan. Appendix G contains a technical report describing the 2012 MHSIP survey.		
3262	7	7.9	1	The System shall capture and maintain current and historical Youth Services Survey for Families (YSS-F) Survey Data (DHS, Division of Behavioral Health) and make it available to authorized System users for querying, analysis, and reporting.	CDHS' Division of Behavioral Health surveys approximately 1,000 clients annually. CDHS will provide the data to the Contractor annually to load into the System. The Department will provide historical data. The data shall be updated per the schedule agreed upon in the Communication Management Plan. Appendix G contains a technical report describing the 2012 YSS-F survey.		
3263	7	7.9	1	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the Department's Non-Emergency Medical Transportation (NEMT) contractor (currently First Transit).	First Transit submits NEMT spreadsheet--based trip information to the Department via CD. The System based Data Exchange would be at least monthly.		
3264	7	7.9	1	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the Department's claims review contractors.	Appendix G contains the Varis Data Field Layout document that outlines the tables, fields and characteristics for the data.		
3265	7	7.9	1	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to CDPHE's Sexually Transmitted Infections/HIV (STI/HIV) Program.	The System will exchange data associated with CDPHE's STI/HIV registry on at least a monthly basis. The data exchanges include client and STI/HIV-related claims data and reports.		
3266	7	7.9	1	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to CDPHE's Birth Defects Registry.	The System will exchange data associated with CDPHE's Birth Defects Registry on at least a monthly basis. The data exchanges include client and claims data and reports.		

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3267	7	7.9	1	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to CDPHE's Oral Health Program.	The System will exchange data with CDPHE based on a quarterly and annual basis.		
3268	7	7.9	2	The Contractor shall develop, document, and implement BIDM Data Exchanges, both BIDM Imports and BIDM Exports, with the federal Payment Error Rate Measurement (PERM) contractors (currently Lewin and A+ Government Solutions).	The PERM data exchange is currently conducted on a three year rotating schedule. Information related to the PERM data exchange is in Appendix G. Further information is available at: http://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/PERM/ .		
3269	7	7.9	2	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the Maternal, Infant, and Early Childhood Home Visiting program (MIECHV).	The MIECHV is being transitioned to the Colorado Department of Human Services (CDHS) from the Colorado Department of Public Health and Environment (CDPHE).		
3270	7	7.9	2	The Contractor and BIDM Exchange Partners will review and when necessary adjust periodicity annually.			
3271	7	7.9	2	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the Nurse Advice Line.	Information related to the Nurse Advice Line may be found at: http://www.coloradohealthpartnerships.com/news/nurse_advice_line.htm . Data exchanges will need to be established to send client data to and obtain call related information from the Nurse Advice Line. Periodicity has not been established, but may be daily.		

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3272	7	7.9	2	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the various State agencies associated with Early Intervention Services.	Early Intervention refers to a variety of services for infants and toddlers who have, or are at risk of having, developmental disabilities or who are otherwise at risk. Colorado has three state level Memorandum of Understanding agreements involving five state agencies in order to coordinate a statewide, comprehensive, interagency system of early intervention supports and services: Human Services, Education, Public Health and Environment, Health Care Policy and Financing, and Department of Regulatory Agencies, Division of Insurance. The periodic data exchanges (e.g., monthly, quarterly) will include client, provider, and service data associated with infants and toddlers with disabilities or delays.		
3273	7	7.9	2	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the DDD Web system and Reporting System.	DDDWeb is the application that is supported by the Division for Developmental Disabilities (DDD) and contains information (e.g., evaluations, targeted case management data) related to clients with developmental disabilities. DDDWeb data exchanges may be daily. Note: DDDWeb may be incorporated into the Core MMIS. If that occurs, this requirement will be obsolete.		
3274	7	7.9	2	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and send BIDM Exports to CDPHE's Pregnancy Risk Assessment Monitoring System (PRAMS).	The System will exchange data associated with CDPHE's PRAMS on at least a monthly basis. The data exchanges includes the System providing CDPHE monthly record level matching of selected mothers in order to obtain updated contact information such as address and phone numbers.		
3275	7	7.9	2	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to CDPHE's Tobacco Cessation Program (e.g., Colorado QuitLine).	Send data weekly, receive data as determined (e.g., monthly).		
3276	7	7.9	2	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to Colorado Department of Regulatory Affairs (DORA).	These data exchanges would provide on-going information related to professional licensure and sanctions of Department providers after initial provider review by the Core MMIS Fiscal Agent. The data exchange would likely consist of sending batch or individual provider information to DORA and capturing responses. Periodicity is yet to be determined.		

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3277	7	7.9	2	The System shall capture and maintain current and historical Drug/Alcohol Coordinated Data System (DACODS) data (CDHS, Division of Behavioral Health) and make it available to authorized System users for querying, analysis, and reporting.	DACODS is a primary client level data collection instrument used by the CDHS' Division of Behavioral Health. CDHS will provide the data the data for the Contractor to load into other System. Appendix G contains a manual describing the DACODS data.		
3278	7	7.9	2	The Contractor shall transition data from the Department's Hospital Back Up (HBU) program cost report and client tracking spreadsheets. The System shall maintain the data and provide the ability for authorized System users to query, analyze, and report on the data.	The Hospital Back Up (HBU) is a long term care program that provides hospital level care in skilled nursing facility settings. HBU has very few clients (~50) and is managed largely through manual processes. Appendix G includes samples of the monthly cost report file and the client tracking file used to managed HBU.		
3279	7	7.9	2	The System shall provide the ability for authorized System users to add data to and modify existing HBU data via direct data entry, upload, and query to populate.	<p>The Hospital Back Up (HBU) is a long term care program that provides hospital level care in skilled nursing facility settings. HBU has very few clients (~50) and is managed largely through manual processes. Appendix G includes samples of the monthly cost report file and the client tracking file used to managed HBU.</p> <p>As defined through the Communication Management Plan, some authorized System users will be allowed to upload, directly enter, query to populate, and modify data in some tables and some fields in the Production environment.</p>		
3280	7	7.9	2	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the CDPHE's Vaccines for Children program.	Provider data are submitted quarterly to CDPHE. Data for children up to and including age 18 (e.g., address, county, name and date of birth) are sent to CDPHE semi-annually.		
3281	7	7.9	2	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to CDPHE's Health Facilities and Emergency Medical Services Division.	This periodic data exchange, most likely monthly, will primarily obtain <i>survey</i> certification and licensure and where necessary de-identified client data information from CDPHE that will be captured in the System.		
3282	7	7.9	2	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from a BIDM Export of System clients to CMS' Long-Term Care Minimum Data Set (LTCMDS).	Appendix G contains the CMS MDS record layout. This Data Exchange will only be implemented after all Department/CMS agreements are in place. Data would be exchanged annually.		

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3283	7	7.9	2	The Contractor shall develop, document, and implement BIDM Data Exchanges for ASPEN.	Appendix G contains the ASPEN record layout. This Data Exchange will only be implemented after all Department/CMS agreements are in place. Data would be exchanged annually.		
3284	7	7.9	3	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to CDPHE's Colorado Vital Information System (COVIS).	When the BIDM Data Exchange Partners (e.g., Department, Contractor, CDPHE) are able to establish an automated process for sending client lists to and obtaining matches from the COVIS, the data exchange will be conducted at least weekly.		
3285	7	7.9	3	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the Division of Youth Corrections' system(s).	The Division of Youth Corrections (CDHS) is responsible for management and oversight of state-operated and privately contracted residential facilities, and for community alternative programs that serve and treat youth aged 10-21 years who have demonstrated delinquent behavior. The Department and DYC has been piloting a project to exchange data; the process has been manual. Data exchanges will focus on sending client data from the System to DYC and receiving data from DYC for matching clients in DYC facilities and programs. Data exchange frequency has not been established but will be periodic (e.g., weekly, monthly).		
3286	7	7.9	3	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the State Automated Child Welfare Information System (SACWIS, i.e., Trails System).	The State Automated Child Welfare Information System (SACWIS, i.e., Trails System) is used to provide automated case management reporting tools to child welfare, juvenile justice, Medicaid, child support and child care programs on a statewide basis. Trails primarily interfaces with CBMS to establish foster care eligibility. The yet to be established periodic and ad hoc data exchanges will primarily provide reports and client specific information for use by case managers in the Trails System.		
3287	7	7.9	3	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the Short Term Intensive Residential Remediation Treatment (STIRRT) program.	STIRRT, which is managed by the Alcohol and Drug Abuse Division (DHS), treats clients who have substance abuse problems and are at risk of incarceration. The yet to be established periodic and ad hoc data exchanges will primarily provide reports and client specific information for administering the STIRRT program.		

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3288	7	7.9	3	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to CDPHE's Colorado Electronic Disease Reporting System (CEDRS).	The System will provide infectious disease related data to CEDRS after each MMIS claims adjudication cycle. Data will be obtained from CEDRS on a periodic basis (e.g., quarterly, annually).		
3289	7	7.9	3	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports related to CDPHE administered surveys (e.g., Colorado Health Survey, Colorado Child Health Survey, Colorado Behavioral Risk Factor Surveillance System (BRFSS)).	The System will exchange data with CDPHE based on the periodicity of the specific survey (e.g., quarterly, annually). This data exchange will primary consist of obtaining survey results (e.g., aggregated and de-identified records) from CDPHE.		
3290	7	7.9	3	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the Colorado Department of Corrections (CDOC).	The data exchanges would primarily be comprised of sending adult client information to CDOC and obtaining incarceration and parole-related information in return. The data exchanges may also include medical record information via the Correctional Health Partners Interface. Protocols and agreements have not been established.		
3291	7	7.9	3	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports of and to send BIDM Exports to CMS' Medicare Enrollment Database (EDB) Data Match (CMS' eligibility database match).	After the Department has a completed and approved EDB Customized State Data Use Agreement (DUA), the System would send CMS a file of Medicaid beneficiary identifiers (SSNs) that will be compared with information in the EDB. An extract from the EDB will be returned to the System for matching clients (e.g. names, dates, identifiers.) This information will largely be used to simplify the Part C (Medicare Advantage Plan) participation reporting process. See also: http://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/Privacy/States.html .		
3292	7	7.9	3	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from CMS' Outcome and Assessment Information Set (OASIS).	Appendix G contains the CMS OASIS record layout. This Data Exchange will only be implemented after all Department/CMS agreements are in place. Data would be exchanged annually.		
3293	7	7.9	3	The Contractor shall provide a BIDM Data Exchange between the System and Connect for Health Colorado.	This data exchange has not yet been established.		

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3294	7	7.9	Optional	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the Health Information Management System.	The Health Information Management System is currently operated by CDHS. It is the Medicare/Medicaid billing system used by Mental Health Institutes, Regional Centers and State Veterans Nursing Homes. Data exchange frequency has not been established but will be periodic (e.g., weekly, monthly).		
3295	7	7.9	Optional	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the CDHS Division of Child Welfare.	These yet to be established data exchanges will provide period and ad hoc data for activities not included in the Trails System.		
3296	7	7.9	Optional	The Contractor shall develop, document, and implement BIDM Data Exchanges to obtain BIDM Imports from and to send BIDM Exports to the Federal Department of Corrections (DOC) and/or Federal Bureau of Prisons.	The data exchanges would primarily be comprised of sending adult client information and obtaining incarceration and parole-related information in return. The data exchanges may also include corrections-related medical record information. Protocols and agreements have not been established.		
3297	7	7.9	1	The Contractor shall provide a BIDM Interface between the System and the Colorado Benefits Management Systems Decision Support System (CBMS DSS).	At a minimum this should occur daily.		
3298	7	7.9	2	The Contractor shall capture, in the System, any and all data from CBMS-DSS that is transmitted through the interface with the CBMS.	All BIDM Interfaces shall be bi-directional.		
3299	7	7.9	3	The Contractor shall provide a real-time or near real-time BIDM Interface between the System and the Colorado Benefits Management Systems Decision Support System (CBMS DSS).	Real-time or near real-time interfaces shall be provided by the Contractor as feasible and within reason, based on the system the BIDM is interfacing with.		

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3300	7	7.9	1	The Contractor shall provide a BIDM Interface between the System and the Colorado Financial Reporting System (COFRS).	At a minimum this should occur daily.		
3301	7	7.9	1	The Contractor shall include any and all financial data from the Department's financial System (currently COFRS) that is transmitted through the interface with the Department's financial System.	All BIDM Interfaces shall be bi-directional.		
3302	7	7.9	3	The Contractor shall provide a real-time or near real-time BIDM Interface between the System and the Colorado Financial Reporting System (COFRS).	Real-time or near real-time interfaces shall be provided by the Contractor as feasible and within reason, based on the system the BIDM is interfacing with.		
3303	7	7.9	1	The Contractor shall include any and all data transmitted from the Core MMIS in the System.	All BIDM Interfaces shall be bi-directional.		
3304	7	7.9	1	Provide the capability to capture the Trauma Editing – Medical Service Questionnaires (MSQ) and responses from the Core MMIS.			
3305	7	7.9	1	The Contractor shall provide a BIDM Interface between the System and the Core MMIS.	At a minimum this should occur daily.		

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3306	7	7.9	1	The Contractor shall include any and all data from the Case Management System that is transmitted through the interface with the Core MMIS in the System.	Data contained within the System will be maintained for the life of the Contract. This includes but is not limited to the data outlined in Section 7 of the RFP Body. Maintain document archive for the life of the Contract.		
3307	7	7.9	2	The Contractor shall ensure that all Fiscal Agent Operational data from the interfaces with the Core MMIS and PBMS is captured and accessible by authorized System users through the appropriate software and System Tools. This includes reporting and analysis for claims/encounters received, claims/encounters processed, and time between processing.			
3308	7	7.9	2	The Contractor shall capture all Fiscal Agent Operational data from the Core MMIS to support reporting and analysis.			
3309	7	7.9	3	The Contractor shall provide a real-time or near real-time BIDM Interface between the System and the Core MMIS.	Real-time or near real-time interfaces shall be provided by the Contractor as feasible and within reason, based on the system the BIDM is interfacing with.		
3310	7	7.9	1	The Contractor shall provide a BIDM Interface between the System and the Colorado Regional Health Information Organization (CORHIO).	At a minimum this should occur daily.		
3311	7	7.9	2	The Contractor shall capture in the System any and all clinical and EHR data from CORHIO that is transmitted through the interface with the CORHIO.	This data is transmitted through the HL-7 (or other agreed formats) transactions. As versions of the HL-7 are released and adopted by CORHIO, the interface will be modified through the Change Management Process.		

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3312	7	7.9	3	The Contractor shall provide a real-time or near real-time BIDM Interface between the System and the Colorado Regional Health Information Organization (CORHIO).	Real-time or near real-time interfaces shall be provided by the Contractor as feasible and within reason, based on the system the BIDM is interfacing with.		
3313	7	7.9	1	The Contractor shall provide a BIDM Interface between the System and the Pharmacy Benefit Management System (PBMS).	At a minimum this should occur daily.		
3314	7	7.9	1	The Contractor shall include any and all data from PBMS that is transmitted through the interface with the PBMS. This includes the capture all PBMS operational data to support reporting and analysis.	All BIDM Interfaces shall be bi-directional.		
3315	7	7.9	3	The Contractor shall provide a real-time or near real-time BIDM Interface between the System and the Pharmacy Benefit Management System (PBMS).	Real-time or near real-time interfaces shall be provided by the Contractor as feasible and within reason, based on the system the BIDM is interfacing with.		
3316	7	7.9	1	The Contractor shall obtain current Federal Poverty Level (FPL) limits by family size used for Medicaid eligibility calculations and add it to the existing historical data, making it available in the System for querying, analysis, and reporting.	Federal Poverty Levels are published in the Federal Register. The data shall be updated per the schedule agreed upon in the Communication Management Plan. Appendix G contains a sample of the FPL and Dual Eligible Standards data for 2013. FAQs related to FPL and Dual Eligible Standards data may be found at http://aspe.hhs.gov/poverty/faq.cfm .		
3317	7	7.9	1	The Contractor shall populate and maintain in the System historical Federal Poverty Level (FPL) limits by family size used for Medicaid eligibility calculations and make it available in the System for querying, analysis, and reporting.	Appendix G contains a sample of the FPL and Dual Eligible Standards data for 2013. FAQs related to FPL and Dual Eligible Standards data may be found at http://aspe.hhs.gov/poverty/faq.cfm .		

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3318	7	7.9	1	The Contractor shall obtain current Dual Eligible Standards (i.e., Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), Qualifying Individuals (QI), Qualified Disabled Working Individuals (QDWI)) for both individuals and couples and add it to the existing historical data, making it available in the System for querying, analysis, and reporting.	Appendix G contains a sample of the FPL and Dual Eligible Standards data for 2013. The data shall be updated per the schedule agreed upon in the Communication Management Plan. FAQs related to FPL and Dual Eligible Standards data may be found at http://aspe.hhs.gov/poverty/faq.cfm .		
3319	7	7.9	1	The Contractor shall populate and maintain in the System historical Dual Eligible Standards (i.e., Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), Qualifying Individuals (QI), Qualified Disabled Working Individuals (QDWI)) for both individuals and couples, making it available for querying, analysis, and reporting.	Appendix G contains a sample of the FPL and Dual Eligible Standards data for 2013. FAQs related to FPL and Dual Eligible Standards data may be found at http://aspe.hhs.gov/poverty/faq.cfm .		
3320	7	7.9	1	The Contractor shall obtain current Supplemental Security Income (SSI) Program Rates & Limits from the Department and add the data to the existing historical data, making it available in the System for querying, analysis, and reporting.	SSI Rates and Limits are updated annually. The data shall be updated per the schedule agreed upon in the Communication Management Plan.		
3321	7	7.9	1	The Contractor shall populate and maintain in the System historical Supplemental Security Income (SSI) Program Rates & Limits making it available for querying, analysis, and reporting.	The Department shall provide the Contractor historical SSI Rates and Limits.		
3322	7	7.9	1	The System shall capture and maintain Institution for Mental Disease (IMD) inpatient data and make it available for querying, analysis, and reporting.			
3323	7	7.9	1	The Contractor shall obtain current and historical Medicare rates by service and provider making it available in the System for querying, analysis, and reporting.			

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3324	7	7.9	2	The System shall capture the most recent National Plan and Provider Enumeration System (NPPES) Full Replacement Monthly NPI File and make it available for querying, analysis, and reporting. The NPPES data may be fully refreshed (e.g., truncated and populated) each month. The NPPES data are an exception to the 'never delete a record' requirements within this RFP.	Appendix G contains the record file layout, download information, and code values for the NPPES full monthly replacement file. The file is currently over 4 GB.		
3325	7	7.9	2	The Contractor shall download the most recent National Plan and Provider Enumeration System (NPPES) Full Replacement Monthly NPI File and load the data into the System each month.	Appendix G contains the record file layout, download information, and code values for the NPPES full monthly replacement file. The file is currently over 4 GB. The NPPES data website is: http://www.cms.gov/Regulations-and-Guidance/HIPAA-Administrative-Simplification/NationalProvIdentStand/DataDissemination.html .		
3326	7	7.9	2	The Contractor shall upload all the cost report data from the historical Healthcare Provider Cost Reporting Information System (HCRIS) that is available on the CMS website into the System and make the data available for querying, analyzing, and reporting.	HCRIS data may currently be downloaded from the CMS website: http://www.cms.gov/Research-Statistics-Data-and-Systems/Files-for-Order/CostReports/Cost-Reports-by-Fiscal-Year.html		
3327	7	7.9	2	On an on-going basis, the Contractor shall upload all the cost report data from the Healthcare Provider Cost Reporting Information System (HCRIS) that is available on the CMS website into the System and make the data available for querying, analyzing, and reporting. The Contractor shall obtain and upload the HCRIS data on a schedule defined in the Communication Management Plan.	HCRIS data may currently be downloaded from the CMS website: http://www.cms.gov/Research-Statistics-Data-and-Systems/Files-for-Order/CostReports/Cost-Reports-by-Fiscal-Year.html		
3328	7	7.9	2	The Contractor shall obtain and upload CICIP reports data into the System and make the data available for querying, analyzing, and reporting.	The Department will provide the Contractor historical CICIP report data. Samples of CICIP report forms and the CICIP Data Collection Manual are included in Appendix G.		
3329	7	7.9	2	On an on-going basis, the Contractor shall upload CICIP report data into the System and make the data available for querying, analyzing, and reporting. The Contractor shall obtain and upload the CICIP report data on a schedule defined in the Communication Management Plan.	The Department will provide the Contractor historical CICIP report data. Samples of CICIP report forms and the CICIP Data Collection Manual are included in Appendix G.		

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3330	7	7.9	3	The System shall capture and maintain current and historical Colorado Health Access Survey (CHAS) data and make it available for querying, analysis, and reporting.	The CHAS surveys 10,000 households and 26,000 people every other year. Appendix G contains the data dictionaries for the 2011 and the 2008-2009 administrations. The public use files are available via download at: http://www.cohealthaccesssurvey.org/results/public-use-files/ .		
3331	7	7.9	3	The System shall capture and maintain Consumer Assessment of Health Plans Study (CAHPS) survey data and make it available for querying, analysis, and reporting.	CAHPS respondent-level data will be provided to the Contractor by the Department or its contractor (currently, HSAG) after the annual survey administration. Appendix G contains the record layout for data from the current CAHPs Adult and Child versions of the survey.		
3332	7	7.9	3	The System shall capture and maintain SF12 Health Survey data and make it available for querying, analysis, and reporting.	The SF12 is a 12 question survey yielding structured data. The respondent-level data will be provided to the Contractor by the Department or its contractor after survey administration (annual). Appendix G contains a copy of the SF12 survey.		
3333	7	7.9	3	The Contractor shall upload historical Uniform Cost Report (UCR) data provided by the Department into the System and make the data available for querying, analyzing, and reporting.	The Department will provide the Contractor historical UCR data.		
3334	7	7.9	3	On an on-going basis, the Contractor shall obtain UCR data from the Department and upload the data into the System and make the data available for querying, analyzing, and reporting. The Contractor shall obtain and upload the UCR data on a schedule defined in the Communication Management Plan.	Uniform Cost Reports are submitted periodically to the Department.		
3335	7	7.9	1	The Contractor shall capture and maintain all reference files from the Core MMIS and PBMS in the System through the BIDM Interface.	The Contractor is not responsible for licensing of reference files.		

