Requirements Matrix
YH23-0021 Attachment 1

Definition of 'Response'	
Term	**Definition**
Base Product	Requirements that are met by the Contractor's proposed solution 'out of the box' without any additional work.
Configuration	Requirements that will be met by configuration of existing capabilities in the Contractor's solution. Configuration changes require minimal testing and validation.
Customization	Requirements that require custom coding and/or product development. Includes design, development, documentation, multiple levels of testing and deployment in a software release.
SI Vendor Staffing	Requirements that are met by the Contractor's processes and staff assigned to the contract.

Requirements Matrix
YH23-0021 Attachment 1

ID	Category	Technical Requirements	Response	Contractor Response Notes
T-36	Application Programming Interface (API)	The Contractor shall store the information about the services available at particular endpoints in a machine-readable format in the service registry.	[redacted]	[redacted]
T-37	Application Programming Interface (API)	The Contractor's service registry shall be editable by a system administrator.	[redacted]	[redacted]
T-42	Application Programming Interface (API)	The Contractor shall provide a (Application Programming Interface (API) solution that has to ability to manage multiple API versions as required by the publishers.	[redacted]	[redacted]
T-43	Application Programming Interface (API)	The Contractor shall provide a solution that deploys (Application Programming Interfaces (APIs) into the production, staging, and quality assurance environments.	[redacted]	[redacted]
T-44	Application Programming Interface (API)	The Contractor shall provide a solution that coordinates the overall Application Programming Interface (API) lifecycle.	[redacted]	[redacted]
T-45	Application Programming Interface (API)	The Contractor shall provide publishing tools that Application Programming Interface (API) providers can use to define APIs, provide tutorials, sample code, and software development kits, generate API documentation, manage access and usage policies, and test and debug the execution of APIs.	[redacted]	[redacted]
T-46	Application Programming Interface (API)	The Contractor shall provide the ability to support composite services both natively and through the API catalog.	[redacted]	[redacted]
T-47	Application Programming Interface (API)	The Contractor shall provide web-based and programmatic Application Programming Interface (API) administration interfaces.	[redacted]	[redacted]
T-48	Application Programming Interface (API)	The Contractor shall provide the ability to subscribe to Application Programming Interfaces (APIs) and manage subscription keys such as OAuth2 Client ID and Client Secret and obtain support from the API provider and user and community.	[redacted]	[redacted]

ID	Category	Technical Requirements	Response	Contractor Response Notes
T-49	Application Programming Interface (API)	The Application Programming Interface (API) shall have the ability to raise alerts if the load on an API has become too great and provide functionality to analyze historical data, such as transaction logs, to detect usage trends.	[redacted]	[redacted]
T-50	Application Programming Interface (API)	The Contractor shall collaborate with AHCCCS and MQD to design, configure, and maintain the technical integration and Application Programming Interfaces (APIs) required to support the State's healthcare programs enterprise.	[redacted]	[redacted]
T-51	Application Programming Interface (API)	The Application Programming Interface (API) solution shall provide a gateway to act as an API front-end, receive API requests, enable throttling, caching and security policies, pass requests to the back-end service and then pass the response back to the requester.	[redacted]	[redacted]
T-52	Application Programming Interface (API)	The Application Programming Interface (API) solution shall provide a gateway to act as an API front-end, receive API requests, enable throttling, caching and security policies, pass requests to the back-end service and then pass the response back to the requester.	[redacted]	[redacted]
T-53	Application Programming Interface (API)	The Application Programming Interface (API) shall provide reporting and analytics functionality to monitor API usage and load (overall hits, completed transactions, number of data objects returned, amount of compute time and other internal resources consumed, volume of data transferred).	[redacted]	[redacted]
T-54	Application Programming Interface (API)	All service endpoints/Application Programming Interfaces (APIs) shall be exposed to the Enterprise Service Bus (ESB) and are able to receive and submit messages through the ESB.	[redacted]	[redacted]

ID	Category	Technical Requirements	Response	Contractor Response Notes
T-55	Application Programming Interface (API)	The Application Programming Interface (API) solution shall provide the ability to create synthetic transactions that can be used to test the performance and behavior of API endpoints for inbound and outbound data exchange between the SI platform and MES modules.	[redacted]	[redacted]
T-56	Application Programming Interface (API)	The Contractor shall provide shall provide standard data extraction Application Programming Interfaces (APIs) and utilities to permit the secure and efficient import and export of data.	[redacted]	[redacted]
T-59	Application Programming Interface (API)	The Contractor shall perform security vulnerabilities assessments (scanning) on the integration technical platform and Application Programming Interfaces (APIs), no less than monthly and after every major release.	[redacted]	[redacted]
T-60	Application Programming Interface (API)	The Contractor's solution shall operate at the moderate level baseline as defined in the current National Institute of Standards and Technology (NIST) 800-53 [moderate baseline requirements], be consistent with Federal Information Security Management Act (FISMA) requirements, and offer a customizable and extendable capability based on open-standards Application Programming Interfaces (APIs) that enable integration with third party applications.	[redacted]	[redacted]
T-64	Application Programming Interface (API)	All Application Programming Interface (API) Communication shall be encrypted based on TLS standards in accordance with FIPS 140-2 or most current version;	[redacted]	[redacted]
T-65	Application Programming Interface (API)	The Contractor shall provide a Application Programming Interfaces (APIs) using Security Authentication mechanisms such as, but not limited to, API token authentication or OAuth, SAML, UMA, and JWT.	[redacted]	[redacted]
T-157	Dashboards and Reports	The Contractor's Dashboard and Reporting solution shall integrate with AHCCCS's Single Sign-on (SSO) functionality	[redacted]	[redacted]
T-158	Dashboards and Reports	The Contractor's Dashboard and Reporting solution shall be hosted in AHCCCS's Microsoft Azure tenant.	[redacted]	[redacted]

ID	Category	Technical Requirements	Response	Contractor Response Notes
T-67	Dashboards and Reports	The Contractor shall provide a solution to track SI platform performance metrics that include, but are not limited to, transactions processed, transaction errors, logins, login failures, and response time, and display in a customizable dashboard.	[redacted]	[redacted]
T-68	Dashboards and Reports	The Contractor shall provide a solution to track Medicaid Enterprise Systems (MES) module Service Level Agreements (SLAs) and (Key Performance Indicators (KPIs) across the AHCCCS/MQD MES Enterprise via log data sent by MES modules to the SI platform and display in a customizable dashboard.	[redacted]	[redacted]
T-69	Dashboards and Reports	The Contractor's solution shall provide role-based access to all AHCCCS/MQD MES SI reports and dashboards.	[redacted]	[redacted]
T-70	Dashboards and Reports	The Contractor's reporting solution shall allow authorized users to view, sort, export, and print dashboard and report data in a variety of formats (e.g., HTML, Excel, TXT, CSV, PDF, or character delimited).	[redacted]	[redacted]
T-71	Dashboards and Reports	The Contractor's solution shall provide configuration management reports when changes are made in all AHCCCS/MQD MES SI Platform environments.	[redacted]	[redacted]
T-72	Dashboards and Reports	The Contractor's solution shall provide a link to the performance reports online and provide accessibility outside of the Medicaid Enterprise System (MES) platform.	[redacted]	[redacted]

ID	Category	Technical Requirements	Response	Contractor Response Notes
T-73	Dashboards and Reports	The Contractor shall provide, configure and operate tools, dashboards that are available 24x7x365 (except during approved maintenance windows), and a monitoring function to monitor key performance indicators (KPIs) metrics relevant to AHCCCS/MQD SI infrastructure and system performance such as, but not limited to, response time, resource availability, CPU utilization, network load, memory utilization, application performance, end-user experience transaction tracing, real user monitoring, and post-resolution analysis.	[redacted]	[redacted]
T-83	Dashboards and Reports	The Contractor's solution shall detect, log, and report data transmission and module availability errors and generate alerts and reports based on severity at the agreed upon intervals.	[redacted]	[redacted]
T-84	Dashboards and Reports	The Contractor's solution shall provide online access to AHCCCS/MQD MES SI Platform log data for a minimum of 90 days.	[redacted]	[redacted]
T-85	Dashboards and Reports	The Contractor's solution shall archive 3 years of AHCCCS/MQD MES SI Platform log data and provide log files to AHCCCS/MQD on request.	[redacted]	[redacted]
T-86	Dashboards and Reports	The Contractor's solution shall store all generated reports in the Enterprise Document Management System (EDMS) location approved by AHCCCS/MQD.	[redacted]	[redacted]
T-87	Dashboards and Reports	The Contractor's solution shall have the capability to display data in a variety of formats (e.g., standard reports, graphs, charts, maps, dashboards) without the need to export data to another tool.	[redacted]	[redacted]
T-88	Dashboards and Reports	The Contractor's solution shall update dashboards in real-time or near real-time if approved by AHCCCS/MQD.	[redacted]	[redacted]

ID	Category	Technical Requirements	Response	Contractor Response Notes
T-89	Dashboards and Reports	The Contractor's solution shall provide an established library of standardized operational reports.	[redacted]	[redacted]
T-90	Dashboards and Reports	The Contractor's solution shall allow authorized users to design, save and share configurable detail level and summary level queries, dashboards and reports.	[redacted]	[redacted]
T-91	Dashboards and Reports	The Contractor will collaborate with AHCCCS/MQD identifying SI Platform Key Performance Indicators (KPIs) for reporting and dashboards.	[redacted]	[redacted]
T-92	DevOps CI/CD (Continuous Integration/Continuous Delivery)	The Contractor shall utilize Azure DevOps for Software Development, Configuration and Release Management for the AHCCCS/MQD MES SI Platform.	[redacted]	[redacted]
T-93	DevOps CI/CD (Continuous Integration/Continuous Delivery)	The Contractor shall provide guidance and recommendations to AHCCCS/MQD for Requirements Management and Testing Management tools that work seamlessly with Azure DevOps.	SI Vendor Staffing	The Deloitte team will meet with AHCCCS and MQD in the first month of the project to understand current requirements and vision to manage product Requirements and Testing. The team will then analyze the data and present up to three options to the AHCCCS and MQD of solutions that will integrate with Azure DevOps.
T-94	DevOps CI/CD (Continuous Integration/Continuous Delivery)	The Contractor shall store source code and configurations in a version-controlled, auditable Configuration Management system.	[redacted]	[redacted]
T-95	DevOps CI/CD (Continuous Integration/Continuous Delivery)	The Contractor shall provide configuration management reports when changes are made in all AHCCCS/MQD MES SI Platform environments.	SI Vendor Staffing	Deloitte acknowledges and accepts this requirement. The team will track the changes utilizing Azure DevOps work items providing transparency and traceability to AHCCCS and MQD. Each change will be included in a report that can be run at any time by AHCCCS and MQD staff. The Deloitte team works closely with AHCCCS and MQD to discuss and secure approval to make changes to the SI configurations. The team will provide configuration management reports of the changes and their associated status.

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T-96	DevOps CI/CD (Continuous Integration/Continuous Delivery)	The Contractor shall implement and utilize a continuous integration build process throughout the SDLC that automates builds and enforces compliance with project development standards, analyzes and reports on code quality, and ensures the integrity of the build.	[redacted]	[redacted]
T-97	DevOps CI/CD (Continuous Integration/Continuous Delivery)	The Contractor shall implement automated tools and processes to package executables, configurations and source code to be automatically promoted into environments based on a schedule and approval from AHCCCS/MQD.	[redacted]	[redacted]
T-98	DevOps CI/CD (Continuous Integration/Continuous Delivery)	The Contractor shall be responsible for managing a Continuous Improvement Process (CIP) to include repeatable, defined, and efficient management processes for optimization of all AHCCCS/MQD related Services throughout the entire service lifecycle.	[redacted]	[redacted]
T-103	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall isolate and automatically scan all user-uploaded documents for viruses before submission to document storage.	[redacted]	[redacted]
T-104	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall capture all the incoming and outgoing documents in the repository with a unique ID, date, and timestamp.	[redacted]	[redacted]
T-105	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall include electronic documentation context sensitive help screens for all online functions (desktop and browser).	[redacted]	[redacted]
T-106	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall provide the ability to search within documents.	[redacted]	[redacted]
T-107	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall provide the ability to print and download any document in total or part as defined by the user.	[redacted]	[redacted]
T-109	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall install and manage application-specific malware protection.	[redacted]	[redacted]

ID	Category	Technical Requirements	Response	Contractor Response Notes
T-110	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall maintain an audit trail of actions taken by users, APIs, and automated processes. The audit information must include, but not limited to: • Date and time document is entered in the System • The source system for the user, API call, or automated process • The user requesting the action. This includes user ids from APIs and automated processes. • The document(s) acted upon • Request status indicating successful completion or an error • Error description for unsuccessful actions • User inquiries even if no action was taken by the user • Any actions taken on the document or attachment; including the date and time of the edits/modification	[redacted]	[redacted]
T-113	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall store all documents transmitted by internal and external sources, including but not limited to, reports generated by other systems, faxes, and uploaded materials.	[redacted]	[redacted]
T-114	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall support the ability to retrieve and view all information stored, based on a variety of identifying information, including, but not limited to, report number, provider ID, letter ID, run date, as of date, payment date, RA number, check number, claim control number, and letter date.	[redacted]	[redacted]
T-115	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall receive documents, images, xrays, voice files, paper claims, provider enrollment applications, service authorization requests, attachments, including attachments to claims, and correspondence and metadata from external systems to be stored in the AHCCCS/MQD Enterprise Document Management System (EDMS).	[redacted]	[redacted]
T-116	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall manage access based on security rules defined for both internal and external users and systems.	[redacted]	[redacted]
T-117	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall provide a scalable environment with a separate testing/staging environment.	[redacted]	[redacted]

ID	Category	Technical Requirements	Response	Contractor Response Notes
T-118	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall provide audit trail reports that are available on demand, both an aggregated report of all actions by type (inquiry, add, change, etc.) and by an individual user ID.	[redacted]	[redacted]
T-119	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall provide tools to create and manage the configuration that controls how each type of document is processed when it is received. Configuration tools must include defining metadata types, versioning, inactive flags, time period ranges, and retention requirements.	[redacted]	[redacted]
T-120	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall support categories for groups of documents based on a combination of metadata values. For each unique document type and subtype combination, the EDMS must support a configuration that applies to the documents in the group. The configuration defines: • The metadata used for each document in the category. • Whether each metadata element is required or optional • Valid values and data types for each metadata element • Rules for identifying metadata based on the file contents • Retention rules based on file types and sub-types • Security role required for viewing documents • Security role required for annotating documents • Security role required for editing document metadata • Maximum file size	[redacted]	[redacted]

ID	Category	Technical Requirements	Response	Contractor Response Notes
T-121	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall support defining and using configurations for: - The method for accepting files including: • Obtain from local folders (Obtain from Google Drive, Obtain from SharePoint) • Retrieve via secure FTP • Receive via an API call from another system • Requesting via API from another system • Accept or retrieve using a COTS tool selected by AHCCCS/MQD for moving files between system • A schedule for retrieving files	[redacted]	[redacted]
T-122	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall provide a web-based interface for all administration functions.	[redacted]	[redacted]
T-123	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall support configuration changes that impact document intake, search, and retrieval while the system is online and without the need for users to logout for the change to take effect.	[redacted]	[redacted]
T-124	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall support managing documents that are stored in other repositories.	[redacted]	[redacted]
T-125	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall support the following formats: Word, Google Docs, PDF, email, Excel, Google Sheets, PDF, plain text, xml, html, csv, graphical (jpg, gif, png, svg, tiff, and bmp)	[redacted]	
T-126	Enterprise Document Management System (EDMS)	The Contractor shall provide training sufficient for staff to develop skills needed to configure and administer the application and EDMS repository.	SI Vendor Staffing	Deloitte acknowledges and accepts this requirement.
T-127	Enterprise Document Management System (EDMS)	The Contractor shall provide training and documentation for using APIs for interfacing with the EDMS.	SI Vendor Staffing	Deloitte acknowledges and accepts this requirement.
T-128	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall implement configurations, metadata, and intake processes for each of the operational reports from the current MMIS.	[redacted]	[redacted]
T-129	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall provide a method of accepting documents with different priorities for processing and loading into the repository.	[redacted]	[redacted]

