Colorado Department of Health Care Policy and Financing

SOLICITATION #:

HCPFRFPKC13PBMS2

Appendix A

PBMS REQUIREMENTS AND PERFORMANCE STANDARDS MATRIX

Modification Number 1

Modifications are in red.

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2000	0.00 ALL Sections			Mandatory	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.		
2001	0.00 Mandatory Offeror Requirements			Mandatory	**Offeror shall provide evidence of proven ability and experience with development of a PBMS, health and human services system, or other commercial health care project that is similar in magnitude (relative to covered lives in Colorado Medicaid for SFY 2013-14) to the Colorado Medical Assistance program for a minimum of three (3) years since January 2002.**	Mandatory requirements shall be met on the date of proposal submission.		
2002	0.00 Mandatory Offeror Requirements			Mandatory	**Offeror shall provide evidence of proven ability and experience to operate a PBMS operations service project, other health and human services operations provider, or other commercial health care operations provider that is similar in magnitude (relative to covered lives in Colorado Medicaid for SFY 2013-14) to the Colorado Medical Assistance program for a minimum of three (3) years since January 2002.**	Mandatory requirements shall be met on the date of proposal submission.		
2003	0.00 Mandatory Offeror Requirements			Mandatory	**Offeror shall provide evidence of proven ability and experience in operating, and maintaining a call center and/ or help desk that is similar in magnitude (relative to covered lives in Colorado Medicaid for SFY 2013-14) to the Colorado Medical Assistance program for a minimum of one (1) year since January 2002.**	Mandatory requirements shall be met on the date of proposal submission.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2004	2.3 - Project Goals			1	Provide the flexibility to create and modify Pharmacy Benefit Plans within the PBMS such that the services, services limitations, prior authorizations, provider rates, and client cost sharing amounts within a Pharmacy Benefit Plan are easily Configurable through a rule-driven design.	This will allow the Department to define Pharmacy Benefit Plans that are population specific. In addition, payments (or rates) to providers and payment methodologies are allowed to differ by Pharmacy Benefit Plan. For example, this will allow payments to providers under one Pharmacy Benefit Plan to be made on an encounter rate basis and under a lesser of several reimbursement methodologies, including AAC and WAC. Copayments can vary as well. In addition, the payment methodology could be the same across Pharmacy Benefit Plans, but different rates are paid by service between the Pharmacy Benefit Plans.		
2005	2.4 - Contractor Relationship Expectations			1	The Contractor shall be solely responsible for integration of all Work to be performed under the PBMS (and its associated systems) component of the COMMIT project, regardless of whether Subcontractors are used. The Contractor shall be responsible for working cooperatively with the Prime Contractor for the MMIS and the BIDM Contractor.	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.		
2006	5.3 - COMMIT Project Phases, All Phases			1	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.		
2007	5.3 - COMMIT Project Phases, All Phases			1	Provide a report to the Department regarding all PBMS 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 occur monthly or as otherwise indicated by the Department. Via the Change Management Process, reporting will also include traceability of actual vs. estimated resources, time, and cost. Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Change Management Plan.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2008	5.3 - COMMIT Project Phases, All Phases			1	Provide the ability to revert to the previous Configurations if the newly implemented change cause 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.		
2009	5.3 - COMMIT Project Phases, All Phases			1	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.		
2010	5.3 - COMMIT Project Phases, All Phases	8.7 - Drug Rebate System		1	Implement, maintain 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.		
2011	5.3 - COMMIT Project Phases, All Phases			1	As defined in the Communication Management Plan, develop and provide standards and templates for all documentation and communications for review and approval by the Department. Documentation and communication includes: • Weekly Status Reports. • Monthly Status Reports. • PBMS Generated Reports. • 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.		
2012	5.3 - COMMIT Project Phases, All Phases			1	As reasonable, local key personnel 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.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2013	5.3 - COMMIT Project Phases, All Phases			1	As defined in the Communication Management Plan, maintain complete and detailed records of all meetings, PBMS Development Life Cycle 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.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
2014	5.3 - COMMIT Project Phases, All Phases			1	Provide and maintain current documentation of, including but not limited to, the PBMS's database schema, data dictionaries, entity-relationship diagrams, complete PBMS architecture and Configuration diagrams, network diagrams (as applicable), and interface standards for the entire PBMS, including those supporting Proprietary Contractor Material; however, this does not include proprietary information related to COTS products. Provide and maintain all service delivery documentation related to the design of each module/ component and its interaction with other modules/ components as appropriate.	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; however, that will be treated as confidential as described in the Contract.		
2015	5.3 - COMMIT Project Phases, All Phases			1	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.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
2016	5.3 - COMMIT Project Phases, All Phases			2	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 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 plan shall include at a minimum: • Approach for executing monitoring and controlling the project. • Approach for managing resources and training, communication and reporting, scope, schedule and cost, and changes. • Approach to configuration management. • Deliverable review and acceptance procedures. • Systems Development Life Cycle approach.	The plan shall be delivered to the Department during the Initiation and Planning Phase. The Department expects an approach such that "if the Contractor sees it, the Department sees it" to minimize asymmetric understanding of the Contract status.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2017	5.3 - COMMIT Project Phases, Initiation and Planning Phase			1	Establish a project management structure to manage projects related to PBMS implementation, PBMS 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 shall be responsible for generating key project management tools.			
2018	5.3 - COMMIT Project Phases, Initiation and Planning Phase			1	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.	The plan Work Breakdown Schedule shall be delivered to the Department for review and approval during the Initiation and Planning Phase. Collaborate with the Department to make weekly updates to its portion of the overall project schedule.		
2019	5.3 - COMMIT Project Phases, Initiation and Planning Phase			1	Develop a Quality Assurance Control/ Quality Management Plan 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: • 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.	The plan shall be delivered to the Department for approval during the Initiation and Planning Phase and then updated annually.		
2020	5.3 - COMMIT Project Phases, Initiation and Planning Phase			1	Develop a Communications Management Plan, as defined in the most current edition of the PMBOK, for the services outlined in the Contract. The Communications Management Plan shall describe, at a minimum: • 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.	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. Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Project Management Plan.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
					• 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 PBMS Report Templates. • Establish the Quarterly Milestone reporting schedule. • Establish the trigger mechanism for initiating the Dispute Process (e.g., formal letter, email, phone contact).			
2021	5.3 - COMMIT Project Phases, Initiation and Planning Phase			1	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.	This Deliverable shall be completed and provided to the Department during the Initiation and Planning Phase.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2022	5.3 - COMMIT Project Phases, Initiation and Planning Phase	5.6 - Performance Standards and Expectations		1	Provide a Business Continuity and Disaster Recovery Plan that shall include: • Timely failover and redundancy. • Data recovery. • Claims/ encounters processing. • 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. Reference the Colorado System Security Plan Template for additional information.	Performance Standard: • Mission critical services (priority 1) shall not be interrupted. • Core services that shall be maintained with limited service disruption (priority 2) shall be recovered within eight (8) hours. • Systems and data where service disruption will cause serious injury to government operations, staff or citizens (priority 3) shall be recovered within forty-eight (48) hours. • Systems and data required for moderately critical agency services and IT functions where damage to government operations, staff and citizens would be significant but not serious (priority 4) shall be recovered within five (5) business days. • Systems and data required for less critical support systems (priority 5) recovery timeframe shall be mutually upon by the Department and Contractor(s). • The alternative site shall be fully operational within five (5) business days of the primary business becoming unsafe or inoperable. The call center shall be fully operational within twenty-four (24) hours.		
2023	5.3 - COMMIT Project Phases, Discovery and Requirements Validation/ Requirements Elicitation Phase			1	Develop and submit a Requirements Definition and Validation Plan that includes, at minimum: • 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 – Requirements and Performance Standards Matrix) with the Department. • Conduct interviews with Department staff to validate, clarify, update, and finalize requirements.	This Deliverable shall be completed and provided to the Department during the Discovery and Requirements Validation/ Requirements Elicitation Phase		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2024	5.3 - COMMIT Project Phases, Discovery and Requirements Validation/ Requirements Elicitation Phase			1	Develop and submit to the Department a draft Requirements Specifications Document (RSD) for Contractor-proposed PBMS components, modules and functional areas. At minimum, the RSD should include: • An overview of PBMS architecture and how components are integrated. • Detailed Requirements Specification Template. • Identification of changes to existing 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.	This Deliverable shall be completed and provided to the Department during the Discovery and Requirements Validation/ Requirements Elicitation Phase		
2025	5.3 - COMMIT Project Phases, Requirements Validation/ Requirements Elicitation Phase			1	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.	This Deliverable shall be completed and provided to the Department during the Discovery and Requirements Validation/ Requirements Elicitation Phase		
2026	5.3 - COMMIT Project Phases, Discovery and Requirements Validation/ Requirements Elicitation Phase			1	Develop and maintain a Business Rules Traceability Matrix to ensure that the PBMS appropriately applies business rules in compliance with the Pharmacy Benefit Plan requirements.	This Deliverable shall be completed and provided to the Department during the Discovery and Requirements Validation/ Requirements Elicitation Phase		
2027	5.3 - COMMIT Project Phases, Discovery and Requirements Validation/ Requirements Elicitation Phase			1	Develop and maintain a Requirements Traceability Matrix (RTM) to ensure that detailed requirements comply with Contract requirements.	This Deliverable shall be completed and provided to the Department during the Discovery and Requirements Validation/ Requirements Elicitation Phase		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2028	5.3 - COMMIT Project Phases, Design and Definition Phase			1	Develop and submit a Detailed System Design Plan that includes, at minimum: • Approach to tracking results and problems from Detailed PBMS 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.		
2029	5.3 - COMMIT Project Phases, Design and Definition Phase			1	Develop and submit a Detailed System Design Session schedule for review by the Department.	This Deliverable shall be completed and provided to the Department during the Design and Definition Phase.		
2030	5.3 - COMMIT Project Phases, Design and Definition Phase			1	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.		
2031	5.3 - COMMIT Project Phases, Design and Definition Phase			1	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.		
2032	5.3 - COMMIT Project Phases, Design and Definition Phase			1	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.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2033	5.3 - COMMIT Project Phases, Design and Definition Phase			1	Prepare and submit the Detailed PBMS 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.		
2034	5.3 - COMMIT Project Phases, Design and Definition Phase			1	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.		
2035	5.3 - COMMIT Project Phases, Design and Definition Phase			1	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 System Documentation Template. 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.		
2036	5.3 - COMMIT Project Phases, Design and Definition Phase			1	Update and maintain the Requirements Traceability Matrix (RTM) with results from Detailed PBMS Design Sessions.	This Deliverable shall be completed and provided to the Department during the Design and Definition Phase.		
2037	5.3 - COMMIT Project Phases, Development Phase			1	Develop and submit to the Department a Unit Test Checklist Template and Unit Test Plan that describes the Contractor's approach, methodology and schedule for unit testing of the PBMS.	This Deliverable shall be completed and provided to the Department during the Development Phase.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2038	5.3 - COMMIT Project Phases, Development Phase			1	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 the PBMS test.	This Deliverable shall be completed and provided to the Department during the Development Phase.		
2039	5.3 - COMMIT Project Phases, Development Phase			1	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.		
2040	5.3 - COMMIT Project Phases, Development Phase			1	Conduct development walkthroughs as appropriate to demonstrate to the Department that all PBMS functions have been completely and accurately developed and unit-tested and record problems using the project control and problem reporting PBMS described above.	This Deliverable shall be completed and provided to the Department during the Development Phase.		
2041	5.3 - COMMIT Project Phases, Data Conversion Phase	8.7 - Drug Rebate System		1	Takeover existing data and information storage from incumbent Contractor. Store and manage specified historical data, including the current drug rebate system and the Legacy System, covering a specified time.	Note: This Deliverable shall be negotiated by the Contractor and Department based on the Offeror's proposal and through the Contract with the successful Offeror.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2042	5.3 - COMMIT Project Phases, Data Conversion Phase			1	Develop and submit a phased Data Conversion Plan that provides detailed requirements including, at a minimum: • Discovery and Legacy System and Source data evaluation process. • Recommended scope of data conversion based on discovery/ evaluation results. • Relevant data sources including the Legacy System. • Department participation needs in the data conversion process development and execution. • Reporting migration requirements, including functionality validation of third-party tools and/or Legacy System and Source data. • 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.		
2043	5.3 - COMMIT Project Phases, Data Conversion Phase			1	Acquire the hardware and software needed for a successful data conversion.	This Deliverable shall be completed and provided to the Department during the Data Conversion Phase.		
2044	5.3 - COMMIT Project Phases, Data Conversion Phase			1	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: • 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.		
2045	5.3 - COMMIT Project Phases, Data Conversion Phase			1	Revise System and User Documentation as required.	This Deliverable shall be completed and provided to the Department initially in the Data Conversion Phase, and an ongoing basis.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2046	5.3 - COMMIT Project Phases, Data Conversion Phase			1	Perform a System test 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.		
2047	5.3 - COMMIT Project Phases, Testing Phase			1	Provide an integrated test environment consistent with the proposed SDLC process that allows the Department and the Contractor to monitor the accuracy of the PBMS and test proposed changes to the PBMS by processing test claims/ encounters and other transactions through the PBMS without affecting normal operations. The test environment shall allow for end-to-end testing including transmission of all PBMS data to the BIDM.	The Test Plan shall contain details of when environments will be provided. The Test Plan shall not be implemented until it has been approved by the Department		
2048	5.3 - COMMIT Project Phases, Testing Phase			2	The test environment shall be sized to be capable of mirroring the production System in its files, databases, processing, and reporting.			
2049	5.3 - COMMIT Project Phases, Testing Phase			2	The Contractor will verify that Legacy System and PBMS will produce the same results.			
2050	5.3 - COMMIT Project Phases, Testing Phase			1	The test environment(s) shall allow for the processing of mock data from production to populate claims/ encounters with a volume and distribution similar to that of the production system. All system and integration testing shall be performed such that the data is 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 PBMS.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2051	5.3 - COMMIT Project Phases, Testing Phase			1	As PBMS improvements or enhancements are implemented, that functionality shall also be deployed to test environments, so that test environments mirror production functionality.			
2052	5.3 - COMMIT Project Phases, Testing Phase			2	Provide the Department with online access to the integrated test environment.			
2053	5.3 - COMMIT Project Phases, Testing Phase			Optional	Automate the testing process for changes or Enhancements to the PBMS.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Change Management Plan.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2054	5.3 - COMMIT Project Phases, Testing Phase	7.3 - Contractor Responsibilities		Optional	Automate the Defect tracking process for changes or Enhancements to the PBMS.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Change Management Plan.		
2055	5.3 - COMMIT Project Phases, Testing Phase			1	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: • 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. The approach to conducting all specified testing for all PBMS programs per Department entrance and exit criterion. Any changes to test cases, including entrance and exit criteria, require written approval by the Department.	This Deliverable shall be completed and provided to the Department during the Testing Phase.		
2056	5.3 - COMMIT Project Phases, Testing Phase			1	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: • 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.	This Deliverable shall be completed and provided to the Department during the Testing Phase.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
					• Description of the proposed system or tool for identifying, prioritizing, tracking, fixing, and re-testing System Defects or Enhancements. This tool may be the same Project Control and Problem Reporting System detailed in Section 7.2 (Project Management). • 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. • Description of the proposed system or tool for identifying, prioritizing, tracking, fixing, and re-testing System Defects or Enhancements. This tool may be the same Project Control and Problem Reporting System detailed in Section 7.2 (Project Management). • 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.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2057	5.3 - COMMIT Project Phases, Testing Phase			1	Design, implement, and document detailed test cases for each sub-phase of testing identified in the above requirement. Test cases should include identifications, detailed steps, expected results, actual results (where appropriate), and be traceable to requirements listed in this RFP in the RTM.	This Deliverable shall be completed and provided to the Department during the Testing Phase.		