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3336	7	7.9	1	The Contractor shall ensure that all claims/encounter and client related data from the interfaces with the Core MMIS and PBMS are captured and accessible by authorized System users through the appropriate software and System Tools.	The Department expects daily updates except as otherwise recommended by the Contractor and agreed to by the Department.		
3337	7	7.9	1	The Contractor shall develop, document, and implement a BIDM Data Exchange to obtain imports from and to send exports to the contracted RCCOs.	The Contractor shall be responsible for parsing raw MMIS claims and eligibility flat files by RCCO and uploading to remote, secure FTP sites as specified by the RCCO.		
3338	7	7.9	3	The Contractor shall develop, document, and implement BIDM Data Exchange to obtain BIDM imports from and to send BIDM exports to CMS Electronic Data Interchange (EDI) for Medicare-Medicaid Coordination of Benefit (COBA) transactional data feeds.	The Contractor shall send a Medicare-Medicaid eligibility file to the CMS contractor and receive bi-weekly transactional data feeds. Contractor shall be responsible for translating feeds into BIDM data structures for use in query, reporting, and analytics.		
3339	7	7.9	3	The Contractor shall develop, document, and implement BIDM Data Exchange to obtain BIDM imports from and to send BIDM exports to CMS Electronic Data Interchange (EDI) for Medicare-Medicaid Part D data feeds.	The Contractor shall send a Medicare-Medicaid eligibility file to the CMS contractor and receive monthly data feeds. Contractor shall be responsible for translating feeds into BIDM data structures for use in query, reporting, and analytics.		
3340	7	7.10	1	The System shall perform data ETL functionality to integrate data from all sources into a cohesive data warehouse.			
3341	7	7.10	1	The System shall perform data ETL functionality to transform data from data warehouse to data marts.			

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3342	7	7.10	1	The Contractor shall provide the ability to identify the timestamp when all data was uploaded to the system, including BIDM Interfaces and BIDM Data Exchanges.			
3343	7	7.10	1	The Contractor shall provide the ability to identify the source of data and the timestamp added to the System.			
3344	7	7.10	1	The Contractor shall develop and maintain design and specifications documents for each BIDM Interface or BIDM Data Exchange containing any features, functions, or associated logic.	ICDs shall conform to guidelines in DHHS' Interface Control Practice Guide and CMS' Interface Control Document (Appendix G) unless other guidelines and formats are agreed to by the Department.		
3345	7	7.10	1	The Contractor shall work with the Department, BIDM Interface Partners, and BIDM Exchange Partners to establish agreements (e.g., Memorandum of Understanding, System Interface Agreements) that document the interface and data exchange expectations.	ICDs shall conform to guidelines in DHHS' Interface Control Practice Guide and CMS' Interface Control Document (Appendix G) unless other guidelines and formats are agreed to by the Department.		
3346	7	7.10	1	The System shall perform data ETL functionality for all data flowing though a BIDM Interface, a BIDM Data Exchange, or a process for obtaining External Data.			
3347	7	7.10	1	The Contractor shall ensure validation and verification of all data fields.			

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3348	7	7.10	2	The Contractor shall provide the ability to accept, transform, and load all HIPAA X12 transactions as either an BIDM Interface or BIDM Data Exchange into the System.			
3349	7	7.10	2	The Contractor shall provide the ability to accept, transform, and load HL7 transaction as either an BIDM Interface or BIDM Data Exchange into the System.			
3350	7	7.10	3	The Contractor shall provide the ability to generate and transmit all HIPAA X12 transactions as a BIDM Data Exchange from the System.			
3351	7	7.10	3	The Contractor shall provide the ability to generate and transmit HL7 transaction as a BIDM Data Exchange from the System.			
3352	7	7.10	3	The Contractor shall provide the ability to generate and transmit NCPDP transaction as a BIDM Data Exchange from the System.			
3353	7	7.10	2	Provide the ability to report data discrepancies back to the original source.			

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3354	7	7.10	2	The System shall archive raw interface files after sixty (60) calendar days and maintain for up to 6 months.			
3355	7	7.10	1	The Contractor shall provide the ability to access and reprocess raw BIDM Interface and BIDM Data Exchange files for at least sixty (60) calendar days.			
3356	7	7.10	1	The Contractor shall provide a solution that facilitates the exchange of information by mapping the definition of terms used in the System with comparable terms in systems associated with BIDM Interfaces and BIDM Data Exchanges.			
3357	7	7.10	1	The Contractor shall make the data provided through the BIDM Interfaces and BIDM Data Exchanges available for analysis in the System and use by System Tools as soon as possible upon receipt.	Note: For each data type / source, the Department and Contractor will identify the expected lag time between data availability and the System update. Update frequency will depend on the specific data being obtained. For instance, if the Core MMIS sends client data to the System on a daily basis, that information should be updated daily.		
3358	7	7.10	1	The Contractor shall maintain audit trail of all actions performed and any data modifications initiated from the interface feed.			
3359	7	7.10	1	The System shall provide the ability to upload data and reports from the System to the Core MMIS Contractor's Case Management Tool.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		

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3360	7	7.10	2	The Contractor shall provide the ability to change the attributes, acceptable values, and properties of data fields as needed.			
3361	7	7.10	1	The Contractor shall provide middleware (e.g., interface engine, integration engine) that allows the System to access and exchange information with BIDM Interfaces and BIDM Data Exchanges.			
3362	7	7.10	1	The Contractor shall provide middleware (e.g., interface engine, integration engine) that streamlines the building, testing, and deploying of BIDM Interfaces and BIDM Data Exchanges.			
3363	7	7.10	1	The Contractor shall provide middleware (e.g., interface engine, integration engine) that provides the flexibility to change direction based on configurable events and delivers alerts when an abnormal condition arises.			
3364	7	7.11	1	The System shall provide secure, automated transmission of query results and reports to Department designated recipients.			
3365	7	7.11	1	The System shall provide secure methods of disseminating data that comply with HIPAA and all other Federal and state laws, rules, and regulations.			

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3366	7	7.11	1	The System shall provide the ability for authorized System users and Contractor staff to securely exchange large data files through secure, HIPAA compliant protocol (e.g., sFTP) with other Department contractors, other governmental entities, providers, and stakeholders.			
3367	7	7.11	3	The Contractor shall provide the ability for authorized System users to obtain secure, real-time access to System reports and dashboards, as defined by the Department, securely on their smart phones, tablets, and mobile operating systems.			
3368	7	7.11	1	<p>The System shall enable all assigned Contractor personnel to easily and securely exchange documents and electronic files with the Department in compatible formats. The Contractor is to maintain the same software and version of software as the Department including, but not limited to, the following:</p> <ul style="list-style-type: none"> • Microsoft Word • Microsoft Excel • Microsoft Project • Microsoft Access • Microsoft PowerPoint 	<p>Upgrade within thirty (30) business days of the Department's notification of upgrade.</p> <p>Note: The Department Utilizes Microsoft Office Version 2013.</p>		
3369	7	7.11	Optional	The Contractor shall provide the ability for authorized System users to access and utilize System applications securely on their smart phones, tablets, and mobile operating systems.			
3370	7	7.12	1	Contractor will have insight into internal policy discussions, contractual issues, price negotiations, State financial information, and advanced knowledge of potential/draft legislation. As a result, the Contractor shall maintain confidentiality and privacy of this information.			
3371	7	7.12	1	The Contractor shall keep all documents, data compilations, reports, computer programs, photographs, and any other work provided to or produced by the Contractor in the performance of the contract confidential until publicly released by the Department or until written permission is granted by the Department for its release.			

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3372	7	7.12	1	The Contractor shall obtain written approval from the Department prior to disclosing any privileged information (e.g., attorney/client information).			
3373	7	7.12	1	The Contractor shall provide the ability to protect specific client and provider information from view or use to comply with Colorado’s Address Confidentiality Program (ACP) as specified through the Communication Management Plan.			
3374	7	7.12	1	The Contractor shall provide secure and encrypted electronic communication functionality for authorized System users to report problems or ask questions while exchanging PHI/PII, in compliance with HIPAA.	This Deliverable shall be completed and provided to the Department during the Operations and Maintenance Phase.		
3375	7	7.12	1	The Contractor shall obtain written approval from the Department prior to release of Protected Health Information (PHI) or Personally Identifiable Information (PII) to any non-Department entity. The Contractor shall verify with the Department that the requesting party is authorized to receive information.			
3376	7	7.12	1	Contractor shall provide to its staff HIPAA compliance training specific to the System.	Training will be in compliance with federal and State rules and regulations.		
3377	7	7.12	1	The Contractor shall provide the ability for any authorized System user, as defined by the Department, to have secure, role-based, single sign-on access to authorized current and historical data, System components, or Web-based material.	The single sign-on also applies to the Core MMIS and to the PBMS. The Core MMIS Contractor will be the single sign-on lead. The BIDM Contractor will work with the Core MMIS Contractor to ensure seamless access for authorized System users.		

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3378	7	7.12	1	The Contractor shall provide a scalable System infrastructure with role-based access capability to establish user credentials and permissions.			
3379	7	7.12	1	The Contractor shall provide a user administration module that allows authorized System users, including authorized providers and system administrators, to assign access to Systems functions in a secure manner in accordance with privacy and security requirements.	Note: Though the Core MMIS Contractor will be providing user access, the Contractor needs the ability to designate and authenticate role-based access to the System.		
3380	7	7.12	1	The System shall provide the ability for authorized System users to enter, update, and maintain date-sensitive records related to which person(s) have access to a client's data and any limitations on that access (e.g., the person may access eligibility data, but not claims data).	For example, this functionality would identify a daughter who has the permission and/or legal authority to act for a parent with Alzheimer's Disease. Authorized System users shall have multiple methodologies for entering and updating records (e.g., query to populate, direct data entry).		
3381	7	7.12	1	The Contractor shall transition data related to which person(s) have access to a client's data and any limitations on that access (e.g., the person may access eligibility data, but not claims data) from Department sources (e.g., spreadsheets, Access databases) into the System.			
3382	7	7.12	2	The Contractor shall provide privacy/litigation controls that indicate who/what has access to data contained within the record.			
3383	7	7.12	2	The System shall provide an audit trail that provides the date and reason for all modification for each authorized System user's profile.			

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3384	7	7.12	3	The Contractor shall provide robust user profiles that allows an authorized System user to view role based assignments, group memberships, System usage, and last log-on date and time.			
3385	7	7.12	3	The System shall provide the ability to support both role-based and group-based security at the individual data field level so that users are not able to view sensitive information or other information which they have no business need to see.	Includes suppressing the results returned from searches as well as information viewable in the user's own display environment.		
3386	7	7.12	Optional	The System shall provide an easy-to-use module for authorized System users to edit, create, and implement role-based and group-based security at the individual data field level for all authorized System users based upon user characteristics or group memberships.	Generally this would be used by System security personnel at the Contractor and Department.		
3387	7	7.12	1	The Contractor shall develop and maintain role-based, single sign-on authorized System user lists and profiles in partnership with the Core MMIS Contractor. The Contractor shall actively manage and maintain the lists and profiles per Department direction.			
3388	7	7.12	3	The System shall provide the ability for authorized System users to maintain a record/audit trail of a client's requests for copies of personal records including time/date, source, type, and status of request.			
3389	7	7.12	3	The System shall provide the ability for authorized System users to track individual client's data released to external parties (e.g., external data requests, research studies, audits). Tracking information shall include time/date, source, type, and status of request.	Authorized System users shall have multiple methodologies for tracking data (e.g., query to populate, direct data entry, uploaded data).		

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3390	7	7.12	3	The System shall provide the ability for authorized System users to enter, update, and maintain records related to client requests that data not be released to external parties.	Authorized System users shall have multiple methodologies for entering and updating records (e.g., query to populate, direct data entry).		
3391	7	7.12	Optional	The System shall provide the ability for security personnel to view, in real time, the exact same screens and information being viewed by an authorized System user.			
3392	7	7.13	1	The Contractor shall provide a BIDM Web Portal functionality for authorized System users (such as contracted Medicaid providers) to generate, access, and download role-based BIDM reports and analysis. Contractor shall be responsible for all components of the BIDM Web Portal including: <ul style="list-style-type: none"> • BIDM Web Portal application interface • Hosting, hardware, and software • Internet connectivity • BIDM Web Portal user guide and standardized reporting and analytics documentation • Associated operational services (e.g., Help Desk, authorized System user training) 			
3393	7	7.13	1	The Contractor shall be responsible for creating and maintaining role-based authentication for authorized System user access to the BIDM Web Portal through a formalized request process, subject to Department approval.			
3394	7	7.13	1	The Contractor shall provide role-based access and authentication in the BIDM Web Portal. Access to PHI shall be limited to the minimum necessary by each authorized System user's role. For example, providers shall only have access to reports on clients enrolled with them or otherwise assigned to them through Client Attribution.			

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3395	7	7.13	1	The Contractor shall ensure the BIDM Web Portal is available to authorized System users 24 hours a day, 7 days a week, except for regularly scheduled maintenance.			
3396	7	7.13	3	The Contractor shall provide authorized System users an online interface capability for creating provider user-level accounts for the BIDM Web Portal.			
3397	7	7.13	1	<p>The Contractor shall provide an interface to the MMIS Web Portal to provide role-based access for authorized System users access the BIDM Web Portal to generate, view, and download ad hoc and standardized reporting, including but not limited to:</p> <ul style="list-style-type: none"> • The ability to export a provider’s entire client list. • The ability to export, in real-time, a provider’s entire list of attributed clients. • At the time of service, real-time access to current client health plan benefits, including formulary and services requiring prior authorization. • Provision of a client health profile, which includes previous claims/encounters data and related information available through the data warehouse. • Provision of data analytics, which include, but are not limited to, client risk scores, population risk scores, chronic illness levels, care management plans, etc. • Provide prompt-based versions of the reports that authorized System users may run on demand for any specified timeframe. 	Note: The Core MMIS Contractor responsible for establishing the MMIS Web Portal and the Contract is responsible for established the BIDM Web Portal. Providers are the primary user of the MMIS Web Portal and BIDM Web Portal. A single sign-on solution between the MMIS Web Portal and BIDM Web Portal is required.		
3398	7	7.13	1	The Contractor shall coordinate with the Core MMIS Contractor and other contractors as necessary to provide single sign-on access to the BIDM Web Portal and the reports and applications available to the authorized System user within the BIDM Web Portal.			
3399	7	7.13	1	The Contractor shall coordinate with the Core MMIS Contractor and other contractors as necessary to provide single sign-on access to the Core MMIS Contractor's Web Portal (MMIS Web Portal) as authorized System users choose to return to MMIS Web Portal from the BIDM Web Portal.			

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3400	7	7.13	2	The Contractor shall coordinate with the Core MMIS Contractor and other contractors as necessary to allow authorized System users to access the Core MMIS Contractor's Web Portal (MMIS Web Portal) and the BIDM Web Portal at the same time, but through two different windows in the same web browser.			
3401	7	7.13	1	The Contractor shall ensure that the BIDM Web Portal is compatible with Internet Explorer, Safari, Google Chrome, and Firefox web browsers.	Support the current version and two prior versions where possible. If additional browsers are required, the request will be addressed through the Change Management Process.		
3402	7	7.13	3	The Contractor shall provide the ability for a robust search function of the information contained in the BIDM Web Portal.			
3403	7	7.13	3	The Contractor shall provide the ability to track and maintain changes to the Contractor-maintained BIDM Web Portal.			
3404	7	7.13	Optional	The Contractor shall provide the ability for authorized System users to access and utilize BIDM Web Portal securely on their smart phones, tablets, and mobile operating systems.			
3405	7	7.14	1	The Contractor shall provide results of Business Continuity and Disaster Recovery Plan testing. The Contractor shall allow Department Staff and its designees to participate in testing, if requested.	Annually.		

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3406	8	8.2	1	The Contractor shall develop, implement, and maintain a Data Governance Plan, located in the Communication Management Plan, in collaboration with the Department.			
3407	8	8.2	1	The System shall maintain all System generated reports (not authorized System user generated reports).	Immediate access for six (6) years. Archive after six (6) years.		
3408	8	8.2	1	The Contractor shall enforce data integrity with original sources to ensure the System serves as the official record for all reporting.			
3409	8	8.2	1	The Contractor shall provide the ability for authorized System users to directly access and analyze all data, including raw data, in the System according to role based access.	This functionality will be applicable to both the standard environment(s) and the Sandbox environment.		
3410	8	8.2	1	The Contractor shall maintain records, as specified by the Department, involving matters in litigation, for the period of time as specified by the Department.	In accordance with the Operations Procedures Plan.		
3411	8	8.2	1	The Contractor shall maintain all System data to support reporting and analysis. The Contractor shall provide a data storage and management approach that allows a “never delete a record” approach for ease and timeliness in accessing historical records.	Only data from the past ten (10) years needs to be optimized for instantaneous retrieval. Data older than ten (10) years needs to be accessible without a special request.		

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3412	8	8.2	1	The Contractor shall provide the ability to generate a summary of historical file extracts and exchanges.			
3413	8	8.2	1	Data retention and accessibility for Protected Health Information shall comply with HIPAA Privacy Standards.	In accordance with the Operations Procedures Plan.		
3414	8	8.2	1	When converting claim history from incumbent contractor, the Contractor shall provide a solution that ensures all existing TCNs are associated with the original claim.			
3415	8	8.2	1	The Contractor shall maintain a current and historical cross-walk between NDC and HCPCS/CPT, and other codes sets as identified by the Department.	In accordance with the Operations Procedures Plan.		
3416	8	8.2	1	Contractor shall ensure that data maintained by the System are properly retained, archived, and protected from destruction.	In accordance with the Operations Procedures Plan.		
3417	8	8.2	1	The Contractor shall retain and archive electronic media.	In accordance with the Operations Procedures Plan.		

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3418	8	8.2	1	The Contractor shall provide ability to mask sensitive data per Department instructions for any data exports or reporting.			
3419	8	8.2	1	The Contractor shall research and provide recommendations on potentially sensitive data elements to mask for external reporting.	For example, substance abuse related claims data, identification of Safe Harbor clients, etc.		
3420	8	8.2	1	The Contractor shall maintain all current and historical functional and behavioral status scores for each client, including but not limited to the SF-12, ULTC 100.2 and addendums for special populations, and Support Intensity Scale.			
3421	8	8.2	1	The System shall maintain all CMS drug rebate files and associated dates provided from the PBMS/Core MMIS within the System to capture drug rebate history.			
3422	8	8.2	1	The System shall maintain current, date specific, effective date, and historical date-sensitive National Drug Code information, such as pricing and rebate.			
3423	8	8.2	1	The System shall provide the ability for authorized System users to identify and exclude records from queries and reports (e.g., claims/encounters, client, Vital Statistics) based on confidentiality concerns or other reasons.	For example, this may include records associated with clients who have specifically requested that the Department not include their data in research data sets. This may also include data related to clients in the Address Confidentiality Program.		

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3424	8	8.2	1	The Contractor shall provide ability to accommodate data changes and/or additions for Department identified data.			
3425	8	8.2	2	The System shall provide on-line retrieval and access to documents and files for an adjustable time parameter, as defined through the Operations Procedures Plan.	Maintain all data for the life of the Contract.		
3426	8	8.2	2	The System shall provide the ability to capture and maintain both current and historical versions of all assessment data (e.g., SF-12, CCAR, ULTC100.2). The System shall provide the ability to query, analyze, and report on the data.			
3427	8	8.2	2	The System shall provide the ability to establish and maintain links of providers to other entities and individuals (e.g., provider groups, managed care entities, provider chains, networks, owners, partners, managing employees, clients), as well as between providers and other providers, practices, and billing organizations.			
3428	8	8.3	1	Contractor shall maintain: <ul style="list-style-type: none"> • Data Confidentiality – Prevent disclosure to unauthorized persons or systems. • Data Integrity – data cannot be modified undetectably. • Data Availability – access is not inappropriately blocked or denied. • Data Authenticity – validation of transactions. • Data Security – encryption and Department approved security protocols and processes. • Non-repudiation of Data – parties to a transaction cannot deny their participation in the transaction. • All encrypted data in motion and at rest. 			