ID	Category	Technical Requirements	Response	Contractor Response Notes
T-130	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall use configurable parameters for the interface endpoints including: url(s) which must use fully qualified hostnames, path and port. Other configural elements include, but are not limited to: integration with Identity and Access Management system, protocols, port, ssl certificates, and timeouts.	[redacted]	[redacted]
T-131	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall provide the capability to export documents from the repository to support transfer into another EDMS.	[redacted]	[redacted]
T-1	Enterprise Service Bus (ESB)	The Contractor shall provide an Enterprise Service Bus (ESB) that provides data transformation, configurable event handling, data mapping, message/event queuing, message/event sequencing, publish/subscribe, security, exception handling, protocol conversion, transaction monitoring, transaction fault management, and routing capabilities	[redacted]	[redacted]
T-10	Enterprise Service Bus (ESB)	The Contractor shall provide a configurable solution that integrates the Enterprise Service Bus (ESB) component with the Managed File Transfer (MFT) component to invoke business processes based on file transfer events.	[redacted]	[redacted]
T-11	Enterprise Service Bus (ESB)	The Contractor shall deliver the Enterprise Service Bus solution that supports at a minimum the following services, specifications, and adapters: Hostbridge, ODBC, JDBC, POP3, SMTP, SSH, Web Service (WSDL, WS-*, SOAP, REST, UDDI, ODATA), XML, JSON-WDP, FTPS, SFTP, HTTP, HTTPS, JMS, MSMQ, COBOL, VSAM, FTP, NET, AS2, AS3, TCP, CICS, MS SQL, SQL Server, Oracle, SIP, OFTP, TCP Sockets with native, HTTP Connect tunneling, Comet Long Poll, Comet Forever Frame (HTTP streaming), HTML5 Web Sockets (mobile), zOS connect	[redacted]	[redacted]
T-159	Enterprise Service Bus (ESB)	The Contractor shall provide an ESB solution capable of automatic integration with AHCCCS/MQD help desk ticketing system, ServiceNow	[redacted]	[redacted]
T-2	Enterprise Service Bus (ESB)	The Contractor shall provide a solution for the Enterprise Service Bus (ESB) that can interface with Commercial-Off-The-Shelf (COTS) managed file transfer tools.	[redacted]	[redacted]

ID	Category	Technical Requirements	Response	Contractor Response Notes
T-3	Enterprise Service Bus (ESB)	The Contractor shall provide an Enterprise Service Bus (ESB) solution which orchestrates a stateless flow of information across services and between applications in the Service Oriented Architecture (SOA).	[redacted]	[redacted]
T-4	Enterprise Service Bus (ESB)	The Contractor shall provide an Enterprise Service Bus (ESB) solution which orchestrates request/reply conversations across services and between applications in the Service Oriented Architecture (SOA).	[redacted]	[redacted]
T-5	Enterprise Service Bus (ESB)	The Enterprise Service Bus (ESB) shall enable a standards based data sharing approach (e.g., including NIEM, HL7, FHIR, X12, EDI, and HIPAA-compliant transactions) to facilitate interoperability and integration with third party systems that supports abstraction to minimize impacts of system upgrades and replacements.	[redacted]	[redacted]
T-6	Enterprise Service Bus (ESB)	The Enterprise Service Bus (ESB) solution shall provide a web-based Enterprise Service Bus (ESB) management interface.	[redacted]	[redacted]
T-7	Enterprise Service Bus (ESB)	The Contractor shall configure, support, and maintain an Enterprise Service Bus (ESB) that acts as the communication broker and web services orchestrator for MES module components.	[redacted]	[redacted]
T-8	Enterprise Service Bus (ESB)	The Enterprise Service Bus (ESB) shall support data virtualization.	[redacted]	[redacted]
T-9	Enterprise Service Bus (ESB)	The Enterprise Service Bus (ESB) shall integrate with a Master Data Management system to implement policy-based standards.	[redacted]	[redacted]
T-160	Managed File Transfer (MFT)	The Contractor shall provide the capability to review MFT (status) successes, failures, errors, identify movement of files.	[redacted]	[redacted]
T-161	Managed File Transfer (MFT)	The Contractor shall provide the access and the ability to start/stop file process from a dashboard.	[redacted]	[redacted]
T-162	Managed File Transfer (MFT)	The Contractor shall provide the ability to create/run reports based on MFT activity.	[redacted]	[redacted]
T-163	Managed File Transfer (MFT)	The Contractor shall provide an MFT solution capable of automatic integration with AHCCCS/MQD help desk ticketing system, ServiceNow	[redacted]	[redacted]
T-164	Managed File Transfer (MFT)	The Contractor shall provide an MFT solution featuring configurable file retention policies	[redacted]	[redacted]

ID	Category	Technical Requirements	Response	Contractor Response Notes
T-20	Managed File Transfer (MFT)	The Contractor's Managed File Transfer (MFT) shall support checkpoint/restart and retry capabilities.	[redacted]	[redacted]
T-21	Managed File Transfer (MFT)	The Contractor shall provide a Managed File Transfer (MFT) solution that will securely support the ad-hoc transfer of large files greater than 4 GB.	[redacted]	[redacted]
T-22	Managed File Transfer (MFT)	The Contractor shall provide a Managed File Transfer (MFT) solution that will store the full audit log of file transfer activity in the database.	[redacted]	[redacted]
T-23	Managed File Transfer (MFT)	The Contractor shall provide a Managed File Transfer (MFT) solution that will provide audit log review capabilities to AHCCCS and MQD staff.	[redacted]	[redacted]
T-24	Managed File Transfer (MFT)	The Contractor shall provide a secure file transfer service for the purpose of securely distributing files to internal and authorized external destinations	[redacted]	[redacted]
T-25	Managed File Transfer (MFT)	The Contractor shall archive in-transit Managed File Transfer (MFT) files once a successful transfer has been logged.	[redacted]	[redacted]
T-26	Managed File Transfer (MFT)	The Contractor shall ensure the Managed File Transfer (MFT) is available per defined service level agreements, with the exception of scheduled maintenance windows.	[redacted]	[redacted]
T-27	Managed File Transfer (MFT)	The Managed File Transfer (MFT) shall securely transfer files over public and private networks.	[redacted]	[redacted]
T-28	Managed File Transfer (MFT)	The Managed File Transfer (MFT) shall provide and support a web-based user interface to configure the Secure File Transfer Protocol (SFTP)/SOAP endpoints.	[redacted]	[redacted]
T-29	Managed File Transfer (MFT)	The Managed File Transfer (MFT) shall provide and support Application Programming Interface (API)s to configure the Secure File Transfer Protocol (SFTP)/SOAP endpoints.	[redacted]	[redacted]
T-30	Managed File Transfer (MFT)	The Managed File Transfer (MFT) solution shall provide SFTP capability that is accessible from the internet and intranet.	[redacted]	[redacted]

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T-31	Managed File Transfer (MFT)	The Managed File Transfer (MFT) secure file transfer (SSH/SFTP) internet and intranet solution shall consist of a HIPAA compliant SFTP client-server model to establish secure communication between hosts. The Contractor shall implement, at a minimum, the latest version of: ▪The Center for Internet Security (CIS) Security Best Practices Controls, ▪The most current version of FIPS 140 series guidance, ▪HIPAA Security Rules Safeguards, ▪The NISTIR Publication 7966, ▪Applicable State and Federal best practices for secure communication	[redacted]	[redacted]
T-32	Managed File Transfer (MFT)	The Contractor shall provide a Managed File Transfer (MFT) solution that features configurable automated detection, logging and handling of failed file transfers.	[redacted]	[redacted]
T-33	Managed File Transfer (MFT)	The Contractor's Managed File Transfer (MFT) solution shall provide a role-based, web-based user interface that supports manual file storage and retrieval.	[redacted]	[redacted]
T-132	Operational Data Store (ODS)	The Contractor's solution shall include separate Operational Data Stores (ODS) for AHCCCS and MQD to house data stored in the respective databases each state's existing Medicaid Enterprise System (MES) and future planned modules.	[redacted]	[redacted]
T-133	Operational Data Store (ODS)	The Contractor's AHCCCS ODS shall house at a minimum, the data currently stored in the databases for the existing Medicaid Enterprise System (MES) solution for Arizona and planned modules, including PMMIS, APEP Provider Enrollment, HEAplus Eligibility Determination, Electronic Visit Verification, Case Management and Hearings And Grievances and web applications (Access to Covered Medicaid Services (ACMS), Statistics, Metrics and Recovery Tracking (SMART), Direct Care Workers, AHCCCS Online, QM Portal, OCA Letter DB, HEAplus Logger)	[redacted]	[redacted]
T-134	Operational Data Store (ODS)	The Contractor's MQD ODS shall house at a minimum, the data currently stored in the databases for the existing Medicaid Enterprise System (MES) for Hawaii and planned modules, including HPMMIS, HOKU Provider Enrollment and Electronic Visit Verification.	[redacted]	[redacted]

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T-135	Operational Data Store (ODS)	The Contractor's Operational Data Store (ODS) solution shall provide a combination of technologies to retain context, traceability, auditability, access rights, and security regardless of how the data moves or evolves over time.	[redacted]	[redacted]
T-136	Operational Data Store (ODS)	The Contractor's Operational Data Store (ODS) solution shall provide the ability to ingest and map data from current and planned MES data sources and store the metadata necessary for identification of the originating system and data format.	[redacted]	[redacted]
T-137	Operational Data Store (ODS)	The Contractor's Operational Data Store (ODS) solution shall ensure that converted data matches the format and structure of MES data elements exchanged and maintained through defined interfaces with the Integration Platform.	[redacted]	[redacted]
T-138	Operational Data Store (ODS)	The Contractor's Operational Data Store (ODS) solution shall provide the capability to contain a rolling 36-months of MES data.	[redacted]	[redacted]
T-139	Operational Data Store (ODS)	The Contractor's Operational Data Store (ODS) solution shall provide the capability to automatically archive ODS data older than 36-months and provide the ability for authorized administrative users to restore portions of archived data into the online ODS based on a flexible set of criteria including but not limited to date and claim type.	[redacted]	[redacted]
T-142	Operational Data Store (ODS)	The Contractor's Operational Data Store (ODS) solution shall provide role-based query access to ODS data to identified Authorized Users, as defined by AHCCCS/MQD.	[redacted]	[redacted]
T-143	Operational Data Store (ODS)	The Contractor's Operational Data Store (ODS) solution shall allow Authorized users and systems to use Application Programming Interfaces (APIs) to access ODS data.	[redacted]	[redacted]
T-144	Operational Data Store (ODS)	The Contractor's solution shall perform Master Data Management (MDM) analyses using the stored and held ODS data to support initial data conversion, as necessary and as requested by AHCCCS/MQD.	[redacted]	[redacted]

ID	Category	Technical Requirements	Response	Contractor Response Notes
T-145	Operational Data Store (ODS)	The Contractor's solution shall perform Master Data Management (MDM) analyses using the stored and held ODS data to support continuous data harmonization, as necessary and as requested by AHCCCS/MQD.	[redacted]	[redacted]
T-146	Operational Data Store (ODS)	The Contractor's solution shall perform Master Data Management (MDM) analyses using the stored and held ODS data to support data quality reporting and improvement efforts throughout the Medicaid Enterprise System (MES), as necessary and as requested by AHCCCS/MQD.	[redacted]	[redacted]
T-147	Operational Data Store (ODS)	The Contractor's Operational Data Store (ODS) solution shall include role-based security to control access by data element and attribute (e.g. PHI), audit trails for create, read, update and delete functions, and enforce safe storage and handling of data in accordance with all applicable security requirements.	[redacted]	[redacted]
T-148	Operational Data Store (ODS)	The Contractor's Operational Data Store (ODS) solution shall be populated with historical data, configured and fully tested to produce federally mandated Transformed Medicaid Statistical Information System (T-MSIS) and CMS64 data extracts from the AHCCCS and MQD ODS repositories.	[redacted]	[redacted]

ID	Category	Technical Requirements	Response	Contractor Response Notes
T-149	Operational Data Store (ODS)	The Contractor shall provide thorough and comprehensive training to a limited number of AHCCCS and MQD personnel who have technical knowledge, yet need training on the Databases, Data Stores, data marts, and Data Models of the Operational Data Store (ODS).	SI Vendor Staffing	Deloitte acknowledges and agree to provide comprehensive training to a limited number of AHCCCS and MQD personnel who have technical knowledge.
T-150	Operational Data Store (ODS)	The Contractor's Operational Data Store (ODS) solution shall have the ability to store all incoming source data in its original state, prior to ingestion into the data store.	[redacted]	[redacted]
T-151	Operational Data Store (ODS)	The Contractor's Operational Data Store (ODS) solution shall include a version controlled Metadata Repository to store metadata for all data elements, including definitions, structures, formats, data sources, data sensitivity (ex. PHI, PII, FTI), for the Medicaid Enterprise System (MES), as defined by AHCCCS and MQD. The Metadata Repository shall also contain, but is not limited to, metadata derived from applications within the MES enterprise and metadata derived from technical specification and design documents.	[redacted]	[redacted]
T-152	Operational Data Store (ODS)	The Contractor's Metadata Repository shall include the capability to add, view, update/maintain, search and report on ODS metadata.	[redacted]	[redacted]
T-153	Operational Data Store (ODS)	The Operational Data Store (ODS) solution shall include tools to enable business and technical staff to locate and access metadata for specific data elements using functionality such as a keyword search, definitions which appear when hovering the pointer over a data element, and the use of hot links from displayed data to data definitions.	[redacted]	[redacted]
T-154	Operational Data Store (ODS)	The Contractor's Operational Data Store (ODS) solution shall have the capability to import Metadata from or export Metadata in a variety of formats (e.g.: CSV, XML, JSON) from/to other tools, consumers, and producers including, but not limited to, data analytics, reporting, or mining tools.	[redacted]	[redacted]
T-155	Operational Data Store (ODS)	The Contractor's Operational Data Store (ODS) solution shall provide flexible operational reporting and data extract capabilities to support AHCCCS/MQD program and financial functions.	[redacted]	[redacted]

Requirements Matrix
YH23-0021 Attachment 1

ID	Category	Technical Requirements	Response	Contractor Response Notes
T-156	Operational Data Store (ODS)	The Contractor's Operational Data Store (ODS) solution shall have sufficient capacity to support known workload requirements for AHCCCS and MQD processing and be scalable to accommodate increasing or changing workloads without service interruption.	[redacted]	[redacted]

ID	Category	Technical Requirements	Response	Contractor Response Notes
GNL-001	Integration Platform	The Contractor shall provide develop and implement integrations for AHCCCS and MQD that implement and leverage re-usable services and eliminate redundancy, where applicable	[redacted]	[redacted]
GNL-002	Integration Platform	The Contractor shall implement an Integration Platform solution which provides secure sharing of data across MES module components and external systems.	[redacted]	[redacted]
GNL-003	Integration Platform	The Contractor shall propose and maintain relevant information from the following list for each environment on a restricted SharePoint or other document repository specified by AHCCCS and MQD; relevant information will be determined by the SI platform solution, including but not limited to: a. List of servers, description of workload, installed software (including version numbers) b. Description of the classification of data stored in the environment (e.g., PHI/PII, de-identified or synthetic test data) c. ESB Architecture, components, technology stack, configuration, software versions, and connectivity d. Network diagrams showing IP and port details for all network and application components, including integration end points outside the MES SI platform, including multiple public and private cloud providers e. List of all software (including version numbers and software configuration parameters) needed by technical staff to design, code, test and deploy code and configurations to the integration platform f. Links to platform run books, process, operations and maintenance documentation g. Organization chart and escalation path h. On-call support details i. CMS MARS-E, or equivalent federal requirement, compliance documentation	[redacted]	[redacted]
GNL-004	Integration Platform	AHCCCS and MQD prefers an Integration Platform solution hosted in AHCCCS' Microsoft Azure tenant, but will evaluate alternative hosting solutions proposed by Contractors.	[redacted]	[redacted]
GNL-005	Integration Platform	The Contractor shall deliver an Integration Platform solution initially sized to process transactions based on AHCCCS and MQD's volumetric data. (Systems, Applications, and Volumetric Data examples are provided in the Procurement Library.)	[redacted]	[redacted]