2058	5.3 - COMMIT Project Phases, Testing Phase			1	Submit all Test Results (including Performance/ Stress Testing Results, Final PBMS Test Results, and Penetration Test Results) for each test sub-phase to the Department that includes, at minimum: • Summary of testing results. • Pass/ Failure Rate. • 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.		
2059	5.3 - COMMIT Project Phases, Testing Phase			1	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.		
2060	5.3 - COMMIT Project Phases, Organizational Readiness and Training Phase			1	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.		
2061	5.3 - COMMIT Project Phases, Organizational Readiness and Training Phase	7.3 - Contractor Responsibilities		1	Provide support to the Department as part of Organizational Readiness, including providing a minimum of one organizational readiness lead 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.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2062	5.3 - COMMIT Project Phases, Organizational Readiness and Training Phase			1	Ensure all necessary PBMS access is in place, including passwords, at the time of Organizational Readiness training.			
2063	5.3 - COMMIT Project Phases, Organizational Readiness and Training Phase			1	Assist the Department in identifying information to be conveyed to Department staff and providers as part of Organizational Readiness.			
2064	5.3 - COMMIT Project Phases, Organizational Readiness and Training Phase	7.5 Training		1	Maintain and update the training environment with training data to use during staff trainings.	This Deliverable shall be completed and provided to the Department during the Organizational Readiness and Training Phase.		
2065	5.3 - COMMIT Project Phases, Organizational Readiness and Training Phase	7.5 Training		1	Provide regular refresher training sessions for authorized System users to disseminate updated or new functionality or business processes related to the PBMS throughout the Contract term, extending as agreed upon.	This Deliverable shall be completed and provided to the Department initially during the Organizational Readiness and Training Phase and ongoing as needed.		
2066	5.3 - COMMIT Project Phases, Organizational Readiness and Training Phase	7.5 Training		1	Develop and submit for Department approval a Training Plan that meets the requirements described in this Appendix.	This Deliverable shall be completed and provided to the Department during the Organizational Readiness and Training Phase.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2067	5.3 - COMMIT Project Phases, Organizational Readiness and Training Phase	7.5 Training		1	The Resource Management Plan shall include a Training Plan to be reviewed annually and approved by the Department. The plan shall 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. | | |
| 2068 | 5.3 - COMMIT Project Phases, Organizational Readiness and Training Phase | 7.5 Training | | 1 | As specified in the Training Plan, develop, deliver, update, maintain, and conduct a broad spectrum of comprehensive training programs including an evaluation and quality improvement component for all training sessions, and related documentation and materials, for initial and ongoing training for internal and external stakeholders, including, but not limited to, authorized PBMS users from the Department, providers, the Contractor, and other supporting contractors. | 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. | | |
| 2069 | 5.3 - COMMIT Project Phases, Implementation and Roll Out Phase | | | 1 | Develop an Implementation Strategy in conjunction with the Department that describes, at a minimum:
• The phased approach to the PBMS roll out to authorized PBMS 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 PBMS and Department readiness.
• PBMS acceptance procedures. | This Deliverable shall be completed and provided to the Department during the Implementation and Roll Out Phase. | | |
| 2070 | 5.3 - COMMIT Project Phases, Implementation and Roll Out Phase | | | 1 | Conduct an Operational Readiness Walkthrough with the Department prior to the initial PBMS Implementation and Roll Out Phase. The Operational Readiness Walkthrough shall validate the Contractor's, PBMS's, and Department's operational readiness. The Department shall formally sign off on each Operational Readiness Walkthrough prior to implementing the next Roll Out Phase. | This Deliverable shall be completed and provided to the Department during the Implementation and Roll Out Phase. | | |

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2071	5.3 - COMMIT Project Phases, Implementation and Roll Out Phase			1	Develop a "Go-Live" Support Plan that documents the onsite and offsite authorized PBMS user support provided by the implementation. Go-Live is defined as the period when the Production environment is first accessed by authorized PBMS users to support business functions to the time when the Department formally accepts the PBMS. The Go-Live support model is different than the Help Desk, which is meant to support the PBMS once operationally stable.	This Deliverable shall be completed and provided to the Department during the Implementation and Roll Out Phase.		
2072	5.3 - COMMIT Project Phases, Implementation and Roll Out Phase			1	Develop an Implementation and Roll Out Plan that details planning and roadmaps for managing all PBMS 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.		
2073	5.3 - COMMIT Project Phases, Implementation and Roll Out Phase			1	Develop a Post-Implementation Operational Monitoring Plan, including methods and schedules for the Department and the Contractor to conduct post-implementation monitoring of PBMS Operations related to performance expectations as described in this Appendix A.	This Deliverable shall be completed and provided to the Department during the Implementation and Roll Out Phase.		
2074	5.3 - COMMIT Project Phases, Implementation and Roll Out Phase			1	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.		
2075	5.3 - COMMIT Project Phases, Implementation and Roll Out Phase			1	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.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)

2076	5.3 - COMMIT Project Phases, Implementation and Roll Out Phase			1	Prepare a Post-Implementation Evaluation Report that includes:
					• Lessons learned.
					• Project successes and failures.
					• Evaluation metrics including:
					  • Actual and planned budget comparisons.
					  • Actual and planned schedule comparisons.
					  • Actual and planned scope comparisons.
					• Authorized PBMS user satisfaction.
					• Benefits gained over the previous System.
					• The current status of the System.
					• Ongoing contingencies or problems.
						This Deliverable shall be completed and provided to the Department during the Implementation and Roll Out Phase.		

2077	5.3 - COMMIT Project Phases, Operations and Maintenance Phase			1	Perform operations and maintenance throughout the life of the Contract at no additional cost to the Department, and develop and make available electronically a PBMS Operations and Maintenance Plan to include the following:
					• Monitoring of daily performance.
					• Updates, patches, licenses, and repairs to components of the production, test, training, UAT, and all other accessible environments including but not limited to:
					  • Hardware.
					  • Operating Systems.
					  • Database Systems.
					  • Application and other software.
					  • Utilities for Systems, database, software, communications.
					  • Voice, video, data communication lines.
					  • Communications software.
					  • Drivers.
					  • Configurations.
						This Deliverable shall be completed and provided to the Department during the Operations and Maintenance Phase.		

2078	5.3 - COMMIT Project Phases, Operations and Maintenance Phase			1	As defined by the PBMS Operations and Maintenance Plan to include the following: • 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.	This Deliverable shall be completed and provided to the Department during the Operations and Maintenance Phase.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2079	5.3 - COMMIT Project Phases, Operations and Maintenance Phase			1	As defined by the PBMS Operations and Maintenance Plan to also include the Help Desk Support Plan including, at minimum: • 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 is only shared with appropriate staff. • After-hour contact and problem reporting process. • 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, and the expected time of problem resolution.			
2080	5.3 - COMMIT Project Phases, Operations and Maintenance Phase			1	Publish a System Software Version Release Schedule and provide updates to the Department as requested.	This Deliverable shall be completed and provided to the Department during the Operations and Maintenance Phase.		
2081	5.3 - COMMIT Project Phases, Operations and Maintenance Phase			1	Provide online end user and System Administrative Documentation that includes, at minimum, information on System screens, workflows, data fields, reports.	This Deliverable shall be completed and provided to the Department during the Operations and Maintenance Phase.		
2082	5.3 - COMMIT Project Phases, Operations and Maintenance Phase			1	Provide secure and encrypted email account(s) for the Department to report problems, questions or PBMS problems while safely exchanging PHI/ PII, as required.	This Deliverable shall be completed and provided to the Department during the Operations and Maintenance Phase.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2083	5.3 - COMMIT Project Phases, Operations and Maintenance Phase			1	Provide a searchable library, with highly flexible search criteria (e.g., single character and string wildcard searches) to enable an authorized PBMS user to quickly find needed information in policy manuals, training material, implementation memos and all necessary help functions.	This Deliverable shall be completed and provided to the Department during the Operations and Maintenance Phase.		
2084	5.3 - COMMIT Project Phases, Operations and Maintenance Phase			1	There shall be a Warranty Period as defined in the Contract	the Warranty Period is defined in Appendix H, Draft Contract, Section 15.H		
2085	5.3 - COMMIT Project Phases, CMS Certification Phase			1	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.		
2086	5.3 - COMMIT Project Phases, Enhancements Phase			1	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.		
2087	5.3 - COMMIT Project Phases, Enhancements Phase			1	Design, implement, and document detailed test cases (UAT initial test cases and detailed PBMS test cases) for Enhancement testing. Test cases should include dummy IDs (not real ones), detailed steps, expected results, actual results (where appropriate), and be traceable to requirements listed in this RFP in the RTM.	This Deliverable shall be completed and provided to the Department during the Enhancements Phase.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2088	5.3 - COMMIT Project Phases, Enhancements Phase			1	Submit all Test Results for each test sub-phase to the Department that includes, at minimum: • 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. 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: • Performance/ Stress Testing. • Final Enhancements Test Results. • Penetration Test Results.	This Deliverable shall be completed and provided to the Department during the Enhancements Phase.		
2089	5.3 - COMMIT Project Phases, Enhancements Phase			1	Collaborate with the Department to identify and prioritize its PBMS requirements that are not included in the base PBMS 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. The format of the Deliverable shall be proposed by the Contractor and agreed to by the Department.		
2090	5.3 - COMMIT Project Phases, Turnover Phase			1	Develop a PBMS Turnover Plan at no additional cost to the Department. The PBMS Turnover Plan shall include, at minimum: • 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 PBMS and services as deemed appropriate by the Department.	This Deliverable shall be completed and provided to the Department during the Turnover Phase.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2091	5.3 - COMMIT Project Phases, Turnover Phase			1	Develop a System Requirements Statement at no additional cost that would be required by the Department or another designee to fully take over the System, technical, and business functions outlined in the Contract. The Statement shall also include an estimate of the number, type, and salary of personnel required to perform the other functions of the System. The Statement shall be separated by type of activity of the personnel. The Statement shall include all facilities and any other resources required to operate the System, including, but not limited to: • Telecommunications networks. • Office space. • Hardware. • Software. • Other technology. 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.	This Deliverable shall be completed and provided to the Department during the Turnover Phase.		
2092	5.3 - COMMIT Project Phases, Turnover Phase			1	Provide a Lessons Learned Document that describes valuable lessons learned during the COMMIT project.	This Deliverable shall be completed and provided to the Department during the Turnover Phase.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2093	5.5 - PBMS Operations, Operations Transition Planning Phase			1	Develop and submit a Transition Plan including, at minimum: • Proposed approach to transition. • Proposed approach for conducting a knowledge transfer from the Contractor to the new contractor. • Proposed approach for consolidating applicable sections from the Contractor's 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. • Provider training. • Interface testing. The Contractor shall execute the Transition Plan and activities at no additional cost.	This Deliverable shall be completed and provided to the Department during the Transition Planning Phase.		
2094	5.5 - PBMS Operations, Operations Transition Planning Phase			1	Develop and submit a Relocation Risk/ Contingency Plan. The Plan shall include: • 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.		
2095	5.5 - PBMS Operations, Operations Parallel Testing Phase			1	Establish a Parallel Test Plan that describes the Contractor's approach to conducting the parallel test, including, at minimum: • 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.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2096	5.5 - PBMS Operations, Operations Parallel Testing Phase			1	Perform parallel test of the PBMS 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 Operations Parallel Testing Phase.		
2097	5.5 - PBMS Operations, Operations Parallel Testing Phase			1	Revise System and user documentation as required to fully describe the Contractor's operations.	This Deliverable shall be completed and provided to the Department during the Operations Parallel Testing Phase.		
2098	5.5 - PBMS Operations, Operational Readiness Phase			1	Modify operating procedures to reflect changes with Contractor operations.	This Deliverable shall be completed and provided to the Department during the Operational Readiness Phase.		
2099	5.5 - PBMS Operations, Operational Readiness Phase			1	Develop or revise provider manuals to reflect changes with Contractor operations using a variety of notification methods including web portal, email, and/ or provider bulletin mailings.	This Deliverable shall be completed and provided to the Department during the Operational Readiness Phase.		
2100	5.5 - PBMS Operations, Operational Readiness Phase			1	Develop a Department Operational Readiness Training Plan and conduct training for Department staff in order to ensure preparedness for operations.	This Deliverable shall be completed and provided to the Department during the Operational Readiness Phase.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2101	5.5 - PBMS Operations, Operational Readiness Phase			1	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.		
2102	5.5 - PBMS Operations, Operational Readiness Phase			1	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.		
2103	5.5 - PBMS Operations, Operations Implementation and Start of Operations Phase			1	Provide attestation to the Department that the System is operation-ready.	This Deliverable shall be completed and provided to the Department during the Operations Implementation and Start of Operations Phase.		
2104	5.5 - PBMS Operations, PBMS Operations	7.4 - Deliverable Requirements		1	Update Requirements Specifications for Approved Change Requests.	This Deliverable shall be completed and provided to the Department during the PBMS Operations Phase.		
2105	5.5 - PBMS Operations, PBMS Operations			1	Submit detailed Monthly Status reports, to be provided to the Department within seven (7) Business Days following the close of the month, including: • Progress toward achieving goals stated in the business plan. • Activities, by each function or unit of the Contractor organization (e.g., Pharmacy claims/ encounters, call center). • 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, cumulative to the fiscal year end.	This Deliverable shall be completed and provided to the Department during the PBMS Operations Phase.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2106	5.5 - PBMS Operations, PBMS Operations			1	Develop and provide Modification/ Change Request Forms.	This Deliverable shall be completed and provided to the Department during the PBMS Operations Phase.		
2107	5.5 - PBMS Operations, PBMS Operations			1	Provide Updated Procedures and PBMS Documentation, as needed.	This Deliverable shall be completed and provided to the Department during the PBMS Operations Phase.		
2108	5.5 - PBMS Operations, PBMS Operations			1	Develop and provide an Ongoing Support Maintenance Plan.	This Deliverable shall be completed and provided to the Department during the PBMS Operations Phase.		
2109	5.6 - Performance Standards and Expectations			1	Report on all performance standards as specified in the Contract, as specified 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.		
2110	5.7 - Location of Contract Functions and Personnel			1	The Contractor shall maintain a facility that shall 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.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2111	5.7 - Location of Contract Functions and Personnel			1	The Contractor will have business hours from 8:00 am to 5:00 pm Mountain Time, each Business Day.	Business Day as defined in the draft contract.		
2112	5.7 - Location of Contract Functions and Personnel			2	The Contractor shall supply sufficient meeting space at the Contractor's facility with WIFI access at their facility to satisfy the requirements of the Contract. The WIFI shall provide enough bandwidth to allow, and no security limitations that would prevent, the Department Staff to connect into their Virtual Private Network (VPN) from their State-issued laptops into the Department's network.	One conference room (with WIFI) shall hold at least twenty (20) people.		
2113	5.7 - Location of Contract Functions and Personnel			3	The Contractor shall supply one (1) workstation (or cubicles) at the Contractor's facility with WIFI access for the Department Staff use. The WIFI shall provide enough bandwidth to allow, and no security limitations that would prevent, the Department Staff to connect into their VPN from their State-issued laptops into the Department's network.			
2114	6.0 - Contract Personnel			1	During the PBMS Implementation Contract Stage, ensure that all of the following resources shall reside locally at the Contractor's facility. • Pharmacy Services Account Manager.	Note: Business Analysts and/ or Project Management resources can work on DDI activities located outside of Colorado during the Implementation Contract Stages if the DDI activities are also performed outside of Colorado. If DDI Work is performed locally, the DDI Manager must reside at the Contractor's facility.		