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3429	8	8.3	1	<p>The Contractor shall ensure secure and reliable data exchange across the Department’s enterprise and with external systems to maximize data integrity. This includes, but is not limited to:</p> <ul style="list-style-type: none"> • A unified data exchange solution to ensure successful data exchange. • Monitors and alerts appropriate parties of potential issues. • A data model that is consistent with the Department’s business processes. 	The Department expects that the Contractor will conform to CMS guidelines, currently MITA 3.0. The Department expects the Contractor's performance to be at least MITA Maturity Level 2, but MITA Maturity Level 3 is preferred, by the end of the Contract.		
3430	8	8.3	1	The System shall provide the ability to transfer all data, documentation and archives to another vendor during transition of the Contract and System that facilitates fast and accurate information retrieval by the other vendor and Department.			
3431	8	8.3	2	The Contractor shall provide an online, viewable, indexed, and content-searchable archive with version control for all System forms, documents, data files, data, and manuals to identify archived information to expedite the retrieval of archived information.	Using the developed index, Contractor should be able to retrieve 95% of the information within seven (7) business days when requested by the authorized System user.		
3432	8	8.3	1	The Contractor shall organize the data within the System into a logical, flexible configuration in which individual elements and tables can be linked to each other across conformed dimensions for multiple business uses. The configuration shall be documented and updated upon any change and the documentation will be made available to authorized System users and the Department in a downloadable, indexed, and searchable format.			
3433	8	8.3	1	The Contractor shall ensure that all codes and abbreviations used in the System have corresponding and easy-to-view narrative descriptions.			
3434	8	8.3	1	The Contractor shall fully document all tables, fields, calculated fields, interfaces and other System components.			

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3435	8	8.3	1	The Contractor shall fully document all reports it develops as part of this Contract including data sources, assumptions, calculations, and other pertinent information that would be necessary for an advanced-user to re-create the report.			
3436	8	8.3	1	The Contractor shall ensure that all codes, abbreviations, and associated descriptions in the System are provided in a downloadable, indexed, and searchable format.			
3437	8	8.3	1	The Contractor shall provide accurate version tracking and present authorized System users with the latest revision of any System document (e.g., data documentation, reference material, reporting documentation) with the option to view previous versions.			
3438	8	8.3	1	The Contractor shall provide the ability for authorized System users to upload data, perform automated data validation processing, and manually edit data based on validation findings.	This functionality will be applicable to the Sandbox environment.		
3439	8	8.3	1	The Contractor shall provide consistent field names and employ consistent naming convention across tables and data sources.			
3440	8	8.3	1	The Contractor shall provide the ability, through role-based security, for authorized System users to directly enter data into the System.			

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3441	8	8.3	1	The Contractor shall ensure that any reporting functionality within the System supports the ability to pull and use the narrative descriptions of codes and abbreviations in addition to the codes and abbreviations themselves.			
3442	8	8.3	1	The System shall provide functionality for authorized System users to manage, track, mark or flag records, record actions, and document the complete process within the System.	Authorized System users shall have multiple methodologies for updating indicators (e.g., query to populate, direct data entry).		
3443	8	8.3	1	The Contractor shall provide the ability to store and retrieve current and historical information for provider and client data elements that change.			
3444	8	8.3	2	The Contractor shall provide the ability to allow for authorized System users to add/update code descriptions generated within the System without the need for Customization or Configuration.			
3445	8	8.4	1	The Contractor shall develop and maintain Interface Control Documents (ICDs) that describe BIDM Interfaces and BIDM Data Exchanges including any rules for communicating with BIDM Interface Partners and BIDM Exchange Partners. ICDs shall clearly communicate all possible inputs and outputs from a system for all potential actions.	ICDs shall conform to guidelines in DHHS' Interface Control Practice Guide and CMS' Interface Control Document (Appendix G) unless other guidelines and formats are agreed to by the Department.		
3446	8	8.4	1	The Contractor shall work with the Department and BIDM Exchange Partners to establish mechanisms and methodologies for each BIDM Data Exchange. The Contractor shall include the mechanisms and methodologies in the interface control documents (ICDs).	Data Exchange mechanisms and methodologies will vary considerably from entity to entity.		

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3447	8	8.4	1	The Contractor shall work with the Department and BIDM Exchange Partners to update mechanisms and methodologies included in the Interface Control Documents (ICDs) as needed.			
3448	8	8.4	1	The Contractor shall provide the ability to associate Medicare claims/encounter data received through a BIDM Data Exchange with other System data for querying and reporting.			
3449	8	8.5	1	The System shall provide multi-dimensional data functionality (e.g., data cubes, customized tables, data marts) to develop, implement and maintain both derived and aggregated data (e.g., total claim costs, unique client counts, units of service).			
3450	8	8.5	1	The Contractor shall provide authorized System users easy access to, and analysis of, all data stored in the System.			
3451	8	8.5	1	The Contractor shall provide data marts that optimize the querying, analyzing, and reporting of data in the System.			
3452	8	8.5	1	The Contractor shall provide data models that optimize the querying, analyzing, and reporting of data in the System.			

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3453	8	8.5	2	The Contractor shall provide multi-dimensional data (e.g., OLAP, cubes) in conjunction with the Department that allows authorized System users the ability to query, analyze, and report via System Tools.	This should optimize the retrieval and utilization of data in the System.		
3454	8	8.5	1	The Contractor shall provide the ability to accept, store, and search all information received from the incumbent contractor that facilitates fast and accurate information retrieval by the Contractor and Department.			
3455	8	8.5	1	The data models will be stored in a repository so that they can be retrieved, expanded, and edited over time.			
3456	8	8.5	1	The data models will be available on-line in searchable, human readable format.			
3457	8	8.6	1	Within the Sandbox environment, the Contractor shall provide the ability for authorized System users to create tables and to have administrative authority over the table (e.g., perform data edits, field edits, add, delete, drop).			
3458	8	8.6	1	The Contractor shall provide the ability for authorized System users to create, edit, and save user-defined fields and tables.			

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3459	8	8.6	1	Each authorized System user who is authorized to work in the Sandbox shall have a defined space or size allocation to contain their tables in the Sandbox (e.g., schema).			
3460	8	8.6	1	The Contractor shall provide authorized System users access to all data in the System through the Sandbox.			
3461	8	8.6	1	The Contractor shall provide each authorized System user with role-based access to the Sandbox with a defined area (e.g., user area, schema) in the Sandbox to contain their database objects and work products (e.g., tables, views, relationships, synonyms, analyses).			
3462	8	8.6	1	Within the Sandbox environment, the Contractor shall provide the ability for authorized System users to import and export data into and out of tables.			
3463	8	8.6	1	Within the Sandbox environment, the Contractor shall provide the ability for authorized System users to grant access which enables other authorized System users to query, analyze, and report on objects in their schema.			
3464	8	8.6	2	Within the Sandbox environment, the tables will be temporary and their deletion will be under the control of the authorized System user.	Tables in the Sandbox belong to authorized System users.		

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3465	8	8.6	1	Within the Sandbox environment, an authorized System user (e.g., System Administrator) will have the ability to modify or delete objects in the schema per the Change Management Plan.			
3466	8	8.6	2	Authorized System users shall receive System generated reports on the size and number of objects created in the Sandbox by the authorized System user.	Frequency will be determined in the Communication Management Plan		
3467	8	8.6	1	The Contractor shall provide the ability to increase the defined space or size allocation for authorized Systems users who are authorized to work in the Sandbox on an as needed or temporary basis.			
3468	8	8.6	1	The Contractor shall monitor and maintain the Sandbox environment to ensure adequate performance.			
3469	8	8.6	1	The performance and size of the Sandbox shall be reassessed at least annually and the solution shall be scaled accordingly.			
3470	8	8.6	1	The Contractor shall annually scale the Sandbox and associated functionality per the annual assessment of performance and size.			

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3471	8	8.7	1	<p>Contractor shall develop and maintain a BIDM Web Portal to enable authorized System users to view and download ad hoc and standardized reporting, including but not limited to:</p> <ul style="list-style-type: none"> • The ability to export a provider’s entire client list. • The ability to export, in real-time, a provider’s entire list of attributed clients. • At the time of service, real-time access to current client health plan benefits, including formulary and services requiring prior authorization. • Provision of a client health profile, which includes previous claims/encounters data and related information available through the data warehouse. • Provision of data analytics, which include, client risk scores, population risk scores, chronic illness levels, and care management plans. • Provide prompt-based versions of the reports that authorized System users may run on demand for any specified timeframe. 	The Contractor shall publish reports to authorized System users through the BIDM Web Portal on an agreed upon schedule.		
3472	8	8.7	1	Provide the ability for authorized System users to view and download pre-defined reports per the user's role-based designation via the BIDM Web Portal.			
3473	8	8.7	1	The Contractor shall provide the ability for dashboard reporting within the BIDM Web Portal.			
3474	8	8.7	2	The Contractor shall provide the ability for authorized System users to Configure dashboard reporting within the BIDM Web Portal.			
3475	8	8.7	1	Contractor shall develop and implement provider-specific dashboards to provide easy and intuitive access to monthly provider performance on ACC (Accountable Care Collaborative) KPI (Key Performance Indicators) metrics.			

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3476	8	8.7	1	Contractor shall develop and implement provider-specific dashboards to provide easy and intuitive access to monthly provider performance on average total cost of care (PMPM) metrics.			
3477	8	8.7	1	The Contractor shall provide current and historical SDAC reporting and analytics to providers through the BIDM Web Portal.	Current SDAC reports are found in Appendix G.		
3478	8	8.7	1	ACC performance analytics and reports provided in the BIDM Web Portal shall have the ability to drill up and drill down by attributed providers (e.g., individual clinician to practice to multiple practice to RCCO).			
3479	8	8.7	1	The Contractor shall provide the ability for authorized System users to download/export reports from the BIDM Web Portal to their local machine in pdf, Excel, and other standard formats.			
3480	8	8.7	2	Contractor shall develop and implement provider-specific dashboards to provide easy and intuitive access to monthly provider performance on Adult Medicaid Quality Grant (AMQG) metrics.			
3481	8	8.7	2	Contractor shall make monthly performance on AMQG measures available to all ACC participating providers via the BIDM Web Portal.			

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3482	8	8.7	1	Contractor shall be responsible for posting quarterly provider incentive payment calculation reports to the BIDM Web Portal for each ACC participating provider.			
3483	8	8.7	1	Contractor shall provide functionality in the BIDM Web Portal for authorized System users to look up (via client ID) at least a 24-month historical patient profile of billed services for any client. Patient profile shall present billed services organized by service category (e.g., Inpatient, Outpatient, Professional, Pharmacy, Oral, Behavioral Health, and Long-term Care) and provide other client analytics (e.g., preventable ER visits) as directed by the Department.			
3484	8	8.7	2	The Contractor shall provide the ability for authorized System users to run, view, and download pre-defined reports with embedded prompts, per the user's role-based designation via the BIDM Web Portal.			
3485	8	8.7	2	The Contractor shall provide the ability through the BIDM Web Portal for authorized System users to query, report, and analyze potentially preventable events such as emergency room visits or inpatient admissions related to ambulatory-sensitive conditions.			
3486	8	8.7	2	The Contractor shall provide the ability for authorized System users to receive alerts through the BIDM Web Portal.			
3487	8	8.7	2	The Contractor shall develop, document, maintain, and provide per Department specifications a BIDM Web Portal usage report.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan.		

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3488	8	8.7	2	Contractor shall update standardized reporting in the BIDM Web Portal.	Reports shall be done no less frequently than weekly as directed through the Communication Management Plan.		
3489	8	8.8	1	The Contractor shall maintain and provide documentation of the logic that is used to derive all calculations in the System; the development, notes, and parameters associated with all reports; an audit trail for all calculations and reports; and descriptions of all data elements used in calculations and reporting.			
3490	8	8.8	1	The Contractor shall provide complete transparency of all Contractor derived data fields. This includes transparency into how the Contractor derived the data field, by providing the Department with SQL, pseudo code, narrative description, or some combination thereof to document completely and unambiguously the precise algorithms and formulae used in all measures, client risk scores, computed variables, and analytic protocols.			
3491	8	8.8	1	The Contractor shall provide a solution that supports both native ICD-9 and ICD-10 codes in all aspects of System functionality based on the claim/encounter date of service.			
3492	8	8.8	3	The Department shall provide a crosswalk between ICD-9 and ICD-10 that the Contractor shall capture and maintain in the System that will be available for authorized System users to query and report on.	The Contractor is not responsible for translating data. The authorized System user shall use this crosswalk when translation of data is necessary.		
3493	8	8.8	1	The System shall capture date-sensitive occurrences that may impact analytics and reports (e.g., rate changes, policy changes, health plan changes, legislation, limited program timeframes). The System shall provide the ability for authorized System users to incorporate the date-sensitive occurrences into queries and reports.	Additions and other modifications to this data shall be identified by the Department and shall be entered into the System per the Communication Management Plan.		

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3494	8	8.8	1	The Contractor shall provide the ability to store, maintain, and retrieve dates associated with changes in major policy, rate, reimbursement, budget, and any other Department-defined criteria among data sets.	This information will be provided by the Department.		
3495	8	8.8	1	The Contractor shall provide the ability for authorized System users to define client peer group classifications and query, analyze, and report on that data.	For example, use the following criteria: age, aid category, county, Med flag/Case Status, special program code, race, TPL code, funding category/SISC code, zip code, geocoding, gender, FFS/PHP code, on-review indicator, long-term care indicator and case managed indicator, for the purpose of developing statistical profiles.		
3496	8	8.8	1	The Contractor shall provide the ability to identify, query, analyze, and report on clients with special health care needs.			
3497	8	8.8	2	The Contractor shall provide the ability to store Health Benefit Plans (e.g., population criteria, benefits, reimbursement methodology) from the Core MMIS and the PBMS in the System for use in analysis and modeling.			
3498	8	8.8	1	The System shall provide the ability to query and report on the historical record of specific Health Benefit Plan that is date specific.			
3499	8	8.8	1	The Contractor shall provide the ability to quickly and easily track the life cycle of claims/encounters from original submission date through all adjustments, including partial and system-generated adjustments. Clearly identify the most recent version of the claim/encounter.			

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3500	8	8.8	1	The Contractor shall provide the ability to create new fields and to report on the data within the new fields as needed.			
3501	8	8.8	1	The Contractor shall provide and maintain a date-specific cross-walk between accounting codes and other defined data fields in the System.			
3502	8	8.8	1	The Contractor shall maintain groupers used in reimbursement methodologies/classifications (e.g., in-patient hospital APR-DRG, ambulatory patient group) in the Core MMIS in the System for analysis and reporting.			
3503	8	8.8	1	The Contractor shall provide the ability to associate National Drug Codes, as used in the PBMS, into higher level groupings and classifications (e.g., therapeutic classes, generic codes, and GCN) in the System for querying, analyzing, and reporting.			
3504	8	8.8	1	The Contractor shall provide the ability to identify, query, analyze, and report on episodes of care or other bundled services as specified by authorized System users.			
3505	8	8.8	2	The Contractor shall provide current and historical comparisons of Medicaid and Medicare rates, by specific code and dates, identifying rates for both programs, the difference between the two rates, and the Medicaid rate as a percentage of the Medicare rate.			

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3506	8	8.8	3	The System shall allow authorized System users to enter and modify date-sensitive data identifying differences between Medicaid and Medicare standard units (e.g., 50 diabetic testing strips per box vs. 100 strips) and provide the capability for authorized System users to incorporate the data into queries, analyses, and reports.	The Department will assist the Contractor in identifying the differences.		
3507	8	8.9	1	The Contractor shall provide scheduling and automation capabilities for queries and reports within the application (e.g., System Tools).			
3508	8	8.9	1	The Contractor shall provide the ability to query, analyze, and report on alerts passed to the BIDM Interface from the Core MMIS and PBMS.			
3509	8	8.9	1	The System shall support easy-to-use data-merge functionality delivering clean contact data and Department prescribed standard text snippets/passages into standard PC and Mac desktop applications.	For example, change all caps to sentence case, properly punctuate names such as McNally, correct salutations (Mr., Ms.), error correct zip codes with addresses, etc.		
3510	8	8.9	1	The Contractor shall design, implement, and maintain Graphical User Interfaces (GUI) that are intuitive and easy to use.			
3511	8	8.9	1	Business Intelligence Tool and analytics tools shall also have the capability of incorporating external data with System data for querying, analyzing and reporting.	For example while building a query with the BI tool, the authorized System user can also incorporate data from a spreadsheet on the user's desktop.		

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3512	8	8.9	1	The Contractor shall support linear “undo” functionality so that any action performed at any time in a single work session within a given tool, can be reverted to a former state.	Undo models can be categorized according to two criteria: linear vs. non-linear, and single-user vs. multi-user. Linear undo requires the user to revert the latest action before undoing earlier ones. With non-linear undo, the action to be reversed can be freely picked from the action history list.		
3513	8	8.9	2	The Contractor shall provide and maintain user-controlled and user-Configurable parameters for alerts, messages, emails, and notices.			
3514	8	8.9	2	The Contractor shall provide the ability to send and receive data or flags that trigger automated prompts for an authorized System user to perform an action based on Department defined criteria (e.g., the System sends data to the Case Management Tool that triggers automated prompts to case managers, when a client has a hospitalization, emergency room visits, new chronic condition diagnosis, or multiple chronic condition diagnosis).			
3515	8	8.9	2	The Contractor shall provide the ability to create and maintain user-defined customized displays of reports and dashboards so that a group sees only the information the group wants, in the order that the group desires to see it.			
3516	8	8.9	2	The Contractor shall provide System Tools with the ability for authorized System users to establish and modify delivery schedule and mode of delivery for static, ad-hoc, and user-defined reports.			
3517	8	8.9	2	The Contractor shall provide the ability to automate the meta-tagging of documents, reports, queries, and maps based upon their contents, and to allow user defined meta-tags.			

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3518	8	8.9	1	As part of the System Tools, the Contractor shall include AHRQ's Quality Indicators Software (e.g., prediction module, Pediatric Quality Indicators (PDIs), Preventive Quality Indicators (PQIs)).	The Quality Indicators Software is freely available for download from AHRQ's website: http://www.qualityindicators.ahrq.gov/Software/Default.aspx .		
3519	8	8.9	1	The Contractor shall provide the ability for authorized System users to fully utilize the AHRQ's Quality Indicators Software using System data.	This requirement is part of the Interface between the BIDM and the Core MMIS to ensure that case managers have the information necessary to properly serve their clients and to meet their contractual obligations. The Quality Indicators Software is freely available for download from AHRQ's website: http://www.qualityindicators.ahrq.gov/Software/Default.aspx .		
3520	8	8.9	1	The Contractor shall provide System Tools that deliver asynchronous communication, alerts, and notifications to authorized System users.			
3521	8	8.9	1	The Contractor shall provide System Tools that allow authorized System users to query, analyze, and report that can incorporate any and all data in the System.	See Section 3.3.7 of the BIDM RFP Body for the number of authorized System user licenses required.		
3522	8	8.9	1	The Contractor shall provide a System Tool that allows authorized System users to mine unstructured data.			
3523	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users forecasting functionality (e.g., estimations based on time series, cross-sectional, and longitudinal data; simple linear regression; least square regression; double exponential smoothing). This includes the ability to indicate the degree of uncertainty associated with forecasts.			

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3524	8	8.9	1	The Contractor shall provide a System Tool that allows authorized System users to develop and conduct root cause analysis.			
3525	8	8.9	1	The Contractor shall provide a System Tool that allows authorized System users to develop and conduct trend analysis.			
3526	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to develop, maintain, and report Key Performance Indicators (KPIs).			
3527	8	8.9	1	The Contractor shall provide a System Tool that will provide the ability for authorized System users to translate files to be imported into or exported out of the System from one format to another.	At a minimum, the software must be able to translate files between the following formats: •Access •ASCII - Delimited and Fixed Format •dBASE and compatible formats •Data Documentation Initiative (DDI) Schemas •Epi Info •Excel •Gauss •HTML, XML, API •JMP •LIMDEP •Matlab •Mineset •Minitab •NLOGIT •ODBC •OpenDocument Spreadsheets •R •SAS Data Files, Value Labels, CPORT, and Transport Files •SPSS Portable and Data Files •Stata •Statistica •SYSTAT		

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3528	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to develop and utilize Benchmarks.			
3529	8	8.9	1	The Contractor shall provide System Tools that allow authorized System users the ability to view the results of filtered searches based on multiple or single criteria, the capability to search on multiple criteria at the same time, and the ability to perform secondary and tertiary searches based on the primary and subsequent search results.			
3530	8	8.9	1	The Contractor shall provide System Tools with the ability for authorized System users to conduct iterative analysis (e.g., create new analytics and query results based on results of prior analytics and queries).			
3531	8	8.9	2	The System shall provide equal response time to an authorized System user performing analysis regardless of the System Tool used to access the data.			
3532	8	8.9	1	The Contractor shall provide a Business Intelligence Tool with the ability for authorized System users to develop analysis, query, and reporting using a Graphical User Interface that provides a visual of the analysis, query, and reporting is constructed and executed.			
3533	8	8.9	1	The Contractor shall provide the software and licensing for a Business Intelligence Tool that is Configurable and Customizable if necessary to meet the requirements of this RFP.	See Section 3.3.7 of the BIDM RFP Body for the number of authorized System user licenses required.		

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3534	8	8.9	1	The Contractor shall provide a Business Intelligence Tool that allows authorized System users to mine structured data (e.g., classification, estimation, prediction, time series analysis, and market basket analysis).			
3535	8	8.9	1	The Contractor shall provide Business Intelligence Tool that allows authorized System users to develop and conduct basic statistical analysis (e.g., averages, standard deviations, confidence intervals, correlations, aggregations, summary statistics).			
3536	8	8.9	1	The Contractor shall provide a Business Intelligence Tool that provides authorized System users the ability to develop and produce reports.			
3537	8	8.9	1	The Contractor shall provide a Business Intelligence Tool that provides authorized System users the ability to develop prompt-based reports for use by other authorized System users.			
3538	8	8.9	1	The Contractor shall provide a Business Intelligence Tool that provides authorized System users the ability to drill up, drill down, and drill across data associated with reports.			
3539	8	8.9	1	The Contractor shall provide a Business Intelligence Tool that provides authorized System users the ability to develop and produce standard Dashboards and Dashboards that can be Configured at the authorized System user level.			