ID	Category	Technical Requirements	Response	Contractor Response Notes
GNL-006	Integration Platform	The Contractor shall deliver an Integration Platform solution which can automatically scale to meet AHCCCS and MQD's changing integration needs. (Systems, Applications, and Volumetric Data examples are provided in the Procurement Library.)	[redacted]	[redacted]
GNL-007	Integration Platform	The Contractor's solution shall allow the capability to execute business rules from a variety of systems, web applications and management processes.	[redacted]	[redacted]
GNL-008	Integration Platform	The Contractor shall provide an Integration Platform solution which implements standards-based interfaces for all AHCCCS and MQD Contractor Systems responsive to the service needs (e.g.; real-time, asynchronous, synchronous, and Managed File Transfer (MFT)).	[redacted]	[redacted]
GNL-009	Integration Platform	The Contractor shall provide the ability for authorized users to view raw interface files for up to sixty (60) calendar days.	[redacted]	[redacted]
GNL-010	Integration Platform	The Contractor shall archive raw interface files after sixty (60) calendar days and maintain them for at least thirty-six (36) months.	[redacted]	[redacted]
GNL-011	Integration Platform	The Contractor shall provide a system that will have the ability to share data via queues and standards based message brokering protocols.	[redacted]	[redacted]
GNL-012	Integration Platform	The Contractor shall provide testing support to module vendors for the integration points between their systems and the Contractor's integration components. Support shall include: troubleshooting, creation and sharing of test data; reviewing test results; attending meetings; facilitating sessions related to platform technical specification; and reviewing Application Programming Interface (API) technical specifications.	SI Vendor Staffing	Deloitte will provide support and facilitate testing efforts with module vendors during end-to-end integration testing phases. Support includes troubleshooting, creation and sharing of test data, reviewing test results, attending and facilitating meetings and technical sessions, reviewing API specifications.
GNL-013	Integration Platform	The Contractor shall support configurable versioning of services, Application Programming Interfaces (APIs), and messages and manage the retirement of outdated integrations per AHCCCS and MQD business requirements.	[redacted]	[redacted]

ID	Category	Technical Requirements	Response	Contractor Response Notes
GNL-014	Integration Platform	The Contractor's Integration Platform solution shall have the capability to record all incoming and outgoing data transactions, including dates, timestamps, and other metadata as appropriate between the Integration Platform and the Medicaid Enterprise System (MES) modules.	[redacted]	[redacted]
GNL-015	Integration Platform	The Contractor's Integration Platform solution shall have the capability to record all actions in the Application Programming Interface (API) Gateway.	[redacted]	[redacted]
GNL-016	Integration Platform	The Contractor shall provide a centralized logging system within the AHCCCS/MQD solution that includes sufficient detail to support auditing of transaction processing, system performance, the sequence of events in real-time, and errors sending data to or receiving data from a module.	[redacted]	[redacted]
GNL-017	Integration Platform	The Contractor shall participate in all CMS-required activities for any operational readiness review and/or certification review to achieve CMS certification.	SI Vendor Staffing	The Deloitte team will participate and support activities for any operational readiness review and/or certification review to achieve CMS certification for the MES Modules.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-001	Certification	The Contractor shall ensure all project activities, plans, and deliverables comply with the requirements of the CMS certification process.	SI Vendor Staffing	The Deloitte team will participate and support the certification of the MES Modules and conduct project activities, plans and deliverables to support the CMS certification requirements While CMS does not require the SI platform to be certified individually, the SI Platform is a critical component for MES Module certification.
GLB-002	Certification	Should the Contractor's solution fail to meet federal requirements, the Contractor shall be liable for the difference between the maximum allowable enhanced FFP and that received by the state, including any losses due to loss of certification, failure to obtain approval retroactive to the operational start date, or delays in readiness to support certification.	[redacted]	[redacted]
GLB-003	Change Management	The Contractor shall participate in, upon Contract execution, a collaborative and jointly staffed (to include State staff and all Module-based Contractor staff) Change Control Board that will create and govern the processes to review, approve, prioritize, complete, account for, and implement all identified, proposed, anticipated, expected, or unexpected contractual, technical, or system maintenance/modification activities within the scope of the Contractor's Contract.	SI Vendor Staffing	[redacted] e Change Control Board, and work collaboratively with stakeholders to such that the maintenance and modification activities are completed in a timely and effective manner, while adhering to the processes and guidelines set out by the Board for the successful implementation of the project.
GLB-004	Change Management	The Contractor shall collaborate with the State, in accordance with the State change management structure and governance, to provide a Change Management and Modification Tool Plan (ChMP) for State approval that, at a minimum, conforms to industry project management standards and sufficiently addresses the Contractor's methodology for effective change management within a multi-Contractor, integrated systems solution.	SI Vendor Staffing	Deloitte acknowledges this requirement and intends to collaborate with State at the very beginning of the project and throughout the project to develop and continue to refine a Change Management and Modification Tool Plan (ChMP). The plan will be built to conform with industry project management standards. The plan will define the methodology for managing governance on the project and identify the processes and staff required to control and manage change on the project. within a multi-Contractor, integrated systems solution. Deloitte would like to recommend utilizing AHCCCS and MQD's Azure DevOps tool to track and manage change on the project. Using a tool like Azure DevOps allows all parties to view all proposed and active changes and provides end-to-end traceability and transparency into the change.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-005	Change Management	The Contractor shall provide adequate staff to complete, support, and consult with the State regarding all approved integrated change management forms and processes as these forms and processes relate to the management, oversight, development, and/or implementation of activities in all phases of the project.	SI Vendor Staffing	Deloitte acknowledges this requirement and is responsible to staff a team with the necessary skills to effectively manage change and allocate sufficient resources for collaboration with the state, development and implementation of change management activities in all phases of the project.
GLB-006	Change Management	The Contractor shall coordinate, facilitate, and document (at the State's discretion) a meeting with the State each Contract year, to review the annual maintenance and modification schedule and provide all documentation within ten (10) business days of the completion of the meeting.	SI Vendor Staffing	Deloitte acknowledges this requirement and will, when requested by the State, coordinate and facilitate an annual meeting to review and discuss the annual maintenance and modification schedule. Deloitte will provide documentation of the meeting within 10 business days of its occurrence.
GLB-007	Change Management	The Contractor shall utilize all State-approved Change Management and Modification Pool Plan (ChMP) and Change Control Board related materials to manage change effectively within a multi-Contractor, integrated systems solution.	SI Vendor Staffing	Deloitte acknowledges this requirement and will utilize the State-approved materials related to change management and use these materials effectively throughout the project. This includes using the ChMP to plan and manage changes and following the guidelines and processes established by the Change Control Board to implement changes in a controlled and effective manner within a multi-Contractor, integrated systems solution
GLB-008	Change Management	The Contractor shall actively collaborate with all State-approved Contractors and Subcontractors under the direction of the State Change Control Board to manage change effectively within a multi-Contractor, integrated systems solution as it relates to any system or non-system based changes, modifications, or maintenance activities, efforts, tasks, or projects.	SI Vendor Staffing	Deloitte acknowledges this requirement and will follow the guidelines and processes established by the State Change Control Board and work closely with State-approved contractors and subcontractors, sharing information and coordinating activities such that changes are managed effectively and the overall systems solution is delivered successfully.
GLB-009	Change Management	The Contractor shall cooperate to provide to a State designated entity a monthly report, or as requested by the State, to show all current systems work.	SI Vendor Staffing	Deloitte acknowledges this requirement and will provide a monthly report, or as requested by the State, to show the current systems work.
GLB-010	Change Management	The Contractor shall integrate their Change Control data entry and work order tracking system for completion, archival, submittal and approval of all Change Control related processes and materials with the State enterprise Change Control system.	SI Vendor Staffing	Deloitte acknowledges this requirement and confirms its staff will enter Deloitte change control data and work order tracking data for all Change Control related processes and materials within the State enterprise Change Control system.
GLB-011	Change Management	The Contractor shall perform, document, and implement all approved work requests per the priorities, quality standards, and approval/completion/close-out processes established by the Change Control Board and the State.	SI Vendor Staffing	Deloitte acknowledges this requirement and is responsible to follow the priorities, quality standards, and approval/completion/close-out processes established by the CCB and the State to perform, document, and implement the approved work requests in accordance with these standards and processes.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-012	Change Management	The Contractor shall actively pursue, engage, and collaborate with the State to identify system/non-system based changes, maintenance, or modification efforts that will provide a streamlined, organized, and/or efficient effect/impact on systems or operations.	SI Vendor Staffing	Deloitte acknowledges this requirement and will actively engage with the State to identify opportunities for improving the efficiency and effectiveness of systems and operations to streamline processes and improve overall system performance.
GLB-013	Change Management	The Contractor shall enable the categorization of all changes to the system as one of the following and will be reviewed, approved, and prioritized by the State, in accordance with the State Change Control Process: a)Maintenance b)Modification pool changes (e.g., Specification Orders) c)Modification add-on changes (e.g., Contract Amendment) d)Defect.	SI Vendor Staffing	Deloitte acknowledges this requirement and is responsible to categorize the changes to the system into one of these four categories: maintenance, modification pool changes, modification add-on changes, or defect. These changes shall be reviewed, approved, and prioritized by the State in accordance with the State Change Control Process.
GLB-014	Change Management	The Contractor shall provide separate staffing configurations for maintenance (including defects) work, modification pool work, and modification add-on work that will allow for prompt response, performance, oversight, development, implementation, testing, and maintenance of all active, planned/upcoming, and/or newly proposed/approved work efforts as they relate to the continuous effective and efficient operation of the Contractor's system solutions.	SI Vendor Staffing	Deloitte acknowledges this requirement and is responsible to provide separate staffing configurations for maintenance (including defects) work, modification pool work, and modification add-on work to effectively manage the active, planned, upcoming, and/or newly proposed/approved work efforts, as required.
GLB-015	Change Management	The Contractor shall establish and maintain distinct teams with appropriate business area knowledge to separately handle all activities approved by the State and in accordance with the approved SDLC. Individuals assigned to specific work teams will not engage in other work assignments without prior approval from the State. This includes dedicated maintenance staff, modification staff, and additional staff resources paid for by the State.	SI Vendor Staffing	Deloitte acknowledges the need to establish and maintain distinct teams with appropriate business area knowledge to handle the approved activities in accordance with the approved SDLC. Individuals assigned to specific work teams will not engage in other work assignments without prior approval from the State.
GLB-016	Change Management	The Contractor shall inform and seek State approval prior to any configuration change in the overall State-approved staffing configuration (e.g., maintenance staffing performing modification work).	SI Vendor Staffing	Deloitte understands the importance of maintaining the overall State-approved staffing configuration and the need for State approval prior to any configuration change. We will inform the State and seek approval before any such change is made, including cases where maintenance staffing may need to perform modification work such that changes made are in compliance with the State's requirements, and that the project remains on track and within the scope of the approved staffing configuration.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-017	Change Management	The Contractor shall produce, update, and submit to the State, for review and approval, documentation for each project per the Change Management and Modification Tool plan and in cooperation with the State and other Module Contractors. Documentation will be consistent with the project effort and can be negotiated with the State.	SI Vendor Staffing	Deloitte will produce the documentation for each project per the Change Management and Modification Tool plan thereby cooperating with the State and other Module Contractors. Deloitte will submit the documentation to the State for review and approval and will incorporate the changes discussed as per the feedback.
GLB-018	Change Management	The Contractor shall utilize and execute a deployment/implementation and release management process for all phases of the project that aligns with State Change Management process, including quality assurance standards, and approval/completion/close-out processes established by the Change Control Board and the State, regardless of the phase, size, cost, and/or urgency of the project.	SI Vendor Staffing	Deloitte acknowledges this requirement and Deloitte will follow the release management process across the phases of the project aligning with state change management process.
GLB-019	Change Management	The Contractor shall provide the necessary staffing levels to utilize all modification hours available within a given year. The State retains the right to use and allocate the pool of modification hours at its sole discretion.	SI Vendor Staffing	Deloitte acknowledges that the timing and use of pool hours will be determined by the State. The Deloitte team will work closely with AHCCS/MQD to provide details required such as team composition, size, skills and the necessary staffing levels required to utilize all modification hours requested by the State.
GLB-020	Change Management	The Contractor shall allow the State to purchase additional modification hours at any time during a Contract Year using the vendor supplied rate card for the applicable Contract Year of requested purchase.	SI Vendor Staffing	Deloitte acknowledges this requirement and will allow the State to purchase additional modification hours at any time during a Contract Year using the rate card we provided.
GLB-021	Change Management	The Contractor shall maintain all data and reporting related to Modification hours and usage, and this information must be made available to the State upon request.	SI Vendor Staffing	Deloitte acknowledges this requirement and is responsible to maintain the data and reporting related modification hours (pool hours) and usage, and this information will be shared with the State upon request.
GLB-022	Contract Management	The Contractor shall maintain State-approved Contract management notifications and coordination procedures as presented in the Communications Management Plan (ComMP) to be utilized in communicating with the State regarding system, operational, or Contract related issues and implementing necessary coordination activities across Contractors, as necessary.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement and will maintain the State-approved Contract management notifications and coordination procedures Deloitte will work with the state to manage notifications as per the communications management plan.
GLB-023	Contract Management	The Contractor shall facilitate meetings and provide reporting to communicate Contract status on a State-approved frequency.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement. Deloitte's PMO team will handle this responsibility. Deloitte's PMO team will facilitate meetings and provide regular reporting to communicate contract status.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-024	Contract Management	The Contractor shall perform demonstrations of work completed corresponding to the Requirements Traceability Matrix at regular intervals to be coordinated with the AHCCCS/MQD Project Manager. AHCCCS/MQD will approve work and determine percent completion of requirements demonstrated within 5 business days.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement. Deloitte recommends conducting these demonstrations in advance of each UAT testing cycle but we will work with the state to determine a cadence applicable for this project and build this into the project plan accordingly.
GLB-025	Contract Management	The Contractor shall contract with an independent third-party approved by the State to perform a minimum of one (1) annual security and privacy assessment, including a penetration test, in accordance with CMS requirements. The results of this assessment will be made available to the State.	[redacted]	[redacted]
GLB-026	Contract Management	The Contractor shall provide information and data as requested by the State to fulfill requests for litigation, subpoenas, open record requests or other legal actions at no cost to the State.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement. Deloitte agrees to maintain the relevant records and can retrieve and provide details from the system based on client request with advanced notice.
GLB-027	Contract Management	The Contractor shall maintain State-approved Contract management notifications and coordination procedures as presented in the Communications Management Plan (ComMP) to be utilized in communicating with the State regarding system, operational, or Contract related issues and implementing necessary coordination activities across Contractors, as necessary.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement to meet these communication and coordination activities.
GLB-028	Contract Management	The Contractor shall complete and submit an Operational Trouble Report for physical documentation of all reported system and/or non-system based problem, defect, or deficiency to the State.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement. Deloitte team will use the AHCCCS and MQD's Azure DevOps tool to enter system and non-system problems, defects and deficiencies. The Deloitte team will generate the Operational Trouble Report for physical documentation from Azure DevOps and submit to the State at a defined interval.
GLB-029	Contract Management	The Contractor shall maintain a State-approved process, structure, and format for all invoicing activities and documents. Invoicing activities will include electronic routing and workflow capabilities, detail, and summary level reporting, and supporting documentation. The Contractor shall immediately correct, and reissue invoices submitted with incorrect data and will provide the ability to apply credits to an invoice in the instance of incorrect billing.	SI Vendor Staffing	Deloitte will collaborate with AHCCCS and meet the requirement. Upon AHCCCS approval of the work, Deloitte agrees to submit invoices AHCCCS in accordance with the relevant provisions of this Contract. Deloitte agrees to resubmit invoices in the event of incorrect data.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-030	Contract Management	The Contractor shall maintain a State-approved signoff authority process for verbal and written communication of decisions, approvals, and work requests that is documented and archived in a highly accessible, secure, central location.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement. At the beginning of the project, the Deloitte team will work with the State to establish a signoff authority process for verbal and written communication of decisions, approvals, and work requests. The tracking and management of the process for each item can be captured as a custom work item within Azure DevOps and can be titled 'Decision.' The workflow within Azure DevOps can be configured to match the agreed upon sign-off authority process.
GLB-031	Contract Management	The Contractor shall maintain a time and activity/task reporting system for reporting of all Contractor/Contractor and Subcontractor staff time for use in invoicing the State and generating required cost reporting activities.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement for non-firm fixed price work performed using the Pool Hours. Deloitte will leverage our internal time reporting system to track the time allocated to specific projects for both Deloitte employees and contractors.
GLB-032	Contract Management	The Contractor shall generate and provide a project specific and monthly report in Excel format to the State displaying a list of all personnel (not by position) assigned to the State account during the invoice period, including all supplemental staff assigned to work on the State account. The report will indicate the percentage of individual FTE invoiced to base and add-on activity for each employee and list the employee's job description, role, and assigned base or add-on activity or project name.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement for non-firm fixed price work performed using the Pool Hours. Deloitte will leverage our internal time reporting system to track the time allocated to specific projects for both Deloitte employees and contractors.
GLB-033	Contract Management	The Contractor shall ensure that only dedicated project time will be invoiced toward modification hours or additional project funding sources. All administrative leave (including sick/vacation), training, and leave time remains the responsibility of The Contractor under maintenance.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement. Deloitte will only invoice the State for time individuals spend working on project activities for AHCCS/MQD related to modification hours or additional project funding sources.
GLB-034	Contract Management	The Contractor shall provide calculated cost allocations, the processes and methodology, to support claims for Federal Financial Participation (FFP) across multiple programs, agencies, and departments. The Contractor shall provide the State with documentation to support wages, fringe benefits, and other expenditure items in accordance with these regulations. The Contractor shall develop these requirements collaboratively with the State. The Suppler will update and provide the approach/methodology to the cost allocation calculations to the State for approval on an annual basis, or on a frequency determined by the State.	SI Vendor Staffing	We look forward to further discussing this requirement with the state as we don't believe that the requested details are pertinent considering the scope of work that we will be performing under the resultant contract and the firm fixed price fee structure. We are happy to discuss alterative options to help meet the State's needs.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-035	Contract Management	The Contractor shall maintain a State-approved process to enable immediate removal, with just cause or reason, both physical and virtual access to systems and facilities for Contractor or Subcontractor employees deemed unfit to continue employment.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement. Deloitte uses a structured onboarding and offboarding process that is agreed and approved by the state. The offboarding process allows Deloitte to take immediate action for offboarding resources and Deloitte will notify the state once the action is complete.
GLB-036	Contract Management	The Contractor shall make all Subcontractor agreements available to the State upon request. For any Subcontract, there must be a designated primary contact who is a member of the Subcontractor's staff and who is accessible to the State. This individual's name and contact information must be provided to the State when the Subcontract is executed. The State will notify Contractor prior to any communication with Subcontractor staff.	SI Vendor Staffing	Deloitte agrees to make available a redacted copy of Subcontractor Agreements with pertinent details to the State upon request. For clarification, an entity who controls, is controlled by, or is under common control with Contractor ("Affiliates") is not considered a Subcontractor nor is an entity Contractor engaged to provide staff augmentation (with such staff being under the direct oversight of Contractor).
GLB-037	Contract Management	The Contractor shall be held responsible and are subject to all Corrective Action Plans (CAPs), penalties, and withholds due the State, attributable to subcontractor performance issues and/or non-performance. The Contractor shall be responsible/accountable for any/all subcontracted work assigned and approved for assignment by the State; and are responsible for enforcement and oversight of subcontractors and their compliance with all State and Federal contractual terms/provisions as included under this RFQ and any resulting contractual award.	SI Vendor Staffing	Deloitte Consulting agrees that we are responsible for the performance of our subcontractors related to the services. Set-off amounts and any terms relative to the release of such monies shall be subject to further discussion by the parties during negotiations. We would also like to discuss when such a plan is necessary and referring to the plan as a "Remediation Plan"
GLB-038	Contract Management	Upon State request, The Contractor shall provide staff and resources to participate on behalf of the State at national organizations and conferences. The Contractor shall secure State approval prior to any representation or presentation of documentation related to any State program, including any local, State, national conferences, or other public or private forums.	SI Vendor Staffing	Deloitte will be happy to consider any requests from the State to participate at national organizations and conferences. The details of such requests will be considered and if agreed to by Deloitte and approved through our independence process (to ensure there are no conflicts of interests), such agreement will be set forth in a change order to the SOW. Deloitte agrees to secure necessary State approvals prior to representation or presentation as appropriate.
GLB-039	Contract Management	The Contractor shall provide a monthly summary report of all representation/presentation activities for the prior month.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-040	Contract Management	The Contractor shall adhere to, follow, and actively collaborate with all State Contractors on all the currently approved versions of the Contract Deliverables (listed in Deliverables tab), as they relate to or are a result of any system or non-system based changes, modifications, or maintenance activities, efforts, tasks, or projects during the life of the Contract procured under the scope of this RFQ.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement. Approved deliverables serve as a roadmap for our practitioners working on the project. Our team will update deliverable contents as required by the state and will collaboratively with the state and other contractors throughout this process.
GLB-041	Contract Management	On an annual basis, Contractor shall procure the services of a State-approved third-party, independent, autonomous auditor (e.g., annual security risk assessment) requiring independent auditor services.	SI Vendor Staffing	We understand the State's concern regarding the need for audits such as annual security assessments. As such we offer to provide you with copies of our annual certifications and accreditations to demonstrate compliance of the service against industry certifications, and commit to providing relevant certifications, accreditations, policies to support your compliance review process. We hold several industry-recognized certifications and accreditations that demonstrate our experience and compliance. These include: SOC 2 Type 1 and CMMI Level 3. This provides you assurance that our analysts are highly trained in delivering the MSS service components you require, and have experience delivering a similar service to our clients. The CMMI certification demonstrates that our process and procedures have been audited and adapted to the standard certification authority demonstrating Deloitte's commitment to quality and to keeping our services up to date. These certificates and accreditations can be provided upon request so long as the State signs a confidentiality agreement to receive these Deloitte internal audits.
GLB-042	Contract Management	The Contractor shall provide State documentation of all requested/required audit results, develop corrective action plans for deficiencies, and hold an exit conference with State-designated Stakeholders, if requested. Contractor shall correct all deficiencies identified through the course of an audit as part of maintenance.	SI Vendor Staffing	We understand the State's concern regarding the need for audits such as annual security assessments. As such we offer to provide you with copies of our annual certifications and accreditations to demonstrate compliance of the service against industry certifications, and commit to providing relevant certifications, accreditations, policies to support your compliance review process. We hold several industry-recognized certifications and accreditations that demonstrate our experience and compliance. These include: SOC 2 Type 1 and CMMI Level 3. This provides you assurance that our analysts are highly trained in delivering the MSS service components you require, and have experience delivering a similar service to our clients. The CMMI certification demonstrates that our process and procedures have been audited and adapted to the standard certification authority demonstrating Deloitte's commitment to quality and to keeping our services up to date. These certificates and accreditations can be provided upon request so long as the State signs a confidentiality agreement to receive these Deloitte internal audits.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-043	Contract Management	The Contractor shall be available to attend all meetings with State staff and partners, as requested and required by the State. Special travel provisions, restrictions, or considerations will be collaboratively discussed and agreed upon between the State and the Contractor.	SI Vendor Staffing	Deloitte acknowledges and agrees to attend meetings as required by the State virtually (phone, video conference) based on the required participation. We look forward to collaboratively discussing other travel levels with the State.
GLB-044	Contract Management	The Contractor shall maintain complete and detailed records of all meetings related to the Contract, SDLC documents, presentations, project artifacts and any other interaction and post and maintain these artifacts in the PMR (Project Management Repository) within five (5) business days of the meeting or interaction.	SI Vendor Staffing	Deloitte's PMO team will handle the responsibilities listed herein. Deloitte acknowledges and agrees to this requirement.
GLB-045	Contract Management	The Contractor shall develop and implement a State-approved process for identifying, documenting, and obtaining a State decision on all Contract scope additions or modifications. Scope additions or modifications may be identified by any party but must be approved by both the State and The Contractor in writing as a Contract modification. Unless explicitly addressed in the Contract modification, all Contract terms, conditions, and RFQ requirements will apply to any scope added or modified.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement. Deloitte will collaborate with the state to develop a change request process for any contract scope additions or modifications.
GLB-046	Contract Management	The Contractor shall maintain State-approved risk and issue management process/plan and procedures, including ongoing education and training of user support staff.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement. Deloitte will collaborate with the state to develop a robust risk and issue management plan that is documented within the project management plan.
GLB-047	Contract Management	The Contractor shall maintain a State-approved Corrective Action Plan (CAP) process and template as defined under the Quality Management Plan (QMP) to be used for the identification, documentation, and resolution of any identified issues as they relate to performance requirements, Deliverable due dates, and Service Level Agreements contained within the scope of the RFQ. Once approved, The Contractor shall implement and utilize the State-approved CAP to resolve all identified and reported issues.	SI Vendor Staffing	Deloitte will work collaboratively with AHCCCS with any implementations of a Remediation Plan, process and template
GLB-048	Contract Management	The Contractor shall take an active role in identifying, documenting, and performing proactive self-reporting and CAPs for all State Medicaid Enterprise-Wide services contained under the scope of this RFQ, as detailed within the Quality Management Plan (QMP), and when directed by the State.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-049	Contract Management	The Contractor shall perform and complete all activities and testing as described and within the timelines prescribed in the State-approved CAP.	SI Vendor Staffing	Deloitte will work collaboratively with AHCCCS with any implementations of a corrective action plan (CAP). We would also like to discuss when such a plan is necessary and referring to the plan as a “Remediation Plan.
GLB-050	Contract Management	The Contractor shall provide appropriate system access and/or a walkthrough of any Contractor facilities and operations as directed by the State to facilitate external and internal audits.	[redacted]	[redacted]
GLB-051	Contract Management	The Contractor shall, throughout all phases of this Contract, adhere to 42 CFR 434.6(5), which allows evaluation by CMS and HHS, through inspection or other means, of the quality, appropriateness, and timeliness of services performed under this Contract.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement. Deloitte will continue to abide by CMS rules and regulations, as we have on previous state engagements.
GLB-052	Contract Management	The Contractor shall collaborate with the State and State-identified partners to advance and implement efficiencies (as detailed in the QMP) and improve MITA levels for both individual systems, and the overall State Medicaid Enterprise.	[redacted]	[redacted]
GLB-053	Document Management	The Contractor's solution shall integrate with the AHCCCS/MQD Document Management component for the purpose of storing, indexing, and retrieving all digital files associated with user and system activity.	[redacted]	[redacted]
GLB-122	Enterprise Architecture	For non-COTS based products and customizations to SaaS solutions, the Contractor shall collaborate with the State to provide a Business Design / System Design Document (BD/SDD) for the overall project, that, at a minimum, complies with industry project management and business analyst standards and sufficiently addresses the challenges represented within a multi-Contractor, integrated system solution.	SI Vendor Staffing	Deloitte acknowledges this requirement, and Deloitte will collaborate with the state for any customization required in the SaaS solution. Deloitte will provide BD/SDD for customization as per industry standards and actively address the challenges within a multi-contractor, integrated system solution.
GLB-123	Enterprise Architecture	The Contractor shall update the BD/SDD (Business Design / System Design Document) throughout the Contract to incorporate all changes to the overall business design.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement.
GLB-134	Enterprise Architecture	The Contractor shall update the Data Integration / Interface Design and Control Document (DIID&CD) throughout the Contract to incorporate all changes to the overall system design.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-054	Infrastructure Management	The Contractor shall be required to implement, host (or arrange for third-party hosting), operate, maintain, and manage all infrastructure, including all hardware, software, middleware, and licenses necessary for successful operation of all systems and services under the scope of work of the Contract.	[redacted]	[redacted]
GLB-055	Infrastructure Management	The Contractor shall retain the responsibility and costs for providing network connectivity and access to all systems and data under their scope to all State-authorized Stakeholders. The Contractor shall provide the tools and infrastructure to support required access.	[redacted]	[redacted]
GLB-056	Infrastructure Management	The Contractor shall retain all responsibility and costs for all software, hardware, and infrastructure Maintenance and Operations necessary to fulfill their obligations of this RFQ.	[redacted]	[redacted]
GLB-057	Infrastructure Management	The Contractor shall implement the approved upgrade/replacement plan for all software and infrastructure upgrades in accordance with the State-approved schedule.	[redacted]	[redacted]
GLB-058	Infrastructure Management	The Contractor shall ensure all software is supported at a minimum level as defined by Agency/State and Federal standards.	[redacted]	[redacted]
GLB-059	Infrastructure Management	The Contractor shall provide the base infrastructure and optimization of all systems under the scope of this RFQ to meet required application specific uptime/response time requirements related to performance requirements, deliverable due dates, and Service Level Agreements (SLAs) contained within this RFQ and subsequent Contract award.	[redacted]	[redacted]