2115	6.0 - Contract Personnel			1	During PBMS Ongoing Operations and Enhancements Contract Stage, ensure that all of the following resources shall reside in the state at the Contractor's facility. • Pharmacy Services Account Manager. • Pharmacy Systems Manager.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2116	6.0 - Contract Personnel			1	Provide a Resource Management Plan that includes: • A description of the proposed organization for each of the Project Phases of the Contract (See Section 5.3 and 5.5 of the RFP Body). • An Organization Chart that identifies positions. • Position descriptions and qualifications for each Labor Category identified on the proposed organization charts. • A link or reference to the Department approved Training Plan that demonstrates 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.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Project Management Plan.		
2117	6.0 - Contract Personnel	7.4 - Deliverable Requirements		1	The Resource Management Plan shall also include information for each position that shall include at least: • Labor Category title. • Position description. • Required education, training, licensure, and certification. • Required experience. • Specific skills or knowledge required.			
2118	6.0 - Contract Personnel			1	The Resource Management Plan shall also include: • A strategy for the organizational structure and team location(s) (specify in-state or out-of-state), and how this structure will contribute to project success. • 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).			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2119	6.0 - Contract Personnel			1	Identify and provide resumes for proposed Key Personnel who will be available to perform Work under the Contract. Any substitutions shall be approved by the Department prior to their assignment to perform Work under the Contract. Key personnel include: • Pharmacy Services Account Manager. • Clinical Services Manager. • DDI Manager Project. • Pharmacy Systems Manager. • Pharmacy Call Center Manager. • Pharmacist. • Rebate Manager. Other Key Personnel shall be identified by the Contractor, indicating the Contractor's commitment to team stability.	All Key Personnel designated by the Department or the Contractor in the proposal shall be approved prior to their assignment to perform Work under the Contract. Key Personnel shall be accessible to key Department personnel at all times. Key Personnel will be evaluated yearly. All Key personnel shall be dedicated to the Contract and COMMIT project full-time during the term of the Contract. The Key Personnel required to be located locally are: Pharmacy Services Account Manager and Systems Manager.		
2120	6.0 - Contract Personnel			1	Key Personnel named shall, at minimum, possess the following qualifications: • At least five (5) years of experience in the particular named service (e.g., account management, systems management, pharmacist) preferably within in the health care industry. • Demonstrated experience and knowledge of industry standard and best practices regarding large-scale and enterprise-level projects. • Specific practical experience their submitted area of expertise. • At least three (3) years of experience in performing similar services on complex systems-based modern technology or operational systems. • Extensive experience in technical writing. • Preferred experience in health care related concepts.			
2121	6.0 - Contract Personnel			1	Provide a Pharmacy Services Account Manager for the PBMS Implementation Contract Stage and the PBMS Operations and Enhancements Contract Stage. The Pharmacy Services Account Manager serves as the Contract primary point of contact to maintain communication with the Department's MMIS Contract Administrator and Department Management for activities related to contract administration, project management and scheduling, correspondence between the Department and PBMS Operations, and status reporting to the Department.	The Onsite Pharmacy Services Account Manager shall be in place at the Contract effective date and shall reside at the Contractor's local facility, and be dedicated to the COMMIT project full-time.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2122	6.0 - Contract Personnel			1	Provide a DDI Manager for the PBMS Implementation Contract Stage. The DDI Manager manages activities related to, Contractor resources, Deliverable reviews, system development and testing activities during the these Contract Stages. The DDI Manager shall be dedicated to the COMMIT project full-time during this Contract Stage.	The DDI Manager shall be in place at the Contract effective date and shall be dedicated to the COMMIT project full-time.		
2123	6.0 - Contract Personnel			1	Provide a Pharmacy Systems Manager for the PBMS Ongoing Operations and Enhancements Contract Stage. The Pharmacy Systems Manager coordinates System Customization and Configuration. The Pharmacy Systems Manager shall be dedicated to the COMMIT project full-time during these Contract Stages.	The Systems Manager shall be in place at the Contract effective date and shall reside at the Contractor's Denver facility, and be dedicated to the COMMIT project full-time.		
2124	6.0 - Contract Personnel			1	Provide a Clinical Services Manager for the PBMS Implementation Contract Stage and the PBMS Operations and Enhancements Contract Stage. The Clinical Services Manager manages all clinical operations activities encompassed in the Contract; overseeing operational and clinical staff; developing operational and clinical policies and procedures.	The Clinical Services Manager shall be in place at the Contract effective date and shall be dedicated to the COMMIT project full-time.		
2125	6.0 - Contract Personnel			1	Provide a Pharmacy Call Center Manager for the PBMS Implementation Contract Stage and the PBMS Operations and Enhancements Contract Stage. The Pharmacy Call Center Manager manages all Call Center operations activities encompassed in the Contract; overseeing Contractor Call Center and Help Desk staff; developing Call Center and Help Desk operational policies and procedures.	The Pharmacy Call Center Manager shall be in place at the Contract effective date and shall be dedicated to the COMMIT project full-time.		
2126	6.0 - Contract Personnel			1	Provide a Pharmacist for the PBMS Ongoing Operations and Enhancements Contract Stage. The Pharmacist shall be the Contractor's clinical lead and be available for escalation issues from the Call Center and Help Desk. The Pharmacist will also run the PDL.	The Pharmacist shall be in place at the Contract effective date and shall be dedicated to the COMMIT project full-time.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2126A	6.0 - Contract Personnel			1	Provide a Rebate Manager for the PBMS Implementation Contract Stage and the PBMS Operations and Enhancements Contract Stage. The Rebate Manager shall manage all aspects of the drug rebate program, including all federal rebates government and supplemental rebates. The Rebate Manager shall also manage all rebates to be collected on encounters.	The Rebate Manager shall be in place at the Contract effective date.		
2127	6.0 - Contract Personnel	7.4 - Deliverable Requirements		1	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 that 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.		
2128	6.0 - Contract Personnel			1	Provide sufficient staff to perform Work for System development, operations and maintenance, claims/ encounters processing, and Call Center and Help Desk services, as defined in this RFP.	Increase staffing levels if requirements or standards are not being met at no additional cost to the Department.		
2129	6.0 - Contract Personnel			1	Provide sufficient staffing resources to support architecture and design activities to ensure that the PBMS and supporting technical and business activities relying on the PBMS are not interrupted.	Increase staffing levels if requirements or standards are not being met at no additional cost to the Department.		
2130	6.0 - Contract Personnel			1	Provide the personnel and resources necessary for the automated and/ or manual sampling of claims/ encounters and reference file data, including, but not limited to, the retrieval of historical data for auditing, quality control, and research.	Increase staffing levels if requirements or standards are not being met at no additional cost to the Department.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2131	6.0 - Contract Personnel			1	Support the Department in all testing activities by providing support staff, technical expertise and the tools required to 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.		
2132	6.0 - Contract Personnel			2	Provide the Department the ability to conduct an exit interview with PBMS Staff who resign or the Department shall receive an exit questionnaire completed by the resigning employee.			
2133	6.0 - Contract Personnel			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.	In the event that the Contractor hires a new subcontractor within the annual time frame, the Contractor shall notify the Department within thirty (30) Business Days of the hiring process of the new Subcontractor.		
2134	6.0 - Contract Personnel			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.			
2135	7.2 - Project Management and Reporting			1	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.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2136	7.2 - Project Management and Reporting			1	The Contractor shall develop, support, report (using dashboards), and provide 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 PBMS 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.		
2137	7.2 - Project Management and Reporting			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.		
2138	7.2 - Project Management and Reporting			1	The Communication Plan shall include a monthly Contract Management report that includes the following: • Progress toward achieving goals stated in the business plan. • Activities, by each function or unit of the Contractor organization (e.g., claims/ encounters, Provider Enrollment and Relations). • Achievement of performance standards for the previous month and identification of 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 reporting schedule. • Establish the Dispute Process trigger mechanism (to submit an item for resolution via the dispute process via letter, email and phone). • Other activities necessary for the Department to monitor Contractor activities.	Monthly reports shall be provided to the Department within seven (7) Business Days following the close of the month.		
2139	7.2 - Project Management and Reporting			1	Participate in weekly 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 the meeting space and conference line/ virtual meeting place for the Department and the Contractor.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2140	7.2 - Project Management and Reporting			1	Ensure that the Contractor's staff attending applicable meetings between the Department and the Contractor have the authority to represent and commit the Contractor regarding work planning, problem resolution, and program development.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
2141	7.2 - Project Management and Reporting			1	Provide all necessary software to support Transmittals and the process the Contractor and Department will use to submit, review, and approve Transmittals.	Provide all necessary software to support all electronic communications involved in day-to-day activities associated with the Contract.		
2142	7.2 - Project Management and Reporting			1	Enable all assigned Contractor personnel to easily 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: • Microsoft Word. • Microsoft Excel. • Microsoft Project. • Microsoft Access. • Microsoft PowerPoint.	Upgrade within thirty (30) Business Days of the Department's notification of upgrade. Note: The Department expects to upgrade Microsoft Version to 2010 in early 2013.		
2143	7.2 - Project Management and Reporting			2	Stay abreast of pharmacy related federal and State initiatives and work in partnership with the Department to identify possible solutions and resolutions to meet the changing requirements. The Contractor shall participate in NMEH and NCPDP groups and national list serves.			
2144	7.2 - Project Management and Reporting			1	Notify the Department immediately of any potential PBMS problems and the potential impact of those problems, including unscheduled downtime.	Report any problems within 30 minutes of Contractor identifying problem, will notify appropriate Department staff by phone and email, as outlined in Communication Management Plan.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2145	7.2 - Project Management and Reporting			1	Provide reconciliation reporting on all claims/ encounters processes.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan. This includes reconciliation of data that is trasferred from PBMS to MMIS.		
2146	7.2 - Project Management and Reporting			1	Perform the research to identify impacts and root causes of PBMS problems, and communicate to the Department a plan to resolve problems. Implement the plan to resolve problems and report the results to the Department.			
2147	7.2 - Project Management and Reporting			1	The Contractor's project management software shall be compatible with the Department's project management software.	Note: The Department current project management software is Clarity.		
2148	7.2 - Project Management and Reporting			1	Capture and collect notification of undeliverable communication (e.g., return receipt notice from email, or undeliverable notice from mail) and update address information as appropriate.			
2149	7.2 - Project Management and Reporting			1	Contractor shall provide weekly reports that include metrics on interactions used for communications by the Contractor with clients and providers.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2150	7.2 - Project Management and Reporting			1	Provide an efficient and effective PBMS reporting process. This includes, but is not limited to: • Incorporate Department comments and revisions. • If a Deliverable is rejected, Contractor shall work with the Department to determine review schedule. • If a Deliverable is rejected, the Department will determine the changes the Contractor shall perform before it will be reviewed again. • Support report balancing and verification procedures. • Maintain comprehensive list of standard reports and their intended use. • Maintain online access to at least four (4) years of selected management reports.	Respond to Department requests for general information about the reports within four (4) business hours. Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
2151	7.2 - Project Management and Reporting			1	Assist in developing processing forms and instructions to be used internally with Department staff.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
2152	7.3 - Contractor Responsibilities			1	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 shall 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 through the Change Management Plan.		
2153	7.3 - Contractor Responsibilities			1	Develop and maintain a process to provide assistance (technical and business process related) as needed to assist users in researching problems, reviewing production outputs and understanding report formats.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2154	7.3 - Contractor Responsibilities			1	Coordinate with other contractors that provide batch control, balancing and scheduling of data load cycles (e.g., eligibility files, financial payment processing).			
2155	7.3 - Contractor Responsibilities			1	Identify and track all errors and discrepancies found in the PBMS, 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.		
2156	7.3 - Contractor Responsibilities			1	Support the Department and its contractor(s) in Independent Verification and Validation (IV&V) activities associated with the Contract.			
2157	7.3 - Contractor Responsibilities			1	Purchase and maintain infrastructure hardware and software updates including upgrades and technology refreshes to maintain functionality of all interfaces.			
2158	7.3 - Contractor Responsibilities			1	Manage and maintain software upgrades and site licenses so they are compatible with standard Department software. Provide training on software upgrades authorized System users, as necessary.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Change Management Plan.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2159	7.3 - Contractor Responsibilities			1	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Change Management Plan.			
2160	7.3 - Contractor Responsibilities			1	Perform SSAE-16 audits annually (by an independent auditor) at the PBMS facility and data center sites. Responses to findings, action plans, and remediation plans shall be submitted to and approved by the Department. 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. | | |
2161	7.3 - Contractor Responsibilities			1	Provide reasonable access to and the ability to inspect, all facilities (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.			
2162	7.3 - Contractor Responsibilities			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.			
2163	7.3 - Contractor Responsibilities			1	Contractor shall work cooperatively with all Department staff, State staff, and other 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.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2164	7.3 - Contractor Responsibilities			3	Ensure that all PBMS data, related to claims, encounters, and authorized processing, is delivered to the MMIS in order to support reporting and analysis by the BIDM.			
2165	7.3 - Contractor Responsibilities			1	On an annual basis, 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 (e.g., 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: • 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. • Plan for coordinating with and interfacing with the MMIS and BIDM contractors to meet operational responsibilities. • Plan for coordinating with and interfacing with the MMIS and BIDM contractors to meet operational responsibilities.	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. 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. 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. 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.		
2166	7.3 - Contractor Responsibilities			1	Ensure that all Systems data from the PBMS are delivered to the MMIS in order to support reporting and analysis.	Department expects daily updates except as otherwise recommended by the Contractor.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2167	7.3 - Contractor Responsibilities			Optional	Provide requirements management software for the addition, deletion, and refinement of established and emerging requirements.			
2168	7.3 - Contractor Responsibilities			Optional	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.			
2169	7.3 - Contractor Responsibilities			1	Maximize use of industry standards for PBMS design and exchange of data.			
2170	7.3 - Contractor Responsibilities			1	Provide audit support to the Department, including selection of samples, production of hard-copy documents, and gathering of other required data. The Contractor shall assist Department staff in responding to all federal and State auditing agencies. This level of support shall also be provided to all other State and federal audit agencies or their designees.			
2171	7.4 - Deliverable Requirements			1	Report on System project progress and status in writing no less than weekly. The use of real-time dashboard presentations is preferred to allow key metrics to be available in near real time. Weekly reports shall include the status of schedule, performance (quality/ scope/ technical/ operations), risks/ issues/ opportunities, staffing, and other pertinent metrics. The Contractor shall be responsible for preparing and distributing meeting minutes for the Department review, and maintaining final approved agenda/ minutes.	Agenda and status report shall be delivered 24 hours prior to the meeting. Minutes shall be distributed no later than COB on the third business day following the meeting.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2172	7.4 - Deliverable Requirements			1	The Contractor shall develop, in accordance with the Project Management Institute's standards contained in the Project Management Book of Knowledge (PMBOK), a Change Management Plan that addresses and defines processes for managing changes to the project such as: • 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 PBMS maintenance and upgrading PBMS software. • Changes in training needs.	This Deliverable shall be completed and provided to the Department during the Initiation and Planning Phase. Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Project Management Plan.		
2173	7.4 - Deliverable Requirements			1	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.			
2174	7.4 - Deliverable Requirements	7.2 - Project Management and Reporting		1	Meet with the Department weekly 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.		
2175	7.4 - Deliverable Requirements	7.2 - Project Management and Reporting		1	As defined in the Change Management Plan, 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 System documentation.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Change Management Plan.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2176	7.4 - Deliverable Requirements			1	Deliverables shall meet the Department-approved standards, format and content requirements, and the Department will specify the number of copies and type 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.		