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3540	8	8.9	1	The Contractor shall provide a Business Intelligence Tool that provides authorized System users the ability to develop and produce Scorecards.			
3541	8	8.9	1	The Contractor shall provide a Business Intelligence Tool that provides authorized System users the ability to assemble and analyze multiple data sources on authorized System users' machines with data in the System in a single view (e.g., query, report).			
3542	8	8.9	1	The Contractor shall provide a Business Intelligence Tool that provides authorized System users the ability to develop and report on ad hoc analysis.			
3543	8	8.9	1	The Contractor shall provide a Business Intelligence Tool that provides authorized System users the ability to query, analyze, and report on multi-dimensional data (e.g., OLAP, cubes).			
3544	8	8.9	1	The Contractor shall provide a Business Intelligence Tool that provides authorized System users the ability to slice, dice, and rollup the results of queries and analysis.			
3545	8	8.9	1	The Contractor shall provide a Business Intelligence Tool that provides OLAP pivoting functionality that authorized System users can access when analyzing and reporting on multi-dimensional data.			

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3546	8	8.9	1	The Contractor shall provide a Business Intelligence Tool with exception reporting functionality that provides the ability for authorized System users to define threshold points and set associated parameters.			
3547	8	8.9	3	The Contractor shall provide a Business Intelligence Tool that provides authorized System users the ability to configure and send Alerts.			
3548	8	8.9	1	The Contractor shall provide the ability to identify, query, and report on cases requiring utilization review and case management activities based on criteria defined by the Department.			
3549	8	8.9	2	The Contractor shall provide the ability to analyze data and generate EPSDT reports based on periodicity schedules (e.g., American Academy of Pediatrics).			
3550	8	8.9	1	The Contractor shall provide the ability to export System data and query results directly from System Tools into various formats including Word, Excel, HTML, Access database, SAS, GUI, XML, API, text, CSV, delimited text, PDF, and JPEG.			
3551	8	8.9	2	The Contractor shall provide the ability to export System reporting into various formats (e.g., Excel, Word, text, CSV, PDF).			

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3552	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to utilize all data, queries, analysis, and reporting in the System to produce Geospatial Analytics and maps.	See Section 3.3.7 of the BIDM RFP Body for the number of authorized System user licenses required.		
3553	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to utilize multiple layers of geospatial data within a given geospatial analysis or map.			
3554	8	8.9	1	The Contractor shall geocode all location data and addresses in the System.			
3555	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to capture and utilize pre-existing 'map layers' with address data and graphics from external sources (e.g., CDPHE, Colorado Office of Demography).			
3556	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to export maps and geospatial analytics.			
3557	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to import and use geospatial data including maps, map layers, and longitude and latitude coordinates.			

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3558	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to import and utilize for mapping and geospatial analytics publically available free demographic and lifestyle maps and data.			
3559	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to access, store and utilize all publically available geospatial information as requested by the Department.			
3560	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to produce maps with both cartographic representation and global satellite imagery.			
3561	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to produce dashboards that contain charts, graphs, summarized data and maps.			
3562	8	8.9	1	The Contractor shall provide the ability for authorized System users to add or change geospatial data in the System to improve accuracy and currency of geospatial data.			
3563	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to geocode (determine the longitude and latitude) all addresses in the System in a secure environment. All geospatially related data and analytics must conform to HIPAA and the Department's security requirements.	Address locator data must be updated yearly to ensure accuracy of geocoding.		

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3564	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to merge geospatial datasets.			
3565	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to create and display legends and documentation on maps.			
3566	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to produce geospatial analysis that represents change over a defined time period.			
3567	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to display two maps in a split window for comparison purposes.			
3568	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to export maps and spatial analysis with password protection so that only the targeted recipient can view the map.			
3569	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to view multiple map layers and to remove layers as needed.			

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3570	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to restrict the access to data underlying a map or other geospatial analytical product.			
3571	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to perform statistical analysis on geospatial data.			
3572	8	8.9	2	The Contractor shall provide a System Tool that provides authorized System users the ability to determine the closest location and determine the shortest route of a Medicaid service provider (as defined by the Department) and produce travel directions as well as distance.			
3573	8	8.9	2	The Contractor shall provide a System Tool that provides authorized System users the ability to define service areas based on travel time or distance as outlined by the Department.			
3574	8	8.9	2	The Contractor shall provide a System Tool that provides authorized System users the ability that has the ability to produce HIPAA compliant maps and Geospatial Analytics.			
3575	8	8.9	2	The Contractor shall provide a System Tool that provides authorized System users the ability to produce maps with a "search" prompt in which the customer can type in an address or place name and be given the most likely matches which are then shown on the map.			

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3576	8	8.9	2	The Contractor shall provide a System Tool that provides authorized System users the ability to produce custom maps in which the layers can contain customized regions, labeling, markings, colors and legends.			
3577	8	8.9	3	The Contractor shall provide a System Tool that provides authorized System users the ability to build online maps (including 3-D maps) that are interactive and allow click through to smaller scale areas, provide directions or to view the underlying data.			
3578	8	8.9	3	The Contractor shall provide a System Tool that provides authorized System users the ability to securely export maps and geospatial analysis to mobile devices.			
3579	8	8.9	3	The Contractor shall provide a System Tool that provides authorized System users the ability to securely share maps and geospatial analytics between authorized System users.			
3580	8	8.9	3	The Contractor shall provide a System Tool that provides authorized System users the ability to add pop-ups to maps to highlight information and include charts and graphs, photos and other information as determined by the department.			
3581	8	8.9	3	The Contractor shall provide a System Tool that provides authorized System users the ability to integrate photos into maps (embed or popup).			

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3582	8	8.9	Optional	The Contractor shall provide a System Tool that provides authorized System users the ability to create a defined network of Medicaid service providers within a Department defined area and produce maps and directions that are usable online by Medicaid clients.			
3583	8	8.9	Optional	The Contractor shall provide a System Tool that provides authorized System users the ability to optimize maps for the device or system on which they will be viewed.			
3584	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to perform Geospatial Analytics and mapping.			
3585	8	8.9	1	The Contractor shall provide a System Tool that provides authorized System users the ability to create maps using data at different resolution levels including at least; county, city, zip code, mileage (as the crow flies and by road), census tract, longitude and latitude (e.g., an individual address) or any region defined by the department.			
3586	8	8.9	1	The Contractor shall update geocoding references data (e.g., TIGER) on an agreed upon schedule.			
3587	8	8.9	1	The Contractor shall provide the ability for authorized System users to calculate the travel distance between any two given locations (i.e., client's home address and provider locations).	Travel distance calculations would include both 'as the crow flies' direct distances and distances calculated via road.		

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3588	8	8.9	2	The Contractor shall Provide the ability to utilize multiple layers within a given geospatial analysis or map.			
3589	8	8.9	2	The Contractor shall provide rule based Data Suppression Tool to generate user-defined, HIPAA-compliant reports for external release. Allow authorized System users to modify/update data suppression criteria to meet Department defined HIPAA and Safe Harbor criteria.	See Section 3.3.7 of the BIDM RFP Body for the number of authorized System user licenses required.		
3590	8	8.9	1	The Contractor shall provide functionality to retain a historical record of all samples created within the System, including sample parameters, date created, authorized System user who created the sample, and records included in the sample.			
3591	8	8.9	1	The Contractor shall provide the ability for mail merge functionality out of the System for both physical and e-mail addresses to create letters and forms by authorized System users (e.g., data from the System can be merged into Microsoft Word letters).	The Department does not expect the Contractor to perform the mailings. This requirement is related to the extraction of data and not a System tool to generate letters.		
3592	8	8.9	1	The Contractor shall provide the capability for authorized System users to identify potential fraud, waste, and abuse by using a Predictive Analytics Tool that identifies provider and/or claims that exhibit high-risk characteristics and other risk factors to support the claim/encounter review process.	The Department expects both authorized System users and the Contractor to have the capability to create and deploy predictive analytics and models. See Section 3.3.7 of the BIDM RFP Body for the number of authorized System user licenses required.		
3593	8	8.9	3	The Contractor shall provide a Predictive Analytics Tool that will perform relational analytics between data within the System.			

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3594	8	8.9	3	The Contractor shall provide a Predictive Analytics Tool that assigns risk scores to providers and clients that identifies the potential of that provider or client to have aberrant behavior.			
3595	8	8.9	3	The Contractor shall provide a Predictive Analytics Tool that identifies aberrant behavior in claims/encounters, claim/encounter billing patterns, provider types, providers, and clients.			
3596	8	8.9	3	The Contractor shall provide a Predictive Analytics Tool that can integrate structured and unstructured external data sources with the System data sources to enhance the ability to identify aberrant behavior in claims/encounters, claim/encounter billing patterns, provider types, providers, and clients.	External data sources have yet to be established and will be established during the contract term.		
3597	8	8.9	3	The Contractor shall provide a Predictive Analytics Tool that can be modified to improve the results when aberrant behavior is identified and misidentified by previous results.			
3598	8	8.9	3	The Contractor shall provide a Predictive Analytics Tool that can identify deficiencies that may result in a high risk of fraud, waste, abuse and overpayments based on the structure of the Health Benefit Plans and allowable billing rules/edits.			
3599	8	8.9	3	The Contractor shall provide a Predictive Analytics Tool that can associate relationships, including social networks, between clients, providers and other data in the System that can identify potential relationships that may result in aberrant behavior.			

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3600	8	8.9	3	The Contractor shall provide a Predictive Analytics Tool that provide a visual representation of relationship for between clients, providers and other data in the System that can identify potential relationships that may result in aberrant behavior.			
3601	8	8.9	1	The Contractor shall provide a predictive analytics tool that reduces false-positive results based on previous results from the predictive analytics tools.			
3602	8	8.9	3	The Contractor shall provide a Predictive Analytics Tool that can associate relationships, including those identified via social networks, between clients, providers and other data in the System that can identify potential relationships that may result in aberrant behavior.			
3603	8	8.9	2	The Contractor shall provide analytical tools that allow an authorized System user to model risk sharing, risk corridors, and stop-loss arrangements.	See Section 3.3.7 of the BIDM RFP Body for the number of authorized System user licenses required.		
3604	8	8.9	2	The Contractor shall provide necessary COTS software and licenses to calculate Risk Scores.			
3605	8	8.9	2	The Contractor shall provide the ability for authorized System users to generate both automated and manual sampling from within the System for any data, including, but not limited to, sampling frame, sample, and definition of sample parameters. This includes random sampling, stratified sampling, systematic sampling, cluster sampling, and over sampling for all types of data in the System.			

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3606	8	8.9	1	The Contractor shall provide an SQL Tool that provides authorized System users the ability to develop single-platform and cross-platform SQL queries through an easy-to-use drag and drop interface.	See Section 3.3.7 of the BIDM RFP Body for the number of authorized System user licenses required.		
3607	8	8.9	1	The Contractor shall provide an SQL Tool that provides authorized System users the ability to analyze, query, and report on System data.			
3608	8	8.9	1	The Contractor shall provide an SQL Tool provides authorized System users editing and execution functionality (e.g., cut, copy, paste, undo, redo, find, find and replace, bookmarks, block indent, print, save file, uppercase/lowercase, keyword highlighting, auto-completion, access to frequently used files, output of query results, editing query-results, committing and rolling-back transactions).			
3609	8	8.9	1	The Contractor shall provide an SQL Tool that provides authorized System users object browsing functionality (e.g., view object descriptions, view object definitions (DDL), create database objects, enable and disable triggers and constraints, recompile valid or invalid objects, query or edit tables and views).			
3610	8	8.9	1	The Contractor shall provide an SQL Tool that provides authorized System users debugging functionality (e.g., step in, step over, step out, run until exception, breakpoints, view & set variables, view call stack).			
3611	8	8.9	1	The Contractor shall provide an SQL Tool that provides authorized System users the ability to connect to nearly any data source, from traditional relational sources (e.g., Oracle, SQL Server, Sybase, DB2, Teradata, Access, and any ODBC-compliant platform) to non-database sources (e.g., Excel) to non-SQL systems (e.g., Business Intelligence Tool). Provide the ability for authorized System users to run SQL queries against any of these sources.			

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3612	8	8.9	1	The Contractor shall provide an SQL Tool that provides authorized System users the ability to integrate data through cross-platform SQL queries.			
3613	8	8.9	1	The Contractor shall provide an SQL Tool that provides authorized System users the ability to automate and schedule routine tasks.			
3614	8	8.9	1	The Contractor shall provide an SQL Tool that provides authorized System users the ability to develop sophisticated workflows to support advanced projects.			
3615	8	8.9	1	The Contractor shall provide an SQL Tool that provides local data store functionality.			
3616	8	8.9	1	The Contractor shall provide an SQL Tool with a Configurable integrated/interactive development environment (IDE) (e.g., source code editor, build automation tools, debugger).			
3617	8	8.9	1	The Contractor shall provide an SQL Tool with an advanced analytics library (e.g. a library of basic analytic functions, mathematical and statistical functions, advanced data mining techniques, multivariate distributions, financial functions) that authorized System users can access via SQL.			

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3618	8	8.9	1	The Contractor shall provide an SQL Tool with data visualization functionality.			
3619	8	8.9	1	The Contractor shall provide an SQL Tool that provides authorized System users the ability to compare and synchronize data between different data sources.			
3620	8	8.9	1	The Contractor shall provide an SQL Tool with data cleansing functionality that provides authorized System users the ability to transform and cleanse result sets (add calculations, columns, and groupings, find duplicates, and more) with a straightforward interface.			
3621	8	8.9	1	The Contractor shall provide an SQL Tool with entity-relationship (ER) diagramming and data browsing functionality that provides authorized System users the ability to visualize and annotate table relationships; to create relationship templates; view master-detail relationships; and browse database tables and objects.			
3622	8	8.9	1	The Contractor shall provide an SQL Tool that provides authorized System users the ability to include charts, graphs, and other visual representations in data results.			
3623	8	8.9	1	The Contractor shall provide an SQL Tool with import/export wizard functionality that provides authorized System users the ability to load and unload data efficiently.			

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3624	8	8.9	1	The Contractor shall provide a Statistical Analysis Tool that shall be used by authorized System users to query, analyze, and report on all data in the System.	See Section 3.3.7 of the BIDM RFP Body for the number of authorized System user licenses required.		
3625	8	8.9	1	The Statistical Analysis Tool shall provide the capacity to read, manage, update, and analyze extremely large datasets (e.g., several years of claims data) with no degradation in performance.	Appendix G includes an example of one set of tasks which, although not technically sophisticated, illustrate the magnitude of the datasets that will be routinely accessed via the statistical analysis tool. (Example of Resource Intensive Update Queries Used in the Rate Setting Process.docx).		
3626	8	8.9	1	The Statistical Analysis Tool shall provide advanced statistical analysis functionality which provides the ability for authorized System users to conduct sophisticated analysis (e.g., 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).			
3627	8	8.9	1	The Statistical Analysis Tool shall have the ability to both generate and read SAS-compatible files.	The Department coordinates efforts with contractors and other stakeholders that utilize SAS (e.g., actuaries, utilization management contractor). To facilitate work with these parties, the statistical tool must be capable of both generating and reading SAS-compatible files.		
3628	8	8.9	2	The Statistical Analysis Tool shall provide the functionality necessary for authorized System users to identify, develop, and test rate-related risk corridors (e.g., plus or minus a certain percentage or set dollar amount of risk around a capitated rate).	This requirement is related to partial risk rate setting.		
3629	8	8.9	2	The Statistical Analysis Tool shall provide the functionality necessary for authorized System users to identify, develop, and test rate-related stop-loss arrangement parameters.	This requirement is related to partial risk rate setting.		

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3630	8	8.9	2	The Statistical Analysis Tool shall provide the functionality necessary for authorized System users to conduct financial risk analysis (e.g., risk-sharing equations and forecasting abilities to establish risk sharing arrangements).	This requirement is related to partial risk rate setting.		
3631	8	8.9	Optional	The Statistical Analysis Tool may be used to fulfill the SQL Tool requirements if the Statistical Analysis Tool has extensive SQL procedures and functionality, allowing SQL programmers to code directly using SQL rather than the tool's native language.			
3632	8	8.9	Optional	Any specified System Tool can be used to meet the requirements of other specified System Tool if the requirements of both System Tools are met.			
3633	8	8.9	1	The Contractor shall provide the ability of the System to convert any external data into a system compatible format for use in queries.			
3634	8	8.9	1	The Contractor shall provide the ability of the System to convert any files generated using System data into a system compatible format.			
3635	8	8.9	3	The Contractor shall provide an application that allows authorized System users to directly enter narrative into a free-form text data field and link to specified records within the System. The free-form text data field shall be at least 10,000 characters within the System.			

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3636	8	8.9	3	The free-form text data field shall have an audit trail that records the authorized System user who created and updated the field and the date and time the field was entered and updated.			
3637	8	8.9	3	Authorized System users shall have the ability to use the free-form text data field to display the narrative sorted by user and business unit and to display free form narrative in chronological or reverse chronological sequence.			
3638	8	8.9	Optional	Within the free-form text data field, the Contractor shall provide basic word processing functionality such as sentence case, spell check, auto text, bold, underline, italics, color font, bulleted lists, tabs, indents, wrap-text, tables, printable, etc.			
3639	8	8.9	2	The Contractor shall provide the ability for authorized System users to query and report on unstructured data (e.g., text mining, clinical data).			
3640	8	8.9	1	The Contractor shall ensure that System Tools and applications that are web based have compatibility with at least Internet Explorer, Safari, and Google Chrome.	Support software utilization in the current version and two prior versions of the web browsers where possible. If additional browsers are required, the request will be addressed through the Change Management Process.		
3641	8	8.9	1	The Contractor shall ensure that System Tools and applications that are web based and compatible with the most commonly used web browsers over the life of the Contract.	Support software utilization in the current version and two prior versions of the web browsers where possible. If additional browsers are required, the request will be addressed through the Change Management Process.		

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3642	N/A	N/A	N/A	Requirement has been deleted and this requirement number is reserved for future use.			
3643	N/A	N/A	N/A	Requirement has been deleted and this requirement number is reserved for future use.			
3644	8	8.9	1	The Contractor shall provide the ability for the System to perform extrapolations, document extrapolation process including claims, and report associated statistical validity and findings.			
3645	8	8.9	1	The Contractor shall provide the ability to view the results of wild card searches (including both single character and string wildcard search) for all searchable fields, including searches with partial ID numbers, etc.			
3646	8	8.9	1	The Contractor shall provide the ability for external data to be used as a search/sort query parameter. External data shall have the ability to be linked to any structured data field in the System for search/sort query parameter.			
3647	8	8.9	1	The Contractor shall be responsible for assisting authorized System users when the System Tools are not responding within established parameters or data being returned does not reflect expected results.			

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3648	8	8.9	1	The Contractor shall provide the ability for authorized System users, to query and report on relationships between client records, provider records, claim/encounter records, and other System data.			
3649	8	8.9	1	The Contractor shall provide the capability to view all current and all historical reference data in a human readable format, including date-specific and multiple date for the business functions.			
3650	8	8.9	1	The Contractor shall provide the ability to implement tools provided separately by the Department and/or its contractor(s) to query, analyze, and report on data in the System.	The Department may obtain other third party software at no additional cost to the Contractor. The Contractor shall work with the Department and its designees (e.g., other contractors) to provide the ability for authorized System users to use the software to access and fully utilize the System data.		
3651	8	8.9	1	The Contractor shall provide the ability for authorized System users to directly access, query, and report on multi-dimensional structures (e.g., meta-data, fact tables, cubes, data marts), raw data, and user created tables using all analytical tools (e.g., BI Tool, SQL tool) provided by the Contractor.			
3652	8	8.9	1	The Contractor shall provide the ability for authorized System users to establish baselines and evaluate changes resulting from program or policy changes.			
3653	8	8.9	1	The Contractor shall ensure that any querying and reporting functionality within the System supports the ability to pull and use the narrative descriptions of codes and abbreviations in addition to the codes and abbreviations themselves.			

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3654	8	8.9	1	The Contractor shall maintain and use the same System Tool software and version of software as is used by authorized System users.			
3655	8	8.9	2	The Contractor shall provide a Data Suppression Tool that allows authorized System users to generate de-identified datasets for external release. The Contractor shall allow authorized System users to modify/update rules to allow different levels of de-identification depending on the Department's business need (e.g., completely de-identified data, limited data sets).			
3656	8	8.9	3	At no additional cost to the Contractor, the Department may obtain other third party software that will allow authorized System users the ability query, analyze, report on, and extract data in the System. Through the Change Management Process, the Contractor shall work with the Department to ensure the software can access and fully utilize data in the System.	For example, the Department currently uses SAS as part of the rates setting process and may continue to do so.		
3657	8	8.9	3	The Contractor shall provide the ability for the authorized System users to search and query by data fields and incorporate documentation associated with these data fields into the results.			
3658	8	8.9	3	The Contractor shall provide System Tools with the ability for authorized System users to build, name, and save multiple user-defined search and sort parameters so that authorized System users can repeat the same search/sort queries at a later time.			
3659	8	8.9	3	The Contractor shall design the user interface to allow for the efficient keying of information into the System (e.g., without requiring additional keystrokes or mouse movements, such as slashes, dashes, or double entry and context sensitive auto completion of fields).			