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-060	Infrastructure Management	The Contractor shall provide reporting of all infrastructure optimizations annually, or after any major system change, to meet or exceed performance requirements or as requested by the State.	[redacted]	[redacted]
GLB-061	Infrastructure Management	The Contractor shall document and maintain State-approved application-specific response time requirements, measurements, and reporting.	[redacted]	[redacted]
GLB-062	Infrastructure Management	The Contractor shall monitor, track, and report to the State infrastructure space and storage trends over the term of the Contract, including space and storage for databases, data stores, universes, and data marts.	[redacted]	[redacted].
GLB-063	Infrastructure Management	The Contractor shall collaborate with the State to provide a detailed approach to capacity and performance monitoring as part of the overall Performance Management Plan (PerfMP) that, at a minimum, outlines the strategy for assessing the overall integrated solution and component performance, and sufficiently addresses the challenges represented within a multi-Contractor, integrated systems solution. The PerfMP will describe the solution's performance requirements, the elements of the solution developed to measure performance, and the solution performance measurements to ensure that requirements are continuously met.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement. Deloitte will collaborate with state to prepare and execute performance management plan.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-200	Infrastructure Management	The Contractor shall notify the State of all software and infrastructure version upgrades and/or end of support dates when received from a software/infrastructure contractor. The Contractor shall also develop and execute a State-approved plan and schedule for upgrade/replacement. All costs for upgrades and/or end of life or support date changes will be covered by the Contractor. Software or infrastructure upgrades or replacement activities will be categorized as the following: a)Major: Complete version upgrade with functionality change or complete replacement with a new product b)Minor: Incremental update to existing products c)Emergency Upgrade: Upgrade to a solution and/or its infrastructure that is necessary to address: (1) a current or imminent disruption of the business's ability to protect assets, meet organizational needs, and/or satisfy regulations due to solution failure; or (2) a current or imminent security threat.	[redacted]	[redacted]
GLB-064	Maintenance & Operations	As part of its fixed price for M&O, the Contractor shall provide Maintenance Support activities during Operations. This includes making changes to existing functionality and features that are necessary to continue proper system and/or operational services; routine maintenance; data corrections; running reports; communications to State-authorized Stakeholders; root cause analysis; applying change requirements; software, hardware, or network upgrades; configuration changes; State rule changes; infrastructure policy impacts; and corrective or adaptive maintenance.	[redacted]	[redacted]
GLB-065	Maintenance & Operations	As part of its fixed price for M&O, the Contractor shall provide production support activities during Operations. This includes supporting production systems and operations, addressing system interruptions, identifying, and alerting Stakeholders of potential issues, focusing on identifying and fixing system faults quickly or crafting workarounds and enabling problem management root cause analysis and problem remediation.	[redacted]	[redacted]

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-066	Maintenance & Operations	The Contractor shall collaborate with the source system Contractor to resolve bad or otherwise corrupt data in accordance with the data quality review process timelines.	SI Vendor Staffing	Deloitte will collaborate and provide support to source system contractor to fix source data. Deloitte cannot be responsible if source system does not fix the data in the expected timelines.
GLB-067	Maintenance & Operations	The Contractor shall implement improvements, changes, or enhancements to an efficient, scheduled, and State-approved approach that will enable all other environments to update and mirror the "new" production functionality.	[redacted]	[redacted]
GLB-068	Maintenance & Operations	The Contractor shall be solely responsible for the end-to-end oversight and management of all environments, including ensuring performance metrics and SLAs are met.	[redacted]	[redacted]
GLB-069	Maintenance & Operations	The Contractor shall notify and coordinate with the State and affected solutions for approval of scheduled and emergency maintenance windows and system outages.	[redacted]	[redacted]
GLB-070	Maintenance & Operations	The Contractor shall adhere to a State-approved process for receiving, initiating, and executing all data, reporting, and analysis work/change requests from the State that: a)Acknowledges receipt of the request within one (1) business day b)Provides proposed dates for delivery of Deliverables within three (3) business days c)Approved process must account for negotiable deadlines for on demand/priority requests.	SI Vendor Staffing	Deloitte acknowledges this requirement and would like to work with the State to incorporate into the approved processes different timelines for large or complex changes that need to be implemented.
GLB-071	Maintenance & Operations	The Contractor shall generate and distribute (at a minimum) a monthly change, maintenance, and modification staffing report that provides resource level detail concerning modification efforts of all proposed, active, and newly completed modification efforts/projects.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement for all pool hour or approved scope changes.
GLB-072	Maintenance & Operations	The Contractor shall provide technical support Monday through Friday 8AM to 4PM MST, excluding AHCCCS/MQD and Federal holidays.	[redacted]	[redacted]