2177	7.5 - Training			1	Provide training and support for providers on HIPAA and HIPAA compliance for all transactions involving the PBMS.			
2178	7.5 - Training			1	Propose, develop, produce, publish and deliver HIPAA compliant training materials specific to the System for the Department and its designees.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan.		
2179	7.5 - Training			1	Coordinate the roll out, delivery, publication and distribution of all PBMS training programs and PBMS training materials across all functional areas.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan.		
2180	7.5 - Training			1	As defined in Training Plan, provide support, including, but not limited to, on-site training or video conferencing if required, to instruct providers in using the billing application or to facilitate the resolution of billing problems.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2181	7.5 - Training			1	Develop and deliver a comprehensive training program to support the roll out of the System.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan. Training shall be provided to both Department staff and Contractor.		
2182	7.5 - Training			1	As part of organizational readiness preparation, schedule and conduct interviews and sessions with the Department's subject matter experts (SMEs) and stakeholders, as required, to clarify the training and readiness expectations and requirements.			
2183	7.5 - Training			1	As part of testing and in conjunction with organizational readiness conduct structured acceptance testing training for the Department and its designees 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.		
2184	7.5 - Training	8.9 - Pharmacy Reference Data Management		3	Maintain ongoing training programs for Contractor staff and Department staff in the use of the reference functions.	Training occurs annually, at a minimum.		
2185	7.5 - Training			Optional	Provide a dedicated training classroom to support hands on, face-to-face training that includes at least ten (10) workstations. This should also include the ability for remote training participation and presentations (e.g., WebEx).			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2186	7.5 - Training			3	Provide the ability for video conferencing (or other remote method) training participation and presentations.			
2187	7.5 - Training			2	As defined in the Training Plan, train Department and Contractor staff as well as other authorized PBMS users on the PBMS billing procedures and current Colorado medical assistance pharmacy programs policy in inquiry response processes. Provide training evaluation reports by participant or summaries of evaluations to the Department.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan.		
2188	7.5 - Training			Optional	Propose, produce, deliver, and support initial and ongoing training materials and computer-based and web-based training and tutorials addressing all areas of Contractor-provided PBMS functionality and use.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan.		
2189	7.5 - Training			2	Provide training on any new PBMS initiatives that occur through the term of the Contract.	Training shall include Department staff and Contractor staff.		
2190	7.5 - Training			Optional	Provide access to the learning management product used by the Contractor to allow the Department to revise learning/ training content, as necessary.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2191	7.5 - Training			1	Track and provide confirmation of attendance at all training sessions and what versions of training materials were presented at the training.			
2192	7.6 - Security and Confidentiality Requirements			1	Comply with federal and State security criteria as outlined by the Colorado Office of Information Security, Office of Civil Rights, etc. in the standard system security plan template. *Criteria is provided in the Procurement Library			
2193	7.6 - Security and Confidentiality Requirements			1	Provide detailed security control implementation and status information (where applicable) for the following Control Categories: • 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, PBMS and Information Integrity, Media Protection, Incident Response, and Security Awareness and Training. • Technical Controls: Identification and Authentication, Access Controls, Audit and Accountability, and PBMS and Communications Protection.			
2194	7.6 - Security and Confidentiality Requirements			1	Demonstrate that the PBMS 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.	Architectural, technical, security and privacy requirements shall be defined as all requirements of the State Cybersecurity Policies and the MECT requirements.		
2195	7.6 - Security and Confidentiality Requirements			1	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.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2196	7.6 - Security and Confidentiality Requirements			1	Obtain written approval from the Department prior to disclosing any privileged information (e.g., attorney/ client information).			
2197	7.6 - Security and Confidentiality Requirements			1	Provide the ability for any user, as defined by the Department, to have secure, role-based, single sign-on user access to any current and historical data, PBMS components, or Web-based material.			
2198	7.6 - Security and Confidentiality Requirements			1	Provide client and provider information protection per Colorado's Address Confidentiality Program (ACP) as specified through the Communication Management Plan.			
2199	7.6 - Security and Confidentiality Requirements			1	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.			
2200	7.6 - Security and Confidentiality Requirements			1	Apply all security patches for any Windows Operating System and any other software for the PBMS.	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.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2201	7.6 - Security and Confidentiality Requirements			1	Provide a user administration module that allows authorized System users, including authorized providers and System administrators, to assign access to System functions in a secure manner in accordance with privacy and security requirements.			
2202	7.6 - Security and Confidentiality Requirements			Optional	Provide an easy-to-use module for authorized PBMS users to edit, create, and implement role-based and group-based security at the individual data field level for all authorized users based upon individual characteristics or group memberships.			
2203	7.6 - Security and Confidentiality Requirements			2	Provide privacy/ litigation controls that indicate who/ what have access to provider data contained within the provider/ client record.			
2204	7.6 - Security and Confidentiality Requirements			3	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 view.	Includes suppressing the results returned from searches as well as information viewable in the user's own display environment.		
2205	7.6 - Security and Confidentiality Requirements			2	Provide the ability for security personnel to view, in real time, the exact same screens and information being viewed by an authorized PBMS user.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2206	7.7 - Audit Requirements			2	Provide the ability to review all changes made to fields in the PBMS and maintain an audit trail for all actions performed.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Change Management Plan.		
2207	N/A			N/A	This Requirement Intentionally Deleted		N/A	
2208	7.7 - Audit Requirements			1	Maintain audit trail of all actions performed on a client record. This includes: • Eligibility, ineligibility and retro eligibility, and associated spans. • Enrollment/ Disenrollment spans and benefit package enrollment, limitations and changes. • Communication and notification activities. • Sources of eligibility. • Provide cross-reference of prior client ID's.			
2209	7.7 - Audit Requirements			1	Maintain an audit trail for each claim record (e.g., each stage of processing, the date of each stage of claim processing, and any error codes posted).			
2210	7.7 - Audit Requirements			2	Provide the ability to quickly and easily track the life cycle of claims/ encounters from original submission date through all adjustments, including partial and PBMS-generated adjustments.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2211	7.7 - Audit Requirements			Optional	Maintain claim resolution (e.g., overrides or manual intervention) information by the individual user.			
2212	7.7 - Audit Requirements			1	Maintain an audit trail of all actions performed and any data modifications initiated from the interface feed.			
2213	7.7 - Audit Requirements			3	Ensure that all audit trails are easy-to-use (e.g., through the use 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).			
2214	7.7 - Audit Requirements			Optional	Track all users accessing the PBMS and maintain records of the information the user viewed.			
2215	7.7 - Audit Requirements			3	Support the logging, tracking, and auditing of web access for any client-data or provider-data queries.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2216	7.7 - Audit Requirements			3	Maintain screens which allow users the ability to view and print the entire audit trail in the PBMS.			
2217	7.8 - Compliance with federal Standards			1	The PBMS 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.			
2218	7.8 - Compliance with federal Standards			1	Maintain and make available source data and methodological documentation from all federal reports for the purposes of validating and verifying data and report information. Ensure data is transferred correctly to the PBMS.			
2219	7.8 - Compliance with federal Standards			1	Provide client and provider communications that meet the health literacy levels established by the federal (National Institute for Health) and State guidelines.			
2220	7.8 - Compliance with federal Standards			1	Provide published content that meets 6th grade reading literacy levels on client facing materials.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2221	7.9 - Disaster Recovery and Business Continuity			1	Provide results of Business Continuity and Disaster Recovery Plan testing. Allow Department Staff or their designee to participate in testing, if requested by the staff.	Annually		
2222	7.10 - Data Retention			1	Maintain current and historical client claims/ encounters pricing and utilization data, and transfer to MMIS.	In accordance with the PBMS Operations and Maintenance Plan.		
2223	7.10 - Data Retention			1	Maintain all current and historical provider (electronic and paper) and client (electronic) records.	In accordance with the PBMS Operations and Maintenance Plan.		
2224	7.10 - Data Retention			1	Keep records, as specified by the Department, involving matters in litigation, for the period of time agreed upon.	In accordance with the PBMS Operations and Maintenance Plan.		
2225	7.10 - Data Retention			1	Maintain a current and updated cross-walk between NDC and HCPCS/ CPT, and maintain historical cross-walk data for claims/ encounters processing and drug rebate.	In accordance with the PBMS Operations and Maintenance Plan. Updates quarterly at a minimum.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2226	7.10 - Data Retention			1	Retain all original paper submitted by providers under the Contract until quality, human readable electronic media is produced of that material.	In accordance with the PBMS Operations and Maintenance Plan.		
2227	7.10 - Data Retention			1	Contractor shall ensure that data maintained by the PBMS are properly and routinely purged, archived, and protected from destruction, as appropriate, as identified in the Operations Procedures Plan.	In accordance with the PBMS Operations and Maintenance Plan.		
2228	7.10 - Data Retention			1	The Contractor shall retain and archive electronic media specified by the Operations Procedures Plan.	In accordance with the PBMS Operations and Maintenance Plan.		
2229	7.10 - Data Retention			1	Data retention for Protected Health Information shall comply with HIPAA Privacy Standards, and data generated and/ or maintained by the PBMS shall be retained and be accessible according to federal and State Requirements.	In accordance with the PBMS Operations Maintenance Plan.		
2230	7.10 - Data Retention			2	Provide ability to archive and index the archived data with the ability to access a directory view of the archive's contents.	When data is requested from the archive, the request shall be addressed within five (5) business days, and the request will be fulfilled within thirty (30) business days.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2231	7.10 - Data Retention			3	Provide a data storage archive and management approach that allows a "never delete a record" approach for ease and timeliness in accessing historical records, if so chosen by the Department.			
2232	7.10 - Data Retention			1	When converting claim history from incumbent contractor, provide a solution that ensures all existing TCNs are maintained on the original claim.			
2233	7.11 - Technical Requirements			1	Provide scalable IT infrastructure with role based capability to establish user credentials and permissions.			
2234	7.11 - Technical Requirements			1	Procure and maintain infrastructure hardware and software including upgrades and technology refreshes to maintain functionality of all interfaces.			
2235	7.11 - Technical Requirements			2	Provide the ability for an authorized System user to have single sign-on access, interface, and/ or linkage to various resources and other sites/ portals as requested by the Department.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2236	7.11 - Technical Requirements			2	Provide an online, viewable, indexed, and content-searchable archive with version control for all PBMS 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 PBMS user.		
2237	7.11 - Technical Requirements	7.23 - Other Technical Requirements		3	Provide the ability to support different/ multiple aspect ratios and screen resolutions for PBMS displayed data, with the ability to maximize, minimize, and show multiple screen displays.			
2238	7.11 - Technical Requirements	7.23 - Other Technical Requirements		2	Provide takeover information archives in a manner that facilitates fast and accurate information retrieval including a viewable, indexed, and content-searchable format.			
2239	7.11 - Technical Requirements	7.23 - Other Technical Requirements		2	Provide the ability to automate the meta-tagging of documents based upon their contents, and to allow user defined meta-tags.			
2240	7.11 - Technical Requirements	7.23 - Other Technical Requirements		3	Provide the ability to create and maintain multiple group-based Customized display environments of System information so that a group sees only the information the group wants or is allowed to see, in the order that the group desires to see it.	Groups may be business units, or may be defined by job category, employee status (e.g., permanent, temporary, new hire pre-HIPAA training), or other Department defined criteria.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2241	7.11 - Technical Requirements	7.23 - Other Technical Requirements		2	Provide the ability to generate and track internal messaging notes between System administrators regarding an authorized System user's profile. Include maintenance features for each message, such as update and delete, as well as a date/ time stamp and the authorizing user name for each message.			
2242	7.11 - Technical Requirements			1	Provide the ability to troubleshoot and debug data processing errors (e.g., if a user-input change was not accepted by the PBMS, or if a value was changed within the PBMS without authorization).			
2243	7.11 - Technical Requirements			2	Support the functionality to trigger electronic correspondence to client, provider, submitter, and Contractor by email distribution, fax, posting, automated letter generation (using standard letters or forms, letter templates, and free-form letters), as well as interface with an automated correspondence generation functionality.	PHI and PII shall not be distributed inappropriately.		
2244	7.12 - System Interfaces			1	Provide the ability to electronically scan all paper claims/ encounter claims data and interface with the MMIS EDMS process.			
2245	7.12 - System Interfaces			1	Support the exchange of data between the System and the systems it interfaces with to facilitate business functions that meet the requirements of Department policy, and federal and State rules and regulations.	A current interface inventory listing is contained in the Procurement Library.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2246	7.12 - System Interfaces			1	Collaborate with the Department and other contractors to provide technical assistance to establish and support interfaces with the PBMS.			
2247	7.12 - System Interfaces			1	Provide and maintain data layout documentation, data dictionary, data mapping crosswalk, inbound/ outbound capability, and frequency for all interfaces. Data dictionary shall be developed using industry best practices identified and cited by the Contractor and approved by the Department. At a minimum, the data dictionary shall contain for each field: • 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, MMIS).			
2248	7.12 - System Interfaces			1	Provide the ability to send adjudication results for claims and encounters to the MMIS contractor.	At minimum a daily interface is required.		
2249	7.12 - System Interfaces			1	Provide the ability to receive client eligibility data and managed care enrollment data from the MMIS contractor.	As close to real-time as possible.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2250	7.12 - System Interfaces			3	Provide the ability to validate, edit and accept other eligibility files outside of CBMS/ MMIS, as identified by the Department.			
2251	7.12 - System Interfaces			2	For each Program Integrity and Department's contractor recovery, offset or adjustment, process adjustments for recovery in accordance with the NCPDP standards and send adjusted claims data to the MMIS.			
2252	7.12 - System Interfaces			1	Capture, store, and transmit to MMIS on all data elements submitted on drug related claims/ encounters from PBMS.			
2253	7.12 - System Interfaces			1	Provide the ability to interface in real time with MMIS medical health claims for determination and authorization of pharmacy claims according to medical criteria (i.e. HCPCS, ICD-10, CPT, clinical guidelines).			
2254	7.12 - System Interfaces			3	Provide the ability to accept data from the BIDM and use the data to set post-processing edit(s) or flag rejected claims and indicate the reason for which the claim was rejected and pass this information on to the MMIS	BIDM will provide the ability to conduct pre-payment PI reviews. The pre-payment analytics identify fraud, waste, abuse, upcoding, unnecessary services and other irregular billing or service practices. The Contractor shall receive data from the BIDM that can be used to identify claims for which payment should be rejected and the reason for the rejection.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2255	7.12 - System Interfaces			1	Provide the data to the BIDM to develop, produce, and maintain all reporting functions, files and data elements to meet current and future federal and State reporting requirements, rules and regulations. Modifications to federal and State reporting requirements made after PBMS implementation shall be applied using the approved Change Management Process.			
2256	7.12 - System Interfaces			1	Capture and provide to the BIDM all data that will be required to produce financial and utilization reports to facilitate cost reporting and financial monitoring of benefits and services.			
2257	7.12 - System Interfaces	8.9 - Pharmacy Reference Data Management		1	Transmit all reference files to the BIDM.			
2258	7.12 - System Interfaces			2	Provide content, including ad hoc and standardized reports, approved by the Department to the MMIS contractor for inclusion on the MMIS web portal.			
2259	7.12 - System Interfaces			1	Maintain TPL carrier and resource files and update member and carrier information as received in the PBMS. Maintain historical TPL eligibility and coverage in the PBMS.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2260	7.12 - System Interfaces			1	Provide files to the Department's contractors for data exchanges with insurance carriers and governmental agencies for use in recoveries and utilization review.			
2261	7.12 - System Interfaces			1	Maintain and update Medicare participation information when received from external sources.			
2262	7.12 - System Interfaces			1	Receive a Provider Interface feed from the MMIS daily.			