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3660	8	8.9	3	The Contractor shall provide System Tools and applications that support Window’s based shortcuts, or similar functionality (e.g., ctrl-c for copy, ctrl-v for paste).			
3661	8	8.9	3	The Contractor shall provide System Tools that support the ability to display different/multiple aspect ratios and screen resolutions for System displayed data, with the ability to maximize, minimize, and show multiple screen displays.			
3662	N/A	N/A	N/A	Requirement has been deleted and this requirement number is reserved for future use.			
3663	8	8.9	Optional	The Contractor shall provide a web based survey tool that the Contractor or Department can use to develop and administer client and provider surveys that will capture electronic responses and pass the information to the System for analysis.	Facilitate Department defined surveys of providers to be done at least quarterly. Communicate results to providers as directed by the Department.		
3664	8	8.9	Optional	The System shall support non-linear “undo” functionality so that any action performed at any time in a single work session within a given tool, can be reverted to a former state.	Undo models can be categorized according to two criteria: linear vs. non-linear, and single-user vs. multi-user. Linear undo requires the user to revert the latest action before undoing earlier ones. With non-linear undo, the action to be reversed can be freely picked from the action history list.		
3665	8	8.9	Optional	The Contractor shall provide a business intelligence tool(s) that allows authorized Systems users to embed comments and notes into queries.	This functionality would enable authorized System users to fully document projects within the business intelligence tool(s), this would be analogous to commenting out lines within an SQL script.		

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3666	8	8.10	3	<p>The Contractor shall develop, document, maintain, and provide a report of unduplicated client counts for Long-Term Care and Home- and Community-Based Services by county per Department specifications.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.</p>	<p>This report will be similar to those included in the tables and exhibits B1 through B5I in 'FY 2013-14 Budget Request - Department Description.pdf', included in Appendix G.</p> <p>The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan.</p>		
3667	8	8.10	3	<p>The Contractor shall develop, document, maintain, and provide reports related to pregnancy and deliveries per Department specifications. At a minimum, the reports should provide unique client counts, expenditures, and average costs for various deliveries and related services in Medicaid, including:</p> <ul style="list-style-type: none"> • Deliveries by County • Delivery Types • Age Group of Mother • Low Birth weight, Preterm, and Neonatal Intensive Care Unit • Neonatal Intensive Care Unit <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.</p>	<p>This report will be similar to those included in the tables and exhibits B1 through B5I in 'FY 2013-14 Budget Request - Department Description.pdf', included in Appendix G.</p> <p>The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan.</p>		
3668	8	8.10	3	<p>The Contractor shall develop, document, maintain, and provide a report that will rank the diagnosis codes and services by unduplicated client count, unduplicated provider count, expenditure, and utilization by service area per Department specifications. At a minimum, the report should be include the following service areas:</p> <ul style="list-style-type: none"> • Inpatient Hospital • Outpatient Hospital • Federal Qualified Health Centers (FQHCs) • Rural Health Centers • Physician and Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Services • Dental • Laboratory • Durable Medical Equipment and Supplies <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.</p>	<p>This report will be similar to those included in the tables and exhibits B1 through B5I in 'FY 2013-14 Budget Request - Department Description.pdf', included in Appendix G. The examples in Appendix G provide only the top 10 diagnoses and services. The reports developed per this requirement shall provide data for all services.</p> <p>The Contractor shall produce the report(s) as agreed upon and outlined in the Communication Management Plan.</p>		

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3669	8	8.10	1	<p>Provide reporting and analytic capabilities related to Medicare Buy-In billing, accretion, discontinuation, re-accretion and/or change requests for Medicare Buy-In.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.</p>			
3670	8	8.10	1	<p>Provide the capability to capture from the BIDM Interfacing Systems, all cash collections, post-payment recoveries, cost-avoidance data, Medicare Buy-In, and Health Insurance Buy-In necessary to complete the third-party section of the CMS-64.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.</p>			
3671	8	8.10	1	<p>The Contractor shall develop, document, maintain, and provide Medicare Buy-In related reports per Department specifications.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.</p>	Descriptions of the current iterations of the reports may be found in 'Medicare Buy-In COLD Reports Currently Used 2013-07-31.docx' in Appendix G. As noted in the document, there are thirteen (13) reports that must be developed and an additional six (6) reports that would be developed per Department determination.		
3672	8	8.10	1	The Contractor shall develop, document, maintain, and provide premium collection reports per Department specifications.	This requirement relates to tracking and reporting premium payments associated with CHP+ and Medicaid Buy-In populations.		
3673	8	8.10	1	<p>The Contractor shall produce CMS-372 and CMS-372S annual reports (more often if necessary), for any calendar year or fiscal year (federal or State) and for all current and future HCBS Waivers or waiver related programs, in accordance with CMS requirements.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.</p>	Comply with the most up-to-date federal reporting guidelines.		

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3674	8	8.10	1	<p>Provide the ability to generate financial reporting that will match the data in the Department's financial system (COFRS) based on Department-defined criteria and produce quarterly estimates and expenditure reports for the required Federal reporting to the CMS-37, CMS-64, CMS-21, and CMS-21b.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.</p>	Comply with the most up-to-date federal reporting guidelines.		
3675	8	8.10	2	<p>The Contractor shall develop, document, maintain, and provide the CMS-37 Medicaid Program Budget Report per the most up-to-date CMS requirements.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.</p>	The current guidelines are included in Appendix G.		
3676	8	8.10	2	<p>The Contractor shall develop, document, maintain, and provide the CMS-21B State Children's Health Insurance Program Budget Report for the Title XXI Program State Plan Expenditures per the most up-to-date CMS requirements.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.</p>	The current guidelines are included in Appendix G.		
3677	8	8.10	2	<p>The Contractor shall develop, document, maintain, and provide CMS-372- and CMS-372S-like reports per federal requirements associated with the Money Follows the Person (MFP) program, known as Colorado Choice Transitions (CCT).</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.</p>	Comply with the most up-to-date federal MFP reporting guidelines.		
3678	8	8.10	2	<p>The Contractor shall develop, document, maintain, and provide the CMS-64 Quarterly Medicaid Statement of Expenditures for the Medical Assistance Program per the most up-to-date CMS requirements.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.</p>	The current guidelines are included in Appendix G.		

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3679	8	8.10	2	<p>The Contractor shall develop, document, maintain, and provide CMS-64-like reports per the most up-to-date federal requirements associated with the Money Follows the Person (MFP) program, known as Colorado Choice Transitions (CCT).</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.</p>			
3680	8	8.10	2	<p>The Contractor shall develop, document, maintain, and provide the CMS-21 Quarterly Children's Health Insurance Program (CHIP) Statement of Expenditures for the Title XXI Program per the most up-to-date CMS requirements.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.</p>	The current guidelines are included in Appendix G.		
3681	8	8.10	2	<p>The Contractor shall develop, document, maintain, and provide a report for authorized System users of the Department's payment due to CMS for the state's share of Medicare Part D costs as part of the Medicare Prescription Drug, Improvement, and Modernization Act of 2003 (MMA) (i.e., 'Part D Clawback') per the most current CMS requirements.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.</p>			
3682	8	8.10	2	The Contractor shall enter into the System current, date-sensitive Colorado contribution rate/per capita rate associated with the Medicare Prescription Drug, Improvement, and Modernization Act of 2003 (MMA) (i.e., 'Part D Clawback') and shall maintain historical, date-sensitive contribution rates.	Medicare Part D contribution rates may be obtained from CMS letters to the State Medicaid Directors (CMS website). The most recent CMS State Medicaid Director letter related to Medicare Prescription Drug, Improvement, and Modernization Act of 2003 (MMA) is in Appendix G (Medicare Part D Clawback-letter 6-28-2013.pdf).		
3683	8	8.10	3	Provide the ability to link System reporting and dashboards to users who won't traditionally login to the System, but rather need to obtain real time information and dashboard reporting through Department intranet solutions (e.g., when the user opens the Department's internal Microsoft SharePoint application the System dashboard reporting is available and automatically refreshes).			

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3684	8	8.10	1	<p>The Contractor shall produce quarterly and annual reports based on current CMS-416 Annual Early and Periodic Screening, Diagnostic and Treatment (EPSDT) reporting criteria that are stratified per Department specified criteria (e.g., state, county, metropolitan area, urban/rural status, health plan, foster care status).</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.</p>	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan.		
3685	8	8.10	1	The System shall identify newly eligible children per EPSDT and Department criteria. The System shall provide this information back to the Core MMIS.	This requirement is part of the feedback loop between the System and the Core MMIS to ensure that case managers have the information necessary to properly serve their clients and to meet their contractual obligations.		
3686	8	8.10	1	The System shall identify newly eligible pregnant women and existing clients newly identified as pregnant per EPSDT and Department criteria. The System shall provide this information back to the Core MMIS.	This requirement is part of the feedback loop between the System and the Core MMIS to ensure that case managers have the information necessary to properly serve their clients and to meet their contractual obligations.		
3687	8	8.10	1	The System shall identify children for whom vaccinations are needed based on current EPSDT periodicity schedules. The System shall provide this information back to the Core MMIS.	This requirement is part of the feedback loop between the System and the Core MMIS to ensure that case managers have the information necessary to properly serve their clients and to meet their contractual obligations.		
3688	8	8.10	1	The System shall identify the screening and related diagnosis and treatment services each EPSDT client has received per Department specifications. The System shall provide this information back to the Core MMIS.	This requirement is part of the feedback loop between the System and the Core MMIS to ensure that case managers have the information necessary to properly serve their clients and to meet their contractual obligations.		
3689	8	8.10	1	<p>The Contractor shall develop, document, maintain, and produce a report evaluating immunization coverage for the Medicaid population using the most up-to-date EPSDT periodicity schedule per Department specifications.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.</p>			

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3690	8	8.10	1	The System shall identify the screening and related diagnosis and treatment services the client should have received but for which no record has been obtained (e.g., claim/encounter) based on the most up-to-date Early and Periodic Screening Diagnosis, and Treatment (EPSDT) periodicity schedules. The System shall provide this information back to Core MMIS.	This requirement is part of the feedback loop between the System and the Core MMIS to ensure that case managers have the information necessary to properly serve their clients and to meet their contractual obligations.		
3691	8	8.10	1	Provide the ability for authorized System users to meet all federal, State, County, Department and foster care EPSDT reporting requirements (e.g., vaccination rates) using the most up-to-date federal reporting guidelines.	Comply with the most up-to-date federal reporting guidelines.		
3692	8	8.10	1	The Contractor shall develop, document, maintain, and produce report(s) per Department specifications evaluating immunization coverage for the Medicaid population using current CDC “age-appropriate” recommendations by individual provider’s practice, by health plan type, by client characteristics, by geographic area, and statewide. The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.			
3693	8	8.10	1	The Contractor shall develop, document, maintain, and produce family planning reports per Department specifications. The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.	Planned Parenthood claims/encounters will be provided both as part of the total report and as a separate report.		
3694	8	8.10	2	The Contractor shall develop, document, maintain, and provide a report on family-planning related services, abortions and sterilizations (e.g., distinct client counts, units of service, payments) per Department specifications. Report(s) shall include totals and stratifications (e.g., Health Benefit Plan, provider, RCCO, provider type) as directed by the Department. The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.			

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3695	8	8.10	1	The Contractor shall develop, document, maintain, and provide Management and Administrative Reports (MAR) per the most up-to-date State, federal, and/or Department specifications.	Reports shall be provided per timeframes specified in the Communication Management Plan.		
3696	8	8.10	1	The Contractor shall develop, document, maintain, and deliver per Department specifications a variety of financial reports to facilitate cost reporting and financial monitoring of all waivers, other long term care benefits and services, and benefits utilization services programs.	Comply with the most up-to-date federal reporting guidelines. These reports include standard federal reports and additional reporting requirements beyond federal reports.		
3697	8	8.10	1	The Contractor shall develop, document, maintain, and provide per Department specifications utilization reports for monitoring cost neutrality of waivers, other long term care benefits and services, and benefits utilization services delivered to a target population.	The average cost of waiver services cannot be more than the cost of alternative institutional care. The Department may define average either in aggregate or for each participant.		
3698	8	8.10	1	The Contractor shall develop, document, maintain, and produce post payment review report(s) based on claims/encounters adjudication criteria and specific edit(s) as established by authorized System users. The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.			
3699	8	8.10	1	The Contractor shall develop, document, maintain, and produce reports of financial transactions related to recoveries and offsets. The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.			
3700	8	8.10	3	The Contractor shall develop, document, maintain, and provide per Department specifications Medicare Part C (Medicare Advantage Plan) Client reports. These ad hoc reports are generated at the request of Medicare Advantage Plans using data supplied by the plans. The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.	The Medicare Advantage Plans submit their client eligibility information which must be matched with System data (e.g., Medicare ID, name date of birth, Social Security number). A report including System eligibility and claims information is returned to the Medicare Advantage Plan.		

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3701	8	8.10	3	<p>The Contractor shall develop, document, maintain, and provide the CMS-R-266 Medicaid Disproportionate Share Hospital (DSH) Annual Reporting Requirements in conjunction with Department staff.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.</p>			
3702	8	8.10	3	<p>The Contractor shall develop, document, maintain, and provide reports and data (e.g., finders file, participation file, and quality of life) associated with the Money Follows the Person (MFP) program, known as Colorado Choice Transitions (CCT).</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.</p>	Comply with the most up-to-date federal MFP reporting guidelines.		
3703	8	8.10	1	The Contractor shall capture in the System all data required to develop, produce, and maintain all reporting functions, files and data elements to meet current and future federal reporting requirements, State and federal rules and regulations, Federal MMIS certification requirements, and Part 11 of the State Medicaid Manual. Any changes required by federal reporting requirements implemented after the Statement of Work has been finalized will be handled via the Change Management Process.			
3704	8	8.10	1	The Contractor shall perform annual review of existing reports and reporting needs, with the Department, and make recommendations on improvements to and discontinuation of unnecessary legacy reports.	Provide an annual report Deliverable that inventories all reports and utilization of the reports.		
3705	8	8.10	1	The Contractor shall annually review parameters, format, and production criteria for all Contractor developed reports and routine reports developed by authorized System users that have been transitioned to the Contractor. Reviews shall be conducted in conjunction with the Department, the authorized System user(s) who developed the report, and/or the most frequent report utilizers.	Reports shall be reviewed on a schedule agreed upon in the Communication Management Plan.		

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3706	8	8.10	1	The Contractor shall update reports (e.g., parameters, format, scheduling, documentation) requiring modifications as identified by the Department or as part of the annual review of reports.	Reports shall be updated on a schedule agreed upon in the Communication Management Plan.		
3707	8	8.10	1	The Contractor shall provide report documentation with any Contractor created report so the documentation is readily available to the report recipient.			
3708	8	8.10	2	The Contractor shall perform annual review and maintenance with the Department of all reports for which the Contractor is responsible for developing, maintaining, and/or producing, including System generated reports. This review shall include evaluation and update of parameters, documentation, distribution, and delivery schedule and validate changes.			
3709	8	8.10	3	The Contractor shall develop, document, maintain, and provide report(s) per Department specifications regarding utilization of reports accessed by authorized System users.	The report shall include by report the frequency of utilization, most recent utilization, and the most common authorized System users accessing the report.		
3710	8	8.10	1	Ensure Management and Administrative Reporting (MARS) is available for retrieval through the reporting functionality within the System.			

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3711	8	8.10	1	<p>The Contractor shall produce and submit to CMS the federally required T-MSIS/MSIS files. This includes but is not limited to the following functionality:</p> <ul style="list-style-type: none"> • Maintain data sets required for T-MSIS/MSIS reporting. • Merge outside data sources into T-MSIS/MSIS data if required. • Provide and maintain T-MSIS/MSIS data for adjudicated claims/encounters. • Provide and maintain encounter data in appropriate claim(s) file. • Conform to and maintain reporting requirements from T-MSIS/MSIS File Specifications and Data Dictionary document. • Meet T-MSIS/MSIS submission and timeline reporting requirements. • Securely transmit files. 	Comply with the most up-to-date federal reporting guidelines. Updates will be addressed through the Change Management Process.		
3712	8	8.10	1	The Contractor shall provide the ability to modify and update the T-MSIS/MSIS files to report data for new populations and programs.	Comply with the most up-to-date federal reporting guidelines. Updates will be addressed through the Change Management Process.		
3713	8	8.10	2	Produce and securely submit the federally required T-MSIS/MSIS-like files per federal requirements associated with the Money Follows the Person (MFP) program, known as Colorado Choice Transitions (CCT).	Comply with the most up-to-date federal reporting guidelines. Updates will be addressed through the Change Management Process.		
3714	8	8.10	1	The Contractor shall create and provide to the end user (e.g., federal designee) universal data extracts for National Payment Error Rate Measurement (PERM) project, in accordance with most up to date specifications.	Data should be received no later than fifteen (15) business days prior to the federal due date.		
3715	8	8.10	1	The Contractor shall ensure that the data in reports are current, accurate, and accessible and that the report is produced in a timely fashion to meet the report’s delivery deadline.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		

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3716	8	8.10	1	The System shall provide the ability to identify, track, and report unduplicated participants enrolled in 1915 (c), other waiver programs, and other long term care services and programs.			
3717	8	8.10	1	The Contractor shall provide the ability to maintain Configurable parameters which will allow authorized System users to specify data extraction criteria, report content, parameters and weighting factors necessary to properly identify aberrant situations. This includes the maintenance of statistical profiles that could be used for exception processing.			
3718	8	8.10	1	The Contractor shall provide the ability for authorized System users to Configure communication delivery mechanism alerts and notifications for report delivery to Department staff and authorized System users.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
3719	8	8.10	1	The Contractor shall provide the ability for authorized System users to report on services clients have received and been authorized to receive, including the number of authorized units (e.g., services, dollar amounts, and frequencies), and the number of additional authorized services and units that remain.			
3720	8	8.10	1	The Contractor shall provide the ability for authorized System users to schedule, automate, and securely deliver (or post) static, ad hoc and user-defined reports to other authorized System users.			
3721	8	8.10	1	The Contractors shall provide the ability to report on costs and cost trends (past and present) of individuals or groups of clients.	Note: For example, report on costs and cost trends (past and present) of clients assigned to each case manager and case management agency for comparison.		

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3722	8	8.10	2	The Contractor shall develop, document, maintain, and produce System generated reports that are automatically sent to authorized System users when the number of participants enrolled in any program is approaching or exceeding the number of participants approved for the program (e.g., enrollment caps for HCBS waivers).			
3723	8	8.10	3	<p>The Contractor shall provide a methodology and shall develop, document, maintain, and provide reports to classify treatment modalities into peer group categories, by diagnosis or range of diagnosis codes.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.</p>	<p>The reports shall base diagnosis codes and ranges of diagnosis codes on ICD-9 or ICD-10 depending on the date of service.</p> <p>The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan.</p>		
3724	8	8.11	1	The Contractor shall provide the ability for authorized System users to add records in the Claim Tracking Functionality, by uploading data, directly entering data, and querying data to populate the Claim Tracking Functionality.			
3725	8	8.11	1	The Contractor shall provide the ability for authorized System users to add records in the Claim Tracking Functionality by uploading lists, direct entry, and query to populate.			
3726	8	8.11	1	The Claim Tracking Functionality shall provide the ability to capture on each record in the Claim Tracking Functionality the claim identifier, line identifier, review characteristics (e.g., dates, reviewing entity, reviewer, purpose of review, and resolution), associated case within the Investigative Case Management tool, flags records, total recovered amount, interest, and penalties/sanctioned amounts.			
3727	8	8.11	1	The Contractor shall provide the ability for authorized System users to flag records and to update values and select fields in the Claim Tracking Functionality.			

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3728	8	8.11	1	The Claim Tracking Functionality shall have the ability for authorized System users, to query and report using System Tools.			
3729	8	8.11	1	The Contractor shall provide an Investigative Case Management Tool that allows authorized System users the capability to capture referrals from various sources involving potential fraud, waste, abuse, improper payment, and various Third Party Recoveries (e.g., Tort and Casualty, restitution).	See Section 3.3.7 of the BIDM RFP Body for the number of authorized System user licenses required.		
3730	8	8.11	1	The Contractor shall provide an Investigative Case Management Tool that allows authorized System users to capture, store, track, and report on all actions, determinations, and resolutions (e.g., suspension, termination, criminal/civil convictions, recovered amounts) from referrals of potential fraud, waste, abuse, improper payment, and various Third Party Recoveries (e.g., Tort and Casualty, restitution, trust and trust recoveries) through final resolution.			
3731	8	8.11	1	The Contractor shall provide an Investigative Case Management Tool that allows authorized System users the capability to capture information (e.g., who made referral, date of alleged incident, description of incident, witnesses, who's performing investigation, type of provider information, target of investigation, referral number, date, Fiscal Year, and quarter), and electronic documentation (e.g., timesheets, letters from potential clients, medical records).			
3732	8	8.11	1	The Contractor shall provide the ability for authorized System users to update fields in the Investigative Case Management tool, based on role-based security.			
3733	8	8.11	1	The Contractor shall provide an Investigative Case Management Tool that captures the decision and actions for defined data fields, activities, or tasks.			

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3734	8	8.11	1	The Contractor shall provide an Investigative Case Management Tool that manages recoveries including, tracking payments received, payment plans, offsets, claim/encounter adjustments, settlements, restitutions, multiple payments and checks, amounts remaining due, due dates, court case numbers and jurisdiction, defendant name, recovery contractor payments, federal share calculations, bankruptcies, business status (e.g., out of business).			
3735	8	8.11	1	The Contractor shall provide the ability for authorized System users to query, analyze, and report on all data in the Investigative Case Management Tool using System Tools.			
3736	8	8.11	1	The Contractor shall provide an Investigative Case Management Tool that allows for the Configuration or Customization of windows and data fields.			
3737	8	8.11	2	The Contractor shall provide the ability for authorized System user to search, sort, filter, and group by any field in the Investigative Case Management Tool.			
3738	8	8.11	2	The Contractor shall provide the ability for the Investigative Case Management Tool to not allow the editing of notes after finalized by an authorized System user.			
3739	8	8.11	2	The Contractor shall provide the ability within the Investigative Case Management Tool to assign caseload “weights” to cases based upon difficulty or other criteria (e.g., Complexity, Priority) defined by authorized System users.			