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-073	Maintenance & Operations	The Contractor shall provide Maintenance Support activities during Operations. This includes making changes to existing functionality and features that are necessary to continue proper system and/or operational services; routine maintenance; data corrections; running reports; communications to State-authorized Stakeholders; root cause analysis; applying change requirements; software, hardware, or network upgrades; configuration changes; State rule changes; infrastructure policy impacts; and corrective or adaptive maintenance.	[redacted]	[redacted]
GLB-074	Maintenance & Operations	The Contractor shall provide a dedicated team to verify and monitor the successful implementation of all system and operational changes, maintenance, and/or modifications in accordance with a System Maintenance Support Plan (SysMSP); which shall include system processing, accuracy, and timely corrections of any problems as related to the original system change.	[redacted]	[redacted]
GLB-075	Maintenance & Operations	The Contractor shall provide Modification Support Analysis, as part of maintenance, during Operations. This includes the functional and non-functional requirements for adding new functionality and operational services, features, or capability to the proposed system(s) on prioritized requests from the user community and other critical business needs from a technical and logistical standpoint.	SI Vendor Staffing	As part of Operations, Deloitte will provide Modification Support Analysis to evaluate adding new functional or non-functional requirements to the solution based on the prioritized needs defined by the State. The hours required to implement selected changes will be performed using the Pool Hours in accordance with the change management process defined for the project.
GLB-076	Maintenance & Operations	The Contractor shall provide user support activities during Operations as negotiated, and agreed upon, between The Contractor and the State. This includes conducting system research and responding to inquiries.	SI Vendor Staffing	Deloitte acknowledges this requirement and looks forward to discussing with the State user support activities during operations that may be desired.
GLB-077	Maintenance & Operations	The Contractor shall provide audit activities during Operations. This includes regular audits of both automated and manual business and technical processes for correctness and reporting of results to the State.	SI Vendor Staffing	Deloitte has provided a similar Operations Status Audit Report artifact as part of our prior MES SI implementations. Our baseline accelerators and lessons learned enable us to efficiently tailor our deliverable to align with the State's requirements and timelines without starting from scratch.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-078	Maintenance & Operations	The Contractor shall utilize Microsoft Azure DevOps, the State-approved online Defect Management tool for the identification, impact assessment, definition, traceability, verification, and reporting of all defects and resolutions. This includes the workaround resolutions as approved by the State using the Change Control Process throughout the Contract.	SI Vendor Staffing	Deloitte will use Microsoft Azure DevOps, the State-approved online Defect Management tool to trace the changes as well as production issues that are tracked and identified as defects.
GLB-079	Maintenance & Operations	The Contractor shall conduct development walkthroughs as appropriate to demonstrate to the State that all functions have been completely and accurately planned, developed and unit tested as well as record problems using the State-approved online Defect Management tool.	SI Vendor Staffing	Deloitte will conduct development walkthroughs as appropriate. Deloitte will maintain traceability of functional changes in State approved online Defect Management tool and also agrees to demonstrate the functional changes for the state in advance of UAT (User Acceptance Testing).
GLB-080	Maintenance & Operations	The Contractor shall use results of testing activities, previous project lessons learned, and industry trends and best practices to reduce the occurrence of defects in future projects (continuous improvement).	SI Vendor Staffing	We understand that system modification and continuous improvement and innovations are critical aspect of Operations and Maintenance. Our experience as the MES SI in five other states helps provide the State with a continuous improvement approach and plan that incorporates learnings from this project as well as the learnings from the experiences of other states.
GLB-081	Maintenance & Operations	The Contractor shall document all lessons learned as part of the closeout effort for each project or initiative and review the results with the State within 30 days of project closeout.	SI Vendor Staffing	Deloitte performs a post-project evaluation and review, documents key findings and lessons learned, and shares these findings and lessons with the State as part of the closeout within 30 days. Deloitte will work with the State to define project and determine which initiatives require this activity to be performed.
GLB-082	Maintenance & Operations	The Contractor shall maintain a comprehensive lessons learned repository that is a knowledge base of all lessons learned and documented for each project or initiative. This repository will be updated with all new lessons learned within thirty (30) business days after a project or initiative is completed.	SI Vendor Staffing	Deloitte provides a knowledge base repository (MS Excel) where detailed post-project evaluation and review, documents key findings and lessons learned will be maintained and updated within thirty (30) business days of closeout.
GLB-083	Maintenance & Operations	The Contractor shall implement a State-approved process for reviewing and incorporating all lessons learned into future projects or initiatives on a defined schedule.	SI Vendor Staffing	Deloitte agrees to adhere to implement a State-approved process for reviewing and incorporating lessons learned into future projects or initiatives on a defined schedule as needed throughout the project's life.
GLB-084	Maintenance & Operations	The Contractor shall maintain a State-approved defect resolution process that determines resolution timelines based on a mutually agreed-upon and assigned severity level.	SI Vendor Staffing	Deloitte works with the State to implement a State-approved defect resolution process that determines resolution timelines based on a mutually agreed-upon and assigned severity level.
GLB-085	Maintenance & Operations	The Contractor shall have the ability to selectively move modifications on a release schedule with State approval, with the flexibility to selectively back out system changes prior to a release (last minute) without significant resources or impact (point in time restore).	[redacted]	[redacted]

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-086	Maintenance & Operations	The Contractor shall identify impacts to existing reports and queries as data sources change and evolve.	SI Vendor Staffing	Deloitte acknowledges and complies with this requirement. Following the approved change management process, Deloitte will evaluate the impacts of requested changes on existing functionality of the system as well as existing reports and queries. The required updates identified will be implemented when the change is implemented.
GLB-087	Maintenance & Operations	The Contractor shall update existing reports and queries impacted by re-occurring/ongoing data set changes/updates (e.g., annual code set updates).	SI Vendor Staffing	Deloitte acknowledges and complies with this requirement. Following the approved change management process, Deloitte will evaluate the impacts of requested reoccurring/ongoing data set changes/updates on existing functionality of the system as well as existing reports and queries. The required updates identified will be implemented when the change is implemented.
GLB-088	Maintenance & Operations	The Contractor shall detect, log, notify, and respond appropriately to errors and exceptions in both system and data processing.	SI Vendor Staffing	Deloitte is responsible to detect, log, notify, and respond appropriately to errors and exceptions in both system and data processing.
GLB-089	Maintenance & Operations	The Contractor shall provide, as part of the RelMP, a Network Design and Monitoring Plan for an optimally performing computing and data transporting environment and it will be continuously updated as Module Contractor's solutions are networked to reflect a new integrated diagram.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement.
GLB-090	Maintenance & Operations	The Contractor shall implement a configuration management process (integrated when additional Module Contractor contracts are executed) with proven promotion and version control procedures for the implementation of a multi Contractor, integrated system wide enterprise, which may include: a)System modules b)Commercial Off the Shelf (COTS) products c)System software and operating Systems (OS) d)Network e)Service and Service Registry f)Files (including documents) g)Databases h)Hardware i)Interfaces with other systems	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement.
GLB-091	Maintenance & Operations	The Contractor shall maintain, as part of the RelMP, change management metadata regarding all system application release and operational performance and behavior. Where possible, this will be integrated with overall infrastructure change management metadata to provide a complete integrated view of system and environment changes.	SI Vendor Staffing	The Release Management process establishes the framework for managing software delivery and software change to support modules integrations. Once code is developed, tested, and packaged into releases for deployment, our release management team is responsible for introducing these changes and managing their release. Release notes will be published documenting the changes included in each release.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-092	Maintenance & Operations	The Contractor shall provide a quarterly Configuration Management Summary report providing a high-level overview of any changes to the system baseline configuration and operational usage.	[redacted]	[redacted]
GLB-093	Maintenance & Operations	The Contractor shall allow for the implementation of, in collaboration with the Systems Integrator (SI) and other module Contractors, specific tools and infrastructures (as approved by the State) for software configuration management.	SI Vendor Staffing	Deloitte has a deep understanding of the complexities involved in designing, testing and maintaining specific tools and infrastructures and collaboratively integrating those tools with the MES module vendors during operations.
GLB-094	Maintenance & Operations	The Contractor shall document and maintain State approved standard maintenance windows, that are coordinated across solutions, for system maintenance and downtime to minimize MES Stakeholder disruption.	SI Vendor Staffing	Deloitte is responsible to document and maintain State approved standard maintenance windows, that are coordinated across solutions, for system maintenance and downtime to minimize MES Stakeholder disruption.
GLB-095	Maintenance & Operations	The Contractor shall document all incidents in accordance with the State standard Incident Reporting Form (IRF) template.	SI Vendor Staffing	Deloitte acknowledges this requirement but looks forward to clarification from the State on the contents and format of the Incident Reporting Form (IRF) template.
GLB-199	Maintenance & Operations	The Contractor shall collaborate with the State to provide a Release Management Plan (RelMP) for State approval.	SI Vendor Staffing	Deloitte is responsible to collaborate with the State to provide a Release Management Plan (RelMP) for State approval.
GLB-202	Maintenance & Operations	Before the solution enters production, the Contractor shall provide solution documentation, training manuals, and desk level procedures.	SI Vendor Staffing	Deloitte is responsible to provide solution documentation, training manuals, and desk level procedures before the solutions enters production.
GLB-096	Performance Management	The Contractor shall conduct regularly scheduled reviews to assess performance against KPIs and SLAs.	SI Vendor Staffing	Deloitte acknowledges this requirement and will be responsible to schedule reviews to access performance against Key Performance Indications and Service Level Agreement.
GLB-097	Performance Management	The Contractor shall review all State-approved and CMS required KPIs and SLAs with the State, minimally on a monthly basis, or as requested by the State.	SI Vendor Staffing	Deloitte acknowledges this requirement and will review the state approved SLAs on a monthly basis or as requested by the State. Any modifications or changes to the project SLAs will follow the state approved change management processes for the project.
GLB-098	Performance Management	The Contractor shall, in collaboration with the State, develop, review, and maintain, all State-approved and CMS required, KPIs and SLAs as advancements of the MITA principles and operational process maturity occur based upon the ongoing reviews of these measurements.	SI Vendor Staffing	Deloitte acknowledges this requirement and will collaborate with the State to develop, review and maintain project defined KPIs and SLAs that have been reviewed and approved by the State. Any modifications or changes to the project SLAs will follow the state approved change management processes for the project.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-195	Performance Management	The Contractor shall provide and maintain a performance dashboard that captures performance metrics (with drilldown capabilities to supporting data) that can be accessed, exported for CMS reporting, or reported on, as requested by the State, in a medium and format approved by the State. The dashboard and subsequent performance metrics reporting will include performance summaries, such as: a)KPIs and related service levels targeted vs. actual results b)KPIs and related service levels prior period report comparisons c)KPIs and service levels reported as non-compliant d)KPI corrective action plans (CAP), CAP details, impacts to other Modules/systems and estimated compliance date e)KPI resolution date and detailed corrective status for all CAP resolutions.	[redacted]	[redacted]
GLB-099	Privacy and Security	The Contractor must meet the applicable State and Federal privacy and security standards in the hosting and support of all infrastructure, including the Federal Centers for Medicare and Medicaid Services (CMS) and Social Security Administration (SSA) cloud computing standards for data maintained within the system. If not hosted in AHCCCS Azure tenent then must be FedRAMP or StateRAMP authorized and that authorization must be maintained throughout the life of the contract.	[redacted]	[redacted]
GLB-100	Privacy and Security	The Contractor shall prevent any user or system administrator from having a shared account.	[redacted]	[redacted]

Requirements Matrix
YH23-0021 Attachment 1

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-101	Privacy and Security	The Contractor's Solution shall be compliant with NIST 800-53, or its replacement, at the moderate level, the Minimum Acceptable Risk Standards for Exchanges (MARS-E), or its equivalent.	[redacted]	[redacted]
GLB-102	Privacy and Security	The Contractor shall comply with AHCCCS/MQD information security requirements and employ appropriate security controls in accordance with applicable laws, Executive Orders, directives, policies, regulations, standards, and guidance.	[redacted]	[redacted]
GLB-103	Privacy and Security	The Contractor shall establish and maintain security and privacy policies and procedures for how data is stored, handled, and accessed within the Contractor environment.	[redacted]	[redacted]
GLB-105	Privacy and Security	The Contractor shall encrypt data to and from the Contractor environment using current FIPS 140 regulations for compliant encryption technologies.	[redacted]	[redacted]

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-106	Privacy and Security	The Contractor shall be responsible for monitoring emerging information security threats and vulnerabilities and the necessary remediation at no additional cost to the State.	[redacted]	[redacted]
GLB-107	Privacy and Security	For all persons identified to have access to the Contractor's Solution and data prior to execution of the contract and throughout the life of the agreement, the Contractor shall complete and submit the following: 1) **AHCCCS Electronic Data Exchange Request Form** 2) **External User Affirmation Statement** https://www.azahcccs.gov/PlansProviders/Downloads/ISD/ExternalUserAffirmationStatement.pdf	SI Vendor Staffing	As part of our onboarding process, we will submit the "AHCCCS Electronic Data Exchange Request Form" and "External User Affirmation Statement" for any user's onboarding. We can also support separate forms for MQD onboarding forms if desired.
GLB-108	Privacy and Security	The Contractor shall be subject to U.S. Federal laws and regulations protecting Personally Identifiable Information (PII).	[redacted]	[redacted]
GLB-110	Privacy and Security	The Contractor shall provide all MARS-E, or equivalent federal requirement, compliance documentation within the timeframes indicated in the approved project schedule.	[redacted]	[redacted]

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-111	Privacy and Security	Contractor must implement: 1. Security measures sufficient to reduce risks and vulnerabilities to a reasonable and appropriate level to comply with Section 164.306(a). 2. For risk analysis, an accurate and thorough assessment of the potential risks and vulnerabilities to the confidentiality, integrity, and availability of ePHI held by the covered entity. 3. Applied appropriate sanctions to workforce members who fail to comply with the security policies and procedures of the covered entity. 4. Procedures to review records of information system activity, such as audit logs, access reports, and security incident tracking reports, on a frequency determined by State. 5. Assigned security officer who is responsible for the development and implementation of the policies and procedures required by this subpart for the entity. 6. Security awareness and training program for all members of its workforce. 7. Procedures for guarding against, detecting, and reporting malicious software. 8. Identify and respond to suspected or know security incidents, mitigate, to the extent practicable, harmful effects of security incidents and their outcomes.	[redacted]	[redacted]
GLB-112	Privacy and Security	The Contractor's solution shall work with AHCCCS/MQD to design, configure and automatically transmit Integration Platform log data to the AHCCCS/MQD Security Event and Incident Management (SIEM) system leveraging Open Cybersecurity Schema Framework (OCSF) https://github.com/ocsf.	[redacted]	[redacted]
GLB-203	Privacy and Security	The Contractor's solution shall adhere with the sub-parts of Section 508 of the Americans with Disabilities Act (ADA) guidelines, and any other appropriate State or Federal disability legislation (https://www.section508.gov/). The Contractor must provide the State with their Voluntary Product Accessibility Template (VPAT) explaining how their products meet (conform to) the Revised 508 Standards for IT accessibility.	[redacted]	[redacted]

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-202	Privacy and Security	The Contractor shall assign a dedicated privacy and security officer to serve as the liaison to the AHCCCS CISO to ensure and maintain compliance with HIPAA, NIST, MARS-E, and other Federal and State privacy and security standards. The Privacy and Security officer would be responsible for: 1. Implementing all applicable security controls, documenting those implementations, and maintaining security documentation (as policy, procedural, or system changes are made) 2. Facilitating internal and external Security Control Assessments and Audits 3. Providing other system security documentation to the State as necessary, including but not limited to System Security Plans	SI Vendor Staffing	Deloitte will assign a Cyber Lead to work in liaison to the AHCCCS CISO to maintain Privacy and Security compliance as per HIPAA, NIST, MARS-E, and other Federal and State privacy and security standards.
GLB-113	Project Management	The Contractor shall follow project management methodologies as directed by the State that are consistent with the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK) Guide and/or Agile project management. Contractor staff will complete the activities in the project lifecycle and will produce project deliverables using Azure DevOps and Microsoft Office Products in v2007 or newer (Word, Excel, Project, Visio, etc.) and Adobe PDF, or other formats as acceptable to the State.	[redacted]	[redacted]
GLB-114	Project Management	For non-COTS based products and customizations to SaaS solutions, the Contractor shall establish and execute a State-approved Software Development Life Cycle (SDLC) and schedule for managing and completing all State-approved work. The Contractor will collaborate with AHCCCS to create a Project Schedule (DEL-019), that follows the Initiate, Plan, Execute, Close standard best practice to include WBS/tasks, milestones, dependencies, resource names, actual start/finish dates	[redacted]	[redacted]