2263	7.13 - Rules Engine			1	Provide a Configurable rules based engine that allows for a successful PDL development process based on the Department-defined preferred products.			
2264	7.13 - Rules Engine	8.6 - Prospective Drug Utilization Review		1	Provide the ability for authorized PBMS users to identify and limit services within a Pharmacy Health Plan and by a specific client, based on utilization criteria established by the Department.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2265	7.13 - Rules Engine			2	Provide the ability to reject pharmacy claims for specific services, clients, pharmacies, or prescribers (e.g., Mental health services).			
2266	7.13 - Rules Engine			1	Provide a web-based rules-based engine with the flexibility and capacity to support diverse and complex health care programs, including the ability to Configure alerts, notification triggers and pre-adjudication business rules.			
2267	7.13 - Rules Engine	8.2 - Point of Sale		1	Provide a web-based rules-based engine with the flexibility and capacity to support edits regarding high dose, standard billing units, and statistical outliers for drugs, including the ability to Configure claims/ encounter edits and pre-adjudication business rules.	National standards such as the NCPDP billing unit description table shall be used to develop this rules engine.		
2268	7.13 - Rules Engine			1	Provide the ability for authorized PBMS users to create PBMS rules for business functions, including but not limited to: Pharmacy Benefit Plan design, rate payments, exclusionary rates, Pharmacy Benefit Plan administration, claims/ encounters processing, prior authorization, and reference data update functions.			
2269	7.13 - Rules Engine			1	Provide Department review and approval on the rules Configuration and rules engine design.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2270	7.13 - Rules Engine			1	Provide the ability to Configure rules to be date specific, including date added, date modified, start date, end date, and effective date.			
2271	7.13 - Rules Engine			1	Produce and maintain documentation regarding all business rules, including any exception handling rules.			
2272	7.13 - Rules Engine			2	Provide ongoing training and training documentation on any exception handling rules created or updated to satisfy the Department needs.	At minimum, training shall occur annually. Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan.		
2273	7.13 - Rules Engine			1	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.			
2274	7.13 - Rules Engine			3	Provide a user interface to the Rules Engine enabling authorized PBMS users to easily connect and apply rules, as well as to view active and inactive rules.	User interface shall be for all environments.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2275	7.13 - Rules Engine			3	Provide ability for the Department to create program specific alerts (e.g., to providers, clients, Department staff) through easily defined parameters.			
2276	7.13 - Rules Engine			3	Provide and maintain online documentation linking every business rule in the Rules Engine to the particular part of the PBMS design documents that called for the rule functionality.			
2277	7.13 - Rules Engine			1	Provide the ability to schedule implementation of rules into the PBMS.			
2278	7.13 - Rules Engine			3	Provide the ability to clone rules, modify them and then implement them as new separate rules.			
2279	7.13 - Rules Engine			1	Provide the ability to Configure rules exception to be date specific, including date added, date modified, start date, end date, and effective date.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2280	7.13 - Rules Engine			1	Provide the ability to respond to changes in the business by using business rules management, business process management, and business activity monitoring tools where practical.			
2281	7.13 - Rules Engine			1	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.			
2282	7.13 - Rules Engine			1	Provide a workflow and rules approval process for the rules engine.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
2283	7.13 - Rules Engine	8.4 - State Reimbursement Methodologies		1	Provide the ability to set different reimbursement methodologies for pharmacies for claims/ encounters using such information as dispensing fees, provider type, and urban/ rural locations.			
2284	7.13 - Rules Engine			1	Provide the ability to deny or approve claims/ encounters with certain diagnosis codes.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2285	7.13 - Rules Engine			2	Provide the ability to have the authorized PBMS user to define the encounter validation (edits) criteria for each managed care program and perform the data edits.			
2286	7.13 - Rules Engine	8.5 - Pharmacy Prior Authorization		1	Deny claims for clients who have become ineligible for Colorado Medical Assistance program or who are not eligible for a specific services.			
2287	7.13 - Rules Engine			1	Provide the capability to validate the client diagnosis code(s) submitted supports the service being billed.			
2288	7.13 - Rules Engine			1	Prior to payment, verify that the services on one or more claims do not exceed Department defined limits associated with the services or procedures established in a Pharmacy Benefit Plan.			
2289	7.13 - Rules Engine			1	Edit all benefits and services, and benefits utilization services claims/ encounters for Third Party Liability (TPL) coverage prior to payment to ensure Medicaid is the payer of last resort.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2290	7.13 - Rules Engine			1	Provide the ability to edit claims/ encounters based on TPL to be treated as cost avoid or pay and chase based on the Pharmacy Benefit Plan.			
2291	7.13 - Rules Engine			1	Provide the ability to perform clinical claims/ encounters edits using nationally accepted medical review criteria, including but not limited to: • American Medical Association Current Procedural Terminology (CPT) guidelines (including CPT modifiers). • Health Care Common Procedure Coding System (HCPCS/ CPT) (including HCPCS/ CPT modifiers). • Diagnosis Codes -NUBC. • CMS claims/ encounters editing guidelines.			
2292	7.13 - Rules Engine			1	Provide the ability for authorized System users to define the services, limitations, and other aspects of a Pharmacy Benefit Plan.			
2293	7.13 - Rules Engine	8.4 - State Reimbursement Methodologies		1	Provide the ability to price or set reimbursement rates by provider type or other provider characteristic.			
2294	7.13 - Rules Engine			1	Provide the ability to establish multiple rates and types of payment for managed care entities and maintain a history of multiple rates for multiple Pharmacy Benefits Plans associated with one Managed Care Organization.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2295	7.13 - Rules Engine	8.9 - Pharmacy Reference Data Management		1	Provide systematic ability to perform mass updates to reference files as defined by the Department, for such periodic updates.			
2296	7.13 - Rules Engine	8.9 - Pharmacy Reference Data Management		1	Provide ability for authorized PBMS users to manually update reference files as defined by the Department.			
2297	7.13 - Rules Engine			2	Within a Pharmacy Benefit Plan, provide the ability to group individual, ranges of codes, and combinations of code sets to define episodes of care or service combinations, including but not limited to the following types of codes: • NDC • Therapeutic Class • Other groupings such as GCN/GSN			
2298	7.13 - Rules Engine			1	Provide the ability for authorized System users to add, update, or delete Pharmacy Benefit Plan elements, including but not limited to: TPL information, pricing, PA's.			
2299	7.13 - Rules Engine			1	Provide the ability to define claims/ encounters pricing methodology according to Department policy, CMS, national coding standards, and HIPAA/ NCPDP standards.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2300	7.13 - Rules Engine			1	Provide the ability for authorized PBMS users to set and override Pharmacy Benefit Limits. (e.g., OTC, quantity limits)			
2301	7.14 - Workflow Management			2	Provide a workflow engine that supports workflow access, assignments, and execution for all essential components of the business processes.			
2302	7.14 - Workflow Management			3	Provide Department access to workflow monitoring that includes indicators and statistics by sub process, organization, or individual staff.			
2303	7.14 - Workflow Management			2	Support workflow management for multiple simultaneous processes.			
2304	7.14 - Workflow Management			2	Provide the ability to create workflows that route and assign cases to the appropriate staff.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2305	7.14 - Workflow Management			2	Support supervisory functions for workflow management (e.g., prioritization, delegation, re-routing).			
2306	7.14 - Workflow Management			1	Provide the ability to assign caseload "weights" to cases, Program Integrity requests, or PAR requests based upon difficulty or other criteria (e.g., Complexity, Priority).			
2307	7.14 - Workflow Management			2	Provide the ability to assign authorized PBMS users and manage capacity levels to **personnel** at the agency or program level, PAR reviewers, or Program Integrity reviewers.			
2308	7.14 - Workflow Management			2	Provide an automatic real time update process as tasks are completed.			
2309	7.14 - Workflow Management			2	Create work items in workflow as a result of automated alerts when defined changes occur.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2310	7.14 - Workflow Management			2	Establish Training Workflow for authorized PBMS users.			
2311	7.14 - Workflow Management			3	Integrate PBMS workflow management processes with Department utilized office productivity applications to support process execution. Integration with these applications shall be done by leveraging the productivity application's database, or through the use of output files generated by the productivity application.	Office productivity applications are Microsoft Office products, Clarity, and SharePoint.		
2312	7.14 - Workflow Management			3	Provide authorized PBMS users the ability to monitor, intervene in and resolve rules based actions or unexpected failures, for example: • Ability for the PBMS to display and to generate "pull lists" or "to-do" lists. • Ability to transfer pull lists and to-do tasks to other authorized PBMS users. • Ability for a business user to create PBMS 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 PBMS users. • Ability to report on reviewer assignments and workloads.			
2313	7.14 - Workflow Management			3	Allow authorized PBMS users to submit requests to update PBMS profiles which initiates a workflow for the Department to approve, as necessary.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2314	7.14 - Workflow Management			3	Automatically and securely route grievances and appeal requests to the authorized PBMS users or user groups for multiple levels of review, per business rules.			
2315	7.14 - Workflow Management			2	Provide an on-line, real-time communications tracking tool with role-based access to monitor and document System updates, day-to-day business, and exchanges between Contractor(s) and the Department.			
2316	7.14 - Workflow Management			2	Provide the ability to collaborate on documentation (e.g., system, project, provider communication materials) via editing capabilities. Include the ability to limit editing of certain documents by type and/ or origination. Track and maintain version history of documents and related attachments that have been edited.			
2317	7.15 - Data Management			1	Data management within the PBMS and the Contractor's operational policies and practices shall: • 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 data interfaces. • Incorporate electronic and digital signatures that comply with HIPAA and State law.			
2318	7.15 - Data Management			1	Contractor shall maintain: • 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.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2319	7.15 - Data Management			1	Ensure secure and reliable data exchange across the Department's Medicaid enterprise and with external systems to maximize data integrity. This includes, but is not limited to: • 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 and MITA business processes.			
2320	7.15 - Data Management			1	Provide ability to accommodate data changes and/ or additions for State, federal, and administrative and clinical data structures/ elements.			
2321	7.15 - Data Management			1	Maintain the integrity of the provider data that is received from the MMIS. Store the data in a way that separates the first and last name for practitioners and provides authorized users with the ability to search by either value along with other criteria including but not limited to: Practitioner Type, Specialty, ID Type, ID, State, and ZIP Code.			
2322	7.15 - Data Management			1	Provide the ability to identify the source of data and the date added to the PBMS.			
2323	7.15 - Data Management			3	Provide access to the PBMS for all authorized PBMS users and business partners.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2324	7.15 - Data Management			2	Provide the ability to view online the data dictionary information for any given System field while viewing the actual data in the System.			
2325	7.15 - Data Management			1	Convert all applicable data from the Department's Legacy System and produce comparative reports for previous periods of operation (3 years).			
2326	7.15 - Data Management			1	Provide the ability to view raw interface files for up to sixty (60) calendar days.			
2327	7.15 - Data Management			Optional	Archive raw interface files after sixty (60) calendar days and maintain for up to six months.			
2328	7.15 - Data Management			2	Without the need for Customization, allow authorized PBMS users to add/ update valid values.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2329	7.15 - Data Management			1	Maintain a snapshot of client eligibility and plan enrollment information that existed at the time of claims/ encounters payment and link to the specific claim/ encounter.			
2330	7.15 - Data Management			1	Provide and maintain documentation for all structured data (e.g., file layouts for pricing tables, provider tables, client data tables).			
2331	7.15 - Data Management			3	Build and maintain a directory of all contact information of clients, providers, vendors, Department employees, and Contractor employees to support local user letter creation through data-merge in standard PC desktop applications, but still maintain Address Confidentiality Program integrity and allow for opt-out.			
2332	7.15 - Data Management			Optional	Provide the ability to accept through an interface and store an electronic picture and other biometric identifiers of each provider and/ or each client. This shall allow • Providers the ability to validate that the client is who they say they are through the Web Portal. • To verify if an excluded individual is attempting to enroll/ re-enroll with a different name/ persona as a provider.			
2333	7.15 - Data Management			Optional	Monitor, report, and compare to client address of record via address information submitted on claims/ encounters to identify when a client may have moved from their address of record, validate whether the new address is still within the service area of the currently assigned Managed Care Organization, and inform the Department, eligibility systems and/ or other Department-defined entities of the possible address change.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2334	7.15 - Data Management			2	Provide the ability to create and maintain role-based authorized PBMS user profiles to allow for the direct data entry into the PBMS.			
2335	7.16 - Application Environments			3	Provide the ability to run multiple sessions, environments, applications, areas, and views simultaneously.			
2336	7.16 - Application Environments			1	Provide all various PBMS environments (e.g., multiple environments, multiple application layers, hub architecture) necessary to perform all required functions such as testing, training, production operations, modeling and disaster recovery.			
2337	7.16 - Application Environments			1	Minimize production PBMS Configuration errors by using clear, concise, and automated business rules. Configurations, data alterations, and other changes from one PBMS environment to another (e.g., acceptance test to production).			
2338	7.17 - System Performance Requirements			1	Provide tools that deliver asynchronous communication, timely alerts and notifications to ensure broad availability of data to authorized System users in a timely manner.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2339	7.17 - System Performance Requirements			1	Ensure that unscheduled PBMS downtime (anytime the user cannot access the PBMS or carry out business functions) due to any failures is limited. The following are indications that the PBMS is operating outside of acceptable performance boundaries: • Delays or interruptions in the operation of PBMS and related services caused by inadequate equipment or processing capacity. • Components not available for use by authorized PBMS users as required except during periods of scheduled maintenance. • Inability to adjudicate to a paid or denied status, all claims received by the Department within five (5) seconds of receipt. • Screen response time in excess of defined response times in this RFP. • Inability of authorized users to create, process or store reports	Report any unscheduled PBMS downtime within thirty (30) minutes of incident. Maintenance occurs on Sundays between 1:00 am - 3:00 am MT unless otherwise approved by the Department.		
2340	7.18 - Enterprise Architecture Requirements			2	Provide an approach to PBMS Configuration that can be easily updated and expanded to support changing Department needs.			
2341	7.18 - Enterprise Architecture Requirements			2	Promote an enterprise view that supports enabling technologies that align with State and nationally recognized Medicaid business processes and technologies.			
2342	7.18 - Enterprise Architecture Requirements			2	Provide an architecture that clearly defines service end points that add functionality without requiring pervasive or broad changes to the PBMS.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2343	7.18 - Enterprise Architecture Requirements			2	Provide a scalable and open architecture, which can interface with other systems upon implementation and in the future as required by the Department.			
2344	7.18 - Enterprise Architecture Requirements			2	Provide a service-based architecture that makes it possible to implement common interoperability and access across the Medicaid enterprise, including other applications, other agencies, federal and State systems, or by other new systems as needed.			
2345	7.18 - Enterprise Architecture Requirements			1	Ensure components will integrate with the overall enterprise to: • Provide convenient, instant access to current and historical information without requiring a separate sign-on beyond the initial authorized PBMS user sign-on. • Employ a security approach that integrates with other PBMS components to provide role-based access with a single log-on. • Integrate with and provide support to other PBMS components as defined by the Department. • Produce status reports and processing statistics. • Ensure that all content and activity is date-stamped.			
2346	7.18 - Enterprise Architecture Requirements			1	Provide the flexibility to create new tables and fields and to report on the data within the tables and fields as needed by transmitting all new tables and fields to the BIDM.			
2347	7.18 - Enterprise Architecture Requirements			1	Data from the PBMS shall be available within the System for six (6) years and archived after six (6) years, or unless otherwise directed by the Department.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2348	7.18 - Enterprise Architecture Requirements			1	Provide a holistic, multi-dimensional data view to the architecture requirements (i.e., a way to view simultaneously client, claim, and provider information), using the most current architecture methodology possible.			