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3740	8	8.11	3	The Contractor shall allow authorized System users to submit requests to update System profiles which initiates a workflow for the Department to approve, as necessary.			
3741	8	8.11	1	The Contractor shall provide the ability for authorized System user to query and report on any and all data in the Investigative Case Management Tool.			
3742	8	8.11	1	The Contractor shall provide the ability for the Investigative Case Management Tool to have an audit trail on each record, including notes, in the Investigative Case Management Tool, capturing changes by at least authorized System user ID, and the date and time of the change.			
3743	8	8.11	1	The Contractor shall provide an Investigative Case Management Tool that allows authorized System users manage and assign responsibilities and tasks to other authorized System users.			
3744	8	8.11	1	The Contractor shall provide an Investigative Case Management Tool that allows for defined data fields to expand or minimize future fields, activities, or tasks based on a decision tree (or skip patterns).			
3745	8	8.11	2	The Contractor shall provide an automatic real time update process as tasks are completed.			

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3746	8	8.11	2	The Contractor shall create work items in workflow as a result of automated alerts when defined changes occur by an authorized System user within the Investigative Case Management Tool (e.g., referral is made, action on a referral is declined/accepted).			
3747	8	8.11	2	The Contractor shall provide an Investigative Case Management Tool that allows users to establish, define, and automate alerts.			
3748	8	8.11	3	The Contractor shall provide the ability to modify the user interface, within the Investigative Case Management Tool, for different authorized System users (e.g., Program Integrity, Third Party recovery agent) through Configuration or Customization.			
3749	8	8.11	3	The Contractor shall provide an Investigative Case Management Tool that allows for workflow of actions and assignments between authorized System users to be Configurable.			
3750	8	8.11	3	The Contractor shall provide an Investigative Case Management Tool that allows for the Configuration or Customization of windows, data fields, and decision tree.			
3751	8	8.11	3	The Contractor shall provide an Investigative Case Management Tool that allows for the Configuration of decision trees (or skip patterns).			

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3752	8	8.11	3	<p>The Contractor shall provide authorized System users the ability to monitor, intervene in and resolve rules based actions or unexpected failures, for example:</p> <ul style="list-style-type: none"> • Ability for the System to display and to generate “pull lists” or “to-do” lists. • Ability to transfer "pull lists" and "to-do" tasks to other authorized System users. • Ability for a business user to create system rules to route issues. • Ability to keep a diary or log of the investigations into the actions, and their resolutions. • Ability to track resolutions over time to identify trends and patterns. • Ability for management to monitor the workflow (duration) and caseloads (volume) of the reviewers and others in the edit workflow process. • Ability for reviewers to assign tasks and reminders to other authorized System users. • Ability to report on reviewer assignments and workloads. 			
3753	8	8.11	3	The Contractor shall automatically and securely route grievances and appeal requests to the authorized System users or user groups for multiple levels of review, per business rules.			
3754	8	8.11	1	The Contractor shall provide the ability for authorized System users to enter free-form text notes for associated case. Each case shall allow for multiple notes for each case.	Each case shall accommodate at least 1,000 notes with at least 10,000 characters per note.		
3755	8	8.11	2	The Contractor shall provide the ability within the Investigative Case Management Tool to support supervisory functions for workflow management (e.g., prioritization, delegation, re-routing).			
3756	8	8.11	3	The Contractor shall provide the ability within the Investigative Case Management Tool to Department access to workflow monitoring that includes indicators and statistics by sub process, organization, or individual staff.			

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3757	8	8.11	3	The Contractor shall provide the ability within the Investigative Case Management Tool to create automated workflows that route and assign cases to the appropriate staff.			
3758	8	8.11	1	The Contractor shall provide an Investigative Case Management Tool that assigns a unique identifier to each case.			
3759	N/A	N/A	N/A	Requirement has been deleted and this requirement number is reserved for future use.			
3760	N/A	N/A	N/A	Requirement has been deleted and this requirement number is reserved for future use.			
3761	8	8.11	1	The Contractor shall provide the ability for authorized System users to query and report using SURS data.	See Section 3.3.7 of the BIDM RFP Body for the number of authorized System user licenses required.		
3762	8	8.11	3	The Contractor shall develop, document, maintain, and provide comprehensive statistical profiles of health care delivery and utilization patterns by provider, provider practice (e.g., practitioner groups), and provider peer groups by select criteria (e.g., categories of services, client demographics, use of covered types of services/items, prescribed drugs, referrals to specialty care) in conjunction with the Department. The Contractor shall also provide prompt-based versions of the reports that authorized System users may run on demand for specified providers and peer groups for any specified timeframe.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan.		

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3763	8	8.11	3	The Contractor shall develop, document, maintain, and provide comprehensive statistical profiles of health care delivery and utilization patterns by client and client peer groups by select criteria (e.g., categories of services, provider type, health plan, use of covered types of services/items, prescribed drugs, referrals to specialty care) in conjunction with the Department. The Contractor shall also provide prompt-based versions of the reports that authorized System users may run on demand for specified clients and peer groups for any specified timeframe.	The Contractor shall produce the report(s) as agreed upon and outlined in the Communication Management Plan.		
3764	8	8.11	2	The Contractor shall provide the ability for authorized System users to identify, access, and extract data utilized in SURS generated reports.			
3765	8	8.11	1	The System shall apply weighting and ranking of exception report items to facilitate identifying the highest deviators.			
3766	8	8.11	2	The System shall provide the ability for authorized System users to transfer data utilized in SURS generated reports to the Sandbox.			
3767	8	8.11	2	The System shall provide the ability for authorized System users to use System Tools to query and report on data associated with SURS generated reports.			
3768	8	8.11	3	The System shall provide the ability for authorized System users to apply weighting and ranking of exception report items to facilitate identifying the highest deviators.			

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3769	8	8.11	1	The System shall provide the ability to produce profiling reports for any service entity, as defined by the Department, to demonstrate, for example, case-mix and expenditures.			
3770	8	8.11	1	Via the provided SUR system, the Contractor shall produce, document, maintain, and compile all federal, state, and Department required SURS reports.			
3771	8	8.11	1	The Contractor shall migrate the historical SURS data and information in the Legacy System (e.g., MMIS, SURS/ESURS) into the SURS that is part of the System established under this Contract.			
3772	8	8.11	1	The System shall provide the ability for authorized System users to designate the parameters via prompt based functionality to generate SURS reports.			
3773	8	8.11	3	The Contractor shall develop, document, maintain, and provide prescriber and pharmacy provider profiles and management reporting per Department specifications. The Contractor shall also provide prompt-based versions of the reports that authorized System users may run on demand for specified providers for any specified timeframe.	The Contractor shall produce the report(s) as agreed upon and outlined in the Communication Management Plan.		
3774	8	8.11	1	The Contractor shall maintain current and historical information on professional relationships furnished by providers to other entities, (i.e., groups, managed care entities, chains, networks, ownerships, and partnerships, and managing employees, between individual providers, practices, and billing organizations) within the System.			

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3775	8	8.11	1	The System shall allow the capitation claims/encounters to be associated with the reconciliation status.			
3776	8	8.11	1	The System shall provide the ability to produce TPL data and/or cost avoidance reporting as required by State and federal rules and regulations.			
3777	8	8.11	1	The System shall provide the ability for authorized System users to query and report on data relevant to TPL, recoveries, and hospital costs settlements.			
3778	8	8.11	1	The System shall store and link to the distinct claim and claim line payments, recoveries, and offset tracking details such as warrant numbers, EFT numbers, warrant status, supplied by the COFRS Interface.			
3779	9	9.2	1	The Contractor shall work cooperatively with all Department, State staff, federal partners, and other State and federal contractors to ensure success of this Contract. In addition, the Contractor shall identify efficiencies for the Department that could be leveraged by altering requirements, changing functionality, adapting business processes, or making other changes to the architecture or overall solution.			

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3780	9	9.2	1	<p>The Contractor shall develop, in accordance with the Project Management Institute's standards contained in the Project Management Body of Knowledge (PMBOK), a Change Management Plan that addresses and defines processes for managing changes to the project such as:</p> <ul style="list-style-type: none"> • Establish a process to manage Change Requests. • Changes in the scope of work. • Changes in business process definition. • Changes in federal or State regulatory change support. • Changes to the budget and procurement activities. • Changes in Configuration and Customization (i.e., Configuration Management as defined in industry terms). • Schedule for routine System maintenance and upgrading System software. • Changes in training needs. • Changes in data policy and governance. • Changes in BIDM operations. <p>The Contractor shall obtain Department review and approval of the Change Management Plan and materials and any subsequent updates prior to use. The Change Management Plan shall be implemented once approved and adhere to the processes included in the plan.</p>	<p>This Deliverable shall be completed and provided to the Department during the Initiation and Planning Phase.</p> <p>Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Project Management Plan.</p>		
3781	9	9.2	1	<p>The Contractor shall organize and facilitate Contract status meetings in person or by telephone/video conference call, as approved by the Department, to review status reports. The Contractor shall be responsible for providing agenda, minutes, the meeting space and conference line/virtual meeting place for the Department and the Contractor.</p>	<p>Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.</p>		
3782	9	9.2	1	<p>The Contractor shall ensure that Contractor staff attending applicable meetings between the Department and the Contractor have the authority to represent and commit the Contractor regarding Work performed under the Contract.</p>	<p>Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.</p>		
3783	9	9.2	1	<p>The Contractor shall manage all aspects of the Contract that affect price, schedule, performance (scope and quality), risk/issues/opportunities, and applicable resources. The Contractor shall provide transparency into its management plans and execution. The Department expects an approach such that “if the Contractor sees it, the Department sees it” to minimize asymmetric understanding of the Contract status.</p>			

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3784	9	9.2	1	The Contractor shall develop, support, report (e.g., using dashboards), and provide, at least weekly, project management reports on the status of the project activities to allow both the Contractor and the Department to assess the progress for the System during the Project Phases.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
3785	9	9.2	1	The Contractor shall provide reporting on all aspects of the Contract that affect price, schedule, performance (scope and quality), risk/ issues/ opportunities, and applicable resources, as defined by the Communication Management Plan.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
3786	9	9.2	1	The Communication Management Plan shall include a Contract Management report that includes the following: <ul style="list-style-type: none"> • Progress toward achieving goals stated in the business plan. • Activities, by each function or unit of the Contractor organization (e.g., System interfaces analytics, design, and architecture). • Achievement of performance standards for the previous month and identify all performance standards that were not met. • A summary of Contractor activities and key volume indicators, for the month and cumulative to the fiscal year end. • Establish the Quarterly Milestones and report monthly. • Establish the Dispute Process trigger mechanism (e.g., to submit an item for resolution via the dispute process via letter or e-mail) and report monthly. • Other activities necessary for the Department to monitor Contractor activities. 	The Contract Management report shall be produced on the schedule agreed upon in the Communication Management Plan.		
3787	9	9.2	1	The Contractor shall participate in COMMIT project status meetings that occur with other contractors working on the COMMIT project, in person or by telephone/video conference call, as approved by the Department, to review status reports.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
3788	9	9.2	1	Automate the Project Control and Issue Tracking process by providing a role based change management software that can be accessed by the Department as well as Contractor staff.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Project Management Plan.		

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3789	9	9.2	1	The Contractor shall identify and resolve System problems. This includes the documentation of System problems, their resolutions, and their impacts; and maintenance of all historical records associated with all System problems. Provide all documentation to Department in searchable, electronic, readily accessible format (e.g., issue tracking software).			
3790	9	9.2	1	The Contractor shall provide comprehensive end user and System Administrative documentation based on authorized System user roles.	This Deliverable shall be completed and provided to the Department during the Operations and Maintenance Phase.		
3791	9	9.2	1	The Contractor shall support the Department in all testing activities by providing support staff, technical expertise, and the tools required to perform the testing and shall track activities, outcomes, and test results.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan.		
3792	9	9.2	1	The Contractor shall be responsible for gathering report requirements from the Department and other stakeholders.			
3793	9	9.2	1	The Contractor shall be responsible for gathering business needs from the Department and its designees.			
3794	9	9.2	1	As defined in the Change Management Plan, the Contractor shall develop, maintain, and submit for Department approval all System Development Life Cycle documentation, including all requirements, test planning, technical specifications, UAT, test results, post-implementation verifications, data conversion, strategy, and systems documentation. The Contractor shall provide all materials in searchable, indexed, electronic, readily accessible formats that are available to Department staff without Contractor assistance. The Contractor shall provide materials in other media formats upon Department request.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Change Management Plan.		

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3795	9	9.2	1	The Contractor shall meet with the Department on the status of all active System Enhancements or projects as defined in the Change Management Plan.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
3796	9	9.2	1	All System Tools must receive Department approval prior to implementation.			
3797	9	9.2	1	All System Tool Configuration and Customization must receive Department approval prior to implementation.			
3798	9	9.2	1	All COTS products provided by the Contractor must receive Department approval prior to implementation.			
3799	9	9.2	1	The Contractor shall provide all necessary software to support Transmittals and the process the Contractor and Department will use to submit, review, and approve Transmittals.			
3800	9	9.2	1	The Contractor's project management software must be compatible with the Department's project management software.	Note: The Department's current project management software is Clarity.		

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3801	9	9.3	3	The Contractor shall assist Department staff in responding to all federal and State auditing agencies, including pulling sampling frames and samples. This level of support shall also be provided to all other State and federal audit agencies' designees.			
3802	9	9.3	1	<p>On an annual basis, the Contractor shall prepare a Business Plan for Department review and approval. Department staff shall participate in initial planning activities. The Business Plan shall be a working long-term document that describes how potential changes to technology (i.e., Near Field Communication) and/or architecture could improve operations. The Business Plan shall be reviewed and approved by the Department and revised by the Contractor, as necessary, to reflect changing situations throughout the year. The Business Plan shall include:</p> <ul style="list-style-type: none"> • An outline of all major activities and training planned for the upcoming year. • Business improvement objectives for the upcoming year. • Methodology for performing activities and meeting objectives. • Recommendations in any area the Contractor feels improvements can be made, based on industry standards, best practices and/or cost efficiencies. 	<p>The Business Plan shall be delivered to the Department for approval during the Operations and Maintenance Phase and then annually updated thirty (30) business days prior to the beginning of each State fiscal year.</p> <p>Prepare a six- (6-) month evaluation of activities performed as compared to the Business Plan, and revise the Business Plan, as necessary, to reflect updated goals and activities.</p>		
3803	9	9.3	2	The Contractor shall stay abreast of federal and State initiatives and work in partnership with the Department to identify possible solutions and resolutions to meet changing requirements. The Contractor shall participate in NMEH (National Medicaid EDI HIPAA Workgroup) and other national organizations and initiatives.	Note: Contractor will be responsible for addressing Health Care reform, upcoming standards and transactions within the System. This shall be met through a Compliance and Security Manager position.		
3804	9	9.3	1	The Contractor shall provide price and schedule estimates to support proposed legislation, budget requests, and other initiatives, as directed by the Department.	After receiving notification and requirements from the Department, Contractor will respond within two (2) business days during the Colorado Legislative Session, within five (5) business days outside of the Colorado Legislative Session, or as agreed to by the Department and the Change Management Plan and the Communication Management Plan.		
3805	9	9.3	1	The Contractor shall adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Change Management Plan.			

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3806	9	9.3	1	All Deliverables from the Contractor shall meet the Department-approved standards, format and content requirements, and the Department will specify the number of copies and types of media for each Deliverable.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
3807	9	9.4	1	The Contractor shall propose, develop, produce, publish, and deliver training materials specific to the System for authorized System users at the Authorized User Level.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan.		
3808	9	9.4	1	The Contractor shall maintain ongoing training program for Contractor staff and authorized System users in the use and modification of Rules Engine.	Training occurs annually, at a minimum. Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan.		
3809	9	9.4	1	The Contractor shall provide a training classroom according to the schedule in the Department approved Training Plan to support hands on, face-to-face training that includes at least fifteen (15) workstations with computers. This shall also include the ability for remote training participation and presentations (e.g., WebEx).			
3810	9	9.4	1	The Contractor shall provide a training environment that is similar in response time and functionality that will be experienced by authorized System users in day-to-day operations.	Contractor shall be responsible for providing at least 15 workstations with computers.		
3811	9	9.4	1	The Contractor shall ensure all training data is compliant with HIPAA and State and federal requirements.			

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3812	9	9.4	1	The Contractor shall ensure all training publications and materials that are distributed to trainees shall not utilize PHI (e.g., use dummy ids, fake names) and is compliant with HIPAA and State and federal requirements.			
3813	9	9.4	2	The Contractor shall provide the ability for video conferencing (or other remote method) training participation and presentations.			
3814	9	9.4	1	The Contractor shall provide on-going coaching and assistance to authorized System users that will provide them the ability to fully utilize System Tools and functionality implemented during BIDM Contract Stage I.	Coaching and assistance will be provided as agreed upon in the Communication Management Plan.		
3815	9	9.4	1	The Contractor shall provide training and associated reference documentation to authorized System users that will provide them the ability to fully utilize the SQL Tool that will be used to access the Sandbox during BIDM Contract Stage I.	Training will be limited to authorized System users whose role-based profiles allow access to the tools and data provided in BIDM Contract Stage I. This most likely be a subset of Advanced Users. Trainings and associated reference documentation will be developed and provided as directed per the Training Plan.		
3816	9	9.4	1	The Contractor shall provide training and associated reference documentation to authorized System users that will provide them the ability to fully utilize the Secure Data Dissemination functionality available during BIDM Contract Stage I.	Training will be limited to authorized System users whose role-based profiles allow access to the tools and data provided in BIDM Contract Stage I. This most likely be a subset of Advanced Users. Trainings and associated reference documentation will be developed and provided as directed per the Training Plan.		
3817	9	9.4	1	The Contractor shall provide training and associated reference documentation to authorized System users that will provide them the ability to fully utilize other System Tools and functionality available as part of the Sandbox during BIDM Contract Stage I.	Training will be limited to authorized System users whose role-based profiles allow access to the tools and data provided in BIDM Contract Stage I. This most likely be a subset of Advanced Users. Trainings and associated reference documentation will be developed and provided as directed per the Training Plan.		

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3818	9	9.4	1	The Contractor shall provide training and associated reference documentation to authorized System users on the Sandbox, BIDM Interfaces and BIDM Data Exchanges that are implemented as a result of BIDM Contract Stage I.	Training will be limited to authorized System users whose role-based profiles allow access to the tools and data provided in BIDM Contract Stage I. This most likely be a subset of Advanced Users. Trainings and associated reference documentation will be developed and provided as directed per the Training Plan.		
3819	9	9.4	1	The Contractor shall provide overview training of BIDM Contract Stage I components (e.g., data model, System Tools, BIDM Interfaces and BIDM Data Exchanges) by providing overview training to designated Department personnel to improve the Department’s understanding of the Contractor’s baseline solution.			
3820	9	9.4	1	The Contractor shall provide training and associated reference documentation to authorized System users on the data (e.g., model, governance, characteristics) and best practices for utilizing the data (e.g., indices, linking data, recommended parameters) in the Sandbox included during BIDM Contract Stage I.	Training will be limited to authorized System users whose role-based profiles allow access to the tools and data provided in BIDM Contract Stage I. This most likely be a subset of Advanced Users. Trainings and associated reference documentation will be developed and provided as directed per the Training Plan.		
3821	9	9.4	1	The Contractor shall provide overview training of BIDM Contract Stage II components (e.g., data model, System Tools, BIDM Interfaces and BIDM Data Exchanges) by providing overview training to designated Department personnel to improve the Department’s understanding of the Contractor’s baseline solution.	Trainings and associated reference documentation will be developed and provided as directed per the Training Plan.		
3822	9	9.4	1	The Contractor shall provide system and data conversion training and associated reference documentation to authorized System users at the appropriate Authorized User Levels.	System and data conversion training and reference documentation will assist authorized System users in understanding the BIDM data and tools as compared with the current MMIS DSS data and tools (e.g. where/how the data used to be accessed, how it is accessed in the BIDM). Training shall be adapted and provided for each of the Authorized User Levels as noted in the Authorized User Level Training Guideline (Appendix G) and as directed per the Training Plan.		
3823	9	9.4	1	The Contractor shall provide initial and ongoing training and associated reference documentation to authorized System users at the appropriate Authorized User Levels related to the System (e.g. model, governance, characteristics) and best practices for utilizing the data (e.g. indices, recommended parameters, linking data).	Data and best practices training will assist authorized System users in understanding what data are available and optimal means for utilizing the data, in other words enable authorized System users to understand the data as well as the tools. Training shall be adapted and provided for each of the Authorized User Levels as noted in the Authorized User Level Training Guideline (Appendix G) and as directed per the Training Plan.		