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-115	Project Management	The Contractor shall use the PMR (Project Management Repository), with advanced search capabilities, as a comprehensive repository of documents and other materials related to the project. The Contractor is required to update and version the content of these items, so the information is current. Items to incorporate include: a)Contact/Phone Lists b)Business Process Models c)Workflow Designs d)RFQ and Proposal Documents with requirements and proposal responses linked to the Requirements Traceability Matrix (RTM) for requirements validation e)Design decisions linked to RFQ requirements, proposal responses, and RTM data f)Detailed design documents (DDDs), test results, and other Deliverables g)Schedules and calendars h)Microsoft Project work plan i)Minutes and agendas j)Issue tracking tool and other documents k)Policy documentation l)System documentation m)Change orders and related documents n)All Deliverables as listed in Deliverables tab o)Additional items learned through the project initiation and planning process or other items related to the project over the lifetime of the system	[redacted]	[redacted]
GLB-116	Project Management	The Contractor shall maintain State-approved Contract management notifications and coordination procedures as presented in the Communications Management Plan (ComMP) to be utilized in communicating with the State regarding system, operational, or Contract related issues and implementing necessary coordination activities across Contractors, as necessary.	[redacted]	[redacted]
GLB-117	Project Management	The Contractor shall work with AHCCCS/MQD on branding the solution (including a logo) and shall develop and maintain a website and materials where all communication and educational tools and other pertinent solution information will be posted on the AHCCCS and MDQ website.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement. Additionally, Deloitte will collaborate with the State to develop and maintain communication and educational tools per the branding. Deloitte will provide the State with material to post to the AHCCCS and MQD website.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-118	Project Management	The Contractor shall adhere to the project's Change Management and Modification Pool Plan (ChMP) and subsequent change control processes as agreed to with the State for any modifications to the KPIs or SLAs.	SI Vendor Staffing	Deloitte acknowledges and agrees to the details of this requirement. Deloitte will collaborate with the state to develop a robust change management and modification pool plan (ChMP) and will follow agreed upon change control processes.
GLB-119	Project Management	The Contractor shall include project risk and issue management processes as part of their project management approach.	SI Vendor Staffing	Deloitte acknowledges and agrees to the details of this requirement.
GLB-120	Project Management	The Contractor is responsible for the capture and dissemination to AHCCCS/MQD of all agendas, meeting minutes and documentation necessary for successful execution of the project as determined by AHCCCS/MQD RACI (Responsible Accountable Consulted Informed) Matrix, which is a responsibility assignment matrix (RAM). Meeting minutes shall be distributed within two (2) business days following the meeting. Agendas, meeting minutes from prior meetings and documentation to be reviewed before the meeting shall be sent: Non-recurring meetings: forty-eight (48) hours prior Recurring meetings: twenty-four (24) hours prior	SI Vendor Staffing	Deloitte acknowledges and agrees to the details of this requirement. The documentation will also be published to the Project Management Repository
GLB-121	Project Management	The Contractor shall be available to attend all meetings with State staff and partners, as requested and required by the State. Special travel provisions, restrictions, or considerations will be collaboratively discussed and agreed upon between the State and the Contractor.	SI Vendor Staffing	Deloitte acknowledges and agrees to attend meetings as required by the State virtually (phone, video conference) based on the required participation. We are open to discussing other travel levels with the State.
GLB-124	Project Management	The Contractor shall adhere to all applicable State Medicaid Enterprise-Wide integrated project plans and Deliverables, as approved by the State, which orchestrate and direct the activities of all Contractors engaged in work under the scope of this RFQ. The list of deliverables and associated due dates are present in the Deliverables tab.	SI Vendor Staffing	Deloitte acknowledges and agrees to the details of this requirement.
GLB-125	Project Management	The Contractor shall collaborate with all State internal/external partners and Contractors to create, maintain, update, and submit for State approval, coordinated Project Deliverable documents which adhere to Industry Best Practices within required timeframes. The Contractor shall review and update all Project Deliverables as necessary to address system changes, at a minimum, on an annual basis prior to the beginning of the Contract year.	SI Vendor Staffing	Deloitte acknowledges this requirement and will work with AHCCCS, as well as staff or contractors AHCCCS assigns, for review and approval of the required project deliverables. Deloitte will update affected Deliverables as system changes are implemented and minimally will review and update the Deliverables annually prior to the beginning of the contract year.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-126	Project Management	As Modules are added to the State Medicaid Enterprise, the State will require The Contractor to integrate Project Deliverables, when applicable, with other enterprise Contractors as requested by the State.	SI Vendor Staffing	Deloitte is open to working with other contractors on Deliverables but would appreciate the opportunity to clarify this requirement further. On our other SI projects, Deloitte is responsible for Deliverables required for our SI engagements. There are some documents that require information from the SI vendor and the Module vendors to provide the State with an overarching view of the enterprise such as an integrated project schedule or enterprise architectural diagrams. Deloitte has successfully worked collaboratively with the other vendors in these situations.
GLB-127	Project Management	The Contractor shall ensure project management processes and procedures are flexible to accommodate different sized maintenance and modification projects throughout the life of the Contract.	[redacted]	[redacted]
GLB-128	Project Management	The Contractor shall use MS Project management software that aligns with versioning used by the State, for managing analysis, configuration, and deployment of projects that support International Organization for Standardization (ISO)/International Electrotechnical Commission (IEC)/Institute of Electrical and Electronics Engineers (IEEE) 16326:2 9 and ISO 215 :2 2 (or their replacements) standards.	SI Vendor Staffing	Deloitte acknowledges and agrees to the requirement.
GLB-129	Project Management	The Contractor shall develop procedures to share all project information in a timely manner across the organization to reduce siloes and improve processes and procedures throughout the State Medicaid Enterprise.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement. Our proposed methodology includes a detailed Communication Management Plan that outlines how to best communicate and share information across the project and with key stakeholders. This plan and others in the methodology have been refined through lessons learned and our experiences implementing Deloitte's system integration platform product over the last five years.
GLB-130	Project Management	The Contractor shall cooperate to adapt all SDLC artifacts and processes to align with the enterprise standards set forth by the State.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement. The SDLC artifacts and processes will be further defined in our Implementation Plan deliverable. Deloitte brings a number of pre-built SDLC artifacts and proven processes as part of our system integration platform methodology. We look forward to sharing these with AHCCCS, receiving feedback, and adapting them to your enterprise standards.
GLB-131	Project Management	The Contractor shall adhere to industry best practices for business analysis, as proposed by The Contractor and approved by the State. This includes but is not limited to collaborating with the State to elicit business and stakeholder requirements at sufficient detail to ensure the solution meets the needs of the State.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement. As part of our methodology described in the Methodology and Approach response, Deloitte has a detailed and refined business requirement discovery process known as Integration Planning. In this process we outline how we will work with the AHCCCS to understand their business requirements, refine (if required), and trace requirements to implementation product backlog items (e.g., features, user stories).
GLB-132	Project Management	The Contractor shall propose, for State approval, a comprehensive, robust, requirements management tool that can integrate with the AHCCCS preferred requirements management/software development tool, Azure DevOps (ADO).	[redacted]	[redacted]