2349	7.18 - Enterprise Architecture Requirements			Optional	Provide the ability for authorized PBMS users, such as Department designees, clients, providers, and Department vendors, to obtain secure, real-time access to the PBMS as defined by the Department, through applications on their smart phones, tablets, and other mobile technologies.			
2350	7.19 - User Interfaces and Navigation			1	Ensure compatibility with the following major web browsers: Internet Explorer, Safari, Google Chrome and Firefox.	Support the current version and two prior versions.		
2351	7.19 - User Interfaces and Navigation			Optional	Create web based pages accessible on mobile platforms.			
2352	7.19 - User Interfaces and Navigation			3	Provide a graphical user interface for authorized PBMS users to define plans, benefits, and pricing.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2353	7.19 - User Interfaces and Navigation			1	Provide an unlimited free-form text note within the PBMS for various functions such as provider enrollment process, prior authorizations, and case management, accessible by authorized PBMS users that includes, for example: • Provides the ability to display the narrative sorted by user and business unit. • Provides the ability to display free form narrative in chronological or reverse chronological sequence. • Provides 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.			
2354	7.19 - User Interfaces and Navigation	8.7 - Drug Rebate System		3	Provide the ability for authorized users and its designees to view, search, and query by Department defined fields as well as pull reports and documentation associated with these fields.			
2355	7.19 - User Interfaces and Navigation	8.7 - Drug Rebate System		1	Provide 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 within the primary search results.			
2356	7.19 - User Interfaces and Navigation	8.7 - Drug Rebate System		1	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.			
2357	7.19 - User Interfaces and Navigation	8.7 Drug Rebate System		Optional	Provide the ability to save and name multiple user-defined search and sort parameters so that users can repeat the same search/ sort queries at a later time.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2358	7.19 - User Interfaces and Navigation	8.7 - Drug Rebate System		3	Design the user interface to allow for the efficient keying of information into the PBMS (e.g., without requiring additional keystrokes or mouse movements, such as slashes, dashes, or double entry and context sensitive auto completion of fields).			
2359	7.19 - User Interfaces and Navigation			Optional	Build an interface to easily allow the Department, through the PC environment such as the desktop Microsoft Word application, to data-drag provider information into merge letters.	Names, addresses, salutations, etc. Convert all-uppercase information to proper format.		
2360	N/A			N/A	This Requirement Intentionally Deleted		N/A	
2361	7.19 - User Interfaces and Navigation			2	Accept digital signatures from providers on PARs.			
2362	7.19 - User Interfaces and Navigation			3	Support Window's based shortcuts, or similar functionality (e.g., ctrl-c for copy, ctrl-v for paste).			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2363	7.20 - Online Help			1	Propose, develop, produce, publish and deliver all applicable PBMS User Guide/ Help updates.	Updates shall be completed within five (5) days of notification by the Department of the change.		
2364	7.20 - Online Help			1	Propose, develop, produce, and maintain frequently asked questions (FAQs) on PBMS screens and functionality.	Updates shall be completed within five (5) Business Days of notification by the Department of the change.		
2365	7.20 - Online Help			2	Provide online help function to users on available shortcuts and other user-interface tips.			
2366	7.20 - Online Help			3	Provide a search capability to find posts and threads by date or relevance.			
2367	7.20 - Online Help			3	Provide additional functionality other than telephone, for authorized PBMS users to contact the Contractor for technical PBMS support and other questions, utilizing, for example, a "Live Chat" feature to connect the user to the Contractor's support staff via instant messaging or email.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2368	7.20 - Online Help			3	Provide a forum for authorized PBMS users to post inquiries, and to respond to other posters and create topical "threads" on problems. Allow Department staff and other designated users to access the forum and to participate and moderate the posts and threads, based upon user roles. Provide a search capability to find posts and threads by date or relevance.			
2369	7.21 - Alerts			1	Provide messages, alerts, and a "System is down" webpage to notify users about System changes and PBMS downtimes.			
2370	7.21 - Alerts			1	Provide an exception or failure notification for batch processing and claims processing, and identify a resolution process.			
2371	7.21 - Alerts			1	Provide the ability to respond to claims with automated NCPDP edits and supplemental customized alerts to providers based on Department-defined criteria.			
2372	7.21 - Alerts			1	Provide and maintain user-controlled and user-Configurable parameters for alerts, messages, emails, PBMS letters, and other PBMS generated notices.	Contractor shall be responsible for all costs except postage related to PBMS letters.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2373	7.21 - Alerts			3	Alert the specified authorized PBMS user and/ or provider when a client is approaching prior authorization benefit/ service maximum.			
2374	7.21 - Alerts			2	Provide the ability for authorized PBMS users to Configure communication delivery mechanism alerts and notifications as defined by the Department, to Department staff, and Department designees.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
2375	7.21 - Alerts			3	Allow 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.			
2376	7.21 - Alerts			Optional	Allow users to subscribe to, and unsubscribe from, publications and content (e.g., threads, hot topics) and to receive notification by SMS, IM, or other media when additions or changes are made to subscribed content.			
2377	7.22 - System Reporting	8.7 - Drug Rebate System	8.8 - ~~Supplemental Drug Rebate~~ **Preferred Drug List**	1	Provide the ability to regularly and accurately produce operational reports using PBMS data.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2378	7.22 - System Reporting	8.7 - Drug Rebate System	8.8 - Supplemental Drug Rebate	1	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.		
2379	7.22 - System Reporting	8.7 - Drug Rebate System	8.8 - Supplemental Drug Rebate	1	Complete transparency of all data fields in reports generated by the PBMS including: providing the Department with SQL, pseudo code, narrative description, or some combination thereof to document completely the algorithms and formulas used in all reported fields and computed variables, analytic protocols and assumptions. Maintain and provide documentation of the logic that is used to derive calculations and reports, along with descriptions of data elements used in calculations and reporting. Have full report documentation available, human readable, and online accessible to Department.			
2380	7.22 - System Reporting			2	Create and maintain a suite of Contractor-defined on-line reports which allow users to choose from multiple pre-built defined parameters (e.g., provider number, procedure code, date of service) singly or in combination, to generate user Customized results that help users monitor the daily operations of the PBMS and PBMS Operations.			
2381	7.22 - System Reporting			2	Provide the ability to generate a summary of historical file transfers.			
2382	7.22 - System Reporting			1	Ensure that all codes and abbreviations used in the PBMS have corresponding and easy-to-view narrative descriptions.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2383	7.22 - System Reporting			3	Ensure that any reporting functionality supports the ability to pull and use the narrative descriptions of codes and abbreviations in addition to the codes and abbreviations themselves.			
2384	7.23 - Other Technical Requirements			2	Provide Optical Character Recognition to convert appropriate paper documentation received through PBMS Operations into indexed, content searchable electronic format (e.g., claims and attachments, correspondence, provider information).			
2385	N/A			N/A	This Requirement Intentionally Deleted			
2386	7.23 - Other Technical Requirements			1	Present authorized System users with the latest revision of a document with the option to view previous versions.			
2387	7.23 - Other Technical Requirements			1	Perform batch control and reporting. The TCN assignment shall be coordinated with the MMIS Contractor for length and non-duplication for claims/ encounters.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2388	7.23 - Other Technical Requirements			Optional	Provide the ability to facilitate access to approved data and notifications through Web browsers and mobile devices in order to support the distributed and mobile nature of providers, clients, Department staff and stakeholders. Design should support changes and additions to new access channels that may become available or popular over the life of the Contract.			
2389	7.23 - Other Technical Requirements			3	Allow flexibility to support Pharmacy Benefit Plan geographical service areas, (e.g., by county, city, zip code, mileage, census tract, longitude and latitude, or various combinations).			
2390	5.5 Operations **7.23 - Other Technical Requirements**			1	Provide the ability to track and maintain changes to postings, newsletters, and bulletins.			
2391	7.23 - Other Technical Requirements			Optional	Provide Department staff the capability to create and maintain Web Based Training survey questions, dependent subsequent questions, and overall structure of the surveys.			
2392	7.23 - Other Technical Requirements			Optional	Provide an easy-to-use training module for authorized System users to edit, create, define, and to release into production group-based Customized training.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2393	7.23 - Other Technical Requirements			Optional	Provide the ability to utilize latest technology to display online-friendly audio-visual presentations.			
2394	7.23 - Other Technical Requirements			Optional	Provide ability to generate and administer surveys to a random sample of a selected population group (e.g., clients and providers).			
2395	7.23 - Other Technical Requirements			1	Update documentation based on Department requirements.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
2396	7.23 - Other Technical Requirements			3	Support easy-to-use data-merge functionality delivering clean contact data and Department prescribed standard texts into standard PC desktop applications.	All CAPS change to Sentence Case, properly punctuate names like McNally, correct salutations (Mr. Ms.), correct zip codes with addresses, etc.		
2397	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide and maintain the capability for online end-to-end processing and testing of a claim (process flow) through the PBMS and MMIS, and return processing and error messages to the submitter.	As close to real time as possible		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2398	8.2 - Point of Sale	8.3 - Encounter Claims	9.3 - Pharmacy Claims/ Encounter Related Services	1	Capture, store and maintain data necessary to: • Correctly adjudicate pharmacy claims/encounters. • Perform online pharmacy claim/encounter correction. • Maintain and perform edits and audits. • Allow online pharmacy claims/encounters adjustments. • Allow online access to pharmacy claims/encounters history. • Correctly price all pharmacy claims/encounters at the detail service line and header level. • Provide and allow online access to pharmacy claims/encounters adjudication and status reporting. • Maintain pharmacy claims/encounters history.	For pharmacy claims submitted electronically by the provider: All Point of Sale Claims shall be adjudicated for payment or denial within a maximum of five (5) seconds of receipt. For claims submitted on paper by the provider: All paper claims shall be direct data entered and adjudicated by the Contractor accurately within seventy two (72) hours upon receipt.		
2399	8.2 - Point of Sale			1	Provide the ability to deny claims from specific pharmacies or prescribing providers.	Request can be prioritized into 24 hour response or five (5) Business Day response, based on Department defined priorities.		
2400	8.2 - Point of Sale	9.3 - Pharmacy Claims/ Encounter Related Services		3	Flag or reprice claims as requested by the Department.			
2401	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide summary reports for all denied and paid and reported claims/ encounters as requested by the Department.			
2402	8.2 - Point of Sale	8.3 - Encounter Claims		1	Report any encounters that would have been adjudicated differently if they had been processed as fee for service claims.	This information shall be delivered to the Department via a daily report.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2403	8.2 - Point of Sale	8.3 - Encounter Claims	8.10 - Program Integrity	Optional	Provide the ability to suppress claims processing based on criteria determined by the Department.	Examples: Suppress all claims, certain kinds of claims, lines of service within a claim, many claims. Suppress claims paid on behalf of certain clients. Suppress payment once a ceiling amount is hit for a new provider.		
2404	8.2 - Point of Sale	8.4 - State Reimbursement Methodologies		1	Provide the ability to identify 340B claim lines, conforming to the NCPDP Standard Transactions Format, wherever possible.			
2405	8.2 - Point of Sale	9.2 - Pharmacy Benefit Management System Support and Operations		1	Provide selected client information back to third parties designated by the Department (e.g., TPL contractor, DUR contractor).			
2406	8.2 - Point of Sale	8.5 - Pharmacy Prior Authorization		1	Provide the ability to exempt designated client from prior authorization requirements, when specified by the Department.			
2407	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide the ability to post edits and deny claims/ encounters billing separately for a drug for the same client using different drug identifiers. (e.g., HCPCS, NDC numbers)			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2408	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide the ability to validate the enrollment status of a prescriber or pharmacy on a claim/ encounter.			
2409	8.2 - Point of Sale	8.3 - Encounter Claims	9.3 - Pharmacy Claims/ Encounter Related Services	1	Provide the ability to prevent providers and prescribers from submitting claims/ encounters or verifications successfully unless the provider is actively enrolled in the PBMS. There is a need for exception criteria to the general rule with regard to report retrieval by entities that are not enrolled as billing providers.			
2410	8.2 - Point of Sale	9.2 - Pharmacy Benefit Management System Support and Operations		1	Provide the ability to prevent providers from submitting claims/ encounters for processing unless the provider is active and enrolled in the MMIS.			
2411	8.2 - Point of Sale	8.3 - Encounter Claims		1	Enable providers to submit, inquire, and adjust claims/ encounters electronically.			
2412	8.2 - Point of Sale	8.3 - Encounter Claims		1	Maintain identifiers for designating providers who are allowed to submit paper claims or are using electronic claims/ encounters submission.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2413	8.2 - Point of Sale	8.3 - Encounter Claims	8.5 - Pharmacy Prior Authorization	1	The PBMS shall maintain provider data supporting claims/ encounters processing and prior authorization.			
2414	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide the ability to accept NPI numbers from prescribers on all claims/ encounters, and provide the ability to capture other ID numbers (e.g., DEA, NABP) where appropriate.			
2415	8.2 - Point of Sale			1	Accept and use all common, approved national standard paper claim forms.			
2416	8.2 - Point of Sale			1	Provide the ability to conduct a mass adjustment of claims.			
2417	8.2 - Point of Sale	8.3 - Encounter Claims	9.3 - Pharmacy Claims/ Encounter Related Services	1	As pharmacy claims are transmitted from the PBMS, maintain in the PBMS the unique identifier assigned by the PBMS.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2418	8.2 - Point of Sale	8.3 - Encounter Claims	9.3 - Pharmacy Claims/ Encounter Related Services	1	Provide the ability for the PBMS to : • adjust claims where payment amounts in MMIS were adjusted • Perform mass adjustments on claims based on user-defined selection criteria and provide adjusted claim information to the MMIS. • Perform mass and individual financial adjustments based on data received from the MMIS. The resulting claims/ encounter information will be moved into the MMIS to be stored.			
2419	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide the ability to accept, translate, and process electronic claims/ encounters transactions, and send any appropriate associated response, containing valid formats as follows (single and batch submission): • NCPDP Transactions			
2420	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide a traceable and consistent unique claims/ encounter identifier. Original claims/ encounters and all subsequent adjustments should be linked and identifiable for a consistent audit trail.			
2421	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide an audit trail that links original claim/ encounter to all adjustments.			
2422	8.2 - Point of Sale	8.3 - Encounter Claims		1	On all claim/ encounter record, retain client enrollment and eligibility information that was current for the dates of service at the time of processing the claim/ encounter.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2423	8.2 - Point of Sale	9.3 - Pharmacy Claims/ Encounter Related Services		1	Provide a process for the storage of paper and electronic attachments associated with each claim. All information in the attachments should be viewable and searchable.			
2424	8.2 - Point of Sale	9.3 - Pharmacy Claims/ Encounter Related Services		1	Provide the ability to view and search all imaged (scanned from paper) and electronic attachments associated with each claim/ encounter in the PBMS.			
2425	8.2 - Point of Sale			1	Provide ability for authorized PBMS users to perform claim/ encounter corrections in the PBMS . Make paid, denied, or rejected claims available for review and analysis and if deemed appropriate, allow for reversal or resubmission for the purpose of applying corrections.			
2426	8.2 - Point of Sale	9.2 - Pharmacy Benefit Management System Support and Operations	9.3 - Pharmacy Claims/ Encounter Related Services	3	Support the MMIS ability for providers to generate reports that shows the full picture of their claim/ encounter activity, including their associated claims status (e.g., paid/denied) by providing claims/encounters information to the MMIS			
2427	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide a NCPDP/ HIPAA-compliant transmission response (e.g., acceptance message, rejection message) to the submitting provider, including managed care entities, on the success/ failure of the submission of claims/ encounters/ files.	As close to real time as possible		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2428	8.2 - Point of Sale	9.3 - Pharmacy Claims/ Encounter Related Services		1	Claims/ encounters shall be identified, adjusted, re-processed, using the information that was current for the date of service at the time of processing the claim /encounter.			