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3824	9	9.4	1	The Contractor shall provide initial and ongoing training and associated reference documentation to authorized System users at the appropriate Authorized User Levels related to each applicable System Tool and functionality.	System Tool and functionality training ensure that authorized System users shall be proficient at the appropriate user level in using the BIDM in order to ensure accurate, effective, and efficient business operations. Training shall be adapted and provided for each System Tool and functionality for each of the Authorized User Levels as noted in the Authorized User Level Training Guideline (Appendix G) and as directed per the Training Plan.		
3825	9	9.4	1	The Contractor shall provide initial and ongoing training and associated reference documentation to authorized System users at the appropriate Authorized User Levels to provide them the ability to utilize unstructured data in querying, analysis, and reporting.	Training shall be adapted and provided for each System Tool and functionality for each of the Authorized User Levels as noted in the Authorized User Level Training Guideline (Appendix G) and as directed per the Training Plan.		
3826	9	9.4	1	The Contractor shall provide initial and ongoing training and associated reference documentation to authorized System users at the appropriate Authorized User Levels addressing data structure (e.g., data marts, cubes, predefined analytics) and using System Tools in querying, analysis, and reporting.	Training shall be adapted and provided for each System Tool and functionality for each of the Authorized User Levels as noted in the Authorized User Level Training Guideline (Appendix G) and as directed per the Training Plan.		
3827	9	9.4	1	The Contractor shall provide initial and ongoing training and associated reference documentation to authorized System users at the appropriate Authorized User Levels addressing functionality of the Rules Engine and how rules may be incorporated into querying, analysis, and reporting.	Training shall be adapted and provided for each System Tool and functionality for each of the Authorized User Levels as noted in the Authorized User Level Training Guideline (Appendix G) and as directed per the Training Plan.		
3828	9	9.4	1	The Contractor shall provide initial and ongoing training and associated reference documentation to authorized System users at the appropriate Authorized User Levels addressing Contractor documentation (e.g., what exists, how to access it, where to find it).	Training shall be adapted and provided for each System Tool and functionality for each of the Authorized User Levels as noted in the Authorized User Level Training Guideline (Appendix G) and as directed per the Training Plan.		
3829	9	9.4	2	The Contractor shall provide on-going coaching and assistance to authorized System users that will provide them the ability to fully utilize System Tools and functionality implemented during the Organizational Readiness and Training Phase and during go-live operations.	Coaching and assistance will be provided as agreed upon in the Communication Management Plan.		

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3830	9	9.4	1	The Contractor shall provide regular training sessions for authorized System users to disseminate updated or new functionality or business processes related to the System throughout the term of the Contract.	This Deliverable shall be completed and provided to the Department during the Organizational Readiness and Training and the Operation and Maintenance Phase.		
3831	9	9.4	1	The Contractor shall provide ongoing training and associated reference documentation throughout the term of the Contract for authorized System users at the Authorized User Level addressing System, System Tool, data and process changes, upgrades, and enhancements to ensure that authorized System users maintain current, relevant, and thorough knowledge on the functionality and utilization of the System.	Trainings and associated reference documentation will be developed and provided as directed per the Training Plan.		
3832	9	9.4	1	The Contractor shall provide evaluation and quality improvement components for all training sessions for initial and ongoing training for authorized System users.	Update as directed per the Training Plan. Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan.		
3833	9	9.4	1	The Contractor shall incorporate evaluation and quality improvement components from training sessions to improve future training for authorized System users.	Update as directed per the Training Plan. Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan.		
3834	9	9.4	1	The Contractor shall provide quarterly training sessions for Advanced Users addressing topics of concern (e.g., a certain aspect of tool functionality, nuances associated with data use).	Training topics shall be agreed upon by the Department and the Contractor. Trainings shall be provided as directed per the Training Plan.		
3835	9	9.4	2	The Contractor shall provide commercially available, comprehensive, Department approved electronic training for System Tools for authorized System users to access on-demand. Trainings shall address all System Tools user levels (i.e., beginner, intermediate, and advanced).	Training shall reflect electronic guidelines included in the Authorized User Level Training Guideline (Appendix G) and as directed per the Training Plan. Electronic training will be used as a complement to Contractor provided in-person training.		

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3836	9	9.4	2	The Contractor shall provide annual professional training (e.g., by the company associated with the software, training consultant groups) on one of the System Tools each year for Advanced Users addressing the System Tool and functionality agreed upon by the Department and the Contractor.	System Tools and functionality shall be agreed upon by the Department and the Contractor. Trainings shall be provided as directed per the Training Plan. The number of Advanced System Users participating in any given professional training may vary and will be negotiated between the Department and Contractor.		
3837	9	9.4	2	The Contractor shall provide electronic, on-demand training that authorized System users may choose to access in lieu of face-to-face training.	Training shall reflect electronic guidelines included in the Authorized User Level Training Guideline (Appendix G) and as directed per the Training Plan. For example, the Contractor may meet this requirement with on-line training that is recorded from live training classes.		
3838	9	9.4	2	The Contractor shall provide ongoing training and training documentation on rules created or updated in the Rules Engine to satisfy the Department's and authorized System users' needs.	Training will occur per the Training Plan. Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan.		
3839	9	9.4	1	The Contractor shall track and provide confirmation of attendance at all training sessions and what versions of training materials were presented at the training.			
3840	9	9.4	1	The Contractor shall provide training evaluation reports by participant or summaries of evaluation to the Department.			
3841	9	9.4	1	The Contractor shall provide initial and on-going training to the Contractor's Non-Key Personnel Analytics Staff at the Advanced User Level.			

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3842	9	9.4	3	The Contractor shall provide the Department copies of Department approved, commercially available training and/or guide books addressing System Tools. At least four copies of each book should be provided for distribution throughout the Department.	For example, if Cognos was a selected tool the guidebook provided may be 'IBM Cognos Business Intelligence 10: The Official Guide'. These books are in addition to the other training requirement in Appendix A.		
3843	9	9.4	3	The Contractor shall propose, produce, deliver, and support initial and ongoing training materials and web-based training and tutorials addressing all areas of System functionality and use.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan.		
3844	9	9.4	Optional	The Contractor shall provide an easy-to-use training module/functionality for Contractor and Department authorized System users to edit, create, define, and to release into production as a group-based Customized training.			
3845	9	9.5	1	The Contractor shall create and maintain an on-line, searchable, downloadable data dictionary of all tables and fields, field types and descriptions, and valid values, to be understood by an authorized System user (e.g., similar to the data dictionaries provided by the US Census Bureau).			
3846	9	9.5	1	<p>The Contractor shall provide and maintain data layout documentation, data dictionary, data mapping crosswalk, inbound/outbound capability, and frequency for all BIDM Interfaces and BIDM Data Exchanges. Provide the materials in formats and media requested by the Department. Provide searchable, downloadable versions that are readily available on-line to Department designated users. At a minimum, the data dictionary shall contain for each field:</p> <ul style="list-style-type: none"> • Human readable/"plain English" field name. • A field description. • Database field name. • Database table. • Field Type and length. • Codes associated with the field. • Descriptions of each code. • Original field source (e.g., CBMS, CORHIO). 			

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3847	9	9.5	2	The Contractor shall provide the ability to view online the data dictionary information for any given System field while viewing the actual data in the System.	This refers to mouse-over functionality that results in having pop-up information GUI provided when a user hovers over a field.		
3848	9	9.5	2	For all System derived data fields, System calculations, and Contractor developed reports, the Contractor shall provide full documentation in searchable, electronic, human readable format that is readily available via online accessible to the Department and its designees.			
3849	9	9.5	1	The Contractor shall not be responsible for documenting ad hoc reports that were not created by Contractor staff.			
3850	9	9.5	3	The Contractor shall provide and maintain a comprehensive record of queries and reports and associated identifying criteria for each query and report (e.g., title, author, creation date, last run date, intended use, descriptions, keywords, program areas).	The record shall include all Contractor developed and/or generated queries and reports; all System generated reports; and any queries or reports added to the list by authorized System users.		
3851	9	9.5	3	The Contractor shall provide the ability for authorized System users to search the comprehensive record of queries and reports to identify and locate queries and reports that may meet their business needs.			
3852	9	9.5	1	The Contractor shall produce and maintain documentation regarding all business rules, including any exception handling rules. Link every business rule in the Rules Engine to the particular part of the System design documents that called for the rule functionality. Make documentation available to Department designated users in on-line, searchable, downloadable formats.			

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3853	9	9.5	3	The Contractor shall provide the ability for authorized System users to add and update queries and reports and associated identifying criteria (e.g., title, author, creation date, last run date, intended use, descriptions, keywords, program areas) to the comprehensive record of queries and reports.			
3854	9	9.5	3	The Contractor shall provide and maintain a forum for authorized System users to post inquiries, and to respond to other participants and create topical “threads” on problems. Allow Department staff and other designated authorized System users to access the forum and to participate and moderate the posts and threads, based upon user roles. The Contractor shall provide a search capability to find posts and threads by date or relevance.			
3855	9	9.5	3	The Contractor shall allow authorized System users to subscribe to, and unsubscribe from, publications and content (e.g., threads, hot topics) and to receive notification by email when additions or changes are made to subscribed content.			
3856	9	9.5	1	The Contractor shall provide a searchable and indexed web-based library, with highly flexible search criteria to enable an authorized System user to quickly find needed information in policy manuals, training material, implementation memos, data dictionary and all necessary help functions.	This Deliverable shall be completed and provided to the Department during the Operations and Maintenance Phase.		
3857	9	9.5	2	The Contractor shall propose, develop, produce, publish, deliver, and maintain all applicable System User Guide/Help updates.			
3858	9	9.5	2	The Contractor shall provide and maintain electronically searchable, downloadable reference materials including but not limited to data dictionaries and valid values/code descriptions that are accessible from within the System while viewing and selecting live data.			

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3859	9	9.5	2	The Contractor shall propose, develop, produce, and maintain frequently asked questions (FAQs) on System data and functionality.			
3860	9	9.5	2	The Contractor shall provide and maintain online help function to users on available shortcuts and other user-interface tips within the System.			
3861	9	9.6	1	The Contractor shall support the Department and its contractor(s) in Independent Verification and Validation (IV&V) activities associated with the Contract.			
3862	9	9.6	1	The Contractor shall pay and arrange for a SSAE16, SOC 1, Type II audit annually (conducted by an independent auditor) covering Work performed by the Contractor at the Contractor's facility and data center sites. Responses to findings, action plans, and remediation plans must be submitted to and approved by the Department. The Contractor shall coordinate responses to initial findings with the Department that may impact Department operations.	No additional funding will be allocated to perform the audit tasks therefore; these audits should be included in the price of the Contract. Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
3863	9	9.6	1	The Contractor shall provide reasonable access to and the ability to inspect, all facilities and data centers (or any site) in which the Contractor or Subcontractor(s) performs any Work related to this Contract or maintains any records related to this Contract and provide assistance to the federal and State representatives during audits, inspections and evaluations.			
3864	9	9.6	1	The Contractor shall notify the Department immediately of any potential System problems and the potential impact of those problems, including unscheduled downtime.	Report any problems within thirty (30) minutes of Contractor identifying problem, will notify appropriate Department staff by phone and email, as outlined in Communication Management Plan.		

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3865	9	9.6	1	The Contractor shall perform the research to identify impacts and root causes of System problems and communicate to the Department both a plan to resolve problems and anticipated outcomes. The Contractor shall implement the plan to resolve problems, and report the results to the Department.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
3866	9	9.6	1	The Contractor shall identify and track all errors and discrepancies found in the System, notify the Department, and correct all errors and discrepancies.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Change Management Plan.		
3867	9	9.6	2	The Contractor shall verify, investigate, and report any potential System problem submitted by an authorized System user within a timeframe as outlined in the Communication Management Plan.			
3868	9	9.6	1	The Contractor shall provide technical assistance to the Department, BIDM Interface Partners, and BIDM Exchange Partners to establish, support, and maintain BIDM Interfaces and BIDM Data Exchanges to provide data flow into and out of the System.	The Systems Manager shall be responsible for ensuring compliance with and appropriate resources for all system interfaces.		
3869	9	9.6	1	The Contractor shall coordinate efforts with supplying entities to obtain and deliver new periodic (or real-time if applicable) BIDM Data Exchanges and external data.			
3870	9	9.6	1	The Contractor shall be prepared to rectify source data quality issues via data refactoring or data cleansing as it is extracted from the BIDM Interfaces and BIDM Data Exchanges with little to no impact on the supplying entities. Data integrity checks through all phases of the Contract shall be an integral part of Operations to ensure quality data.			

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3871	9	9.6	1	The Contractor shall coordinate with other contractors, BIDM Interface Partners, BIDM Exchange Partners, and other State stakeholders to provide batch control, balancing, and scheduling of data load cycles (e.g., BIDM Interfaces, BIDM Data Exchanges).			
3872	9	9.6	1	The Contractor shall be responsible for assisting authorized System users when the System tools and/or data are not responding within established parameters.			
3873	9	9.6	1	The Contractor shall apply all security patches for all operating systems and any other software associated with the System.	The Contractor shall inform Department that patches are available within twenty-four (24) hours of receipt of the patches. Contractor will coordinate with the Department for deployment.		
3874	9	9.7	1	The Contractor shall develop, document, maintain, and provide per Department specifications, an Enrollment Summary Report which details the results of the monthly enrollment processes.			
3875	9	9.7	2	The Contractor shall implement a Client Attribution methodology as directed by the Department, that enables near limitless provider attributions based on clients' patterns of care utilization.	Note: Attributions include but are not limited to: Primary care provider, RCCO regions, BHOs, and SEP.		
3876	9	9.7	1	As the business rules for Client Attribution are subject to change over time, the Contractor shall be responsible for archiving the Client Attribution business rules so they can be retrieved by Department request for any historical point in time.			

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3877	9	9.7	1	The Contractor shall proactively work with the Department to investigate, explain, and defend Client Attribution and ACC Monthly Enrollment implementations.			
3878	9	9.7	1	The Contractor shall perform individual practice audits using external data provided by PCMPs or other organizations to determine why a particular client is or is not attributed to that entity, at the Department's request.			
3879	9	9.7	2	The Contractor shall implement, run, and store results of a Client Attribution algorithm for all Medicaid eligibles, by delivery system (e.g., Primary Care, Behavioral Health, Long-Term Care) on a monthly basis.			
3880	9	9.7	1	The Contractor shall provide the ability to identify clients for enrollment in Health Benefit Plans and/or the Primary Care Provider, based on pre-existing provider-client relationships as determined by Department specifications.			
3881	9	9.7	1	The Contractor is responsible for monitoring of discrepancies and resolving any errors in ACC Monthly Enrollment submissions to the Core MMIS Contractor.			
3882	9	9.7	1	The Contractor shall document, maintain, and update the ACC Monthly Enrollment methodology as directed by the Department.			

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3883	9	9.7	1	As the business rules for ACC Monthly Enrollment are subject to change over time, the Contractor shall be responsible for archiving the ACC Monthly Enrollment business rules so they can be retrieved by Department request for any historical point in time.			
3884	9	9.7	1	The Contractor shall perform all analytics and operational reporting necessary to support client enrollment. Monitor disenrollments, opt-outs and any other program discontinuation from the Core MMIS, as directed by the Department.	Reports maintained online available for review by program staff for up to one year.		
3885	9	9.7	2	The Contractor shall provide the ability to identify clients for enrollment in Health Benefit Plans and/or the Primary Care Provider based on any System data (e.g., client age, client eligibility category, health status, geographic location), as defined by the Department.			
3886	9	9.7	1	The Contractor is responsible for generating a monthly file for submission to the Core MMIS Contractor to support the ACC Monthly Enrollment process according to enrollment business rules as defined by the Department.			
3887	9	9.7	2	The Contractor shall provide the ability to submit results of Attribution and Enrollment process to the Core MMIS so they are attributed to and enrolled in the Health Benefit Plan or Primary Care Provider.			
3888	9	9.7	2	The Contractor shall maintain the data and linkages necessary to develop, and provide reports that link clients to their primary providers, identifies clients without providers, and identifies clients who are in need a service that is not currently available (either due to lack of providers or lack of referral to appropriate providers).			

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3889	9	9.8	2	The Contractor shall update ACC KPI metrics baseline measurements annually or as directed by the Department.			
3890	9	9.8	1	The Contractor shall develop reporting that utilizes commonly-used language, rather than vendor-produced proprietary language.			
3891	9	9.8	2	The Contractor shall develop and modify provider performance (e.g., cost and utilization) baselines in conjunction with the Department.			
3892	9	9.8	2	The Contractor shall generate provider performance (e.g., cost and utilization) baselines, on a defined schedule, once the methodology has been approved by the Department.			
3893	9	9.8	2	The Contractor shall create and maintain a suite of Department-defined and Contractor-developed on-line queries and reports which allow users to choose from multiple pre-built defined parameters (such as provider number, procedure code, date of service) singly or in combination, to generate user Customized results.			
3894	9	9.8	1	The Contractor shall provide industry-best practice analytics on behalf of the Department, including, and not limited to, predictive modeling, creating client risk scores, performance monitoring and benchmarking, evaluating utilization variances, and creating client profiles for providers. This shall include performing both data mining and statistical analysis.			

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3895	9	9.8	1	The Contractor shall develop a methodology, in conjunction with the Department, that identifies client health status (e.g., identifies clients that are at moderate risk for future hospitalization and/or emergency room utilization, identifies clients that may require a higher level of care).			
3896	9	9.8	2	The Contractor shall calculate continuous client Health Benefit Plan enrollment for defined periods (e.g., fiscal year, calendar year, quarter, month) for distinct individuals and population aggregates per Department specifications and provide the ability for authorized System users to incorporate the data into analyses, queries and reports.			
3897	9	9.8	2	The Contractor shall calculate program performance metrics as directed by the Department.			
3898	9	9.8	2	The Contractor shall be responsible for developing reports specific to program quality performance in consultation with the Department.			
3899	9	9.8	2	The Contractor shall generate reports of client health status on an agreed upon schedule.			
3900	9	9.8	3	The Contractor shall assist in Department development of analytical methodologies to measure program performance and assist the Department in strategic planning activities. (e.g., Contractor recommends methodology to measure continuity of care for ACC clients).			

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3901	9	9.8	1	The Contractor shall make monthly performance on ACC KPI metrics available to all ACC participating providers via the BIDM Web Portal.			
3902	9	9.8	1	The Contractor shall develop, document, maintain and provide a methodology, upon Department approval, to identify potentially preventable events (e.g., ER utilization, IP admits).			
3903	9	9.8	2	The Contractor shall calculate Department-approved quality metrics for reporting through the BIDM Web Portal.	Calculations shall include baseline and actual performance across Medicaid programs.		
3904	9	9.8	3	The Contractor shall develop incentive payment reports for dissemination through the BIDM Web Portal.			
3905	9	9.8	2	The Contractor shall develop, document, maintain, and provide prompt-based reports per Department specifications summarizing information related to clients with chronic conditions, the associated condition(s), and other related characteristics (e.g., risk scores, severity levels, date of onset).			
3906	9	9.8	2	The Contractor shall provide date-sensitive data in the System per Department specifications identifying clients with chronic conditions, the associated condition(s), and other related characteristics (e.g., risk scores, severity levels, date of onset). The Contractor shall provide the ability for authorized System users to incorporate the data into analyses, queries and reports.			

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3907	9	9.8	2	In consultation with the Department, the Contractor shall provide to the Department, a quarterly cost saving analysis for the ACC program, which presents opportunities for appropriate cost savings and utilization reductions.			
3908	9	9.8	1	The Contractor shall work with the Department and at times act on behalf of the Department to research, review, identify, and evaluate potential sources of additional data for reporting activities to support Department initiatives.			
3909	9	9.8	2	The System shall provide the ability for authorized System users to compare Department and Medicare rates and, if provided, commercial rates and other states' Medicaid and CHP rates and to incorporate those comparisons into other analyses and reports.	Department rates shall be provided to the System by the Core MMIS and by the PBMS. The Contractor shall obtain and upload Medicare data. Any additional rates data shall be provided by the Department.		
3910	9	9.8	2	The Contractor shall be responsible for developing, documenting, providing, and maintaining a report comparing current Department and Medicare rates.	Reports shall be run at least semi-annually on a schedule agreed upon by the Department and Contractor. The report shall also be available for authorized System users to run on an ad hoc basis.		
3911	9	9.8	2	The Contractor shall be responsible for creating and maintaining data comparing current and historical Department and Medicare rates. The data shall be available for queries and reports run by authorized System users.			
3912	9	9.8	1	The Contractor shall calculate and report, on a defined schedule, provider incentive payment calculations once the methodology has been approved by the Department.	At least quarterly per Department direction.		

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3913	9	9.8	2	The Contractor shall develop and modify the methodology to calculate provider incentive payments in conjunction with the Department.			
3914	9	9.8	1	The Contractor shall transfer incentive payment data to the Core MMIS Contractor for payment in an agreed upon format for processing provider payments.			
3915	9	9.8	2	The Contractor shall work collaboratively with the Core MMIS Contractor to resolve identified provider incentive payment issues in a timely manner as requested by the Department.			
3916	9	9.8	2	The Contractor shall be responsible for performing quarterly calculations, by provider, for all ACC KPI metrics to generate ACC provider incentive payments.			
3917	9	9.8	2	The Contractor shall implement a Department-approved Provider performance measurement methodology for purposes of incentive payment to Providers.			
3918	9	9.8	1	The Contractor shall generate current and historical ACC reporting and analytics and will generate those reports on an agreed upon schedule.			