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-133	Project Management	The Contractor shall update the Requirements Traceability (RTM) throughout the contract to incorporate all changes to the overall project requirements.	SI Vendor Staffing	Deloitte acknowledges and agrees to the requirement. Deloitte will update the RTM at various stages of the project that would include when the requirement passes through each phase of the project or if the requirement's scope is changed as part of the change control process. Deloitte expects to track the requirements in the Azure DevOps tool allowing for transparency and traceability.
GLB-135	Project Management	The Contractor shall cooperate to identify and provide to the State-identified Contractors, the applicable Deliverables for each milestone that meet the requirements of system development, testing, and implementation subject to State approval.	SI Vendor Staffing	Deloitte acknowledges and agrees to the requirement. Deloitte will develop stated deliverables, submit to state for approval, and make any required modifications upon request. Deliverables are planned for each phase of the project depending on the type of the deliverable. These will be tracked in the Project work plan and distributed to the other contractors at the end of each phase.
GLB-197	Project Management	The Contractor shall obtain State approval for all Project Deliverables and adhere to the following: a)For each Project Deliverable, The Contractor shall prepare and submit a Deliverable Expectation Document (DED) that includes an outline and expected reviewers for State review before a Project Deliverable is developed and submitted to the State b)Conduct formal Project Deliverable reviews with the State prior to receiving approval as prescribed by the State. The State will provide input into all Project Deliverable designs and contents c)Conduct, upon request by the State, review meetings to clarify State findings on rejected Project Deliverables d)Perform all revisions to Project Deliverables before the Project Deliverable is resubmitted to the State for subsequent review e)Meet accepted standards of practice adopted by the State for final versions of Project Deliverables and milestones Submit, at the discretion of the State, interim Project Deliverables to the State for their advance review to promote schedule progress without resetting the Project Deliverable schedule.	SI Vendor Staffing	Deloitte looks forward to working in collaboration with the State to develop the deliverable acceptance process such as, the timing of State reviews and comments, as well as objective criteria for acceptance and assessment of the materiality of Deliverable quality.
GLB-198	Project Management	The Contractor shall collaborate with the State to provide a high level Implementation Plan (ImP) that outlines the methodical approach for the design, development, implementation, of all technology and services in accordance with the scope that is proposed.	SI Vendor Staffing	Deloitte will collaborate with the state to develop a high-level Implementation Plan that details the phases of the SDLC process for this project.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-136	Quality Assurance	The Contractor shall support all testing by the State or it's designee through: Providing analysis of existing production vs test results when discrepencies are identified Provide updates or replacements for all data and reference files, computer programs and all other documentation that will be required to execute parallel and acceptance tests Provide for pre-conversion analysis using trial cycles to fully validate the conversion rules, processes and results to populate test environments	SI Vendor Staffing	Deloitte acknowledges this requirement. We will collaborate with State and support them during testing phases. We plan to run up to two mock conversion runs with our implementations. We will help the state with environment readiness, analysis of data and reference files and results, and help analyze discrepancies if any.
GLB-137	Quality Assurance	The Contractor shall update the Test Management Plan as the project completes DDI activities and enters Post-Implementation and Operational project phases to reflect updates to testing and defect management strategies, approaches, metrics, thresholds, process and procedure as appropriate to reflect specific needs and expectations for stakeholders and to meet required SLAs and KPIs	SI Vendor Staffing	Deloitte acknowledges this requirement and will update the Test Management Plan at the completion of the Post-Implementation and Operational project phases accordingly to reflect changes required for the Post-Implementation and Operational Phases.
GLB-138	Quality Assurance	The Contractor shall ensure test environments enable access to appropriate devices and resources required to connect to the State environment	SI Vendor Staffing	Deloitte acknowledges and agrees to the requirement.
GLB-139	Quality Assurance	The Contractor shall provide State staff remote access to all test environments necessary to complete testing that conforms to the security protocols used by the State	SI Vendor Staffing	Deloitte acknowledges this requirement and will work with the State to provide access to the test environment for remote State staff in adherence with State's security protocols.
GLB-140	Quality Assurance	The Contractor shall conduct system test walkthroughs as appropriate to demonstrate to the State that all system functions have been accurately planned, developed and tested as well as record deficiencies in the approved defect management tool	SI Vendor Staffing	Deloitte acknowledges this requirement, and we will make sure that demonstrations of system functionality are scheduled and held as per the timelines detailed in Test Management Plan. Also, the State approved defect management tool will be used to facilitate the tracking and tracing of both the occurrence and resolution of each defect observed.
GLB-141	Quality Assurance	The Contractor shall define, develop, and maintain a development/test environment data refresh process that allows for a standard refresh schedule, State-approved exceptions, and ad hoc requests.	SI Vendor Staffing	Our Test Management Plan includes an environment data refresh approach/plan along with the corresponding schedules. Module vendors will be responsible for refreshing any corresponding data for their modules.
GLB-142	Quality Assurance	The Contractor shall Test in collaboration with the State for system/network performance in accordance with processes and procedures as documented in the approved Test Management Plan	SI Vendor Staffing	Deloitte acknowledges this requirement and provides performance test results to the State in accordance with the approved Test Management Plan.
GLB-143	Quality Assurance	The Contractor must provide for test environment rollbacks (for new releases, versions, upgrades and critical fixes in the UAT and Production environments	SI Vendor Staffing	As part of our standard Change Management processes, Deloitte includes rollback procedures/plans that will be executed if problems are encountered during upgrades, new releases, etc. The rollback procedures/plans will be available for the UAT and Production environments.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-144	Quality Assurance	The Contractor shall provide defect identification, defect resolution, and defect support processes as part of the approved Test Management Plan including: Defect Management Tools Determination of Defect Severity and Priority of resolution Defect Impact, Defect workaround, Defect Root Cause Defect metrics and reporting	SI Vendor Staffing	Deloitte acknowledges and agrees to the requirement.
GLB-145	Quality Assurance	The Contractor shall collaborate to develop, maintain and submit for state approval all SDLC documentation, including all requirements, test planning, technical specifications, technical diagrams and test results following each approved project milestone as documented in the project management, Quality Management and Test Management Plans	SI Vendor Staffing	Deloitte acknowledges this requirement and will submit the required deliverables following the deliverable review process agreed to with the State for this project.
GLB-146	Quality Assurance	The Contractor shall provide as part of their QMP their processes for: Project Deliverable review, maintaining and updating resource forecasts, accurate updates and maintanence of delivery schedules and process to lower incidence of reactive break/fix episodes	SI Vendor Staffing	Deloitte will provide a detailed Quality Management Plan covering the process(es) along with the timelines on Project Deliverables submission, review and update, plans for document maintenance, and updates on delivery schedules and process to lower issues and incidents.
GLB-147	Quality Assurance	The Contractor shall use results of testing activities and lessons learned in the SDLC process to reduce the occurrence of defects in future projects (continous improvement)	SI Vendor Staffing	Deloitte's Test Management Plan includes continuous improvement process(es) that incorporate lessons learnt from previous activities into future activities to an on-going effort to routinely work to improve the quality of the solution.
GLB-148	Quality Assurance	The Contractor shall provide State Development Staff remote access to the development/test environments that conforms to the security protocols used by the State.	SI Vendor Staffing	Deloitte acknowledges this requirement and will work with the State to access to the test environment for remote State staff in adherence with State's security protocols.
GLB-149	Quality Assurance	The Contractor shall ensure development/test environments have sufficient security to prevent unauthorized physical, system, and remote access.	[redacted]	[redacted]
GLB-150	Quality Assurance	The Contractor shall ensure development/test environments enable access to appropriate devices and resources required to connect to the State environment.	SI Vendor Staffing	Deloitte acknowledges this requirement and will enable the required access to the State systems from all environments as required by the project.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-196	Quality Assurance	If significant operations defects or deficiencies occur after a project implementation, the Solutions Contractor must develop a CAP according to the approved service item resolution processes to cure deficiencies. The CAP must provide a detailed schedule of events for the corrective actions' closure. The Contractor's CAP must address the identified deficiencies and include, at a minimum, the following: 1. Problem description and root cause 2. Business processes, system functions, or interfaces impacted 3. Potential risks to continue Statewide implementation 4. CAP and implementation approach 5. Schedule for completion and resources required/assigned 6. State coordination and list of approving agents for corrective actions	SI Vendor Staffing	Deloitte agrees to correct any defects/deficiencies during the Warranty Period. We look forward to further understanding the State's request for the correction of defects/deficiencies outside of the Warranty Period. If a situation arises where significant operational defects or deficiencies are identified, then Deloitte will work closely with the State to take steps to remedy the situation.
GLB-151	Quality Management	The Quality Management Plan (QMP) documents the necessary strategy/approach required to effectively manage project, system, business, and operational quality throughout the overall life cycle of the contract. This plan works to develop, define, and document a mutually collaborative approach to managing and improving the overall quality of the Contractor system and services. The State recognizes that the QMP and the Performance Management Plan (PerfMP) are intricately linked, therefore the Contractor should work collaboratively to build the QMP with the State to achieve, maintain, and proactively evolve both AHCCCS goals/objectives and outcomes, as currently defined by CMS, Agency, and/or the State Medicaid Plan. The State expects the Contractor to employ and align to industry aligned continuous quality improvement standards, procedures, and measurement criteria across all areas of the solution. Finally, the Contractor should also define the responsibilities, roles, and authorities necessary to meet all quality expectations expected of a system. The State encourages the Contractor to provide a proactive approach to evolve and elevate the quality of project, system, business, and operational services provided over the life cycle of the contract. The QMP is subject to State review and approval.	SI Vendor Staffing	Deloitte acknowledge this requirement and will be responsible to collaboratively work with State to build the QMP. The goal and objective for the QMP is to achieve, maintain and proactively evolve AHCCCS and outcomes, as defined by CMS, State and the state Medicaid Plan. As per States expectation Deloitte will employ and align to industry aligned continuous quality improvement standards, procedures and measurement criteria across all areas of the solution. Deloitte will provide the authorities with defined roles and responsibilities which are necessary to meet the quality expectation expected of a system.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-152	Quality Management	The Contractor shall maintain a data quality review process for the identification and resolution of corrupt or bad data.	SI Vendor Staffing	Deloitte acknowledges this requirement and will be responsible to define a quality process to identify, review and resolve corrupt / bad data. Deloitte will collaborate with module vendors and other source systems, if the corrupted or bad data originates outside the SI platform.
GLB-153	Quality Management	The Contractor's Quality Management Plan (QMP) will conform to International Organization for Standardization (ISO), Quality Management System (QMS), Total Quality Management (TQM), Statement on Standards for Attestation Engagements (SSAE), and Continuous Quality Improvement principles and standards, and sufficiently address the challenges represented within a multi-Contractor, integrated systems solution.	SI Vendor Staffing	Deloitte acknowledges this requirement and will establish a QMP aligned to industry standards that addresses the complexities of working to develop an MES collaboratively with multiple vendors and integrated system. Our QMP will include a continuous improvement plan aimed at incrementally improving the products and services required for this RFQ.
GLB-154	Quality Management	The Contractor shall actively collaborate and work with the State and all State identified Contractors/partners to achieve and maintain quality system and operational services in accordance with State-approved performance metrics and benchmarks.	SI Vendor Staffing	Deloitte will collaborate and work with the state and the state identified partners as defined in our State approved QMP to achieve the approved performance metrics and benchmarks.
GLB-155	Quality Management	The Contractor shall implement State-approved performance improvements, in a method and manner that meets or exceeds ISO, QMS, TQM, SSAE-18 or current version, and Continuous Quality Improvement principles and standards, for all State Medicaid Enterprise-Wide services contained under the scope of this RFQ.	SI Vendor Staffing	Deloitte includes a continuous quality improvement plan and the corresponding processes in our QMP for State review and approval.
GLB-156	Quality Management	The Contractor shall lead, coordinate, and be responsible for all quality assurance management, quality assurance, and quality assurance testing meetings as requested and required under the QMP and/or by the State at a mutually agreed upon frequency.	SI Vendor Staffing	Deloitte acknowledges this requirement and will be responsible to schedule quality assurance management, quality assurance and quality assurance meeting as per the approved QMP.
GLB-157	Quality Management	The Contractor shall assign a dedicated resource to lead the quality assurance staff and their work to execute process improvements, across the solution that are consistent with Lean Six Sigma process principles or other ISO, QMS, TQM, SSAE-18 or current version, and Continuous Quality Improvement principles and standards.	SI Vendor Staffing	Deloitte will staff a Quality and Performance Manager that reports directly to the Project Manager. The Quality and Performance Manager is responsible for establishing quality and continuous improvement practices using industry best practices and standards for the entire project. These best practices include Lean Six Sigma.
GLB-158	Quality Management	The Contractor shall provide adequate and dedicated staff to implement, monitor, and address all quality assurance and improvement activities required under the QMP as it relates to solutions and in support of the successful operation and performance for all State Medicaid Enterprise-Wide systems and services contained under the scope of this RFQ.	SI Vendor Staffing	Deloitte acknowledges this requirement and will be responsible to build a team to monitor and address quality assurance and improvement activities detailed in the QMP.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-159	Quality Management	The Contractor shall provide staff to perform regular quality assurance monitoring to ensure that The Contractor meets all RFQ-specified and contractual responsibilities.	SI Vendor Staffing	Deloitte acknowledges this requirement and will be responsible to provide staffing and perform regular quality assurance check to verify that Deloitte meets or exceeds the RFQ-specified and contractual responsibility.
GLB-160	Quality Management	The Contractor shall take a proactive role in identifying and addressing quality control issues within the overall solution and in support of the State Medicaid Enterprise-Wide operations in the effort to meet or exceed performance benchmarks/metrics for the State, as required by CMS and/or requested/detailed and outlined in the current version of the State-approved QMP.	SI Vendor Staffing	Deloitte acknowledge this requirement and will participate and take proactive roles to identify and address quality control issues in an effort to help the State meet or exceed performance benchmark required by CMS. Our approach will be documented in the state-approved Quality Management Plan.
GLB-161	Staffing	The project governance structure shall identify AHCCCS/MQD resources that are necessary for the Contractor to implement and operate the solution.	SI Vendor Staffing	Deloitte acknowledges and agrees to this requirement. Deloitte provides a detailed project governance structure that is included in the Project Management Plan (PMP) and identifies State resources required to implement and operate the AHCCCS project. Deloitte works closely with the State during project initiation to define resource needs and responsibilities. Deloitte has extensive experience applying similar project governance structure processes on large-scale SI projects.
GLB-162	Staffing	The Contractor shall maintain a list, accessible to the State, of all individuals associated with the project, including all Contractor staff, Subcontractor staff, and any other entity that the Contractor may employ to fulfill its contractual obligations. The contents of the list will provide the following: a)Individual's name. b)Position. c)Business telephone number and business email address. d)Physical location of work/residence. e)Individual's position, responsibilities. f)Hours allocated, rate, and percent of time dedicated to the project	SI Vendor Staffing	Deloitte acknowledges and agrees to provide a project team member roster, for any work we perform on a time and materials basis, that includes details about each individual whether they are Deloitte staff or subcontractor staff. However, this level of detail is not appropriate for firm fixed price work. Deloitte confirms that we will provide the needed resources to perform the agreed to scope of work where the fee structure is firm fixed price.
GLB-163	Staffing	The Contractor shall provide the State with resumes for Key Personnel staff, as defined in the Key Personnel tab, who are proposed and available for work within this engagement. Key Staff are subject to both initial and ongoing approval of the State.	SI Vendor Staffing	Deloitte acknowledges and agrees to the requirement.
GLB-164	Staffing	The Contractor shall provide a variable staffing solution that delivers the experience and skill sets necessary to complete and maintain State data, reporting, and analytic needs. The staffing solution and associated experience and skill sets must account for the State's business and operational needs and the Contractor's proposed solution to support them.	SI Vendor Staffing	Deloitte acknowledges and agrees to the details of this requirement. The breadth and depth of our MES practice and our firm provides us with the flexibility to staff practitioners with the right skills at the right time on our projects. Our staffing mix will adapt with the needs of the project.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-165	Staffing	The Contractor shall maintain a State-approved Organizational Chart outlining their final staff for each project or phase for State approval. The Organizational Chart will contain a graphic depiction of the staff's hierarchy and number of staff in each organizational group or unit.	SI Vendor Staffing	Deloitte acknowledges and agrees to the requirement.
GLB-166	Staffing	The Contractor shall provide a variable staffing solution that delivers the experience and skill sets necessary to complete and maintain State data, reporting, and analytic needs. The staffing solution and associated experience and skill sets must account for the State's business and operational needs and the Contractor's proposed solution to support them.	SI Vendor Staffing	Deloitte acknowledges and agrees to the details of this requirement. The breadth and depth of our MES practice and our firm provides us with the flexibility to staff practitioners with the right skills at the right time on our projects. Our staffing mix will adapt with the needs of the project.
GLB-167	Staffing	The Contractor shall provide the State with staffing allocation plans as part of all new and ongoing projects/tasks/activities/work orders subject to State review and approval.	SI Vendor Staffing	Deloitte acknowledges and agrees to the details of this requirement with the understanding that this is required for non-firm fixed price work performed using the Pool Hours. Deloitte will submit staffing allocation plans to the state for review and approval as necessary.
GLB-168	Staffing	The Contractor shall replace or reassign Key and Lead Personnel assigned to the State account for cause at the State's request.	SI Vendor Staffing	Deloitte acknowledges and agrees to the requirement.
GLB-169	Staffing	The Contractor shall conduct an initial criminal background check/investigation on all new hires as well as conduct follow-up criminal investigations every two (2) years as necessary for all assigned staff. The costs for the initial criminal background check will be the responsibility of the Contractor. If the State requests additional checks at two-year intervals, the cost will be covered as a passthrough cost.	SI Vendor Staffing	Deloitte acknowledges and agrees to the requirement. For awareness, Deloitte performs a background check, including a criminal check on new hires.
GLB-170	Staffing	The Contractor shall complete all State required trainings, both initial/on-boarding trainings and annual refreshers, as requested by the State.	SI Vendor Staffing	Deloitte acknowledges and agrees to the requirement.
GLB-171	Staffing	The Contractor's staffing solution will only include staff located within the continental United States (CONUS).	SI Vendor Staffing	Deloitte acknowledges and agrees to the details of this requirement. Deloitte has teams across the continental United States, including a Delivery Center within the state of Arizona.
GLB-172	Staffing	The Contractor's staffing solution will maintain staff schedules for all off-site, remote staff based upon a Mountain Standard Time Zone schedule.	SI Vendor Staffing	Deloitte acknowledges and agrees to the details of this requirement.
GLB-173	Staffing	The Contractor shall ensure that all licensed staff maintain current licensure in their respective fields with no State or Federal sanctions.	SI Vendor Staffing	Deloitte acknowledges and agrees to the details of this requirement. Deloitte will assure that licensed staff members maintain current licensure without State or Federal sanctions.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-174	Staffing	The Contractor shall provide a dedicated team to assist, complete, and submit results, in a State-approved format, of all comprehensive project work as documented in the State-approved Project Plan	SI Vendor Staffing	Deloitte acknowledges and agrees to the details of this requirement for the project team. Deloitte's PMO team will collaborate with the state to develop and execute an approved project plan. Deloitte's talented PMO team will submit results in a state approved format.
GLB-175	Testing Management	The Contractor shall provide in the Test Management Plan (TMP) a complete narrative and detailed plan of the test strategy.	SI Vendor Staffing	Deloitte acknowledges and agrees to the details of this requirement.
GLB-176	Testing Management	The Contractor shall provide in the Test Management Plan (TMP) the testing methodology that accommodates comprehensive coverage of different types of testing (e.g., component, system, regression, integration, parallel, load, UAT).	SI Vendor Staffing	Deloitte acknowledges this requirement and Deloitte Team will provide a comprehensive Test Management Plan to successfully meet the requirements of the State and Industry standard. The plan outlines the scope and approach for testing activities to be performed, underlying assumptions and constraints, planned testing phases along with the schedule to be followed, structured method for preparing and executing end-to-end test cases, the test team organization, and the roles and responsibilities of the teams involved in the Project. The plan provides processes and a schedule to be followed by Deloitte Team for status reporting, as agreed upon with the State.
GLB-177	Testing Management	The Contractor shall include in the Test Management Plan (TMP) weekly system test reporting activities, test result reporting, user acceptance testing support, readiness testing, and performance testing activities.	SI Vendor Staffing	Deloitte acknowledges an accepts this requirement.
GLB-178	Testing Management	The Contractor shall provide in the Test Management Plan (TMP), tests for every type of processing cycle, including daily, weekly, bi-weekly, monthly, quarterly, annually, year-end, financials, and specified/ad hoc requests, where applicable.	SI Vendor Staffing	Deloitte's Test Management plan includes the details of planned test cycles along with any ad-hoc requirement from State
GLB-179	Testing Management	The Contractor shall design and identify in the Test Management Plan (TMP), opportunities to reduce organizational risk, facilitate better MES Stakeholder resource forecasts, improve testing activities and schedules, and lower the incidence of reactive break/fix episodes.	SI Vendor Staffing	Deloitte will include an approach for continuous improvement in the Test Management Plan that focuses on ways to iteratively improve efficiency, resource planning, scheduling, and promotes proactive identification of potential future issues.
GLB-180	Testing Management	The Contractor shall identify in the Test Management Plan (TMP), the order by which the selected testing functions and activities are to be performed during the project life cycle and combine testing functions that maximize testing efficiencies.	[redacted]	[redacted]
GLB-181	Testing Management	The Contractor shall include in the Test Management Plan (TMP), data refresh capabilities for every testing environment(s) that facilitates clean and adequate testing cycles, online and batch, for all test categories and allows for a standard refresh schedule, State-approved exceptions, and ad hoc requests.	SI Vendor Staffing	Our Test Management Plan will include details on the data refresh cycles needed to support testing in the different environments. The data refresh plan will account for which environments are permitted to contain PII/PII and which are not.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-182	Testing Management	The Contractor shall include in the Test Management Plan (TMP), test environment rollbacks (for new releases, versions, upgrades, and critical fixes) in the UAT and final acceptance test environments.	SI Vendor Staffing	Deloitte acknowledges the requirement and provides support required for test environment rollbacks for environments on observing critical issues and requested/approved by State.
GLB-183	Testing Management	The Contractor shall document in the Test Management Plan (TMP), all requirements testing assumptions, issues, and action items, including strategies to manage execution and quality risks.	SI Vendor Staffing	Deloitte acknowledges an accept this requirement.
GLB-184	Testing Management	The Contractor shall include in the Test Management Plan (TMP), converted data validation tasks and activities prior to testing.	SI Vendor Staffing	Deloitte acknowledges an accept this requirement.
GLB-185	Testing Management	The Contractor shall include in the Test Management Plan (TMP), an approach to run parallel tests of current systems and operations, based on tests of actual data, that can be compared to the replacement systems and operations.	SI Vendor Staffing	Deloitte acknowledges an accept this requirement.
GLB-186	Testing Management	The Contractor shall cooperate with other project Contractors to document a Test Management Plan (TMP) for testing and evaluating the results of the current and new project components integration and interoperability deployed in the MES solution constructed by additional MES Contractors.	[redacted]	[redacted]
GLB-187	Testing Management	The Contractor shall cooperate to make the development and test system environment available to the development team, production support and help desk, trainers and trainees, and any other approved users for these environments as defined by the State.	[redacted]	[redacted]
GLB-188	Testing Management	The Contractor shall provide secure access as applicable and appropriate to the development and test environments to a subset of Authorized Users. Authorization will be by implementation track within each environment. Some of the users will be State-authorized Contractors supporting development and/or testing activities.	[redacted]	[redacted]
GLB-189	Testing Management	The Contractor shall ensure the various test environments, based on State standards and approval, will mask critical and sensitive data fields where required for distribution, especially data classified as Protected Health Information (PHI) and Personally Identifiable Information (PII) data, and adhere to the same level of security compliance for such data as is required for a production environment.	SI Vendor Staffing	For data originating in the SI Platform, Deloitte will provide obfuscated data that protects sensitive PII/PHI data when used in environments that are not permitted to contain sensitive information. For data originating with another source system (or system of record), the source system is responsible for providing obfuscated data for other vendors, including the SI, to use.

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-190	Testing Management	The Contractor shall provide sufficient time, resources, and durations for all phases of testing, including testing done by entities other than the Contractor.	SI Vendor Staffing	Deloitte's works with the State and Module vendors to document the traceability matrix for the test cases to the key changes being implemented and assists with establishing dates for testing. Any dependencies between the vendors are also established and overall project timeline will be planned accordingly. Delays not caused by Deloitte are the responsibility of the other parties.
GLB-191	Testing Management	The Contractor shall work with all MES Contractors to establish test frameworks to accommodate comprehensive coverage of all test objectives and will support all Contractors and partners collaborating on the solution.	SI Vendor Staffing	Deloitte acknowledges that collaborating early and often with modules vendors and the State staff is critical to successful integration testing for the module vendors and the State. Deloitte's Test Management Plan defines the roles of the State, Deloitte, and Module vendors for a seamless integration experience.
GLB-192	Testing Management	The Contractor shall ensure that it provides adequate staffing support the State testing team throughout any/all testing efforts deployed across the life cycle of the Contract.	SI Vendor Staffing	Deloitte understands from experience that collaborating with State testing team is crucial for smooth integration of any services/upgrades. Deloitte and the State will work together to determine the support necessary across the duration of the contract.
GLB-193	Transition	The Contractor shall transition and train, as requested and negotiated, any or all infrastructure responsibilities necessary to fulfill the Contractor's contractual obligations to the State or another party upon notification from the State. This includes but is not limited to transference of: a)The Cloud Service Provider's (CSP) member accounts using the appropriate mechanisms (CSP live support or management console) b)Complete system inventory for all Contractor services (e.g., Database, Compute, Security, and Network services – cloud native and third-party) c)Contractor cloud boundary access control policies 1)Network ACLs (Access Control Lists) 2)Security Groups 3)Roles 4)Users 5)2FA/Multi-Factor Authentication (MFA) tooling d)The Contractor's Infrastructure as Code (IAAC) programs and scripts e)Security and compliance monitoring tools and processes 1)Audit logs for infrastructure, network, database, and application – eighteen months 2)System monitoring – eighteen (18) months historical 3)Security Incident and Event Management (SIEM) tooling and logs – eighteen (18) months	[redacted]	[redacted]

ID	Category	Requirement Text	Response	Contractor Response Notes
GLB-194	Transition	The Contractor shall be responsible for and correct, at no additional cost, any defects introduced by the Contractor prior to transition at the time of transition.	SI Vendor Staffing	Deloitte will work with State on a Transition Plan deliverable and document mutually agreed processes to achieve State's requirement.
GLB-201	Transition	The Contractor shall, at time of transition, ensure associated licenses with ownership are transferred to the Agency.	[redacted]	[redacted]