2429	8.2 - Point of Sale	9.3 - Pharmacy Claims/ Encounter Related Services		1	Provide detail and summary reporting on paid, adjusted, or denied claims/ encounters that are identified through claim edits to the Department.			
2430	8.2 - Point of Sale	9.3 - Pharmacy Claims/ Encounter Related Services		1	Adjudicate claims in accordance with Department policies and federal requirements.			
2431	8.2 - Point of Sale	8.3 - Encounter Claims	9.3 - Pharmacy Claims/ Encounter Related Services	1	Provide the ability to identify, edit, and adjudicate claims/ encounters for services carved out of a managed care contract as a fee-for-service claim. (e.g., Services for MC Pharmacy)			
2432	8.2 - Point of Sale	8.3 - Encounter Claims		1	For each Pharmacy Benefit Plan, process claims/ encounters against defined service, policy and payment parameters within the Pharmacy Benefit Plan.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2433	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide the ability to perform adjudication for individual claims/ encounters and batch claims/ encounters once received into the PBMS.			
2434	8.2 - Point of Sale	8.3 - Encounter Claims	9.3 - Pharmacy Claims/ Encounter Related Services	1	Provide the ability to post edits and deny claims/ encounters from the same provider billing more than once for the same drug, client, and/ or the same claim.			
2435	8.2 - Point of Sale	8.3 - Encounter Claims	9.3 - Pharmacy Claims/ Encounter Related Services	2	Provide the ability to post edits and deny claims/ encounters from different providers billing separately for a drug for the same client.			
2436	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide the ability to process, verify, and adjudicate mass adjustments for all paid and denied claims/ encounters and zero pays.			
2437	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide parameter-driven multi-selection criteria for mass adjustment processing.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2438	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide the ability to exclude claims/ encounters from mass adjustments that have zero impact to a payment.			
2439	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide the ability to create a financial transaction for PBMS generated claims/ encounters through the MMIS for payment.			
2440	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide the ability to perform the claim reconsideration process electronically. The claims and attachments are submitted electronically and connected in the PBMS.	The Department's current reconsideration process is burdensome and the Department expects Offerors to propose a solution that works for their system.		
2441	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide the ability to adjust, process, and/ or price Medicaid/ Medicare dual eligible claims/ encounters in accordance with Medicare guidelines. This includes claims/ encounters for clients who are in Medicare Managed Care, including Part C.	This shall apply only to any DME supplies or physician administered drugs that are billed through the PBMS.		
2442	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide the ability to adjudicate claims/ encounters based on national standard adjustment reason codes and remark codes from third parties where Medicaid is not the primary payer.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2443	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide the ability for authorized PBMS users to view the pricing methodology and calculation used to process each claim/ encounter.	Track the rate applied to a claim, the rate source and document them on the claim record.		
2444	8.2 - Point of Sale	8.3 - Encounter Claims		1	Calculate and set Medicaid co-pays by Pharmacy Benefit Plan and by client eligibility.			
2445	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide the ability to price claims/ encounters irrespective of submission media type.			
2446	8.2 - Point of Sale	8.9 - Pharmacy Reference Data Management		1	Manage current and historical reference data so that updates do not overlay, historical information is maintained and made accessible, and ensure that only the most current reference file information is used in business functions, including but not limited to processing claims/ encounters and producing reports.	Possess the capability of being date-specific and allow for multiple date periods to remain accessible for the business functions		
2447	8.2 - Point of Sale	8.3 - Encounter Claims		1	Use co-insurance, co-pay, and deductibles from third parties at the detail level for detail oriented claims/ encounters.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2448	8.2 - Point of Sale	8.3 - Encounter Claims		1	Limit payment for drugs to those described within the Pharmacy Benefit Plan. Deny claims/ encounters exceeding dollar or utilization limits established in the Pharmacy Benefits Plan.			
2449	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide the ability to categorize and separate claims from encounters in the PBMS.			
2450	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide the ability to store and identify claims/ encounters as discrete data sets.			
2451	8.2 - Point of Sale	8.3 - Encounter Claims		2	Allow batch process and online process of encounter corrections, replacements, and voids.			
2452	8.2 - Point of Sale	8.3 - Encounter Claims		3	Provide the capability to capture benefits used in a managed care plan and then apply those services to the benefit limits when a client returns to FFS.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2453	8.2 - Point of Sale	8.3 - Encounter Claims	8.4 - State Reimbursement Methodologies	1	Provide the ability to store, maintain, and use in claims/encounters processing Department defined reimbursement methodologies and sources.			
2454	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide the ability for providers to report client payments on their claims/ encounters (e.g., copay, co-insurance, deductible).			
2455	8.2 - Point of Sale	8.3 - Encounter Claims	9.3 - Pharmacy Claims/ Encounter Related Services	1	Perform quality control procedures to screen and capture electronic images, date-stamp, Julian date, assign unique control numbers and batch hardcopy claim forms and attachments, adjustment/ reconsiderations, and updated documents.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Quality Assurance Control/ Quality Management Plan.		
2456	8.2 - Point of Sale	8.3 - Encounter Claims		1	Utilize quality and validation procedures to ensure accuracy of the information from paper claims/ encounters and attachments entered into the PBMS and validate data entry before it is adjudicated.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Quality Assurance Control/ Quality Management Plan.		
2457	8.2 - Point of Sale	8.3 - Encounter Claims		1	Provide the ability to capture TPL health insurance coverage provided by other contractors and match information to clients.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2458	8.2 - Point of Sale	9.2 - Pharmacy Benefit Management System Support and Operations		Optional	Provide the ability to share TPL information with pharmacies.			
2459	8.2 - Point of Sale	8.3 - Encounter Claims		1	Alert providers when billing a claim for a client that has TPL coverage.			
2460	8.2 - Point of Sale	8.3 - Encounter Claims	9.3 - Pharmacy Claims/ Encounter Related Services	1	Accept and process claims/ encounters adjustments from Medicare enrolled clients.	This only applies to DME supplies and physician administered drugs.		
2461	8.2 - Point of Sale	8.3 - Encounter Claims	9.3 - Pharmacy Claims/ Encounter Related Services	3	Accept and process claims/ encounters adjustments from third parties (e.g., primary insurance companies).			
2462	8.2 - Point of Sale	8.3 - Encounter Claims	8.10 - Program Integrity	1	Provide the ability to apply, track, and document recovered or recoverable monies to the appropriate claims/ encounters.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2463	8.2 - Point of Sale			2	Automate TPL recovery data to minimize paper transactions. PBMS shall support the upload of recovered money and automated association of those funds to claims.			
2464	8.2 - Point of Sale			1	Provide the ability to assign clients to providers within a new Pharmacy Benefit Plan as a part of the COUP program so that clients can only receive benefits from specific pharmacies, prescribers, or combinations of the two.			
2465	8.2 - Point of Sale	8.3 - Encounter Claims		3	Provide the ability to enroll and identify a Managed Care Organization's provider network information separately and to affiliate with the Managed Care Organization.			
2466	8.2 - Point of Sale	9.3 - Pharmacy Claims/ Encounter Related Services		1	Provide the ability to adjudicate claims based on provider type and specialty data from the MMIS. (e.g., only allow mental health medications to be prescribed by a psychiatrist).			
2467	8.2 - Point of Sale	8.5 - Pharmacy Prior Authorization	9.4 - Pharmacy Prior Authorization Services	1	Edit claims/ encounters based on presence of prior authorization.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2468	8.3 - Encounter Claims			1	Allow Department to perform manual enrollment/ disenrollment functions so that business operations are not interrupted by PBMS limitations.			
2469	8.3 - Encounter Claims	8.2 - Point of Sale		1	Support accurate and timely automatic or choice-based enrollment of clients into a Pharmacy Benefit Plan. PBMS generates error report when client is incorrectly enrolled.	Within 48 hours Contractor shall resolve any enrollment issues within their control.		
2470	8.3 - Encounter Claims	8.2 - Point of Sale		1	Accept client enrollment and disenrollment data from the MMIS and assign to the correct Pharmacy Benefit Plan.	Within 48 hours Contractor shall resolve any enrollment issues within their control.		
2471	8.3 - Encounter Claims	8.2 - Point of Sale		1	Enroll clients into specified Pharmacy Benefit Plan according to criteria established by the Department.	Within 48 hours Contractor shall resolve any enrollment issues within their control.		
2472	8.3 - Encounter Claims			1	Allow for Configuration of hybrid, fee-for-service managed care models as a Pharmacy Benefit Plan, such as when certain drugs are carved out of a managed care model.	Within 48 hours Contractor shall resolve any enrollment issues within their control.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2473	8.3 - Encounter Claims			1	Allow authorized PBMS users to manually enroll and disenroll a client into a Pharmacy Benefit Plan.	Within 48 hours Contractor shall resolve any enrollment issues within their control.		
2474	8.3 - Encounter Claims	8.2 - Point of Sale		1	Maintain current and historical records of Pharmacy benefit assignment(s) for clients.			
2475	8.3 - Encounter Claims			2	Contractor performs client copay reset processing. The PBMS shall track the percentage of the client's or family's income spent on copays. The PBMS shall be able to 'turn off' the client's copay requirement when the amount paid reaches Department defined limitations for a specified time frame.	Contractor performs annual client copay reset processing. The Department will provide the Client or Family federal poverty level (FPL) or income in the eligibility interface to facilitate this process.		
2476	8.3 - Encounter Claims			1	Provide the ability to uniquely identify the Managed Care Organization associated with an encounter.			
2477	8.3 - Encounter Claims			2	Allow authorized PBMS users to manually enroll Colorado Medical Assistance program clients whose eligibility is not submitted or received through CBMS.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2478	8.3 - Encounter Claims			1	Capture providers and associated encounter data received from the managed care plan with each provider.			
2479	8.4 - State Reimbursement Methodologies	8.2 - Point of Sale		1	Maintain all historical and current pricing methodologies as established by the Department.			
2480	8.4 - State Reimbursement Methodologies	8.2 - Point of Sale		1	Provide the ability to receive pricing methodology via an extract or interface file from various sources, including 3rd party vendors, CMS, and the Department, and input into PBMS.			
2481	8.4 - State Reimbursement Methodologies	8.2 - Point of Sale		1	Provide a configurable system to allow for updates and changes to rates within the various pricing methodologies and by provider type and /or plan type.			
2482	8.4 - State Reimbursement Methodologies	8.2 - Point of Sale		1	Create date-sensitive modifications to the reimbursement rates as directed by the Department.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2483	8.4 - State Reimbursement Methodologies	8.2 - Point of Sale		1	Price claims based on reimbursement methodology criteria and date specifications set by the Department.			
2484	8.4 - State Reimbursement Methodologies	8.2 - Point of Sale		1	Maintain all historical and current dispensing fees as established by the Department.			
2485	8.4 - State Reimbursement Methodologies	8.2 - Point of Sale		1	Provide an easily configurable system to allow for updates and changes to dispensing fees by provider type, plan type, total prescription volume.			
2486	8.4 - State Reimbursement Methodologies	8.2 - Point of Sale		1	Create date-sensitive modifications to the dispensing fees as directed by the Department.			
2487	8.4 - State Reimbursement Methodologies	8.2 - Point of Sale		1	Price claims using the dispensing fee criteria and date specifications set by the Department.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2488	8.5 - Pharmacy Prior Authorization			1	Provide an auto-assigned unique, non-duplicated PAR number for tracking throughout the life of the PAR. This PAR number is used in claim/ encounter processing to validate the services and is recorded on the claim record.	PAR number shall remain consistent between PBMS and MMIS.		
2489	8.5 - Pharmacy Prior Authorization			1	Provide the ability to accept, store and edit PARs, including the ability to automatically and manually edit PARs.			
2490	8.5 - Pharmacy Prior Authorization	9.4 - Pharmacy Prior Authorization Services		1	Identify and reject duplicate PARs.			
2491	8.5 - Pharmacy Prior Authorization			1	Provide the ability for authorized PBMS users to search and view prior authorizations by selected criteria (e.g., provider, client, PAR type, drug information) in the PBMS.			
2492	8.5 - Pharmacy Prior Authorization			1	Provide the ability to link and view multiple PARs to a client record.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2493	8.5 - Pharmacy Prior Authorization	9.4 - Pharmacy Prior Authorization Services		1	Provide the ability to produce notices to clients and providers regarding PARs.			
2494	8.5 - Pharmacy Prior Authorization	9.4 - Pharmacy Prior Authorization Services		1	Maintain PAR notifications and store all data used to populate the notification.			
2495	8.5 - Pharmacy Prior Authorization			1	Provide the ability to update the notification letters regarding PAR determinations when business rules are updated (e.g., changing denial reasons).	Note: The Department expects that PAR language can be updated without Customization or by authorized System users.		
2496	8.6 - Pro-DUR			1	Provide easily configurable Pro-DUR edits based on Department and CMS standards.			
2497	8.6 - Pro-DUR	8.2 - Point of Sale		1	Ensure Pro-DUR edits are applied to claims and any edits that post are reported back to the submitting pharmacy.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2498	8.6 - Pro-DUR			1	Ensure claim line level data related to Pro-DUR edits is transferred for storage to the BIDM.			
2499	8.7 - Drug Rebate System			1	Automate the transfer/ tracking of rebate payments from PBMS to COFRS.			
2500	8.7 - Drug Rebate System			1	Provide the ability for all values to be viewable and searchable by Department authorized users.			
2501	8.7 - Drug Rebate System			1	The rebate rules and associated logic, as well as the values calculated as a result of the rules, shall be viewable through the PBMS rebate application.			
2502	8.7 - Drug Rebate System	9.9 - Drug Rebate Support Services		1	Create and maintain on-line reports which allow users to choose from multiple pre-built defined parameters singly or in combination, to generate user Customized results that help users monitor the daily operations of the Rebate System. Online reports may need to include historical rebate data and most current data.	Reports include but are not limited to: Account Receivable Summary by Manufacturer, Dispute Amount, Dispute Code, Batch Total, Check, and Claims Balancing.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2503	8.7 - Drug Rebate System			1	Provide ability for alerts to indicate new reports.			
2504	8.7 - Drug Rebate System	9.9 - Drug Rebate Support Services		1	Contractor shall accept and store data for physician administered drugs from the Core MMIS and Supporting Systems for rebate processing.			
2505	8.7 - Drug Rebate System	9.9 - Drug Rebate Support Services		1	Report all drug Rebate System data to the BIDM and the MMIS.			
2506	8.7 - Drug Rebate System			1	Provide the flexibility to automate the processing, depositing and reporting of drug rebate checks from drug manufacturers through a lockbox process. This should include at a minimum a scannable remittance document (invoice) that meets the lockbox service provider's specifications and the ability to receive lockbox files which can be uploaded and reported by the System. This process must be in compliance with State fiscal policy and procedures.	The Department is expecting the Offeror to use general accepted processes in their response strategy.		
2507	8.7 - Drug Rebate System	9.9 - Drug Rebate Support Services		1	Drug Rebate information shall be sent to and stored in the BIDM. This will happen via a direct interface with the BIDM, or through an interface with the MMIS.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2508	8.7 - Drug Rebate System			1	URA data from CMS shall be captured and stored in System. Calculate and apply any modifications needed when the quanity standards vary between the URA and the claims.			
2509	8.7 - Drug Rebate System	9.9 - Drug Rebate Support Services		1	All data related to drug rebate processing, including historical data, shall be stored in the PBMS with functionality to easily query and access the data.			