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3919	9	9.8	2	The Contractor shall develop, document, maintain, and provide per Department specifications client-based and aggregated prompt-based reports of continuous client Health Benefit Plan enrollment (e.g., fiscal year, calendar year, quarter, month).			
3920	9	9.8	2	The Contractor shall develop, document, maintain, and provide a prompt-based report of Paid Medical Services Per-Capita Costs Across Age Groups per Department specifications.	<p>This report will be similar to those included in the tables and exhibits B1 through B5I in 'FY 2013-14 Budget Request - Department Description.pdf', included in Appendix G.</p> <p>The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan.</p>		
3921	9	9.8	1	The Contractor shall develop, document, maintain, and provide per Department specifications and approval, a quarterly ACC Management Report which details program enrollment, program performance on Key Performance Indicators, and other performance measures for the ACC Program.	Management Report includes standardized presentation slide deck for internal and external communication, based on Department specifications and approval.		
3922	9	9.8	2	The Contractor shall develop, document, maintain, and provide per Department specifications the RCCO Roster Report.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		
3923	9	9.8	2	The Contractor shall develop, document, maintain, and provide per Department specifications an ACC Newsletter.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		
3924	9	9.8	2	The Contractor shall develop, document, maintain, and provide per Department specifications an KPI Trends Report.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		

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3925	9	9.8	2	The Contractor shall develop, document, maintain, and provide per Department specifications Cost Savings/Impact Analyses.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		
3926	9	9.8	2	The Contractor shall develop, document, maintain, and provide per Department specifications and approval, a monthly ACC Impact Analysis file.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		
3927	9	9.8	2	The Contractor shall develop, document, maintain, calculate, and provide per Department specifications quarterly ACC Incentive Payments.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		
3928	9	9.8	2	The Contractor shall develop, document, maintain, calculate, and provide per Department specifications CPC attributions.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		
3929	9	9.8	2	<p>The Contractor shall develop, document, maintain, and provide per Department specifications fully eligible Medicare/Medicaid Demonstration reporting.</p> <p>Reporting requirements include, but are not limited to:</p> <ul style="list-style-type: none"> • Monthly client eligibility for the Medicare-Medicaid demonstration. • Raw claims extract of Medicare-Medicaid merged data set for client care coordination – distributed monthly. • Raw claims extract of Medicare-Medicaid merged data set for Department’s actuary for shared savings calculations. • Demonstration roster reports – quarterly. Includes: <ul style="list-style-type: none"> o Prospective provider attributions and client risk scores. o Retrospective reconciliations for prior quarter. • Ability to report on existing ACC performance measures (cost and utilization) specific to the Medicare-Medicaid population, separate from other populations. 	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		

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3930	9	9.8	2	The Contractor shall develop, document, maintain, and provide per Department specifications an All Members Report - RCCO, PCMP.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		
3931	9	9.8	2	The Contractor shall develop, document, maintain, and provide per Department specifications a KPI Members List - RCCO, PCMP.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		
3932	9	9.8	2	The Contractor shall develop, document, maintain, and provide per Department specifications a Potentially Preventable Members List.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		
3933	9	9.8	2	The Contractor shall develop, document, maintain, and provide per Department specifications an Utilization/Quality Members List.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		
3934	9	9.8	2	The Contractor shall develop, document, maintain, and provide per Department specifications a Care Management Report.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		
3935	9	9.8	2	The Contractor shall develop, document, maintain, and provide per Department specifications Patient Profiles.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		

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3936	9	9.8	2	The Contractor shall develop, document, maintain, and provide per Department specifications a Pharmacy Report.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		
3937	9	9.8	2	The Contractor shall develop, document, maintain, and provide per Department specifications a Pharmacy Contraindication Report.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		
3938	9	9.8	2	The Contractor shall develop, document, maintain, conduct, and provide per Department specifications the Client Tagging Report.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		
3939	9	9.8	2	The Contractor shall develop, document, maintain, conduct, and provide per Department specifications ACC Reattribution Analyses.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		
3940	9	9.8	2	The Contractor shall develop, document, maintain, and provide per Department specifications an Attribution Summary report.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		
3941	9	9.7	2	The Contractor shall develop, document, maintain, and provide per Department specifications Provider Attribution Analyses.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		

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3942	9	9.8	2	The Contractor shall develop, document, maintain, and provide per Department specifications an Enrollment Summary report.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		
3943	9	9.8	2	The Contractor shall develop, document, maintain, and provide per Department specifications a report of Potential Enrollments.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		
3944	9	9.8	2	The Contractor shall develop, document, maintain, and provide per Department specifications an ACC Churn Report.	The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan. See Appendix G.		
3945	9	9.8	1	The Contractor shall generate a prompt-based report on providers with high rates of denied claims/encounters (e.g., by number or paid/denied ratio) or incorrect TPL payments (e.g., entries of "TPL paid \$0") to identify providers in need of additional training, support, or outreach, and perform and monitor reporting on these providers and notify the authorized System users of findings.	The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time. Prompts will be defined when the reports are developed.		
3946	9	9.8	2	The Contractor shall develop, document, maintain, and provide reports analyzing claims processing and payment information to evaluate timely reimbursement. Reports shall include totals and stratifications (e.g., Health Benefit Plan, provider, RCCO, provider type) as directed by the Department.			
3947	9	9.8	2	The Contractor shall develop, document, maintain, and provide reports analyzing encounter processing to evaluate timely filing, fiscal controls, and ranking. Reports shall include totals and stratifications (e.g., Health Benefit Plan, provider, RCCO, provider type) as directed by the Department.			

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3948	9	9.8	2	The Contractor shall develop, document, maintain, and provide prompt-based reports analyzing the frequency, extent, and type of provider and other claims/encounters processing errors. Reports shall include totals and stratifications (e.g., Health Benefit Plan, provider, RCCO, provider type) as directed by the Department.	The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time for any specified timeframe.		
3949	9	9.8	2	The Contractor shall develop, document, maintain, and provide prompt-based reports per Department specifications of unduplicated client counts for defined periods (e.g., fiscal year, calendar year, quarter, month) and for various programs and Health Benefit Plans.	The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time for any specified timeframe.		
3950	9	9.8	2	The Contractor shall calculate unduplicated client counts for defined periods (e.g., fiscal year, calendar year, quarter, month) for various programs and Health Benefit Plans per Department specifications and provide the ability for authorized System users to incorporate into analyses, queries, and reports.			
3951	9	9.8	2	The Contractor shall develop, document, maintain, and provide per Department specifications client-based and aggregated prompt-based reports of continuous client program eligibility (e.g., fiscal year, calendar year, quarter, month).	The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time for any specified timeframe.		
3952	9	9.8	2	The Contractor shall calculate continuous client program eligibility for defined periods (e.g., fiscal year, calendar year, quarter, month) for distinct individuals and population aggregates per Department specifications and provide the ability for authorized System users to incorporate the data into analyses, queries, and reports.			
3953	9	9.8	2	The Contractor shall develop, document, maintain, and provide prompt-based reports per Department specifications continuous provider enrollment for defined periods (e.g., fiscal year, calendar year, quarter, month) and for various programs.	The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time for any specified timeframe.		

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3954	9	9.8	2	The Contractor shall calculate continuous provider enrollment for defined periods (e.g., fiscal year, calendar year, quarter, month) for distinct entities and population aggregates per Department specifications and provide the ability for authorized System users to incorporate the data into analyses, queries, and reports.			
3955	9	9.8	2	The Contractor shall develop, document, maintain, and provide prompt-based reports per Department specifications continuous provider participation (e.g., evidenced by claims/encounter data) for defined periods (e.g., fiscal year, calendar year, quarter, month) and for various programs.	The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time for any specified timeframe.		
3956	9	9.8	2	The Contractor shall calculate continuous provider participation (e.g., evidenced by claims/encounter data) for defined periods (e.g., fiscal year, calendar year, quarter, month) for distinct entities and population aggregates per Department specifications and provide the ability for authorized System users to incorporate the data into analyses, queries, and reports.			
3957	9	9.8	2	The Contractor shall calculate average total cost of care (PMPM) for all Medicaid clients, updated monthly.			
3958	9	9.8	2	The Contractor shall calculate the Adult Medicaid Quality Grant (AMQG) measures for all Medicaid primary care providers.			
3959	9	9.8	2	The Contractor shall convert and document the quarterly Benefits Management reports from the Legacy System to the System.	A list of the quarterly Benefits Management reports may be found in Appendix G.		

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3960	9	9.8	2	The Contractor shall maintain and generate the quarterly Benefits Management reports for authorized System users.	A list of the quarterly Benefits Management reports may be found in Appendix G. The Contractor shall produce the report(s) as agreed upon and outlined in the Communication Management Plan.		
3961	9	9.8	2	The Contractor shall develop, document, maintain, and provide analytics and prompt-based reports evaluating the adequacy of the provider network by Health Benefit Plan and in total based on provider/client ratios by select criteria (e.g., geographic region, provider type, client demographics) in conjunction with the Department.	<p>The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run on demand for any specified timeframe.</p>		
3962	9	9.8	2	The Contractor shall develop, document, maintain, and provide analytics and prompt-based reports evaluating provider participation by Health Benefit Plan and in total by select criteria (e.g., payments, services, types of services, client demographics, geographic region) in conjunction with the Department.	<p>The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run on demand for any specified timeframe.</p>		
3963	9	9.8	2	The Contractor shall develop, document, maintain, and provide prompt-based reports that compare Health Benefit Plans across select criteria (e.g., cost of care, timeliness of care, quality of care, grievance and appeals; outcomes) per Department specifications.	<p>The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run on demand for any specified timeframe comparing any selected Health Benefit Plan.</p>		
3964	9	9.8	2	The Contractor shall provide the ability for authorized System users to analyze and report on utilization and cost of services against Health Benefit Plan specified service limitations.			

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3965	9	9.8	2	The Contractor shall develop, document, maintain, and provide a prompt-based hospice report showing a comparison of hospice days versus inpatient days for each hospice client and for all hospice providers per Department specifications.	<p>The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time for any specified timeframe.</p>		
3966	9	9.8	2	The Contractor shall develop, document, maintain, and provide analytics and prompt-based reports that detect underutilization or overutilization of services by clients in a health plan. The Contractor and the Department will work in conjunction to identify benchmarks (e.g., national benchmarks, health plans, Medicaid totals) by which determinations will be made.	<p>The MAR definitions for under- and over-utilization are:</p> <ul style="list-style-type: none">• Under utilization – Occurring mostly in at risk managed care program populations: indication that services are being withheld (presumably in order to reduce expense)• Over utilization – Occurring mostly in fee-for-service programs: tendency to provide more services than necessary (presumably as a means to increase revenue) <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run on demand for any specified timeframe comparing any selected Health Benefit Plan.</p>		
3967	9	9.8	2	The Contractor shall develop, document, maintain, and provide to authorized System users System generated prompt-based reports that identify claims with dates of service after the client's date of death as identified by any System data (e.g., claim, client record, vital statistics data).	<p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time for any specified timeframe.</p>		
3968	9	9.8	2	The Contractor shall develop, document, maintain, and provide prompt-based reports to generate third party payment profiles to determine where program cost reductions might be achieved per Department specifications.	<p>The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time for any specified timeframe.</p>		

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3969	9	9.8	2	The Contractor shall develop, document, maintain, and provide a prompt-based report of acute care services by county per Department specifications. At a minimum the report shall contain unduplicated client counts, unduplicated provider counts, expenditures, and average costs of the following: medical services, average monthly client count, and average cost per full-time equivalent (FTE) client.	<p>This report will be similar to those included in the tables and exhibits B1 through B51 in 'FY 2013-14 Budget Request - Department Description.pdf', included in Appendix G.</p> <p>The Contractor shall produce the report(s) as agreed upon and outlined in the Communication Management Plan.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time for any specified timeframe.</p>		
3970	9	9.8	1	The Contractor shall calculate and associate with each client their current Risk Score and maintain history of prior Risk Scores. The Contractor shall provide dates associated with each of the Risk Scores.	Calculations will be done monthly.		
3971	9	9.8	3	The Contractor shall calculate Risk Scores and associate Risk Scores with each client, going back at least 10 years if data is available.	Calculations will be done monthly.		
3972	9	9.8	2	The Contractor shall develop, document, maintain, and provide prompt-based reports per Department specifications to monitor trends in payments, utilization, and unduplicated client counts for select topics (e.g., increases/decreases, cumulative year-to-date figures, comparisons with prior years).	<p>The Contractor shall produce and distribute the report(s) as agreed upon and outlined in the Communication Management Plan.</p> <p>The Contractor shall also provide prompt-based versions of the reports that authorized System users may run at any time for any specified timeframe.</p>		
3973	9	9.9	1	The Contractor shall develop, document, maintain, and provide on a scheduled basis data extracts to Department identified entities per Department specifications and current HIPAA standards.			

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3974	9	9.9	1	<p>The Contractor shall perform secure data dissemination in the following areas:</p> <ul style="list-style-type: none"> • Federal and State laws, rules and regulations, including HIPAA, require that Department data be strictly protected. • The BIDM Web Portal, Providers and other authorized System users will be accessing specific System information via the BIDM Web Portal. • Information developed via the System (e.g., reports, maps, forecasts) must be transmitted to end users for program operations. • Transfers of large data files/raw data sets to and from other stakeholders (e.g., contractors, auditors). • Blinding reports according to Department Safe Harbor protocols. <p>Department reports are frequently used in public forums and requested by external parties.</p> <ul style="list-style-type: none"> • Limited data sets for researchers and other external parties upon request. 			
3975	9	9.9	2	The Contractor shall generate and securely transmit and transfer output datasets to third parties through secure protocols.	This applies to files created as part of an audit request or other ad hoc non-routine requests.		
3976	9	9.10	1	The Contractor shall be responsible for researching and answering questions from the Department, authorized System users, and end users related to pre-defined reports.	The protocol for requesting and providing assistance with pre-defined reports shall be included in the Communication Management Plan.		
3977	9	9.10	1	The Contractor shall provide protocols for when and how all authorized System users will be provided technical support. This includes how Department staff and authorized System users will be provided analytical and technical support.	The process shall be documented in the Communication Management Plan.		
3978	9	9.10	1	The Contractor shall develop, document, and implement operations and reports so they meet identified business needs (e.g., attribution and enrollment, roster reporting).			

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3979	9	9.10	1	The Contractor shall develop and maintain a process to provide assistance (technical and business process related) as needed to authorized System users in researching problems, effectively utilizing tools, and understanding reports and underlying data.			
3980	9	9.10	1	The Contractor shall be responsible for working with Department staff, authorized System users, and end users to research and resolve discrepancies and anomalies. If the investigation reveals flaws in the operations and/or report, the Contractor would be responsible for correcting the flaws.	For example, if a provider was anticipating a \$10,000 cost-sharing payment but received a \$2,500 payment, the Contractor would work with the provider to determine why the payment was lower than expected. The protocol for requesting and providing assistance with Contractor-based reports shall be included in the Communication Management Plan.		
3981	9	9.10	1	The Contractor shall work collaboratively with the Department to explain, support and defend BIDM Contractor-based operations and reporting to stakeholders, auditors, and other parties when necessary.			
3982	9	9.10	1	The Contractor shall be responsible for building, fully documenting, running, and disseminating the reports per the report requirements.			
3983	9	9.10	1	The Contractor shall be responsible for periodically reviewing pre-defined reports, for recommending modifications to the reports, for working with the Department and other stakeholders to update report requirements, and for modifying the reports and documentation per the revised requirements.	This review should occur at least annually or when one of the components of the report changes.		
3984	9	9.10	1	The Contractor shall assess and report on the validity of pre-defined reports at the Department's request.			

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3985	9	9.10	1	The Contractor shall be responsible for assisting authorized System users in troubleshooting and resolving problems related to existing reports developed by authorized System users.	For example, if a user has a report that has stopped working after running flawlessly for weeks, the Contractor would help identify the cause (e.g., changes to the metadata layer).		
3986	9	9.10	1	The Contractor shall be responsible for assisting authorized System users when they are developing queries and/or reports that are beyond standard utilization norms for their user levels (e.g., developing advanced analytics, building exceptionally complex reports, incorporating data from multiple sources).			
3987	9	9.10	1	The Contractor shall work collaboratively with the Department to explain, support, and defend reports and all calculation methodology to stakeholders, auditors, and other parties when necessary.			
3988	9	9.10	3	The Contractor shall provide and maintain additional functionality other than telephone, for authorized System users to contact the Contractor for technical System support, and other questions.	For example, a "Microsoft Lync" feature to connect the user to Contractor support staff via instant messaging or email.		

Unique ID	RFP Section	RFP Subsection	Priority	Requirement	Other Notes and/or Performance Standards	Offeror Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
3989	9	9.11	1	<p>The Contractor shall provide help desk functionality for users of the BIDM Web Portal and shall provide toll-free telephone lines to receive calls from any BIDM Web Portal users experiencing any trouble navigating or operating the application itself, accessing the BIDM Web Portal or with any other question related to the BIDM Web Portal.</p> <p>This requirement shall include, but is not limited to, all of the following activities:</p> <ul style="list-style-type: none"> • Account creation for new users. • Resetting existing accounts, including password resets. • Answering questions on the functionality of the BIDM Web Portal and other “how-to” type questions. • Troubleshooting issues that users may encounter while using or working in the BIDM Web Portal. • Providing information regarding the source content or the methodologies of the Contractor’s analytics. • Resolve all help desk inquiries regarding the BIDM Web Portal and transfer or direct all inquiries regarding questions or issues beyond the Contractor’s Statement of Work to the appropriate person or entity. 	<p>See Section 3.3.7 of the BIDM RFP Body for the number of providers accessing the BIDM Web Portal. The number of Providers accessing to retrieve reports and run prompted-based reports is one thousand (1,000).</p> <p>At a minimum, the Contractor shall maintain and staff sufficient toll-free lines for provider inquiries to meet all of the following performance expectations:</p> <ul style="list-style-type: none"> • Call wait-times no longer than 1 minute per 15 calls per hour. • Abandonment rate no more than 5% of calls per 15 calls per hour. • 98% of all online interactive chat will be responded to within 15 seconds. • Provide appropriate staff to respond to user inquiries, received through telephone, chat sessions or email, on the use of the BIDM Web Portal. • Provide assistance to users that submit help desk tickets. 		
3990	9	9.11	Optional	<p>The Contractor shall provide help desk functionality for users of the BIDM Web Portal and shall provide toll-free telephone lines to receive calls from any BIDM Web Portal users experiencing any trouble navigating or operating the application itself, accessing the BIDM Web Portal or with any other question related to the BIDM Web Portal up to four thousand (4,000) providers.</p>	<p>See Section 3.3.7 of the BIDM RFP Body for the number of providers accessing the BIDM Web Portal. The Offeror is expected to price the additional providers as authorized System users in the BIDM Web Portal in increments of five hundred (500) up to four thousand (4,000) licenses.</p> <p>The Contactor may adjust the performance standards relative to the increase in providers.</p>		
3991	9	9.11	3	<p>The Contractor shall provide live BIDM Web Portal online trainings no less frequently than monthly. BIDM Web Portal trainings shall cater to providers and emphasize the application of BIDM reporting for clinical practice and population management.</p>			
3992	9	9.11	3	<p>The Contractor shall provide an on-demand webinar training for the BIDM Web Portal, accessible on-line outside of the BIDM Web Portal.</p>	<p>This relates to using basic BIDM Web Portal functionality. Any trainings utilizing PHI must be conducted within the BIDM Web Portal.</p>		

Unique ID	RFP Section	RFP Subsection	Priority	Requirement	Other Notes and/or Performance Standards	Offeror Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
3993	9	9.11	3	The Contractor shall schedule and conduct quarterly BIDM Web Portal focus group sessions with select groups of providers (e.g., RCCOs) to assess the usability and functionality of the BIDM Web Portal for providers. The Contractor shall report these results to the Department.			
3994	9	9.11	3	The Contractor shall provide real-time Help Desk technical support for the BIDM Web Portal. Help Desk staffing resources shall provide assistance with: authorized System user account creation, authorized System user account resets, questions on functionality, troubleshooting reporting, and basic information regarding Contractor reporting methodologies.			
3995	9	9.11	3	The Contractor shall provide BIDM Web Portal Help Desk to BIDM Web Portal users via: <ul style="list-style-type: none">• Toll-free telephone number• E-mail• On-line chat functionality			
3996	9	9.11	3	The Contractor shall provide BIDM Web Portal Help Desk technical support 8:00 am - 6:00 pm MT, Monday through Friday, according to the Holiday Schedule.			
3997	9	9.11	1	The Contractor shall maintain an automated logging and tracking system for all user inquiries between BIDM Web Portal users and the BIDM Web Portal help desk and report on these inquiries weekly. At a minimum, the tracking system shall record and report on: the date of inquiry, the user, the BIDM Help Desk staff member, form of inquiry (phone, email, instant messaging), the nature of the inquiry, response details, date of response and any applicable notes on the resolution of the inquiry.			
3998	9	9.11	3	The Contractor shall provide BIDM Web Portal Help Desk technical support management reports to the Department once per week which include the number of users assisted, their issues, and the resolution.			

Count of Requirements

RFP Section	Count
0	3
2	4
5	115
6	29
7	254
8	368
9	220
Total	993

RFP Subsection	Count
0	3
2.4	4
5.3	89
5.5	19
5.6	1
5.7	6
6.2	14
6.3	11
6.4	4
7.1	10
7.2	2
7.3	11
7.4	2
7.5	6
7.6	16
7.7	4
7.8	39
7.9	98
7.10	24
7.11	6
7.12	22
7.13	13
7.14	1

RFP Subsection	Count
8.2	22
8.3	17
8.4	4
8.5	8
8.6	14
8.7	18
8.8	18
8.9	156
8.10	58
8.11	53
9.2	22
9.3	6
9.4	38
9.5	16
9.6	13
9.7	16
9.8	83
9.9	3
9.10	13
9.11	10
Total	993
N/A	6