2510	8.8 - Preferred Drug List			1	Create all PDL reports as specified by the Department.	Department will provide a reporting schedule.		
2511	8.8 - Preferred Drug List	9.2 - Pharmacy Benefit Management System Support and Operations		1	Provide average daily cost comparison for drugs within reviewed PDL classes in a quarterly report.			
2512	8.8 - Preferred Drug List	9.2 - Pharmacy Benefit Management System Support and Operations		1	Contractor shall make all system changes necessary to support the criteria for PDL processing.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2513	8.9 - Pharmacy Reference Data Management	9.5 - Pharmacy Reference Files Maintenance	8.4 - State Reimbursement Methodologies	1	Provide reference files containing all data required to provide validation and pricing verification during claims/ encounters processing for all approved claim/ encounters and reimbursement methodologies.			
2514	8.9 - Pharmacy Reference Data Management	9.5 - Pharmacy Reference Files Maintenance		1	Provide the ability to retrieve archived reference data.			
2515	8.9 - Pharmacy Reference Data Management	9.5 - Pharmacy Reference Files Maintenance		1	Perform quality control on all reference file updates to ensure the integrity of data.			
2516	8.10 - Program Integrity	9.6 - Program Integrity Support Services		1	Provide claim information that can be used for proving fraud and abuse cases in a legal setting. Store and make available original claim/ encounter information submitted by the provider and generate facsimile of the appropriate claim/ encounter format, on a claim-by-claim basis.			
2517	8.10 - Program Integrity	9.6 - Program Integrity Support Services		Optional	Provide the ability in the PBMS to identify claims/ encounters currently and previously subject to audit or recovery down to the line detail level.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2518	9.2 - Pharmacy Benefit Management System Support and Operations			1	Receive provider enrollment files from the MMIS Contractor and enroll providers into the PBMS to support claims adjudication.			
2519	9.2 - Pharmacy Benefit Management System Support and Operations			1	In conjunction with the Department, develop and maintain provider publication formats/ updates and content and provide this information to the MMIS for publication on the MMIS portal.			
2520	9.2 - Pharmacy Benefit Management System Support and Operations			2	Provide authorized PBMS users online access to edit and publish all provider publications (e.g., manuals, bulletins, billing instructions, notices, and subsequent updates).			
2521	9.2 - Pharmacy Benefit Management System Support and Operations			1	Archive historical provider publications in a searchable area accessible to the Department staff.			
2522	9.2 - Pharmacy Benefit Management System Support and Operations			3	Support desktop mail merge functionality. Allow authorized PBMS users to easily export PBMS information on clients and providers so that it can be merged into template letters and forms to communicate with clients, providers, and others as directed by the Department.	This requirement is to allow for the ability to export data to allow the Department to produce Custom letters or forms using a desktop application such as Microsoft Word, outside of the PBMS letter generation solution.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2523	9.2 - Pharmacy Benefit Management System Support and Operations			1	Provide the ability to target specific provider groups with communications (audience and timing), per Department requirements.			
2524	9.2 - Pharmacy Benefit Management System Support and Operations			1	Establish and participate in weekly PBMS Operations status meetings with key Department personnel to discuss progress, issues, problems, and planning. The Contractor shall report on current operations status, progress on PBMS maintenance, claims/ encounters inventory balances, claims/ encounters backlogs, data entry backlog, and suspense file status, and modification activities separately. The Contractor shall be responsible for preparing and distributing a meeting agenda. The Contractor shall be responsible for preparing and distributing meeting minutes for Department review, and maintaining final approved agenda/ minutes.	Agenda and status report shall be delivered 24 hours prior to the meeting. Minutes shall be distributed no later than COB on the third business day following the meeting. Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
2525	9.2 - Pharmacy Benefit Management System Support and Operations	9.7 - Pharmacy Call Center Services		1	Contractor shall provide monthly call center reports on telephonic communications with clients and providers that includes calls answered, length of calls, hold time, and abandoned calls.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
2526	9.2 - Pharmacy Benefit Management System Support and Operations			1	Coordinate PBMS and supporting systems-related interactions between the Department and other contractors required to manage and execute a process using the PBMS.			
2527	9.2 - Pharmacy Benefit Management System Support and Operations	9.7 - Pharmacy Call Center Services		1	Maintain client records in the PBMS and provide response to provider inquiries on client claims, services, or benefits, as appropriate.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2528	9.2 - Pharmacy Benefit Management System Support and Operations			1	Maintain the appropriate level of knowledgeable staff that are capable of testing, validating and documenting operational impacts of changes to the PBMS.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Resource Management Plan.		
2529	9.2 - Pharmacy Benefit Management System Support and Operations			1	Identify and notify the Department of all errors and discrepancies found in the PBMS.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
2530	9.2 - Pharmacy Benefit Management System Support and Operations			1	Establish and lead cross Contractor and Department operational status meetings (i.e., with BIDM and MMIS) when determined necessary by the Department.	Adhere to the Deliverable submission, review, and approval process as described and approved by the Department within the Communication Management Plan.		
2531	9.2 - Pharmacy Benefit Management System Support and Operations			1	Maintain in accordance with 45 CFR Part 74, accounting books, accounting records, documents, and other evidence pertaining to the administrative costs and expenses of this Contract to the extent and in such detail as shall properly reflect all revenues; all net costs, direct and apportioned; and other costs and expenses, of whatever nature, that relate to performance of contractual duties under the provisions of this Contract. The Contractor's accounting procedures and practices shall conform to generally accepted accounting principles, and the costs properly applicable to this Contract shall be readily ascertainable.			
2532	9.2 - Pharmacy Benefit Management System Support and Operations			1	Assist Department staff and the Department's contractors with research, resolution, and response to client and provider issues related to the PBMS brought to the Department's attention.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2533	9.2 - Pharmacy Benefit Management System Support and Operations			1	Manage, publish, update, index, and provide electronic public access via the MMIS website to all pharmacy related program communications, guides, forms, and files including, but not limited to, the following: • Program newsletters. • Provider billing manuals, bulletins, announcements, and enrollment forms. • Transaction companion guides. • Procedure and diagnosis reference lists. • Frequently asked questions (FAQs).			
2534	9.2 - Pharmacy Benefit Management System Support and Operations	8.8 - Preferred Drug List		1	Run all PDL activities, including all program activities, clinical review of PDL drug classes for clinical safety and efficacy. Make recommendations regarding preferred agents and potential PDL classes, contract negotiations for all supplemental rebates.			
2535	9.2 - Pharmacy Benefit Management System Support and Operations	8.8 - Preferred Drug List		1	Accept materials from third parties regarding PDL drug classes, and prepare meeting materials for the P&T committee.			
2536	9.2 - Pharmacy Benefit Management System Support and Operations	8.8 - Preferred Drug List		1	Provide ongoing and analysis and a clinical review of new name brand drugs for clinical safety and efficacy.			
2537	9.2 - Pharmacy Benefit Management System Support and Operations	8.8 - Preferred Drug List		1	Provide ongoing analysis and a clinical review of new generic drugs for clinical safety and efficacy.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2538	9.2 - Pharmacy Benefit Management System Support and Operations	8.8 - Preferred Drug List		1	Provide ongoing analysis and a clinical review of existing drugs for new indications or changes to indications.			
2539	9.2 - Pharmacy Benefit Management System Support and Operations	8.8 - Preferred Drug List		1	Provide ongoing analysis and a clinical review of new product forms and strengths.			
2540	9.2 - Pharmacy Benefit Management System Support and Operations	8.8 - Preferred Drug List		1	Facilitate Pharmacy and Therapeutics (P&T) Committee meetings.	Meeting facilitation includes but is not limited to: obtaining meeting location, arranging for parking, providing refreshments, creating agenda, coordinating speakers, providing meeting minutes.		
2541	9.2 - Pharmacy Benefit Management System Support and Operations	8.8 - Preferred Drug List		1	Based on supplemental rebate offers from manufacturers, clinical information, stakeholder input, and P&T recommendations, present PDL recommendations to the Department. The Department will use this information to make determinations on preferred and non-preferred drugs.	This shall be done quarterly. The Contractor will meet with stakeholders, and will be responsible for receiving and reporting on stakeholder recommendations. All escalations will be sent to the Department.		
2542	9.2 - Pharmacy Benefit Management System Support and Operations			1	Provide a mailroom and print center to support provider relationship management, claims/ encounters adjudication, and required client and provider communication functions.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2543	9.2 - Pharmacy Benefit Management System Support and Operations			2	Ensure that all project and Contract documents are made available on the electronic data repository and that all documents available on the repository are the most current and prior versions, as determined necessary by the Department, of the document available.			
2544	N/A			N/A	This Requirement Intentionally Deleted		N/A	
2545	9.3 - Pharmacy Claims/ Encounter Related Services			1	Monitor claims/ encounter reports and claims/ encounter processing to ensure accuracy.			
2546	9.3 - Pharmacy Claims/ Encounter Related Services			1	Document claims/ encounters billing processes, policies and procedures and make available online to users and providers.			
2547	N/A			N/A	This Requirement Intentionally Deleted		N/A	

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2548	9.3 - Pharmacy Claims/ Encounter Related Services			1	Apply voids and adjustments to the claims/ encounters as identified by the Department's contractors or Department, within the claims/ encounters processing cycle.	Voids and adjustments shall be applied in the timeframe specified by the Department.		
2549	9.3 - Pharmacy Claims/ Encounter Related Services	9.2 - Pharmacy Benefit Management System Support and Operations		1	Identify, analyze, and correct errors that have resulted in improper claims/ encounters processing (e.g., if final edit dispositions are incorrect, incorrect loaded rate), trace to the source, reprocess as needed, and report to the Department.			
2550	9.3 - Pharmacy Claims/ Encounter Related Services	8.2 - Point of Sale		3	Provide the ability to price and process DME supplies in PBMS. (e.g., any item with an NDC)			
2551	9.3 - Pharmacy Claims/ Encounter Related Services			2	Provide the ability to pilot business rules to be applied to a designated group (e.g., client, provider) in a test environment. Provide the flexibility to add and change indicators and parameters easily and to allow for authorized user-defined adjudication rules.			
2552	9.4 - Pharmacy Prior Authorization Services			1	Coordinate and standardize processing and tracking of PAR data for purpose of utilization review.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2553	9.4 - Pharmacy Prior Authorization Services			1	Provide the ability to identify, search, and report on PARs with potentially conflicting or duplicative data.			
2554	9.7 - Pharmacy Call Center Services			1	Maintain and staff a provider communications/ relations function including, but not limited to, toll-free lines, email communications, webinar communication, toll-free fax communication. Provide a message informing provider about hold/wait time.	Colorado specific staff shall be available from 8:00 a.m. to 5:00 p.m. Mountain Time, Monday through Friday in accordance with the Department Holiday Schedule. For all other times, contractor help desk resources, including an on call clinical pharmacist, may be shared with other clients. The Clinical Key Personnel are available during stated business hours. Maintain a sufficient number of telephone lines, technology, and personnel so that at least ninety-five percent (95%) of all calls are answered/queued within fifteen (15) seconds, and no more than five percent (5%) of answered calls are on hold for more than one (1) minute.		
2555	9.7 - Pharmacy Call Center Services	9.8 - Pharmacy Help Desk Services		1	Provide the appropriate technical or operational support based on call issue, and provide the appropriate staff to answer the question(s).			
2556	9.7 - Pharmacy Call Center Services			3	Support an online provider complaint tracking, resolution, and reporting process that allows the Contractor to proactively identify trends. Contractor shall provide summary reporting to the Department on a routine basis.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2557	9.7 - Pharmacy Call Center Services			Optional	Ability to expand the Contractor call center to accept client calls and provide tier-one support to assist in offering solutions and information to general questions regarding the pharmacy program and transfer more complex calls to the Department's Customer Call Center.			
2558	9.7 - Pharmacy Call Center Services	9.8 - Pharmacy Help Desk Services		1	Provide and maintain an Interactive Voice Response (IVR) function that provides callers with straightforward menu options to reach the appropriate prerecorded information or a live operator.	The IVR shall be available 24 hours a day/ 7 days a week.		
2559	9.7 - Pharmacy Call Center Services	9.8 - Pharmacy Help Desk Services		1	Provide a dedicated inbound email address for providers to use as part of the Customer Service Center.			
2560	9.7 - Pharmacy Call Center Services	9.8 - Pharmacy Help Desk Services		1	Provide the Department with monthly reports on all inquiries, the nature of the inquiries, and the timeliness of responses to inquiries for the call center and help desk activity.			
2561	9.7 - Pharmacy Call Center Services	9.8 - Pharmacy Help Desk Services		1	Provide a centralized call center and help desk database or reporting capability that creates, edits, sorts, and filters tickets or electronic records of calls made to the call center and help desk categories that can be accessed and utilized by the Department for provider and client tracking and management.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2562	9.7 - Pharmacy Call Center Services	9.8 - Pharmacy Help Desk Services		1	The Contractor shall staff a Call Center/ Help Desk from 8:00 am to 5:00 pm MST, Monday - Friday.			
2563	9.7 - Pharmacy Call Center Services	9.8 - Pharmacy Help Desk Services		Optional	Provide call-center, help desk, web knowledge based forum and other support to users of data-merge functionality.			
2564	9.7 - Pharmacy Call Center Services	9.8 - Pharmacy Help Desk Services		Optional	Provide and support Provider Customer Relationship Management (CRM) software licenses that can be expanded to be utilized by all employees in Department so that the Department's contact with providers can be noted in the same system as the Contract, which will allow communications with providers to be more efficient.			
2565	9.7 - Pharmacy Call Center Services	9.8 - Pharmacy Help Desk Services		2	Provide call-center, help desk, web knowledge base forum and other support to users, including PBMS and Provider Enrollment support.			
2566	9.8 - Pharmacy Help Desk Services			1	Maintain a Help Desk for all System users.	Colorado specific staff shall be available from 8:00am to 5:00pm MST, in accordance with the Department Holiday Schedule. For all other times, contractor help desk resources may be shared with other clients.		

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2567	9.9 - Drug Rebate Support Services	8.7 - Drug Rebate System		1	Track payments to appropriate quarter.			
2568	9.9 - Drug Rebate Support Services	8.7 - Drug Rebate System		1	Track payments by labeler.			
2569	9.9 - Drug Rebate Support Services			1	Record all receipts of rebate payments, distinguish between federal and supplemental rebates and distinguish between rebates for claims and rebates for encounters .			
2570	9.9 - Drug Rebate Support Services			1	Represent Department in dispute resolution meeting with labelers (including, but not limited to out-of-state conferences designed for that purpose).			
2571	9.9 - Drug Rebate Support Services			1	Receive supplemental rebate agreements from manufacturers. Ability to receive into the System the GNUP.			

Unique ID	Applicable RFP Section Reference One (1)	Applicable RFP Section Reference Two (2)	Applicable RFP Section Reference Three (3)	Priority	Requirement	Other Notes and/ or Performance Standards	Offeror Compliance Response: Specify Contract Stage or Will Not Meet	Associated Offeror's Response Question(s)
2572	9.9 - Drug Rebate Support Services	8.7 - Drug Rebate System		1	Contractor shall have reporting capabilities that coincide with the Department needs for CMS64.			
2573	10.2 - Invoicing			1	The Contractor shall invoice the Department on a monthly basis, by the fifteenth (15th) Business Day of the month following the month for which the invoice covers. The Contractor shall not submit any invoice for a month prior to the last day of that month.			
2574	10.2 - Invoicing			1	All nvoices shall contain information as directed by the Department. This shall include all necessary information for the Department to determine the accuracy of the invoice and properly pay the invoice to the Contractor. The Contractor shall provide all invoices in a format as approved by the Department			