ID	Category	Technical Requirements	Response	Contractor Response Notes
SLA-001	Service Level Agreements (SLAs)	The AHCCCS/MQD MES SI Platform shall route data received from asynchronous request/response interfaces in less than six (6) seconds at least 99.5% of the time. SLA measured from AHCCCS/MQD MES SI Platform entry demarcation point to exit demarcation point.	Base Product	Deloitte acknowledges this SLA.
SLA-002	Service Level Agreements (SLAs)	The AHCCCS/MQD MES SI Platform shall route individual simple passthrough transactions in less than one (1) second at least 99.5% of the time. SLA measured from AHCCCS/MQD MES SI Platform entry demarcation point to exit demarcation point.	Base Product	Deloitte acknowledges this SLA for simple passthrough transactions with no transformations required.
SLA-003	Service Level Agreements (SLAs)	The AHCCCS/MQD MES SI Platform shall process individual transactions requiring translation or other integration platform processing in less than two (2) seconds at least 99.5% of the time. SLA measured from AHCCCS/MQD MES SI Platform platform entry demarcation point to exit demarcation point.	Base Product	Deloitte acknowledges this SLA. Certain transactions that require significant data transformations or processing may need to be carved out and we will work collaboratively with the State to identify such transactions.
SLA-004	Service Level Agreements (SLAs)	For publish/subscribe interfaces, AHCCCS/MQD MES SI Platform must notify all subscribers within 60 seconds of new data being published at least 99.5% of the time. SLA measured from the time the publish request is received at AHCCCS/MQD MES SI Platform entry point of demarcation to the time the last ongoing subscriber transaction exits the AHCCCS/MQD MES SI Platform platform.	Base Product	Deloitte acknowledges this SLA.
SLA-005	Service Level Agreements (SLAs)	Production and UAT environment(s) shall be available ninety-nine and one-half percent (99.5%) of the time for every component of the solution, twenty-four (24) hours a day, seven (7) days a week, excluding AHCCCS/MQD approved planned downtime.	Base Product	Deloitte acknowledges this SLA for Production and UAT but would appreciate additional clarification on how SLA-005 and SLA-0013 should be calculated
SLA-007	Service Level Agreements (SLAs)	All AHCCCS/MQD MES SI Platform web based user interface response times shall be less than two (2) seconds ninety-nine percent (99%) of the time. SLA measured from AHCCCS/MQD MES SI Platform entry demarcation point to exit demarcation point.	Base Product	Deloitte acknowledges this SLA and will comply with the user interface response times for end-user facing screens.
SLA-008	Service Level Agreements (SLAs)	The Contractor shall provide online access to AHCCCS/MQD MES SIP log data for a minimum of 90 days.	Base Product	Deloitte acknowledges this SLA and will provide access to the online log data through the monitoring dashboards.
SLA-009	Service Level Agreements (SLAs)	The Contractor shall archive ten years of AHCCCS/MQD MES SIP log data and provide log files to AHCCCS/MQD on request.	Base Product	Deloitte acknowledges this SLA and will provide the State relevant log files on request in accordance with the HealthInteractive SaaS license. Requirement T-85 requests only 3 years of log data to be retained. We look forward to clarification of the log file retention requirements.

ID	Category	Technical Requirements	Response	Contractor Response Notes
SLA-010	Service Level Agreements (SLAs)	The Contractor shall execute a disaster recovery test, at least annually, to demonstrate the offeror's capability to restore processing capability in accordance with the Disaster Recover Business Continuity Plan and for all critical system components in a remote environment. The test shall conform to state SLAs related to the amount of time that is necessary to recover from the disaster and provide proof that the recovery has been successfully completed using live data.	SI Vendor Staffing	Deloitte acknowledges this SLA.
SLA-011	Service Level Agreements (SLAs)	The Contractor shall provide a disaster recovery plan for the AHCCCS/MQD MES SIP which ensures a Recovery Point Objective (RPO) of 15 minutes, a Recovery Time Objective (RTO) of 24 hours	SI Vendor Staffing	Deloitte acknowledges this SLA.
SLA-012	Service Level Agreements (SLAs)	The Contractor's solution shall have a performance monitoring dashboard that shall be available 99.95% of the time, twenty- four (24) hours a day, seven (7) days a week, including planned downtime. Availability is calculated as follows: availability percentage = unplanned downtime (total downtime-approved downtime) divided by total time (24X7). This performance monitoring dashboard shall be available within thirty (30) calendar days of the time at which the solution goes from the development and test environment to the production environment.	Base Product	Deloitte acknowledges this SLA for the dashboards monitoring production.
SLA-013	Service Level Agreements (SLAs)	Except for scheduled downtime and approved maintenance times, the Contractor's solution shall be available 99.95% of the time, twenty-four (24) hours a day; seven (7) days a week. Availability is calculated as follows: availability percentage = unplanned downtime (total downtime-approved downtime) divided by total time (24X7).	Base Product	Deloitte acknowledges this SLA for production but would appreciate additional clarification on how SLA-005 and SLA-0013 should be calculated.
SLA-014	Service Level Agreements (SLAs)	The Contractor shall develop and deliver a training plan within sixty (60) calendar days of contract award to AHCCCS/MQD for review and approval.	SI Vendor Staffing	Deloitte acknowledges this requirement and will provide the Training Plan within sixty (60) calendar days of contract award.
SLA-015	Service Level Agreements (SLAs)	The Contractor shall initiate State requested and approved audit activities within five (5) business days of request by the State or another date agreed to by the State.	SI Vendor Staffing	Deloitte looks forward to further discussing the type of audit activities and the details surrounding such activities with the State, and clarifying and/or updating this requirement as necessary
SLA-016	Service Level Agreements (SLAs)	The Contractor shall correct and reissue invoices within twenty (20) business days of State notification of necessary correction. The Contractor shall maintain a minimum of a 95% accuracy rate on all initial invoices submitted to the State, and a 100% accuracy rate on all resubmitted invoices.	SI Vendor Staffing	Deloitte acknowledges this SLA.

ID	Category	Technical Requirements	Response	Contractor Response Notes
SLA-017	Service Level Agreements (SLAs)	The Contractor shall update State sign-off authority listings within one (1) business day of receipt.	SI Vendor Staffing	Deloitte acknowledges this SLA but would appreciate additional clarification to be provided by the State. It is unclear what constitutes “state signoff authority listings”
SLA-018	Service Level Agreements (SLAs)	The Contractor shall generate monthly personnel invoicing reports one (1) week following the end of the invoice period.	SI Vendor Staffing	Deloitte acknowledges this SLA and will provide the State with monthly reports indicating the hours worked by each individual. Our understanding is that this would be applicable to individuals working on a time and materials portion of the contract.
SLA-019	Service Level Agreements (SLAs)	The Contractor shall notify the State no later than one (1) hour after immediate termination of employee.	SI Vendor Staffing	Deloitte acknowledges this SLA and will notify the State when an employee working on this engagement with system access is immediately terminated.
SLA-020	Service Level Agreements (SLAs)	The Contractor shall submit CAPs within ten (10) business days from discovery of non-compliance.	SI Vendor Staffing	Deloitte looks forward to further discussing the types of noncompliance referenced in this requirement with the State and updating this requirement as necessary after such clarifications are made.
SLA-021	Service Level Agreements (SLAs)	The Contractor shall provide the performance summary report within the first ten (10) business days following the last business day of the month prior.	SI Vendor Staffing	Deloitte acknowledges this SLA.
SLA-022	Service Level Agreements (SLAs)	The Contractor shall develop and submit to the State, for approval, suggested revisions and edits to all affected business requirement(s) that are a result of any approved system changes, maintenance, modification, or other work request efforts to eventually be incorporated into contractual changes to the Contract within ten (10) business days prior to implementation of the change that will affect business requirements.	SI Vendor Staffing	Deloitte acknowledges this SLA. The Deloitte team will submit for State approval suggested requirement edits/changes within 10 days of the implementation of the corresponding change.
SLA-023	Service Level Agreements (SLAs)	The Contractor shall cooperate to develop, maintain, and submit within twenty (20) business days of approved milestone, all SDLC documentation, including all requirements, test planning, technical specifications, and test results as updated or following each approved project milestone, both the overall project and individual maintenance and modification projects, for State approval.	SI Vendor Staffing	Deloitte acknowledges this SLA. The Deloitte team will develop, maintain and submit all project deliverables to the State for review/approval within 20 days of approved milestones.
SLA-024	Service Level Agreements (SLAs)	The Contractor shall notify the State and present the upgrade/replacement plan within twenty (20) business days of awareness of a software or infrastructure upgrade notice received from a software/infrastructure contractor unless the change is categorized as an Emergency Upgrade, in which case for which notification must be given five (5) days prior to the upgrade date or as soon as the notification of the upgrade is received from the software/infrastructure contractor.	SI Vendor Staffing	Deloitte acknowledges and agrees to comply with this SLA in accordance with our HealthInteractive SaaS license. The Deloitte team will follow the Change Management and Modification Tool Plan (ChMP) that is defined for the project and reviewed/approved by the State.
SLA-025	Service Level Agreements (SLAs)	REQUIREMENT HAS BEEN REMOVED (updated with Solicitation Amendment #2)	N/A	As per the Solicitation Amendment #2, this requirements has been removed from the RFQ.

ID	Category	Technical Requirements	Response	Contractor Response Notes
SLA-026	Service Level Agreements (SLAs)	The Contractor shall ensure average application specific system response times are within application approved response time requirements, 95% of time, measured and reported weekly (Sunday through Saturday), excluding scheduled downtime, or as agreed to in the Contract.	Base Product	Deloitte acknowledges this SLA and will work with the State to define the response times required for each transaction.
SLA-027	Service Level Agreements (SLAs)	The Contractor shall provide the State twenty (20) business days or more advance notification and obtain the State's prior written approval of any plans to change, hire, or reassign Key Personnel Staff. The Contractor shall bear the costs of changes, hires, or reassignment of Key Staff that are not preapproved by the State. The costs will be the sole responsibility of The Contractor until written approval is received from the State, including all costs incurred prior to State approval.	SI Vendor Staffing	Deloitte acknowledges this SLA.
SLA-028	Service Level Agreements (SLAs)	The Contractor shall notify the State within one (1) business day of the replacement, reassignment, resignation, or termination of any Key or Lead Personnel directly supporting the awarded Contract.	SI Vendor Staffing	Deloitte acknowledges this SLA.
SLA-030	Service Level Agreements (SLAs)	The Contractor shall have an acceptable documented risk mitigation plan submitted to AHCCCS/MQD within five (5) business days of risk identification for 100% of high or critical risks. AHCCCS/MQD shall determine the level of criticality of each risk.	SI Vendor Staffing	Deloitte acknowledges this SLA.
SLA-031	Service Level Agreements (SLAs)	The Contractor, in coordination and with direction from the AHCCCS/MQD project manager, shall coordinate the project initiation kick-off meeting with key stakeholders and the AHCCCS/MQD Project team within five (5) business days of contract execution.	SI Vendor Staffing	The Deloitte team will coordinate with the State team to schedule the project initiation kick-off meeting within five business days of project execution.
SLA-032	Service Level Agreements (SLAs)	The Contractor shall ensure vacant Key Personnel positions, as defined in the Key Personnel tab, are filled within thirty (30) calendar days of date of vacancy or obtain written approval by the State for extended vacancies.	SI Vendor Staffing	Deloitte acknowledges this SLA.
SLA-033	Service Level Agreements (SLAs)	The Contractor shall implement the Transition Plan and transition activities within six (6) months of the contract end date.	SI Vendor Staffing	Deloitte acknowledges this SLA.
SLA-034	Service Level Agreements (SLAs)	The Contractor shall provide a dedicated, qualified on-call resource who will be available twenty-four (24) hours per day/seven (7) days per week for the ongoing operation, mitigation, and correction of critical incidents.	[redacted]	[redacted]

ID	Category	Technical Requirements	Response	Contractor Response Notes
SLA-036	Service Level Agreements (SLAs)	Ninety (90) calendar days before the Solution enters production and annually thereafter, the Contractor shall provide penetration test report results that are submitted to AHCCCS/MQD and any major or critical vulnerabilities mitigated.	[redacted]	[redacted]
SLA-037	Service Level Agreements (SLAs)	Ninety (90) calendar days before the Solution enters production and annually thereafter, the Contractor shall submit the Security and Privacy Controls Assessment Report (SAR) to AHCCCS/MQD within twenty-four (24) hours of finalizing the report.	SI Vendor Staffing	We will comply with this requirement and follow the CMS Security Assessment Review (SAR) Template revised on Oct 2022. The security assessment will be conducted annually, and Deloitte will share the SAR provided by the Third Party.
SLA-038	Service Level Agreements (SLAs)	The Contractor shall report to the State any instances of unauthorized access to or potential disclosure of Personal Identifiable Information (PII) or Protected Health Information (PHI) in the custody or control of the Contractor. Any such report shall be made by the Contractor within twenty-four (24) hours after the Unauthorized Disclosure has come to the attention of the Contractor. The Contractor shall take all necessary measures to halt any further Unauthorized Disclosures. The Contractor, at the sole discretion of the State, shall provide no cost credit monitoring services for individuals whose PII or PHI was affected by the Unauthorized Disclosure. The Contractor shall bear the cost of notification to all individuals affected by the Unauthorized Disclosure, including individual letters and public notice. The remedies set forth in this Section are not exclusive and are in addition to any claims or remedies available to this State under this Contract.	SI Vendor Staffing	We agree to report any unauthorized disclosure of PII or PHI in our custody or control that we're aware of to the State and will take measures within our control to stop further disclosures. We look forward to further discussions and clarification by the parties during contract negotiations to discuss the remedies for such disclosures. We also wish to discuss the options related to the types of costs we would be responsible for in the event of such disclosure resulting from our material breach of our obligations.
SLA-039	Service Level Agreements (SLAs)	The Contractor shall ensure the development and test system environments are available 95% of the time Monday through Friday, 7 a.m. MST to 5 p.m. MST. Scheduled maintenance will be performed and completed outside of the before mentioned day/time range.	[redacted]	[redacted]

ID	Category	Deliverable Name	Deliverable Description	Deliverable Due	Update Interval	Response	Contractor Response Notes
DEL-001	Deliverables	Business Continuity, Cyber Incident Response, and Disaster Recovery Plan (BC/CIR/DR)	Business Continuity, Cyber Incident Response, and Disaster Recovery Plan (BC/CIR/DR) is a set of processes and techniques used to help the Contractor and the State to recover from a disaster, a specific testing plan/schedule for bringing systems back to operational status, in order for the systems to continue and/or resume routine business operations. This plan needs to be aligned to federal Emergency Management Agency (FEMA), NIST CP-2 and NIST 800-53 standards, MARS-E or equivalent federal standard, and meet all Federal (CMS Standard and the associated Risk Management Handbook) Procedures; CMS-CISO-2014-vIII-std4.4 (or its replacement) and State standards. The BC/CR/DR plans must at a minimum conform to ISO/IEC 27031:2011 and ISO 20071:2013, and sufficiently address the challenges represented within a multi-Supplier, integrated systems solution. The BC/CIR/DR is subject to State review and approval.	Thirty (30) business days post Contract Execution	Sixty (60) business days post Contract Execution	SI Vendor Staffing	Deloitte acknowledges this requirement, and Deloitte has an accelerator for the BC/CIR/DR plan based on our configurations/implementations in other states. We will tailor the BC/CIR/DR plan to the configuration and requirements of the AHCCCS and MQD system.
DEL-002	Deliverables	Project Management Plan (PMP)	The Contractor shall prepare and deliver to the State for approval a detailed Project Management Plan (PMP) for the overall project, that conforms to industry project management standards and sufficiently addresses the challenges represented within a multi-Contractor, integrated systems solution. The Project Management plan will govern overall project management for all phases of the project and will include at a minimum: a) Communication b) Change Management c) Quality Management d) Risk & Issues Management e) Performance Management f) Staffing Management g) Budget Management h) Deliverables Reference	Thirty (30) business days post Contract Execution	Within twenty (20) business days of any change, annually by January 31, and/or as requested by the State	SI Vendor Staffing	Deloitte acknowledges this requirement, and Deloitte has an accelerator for the PMP that is based on our experience on our other SI and systems integration engagements that involve a network of vendors/contractors. We will tailor the PMP to meet the needs/requirements of AHCCCS and MQD.
DEL-003	Deliverables	Communications Management Plan (ComMP)	The Communications Management Plan (ComMP) documents the Contractor's approach to overall project and operational communication needs of all identified stakeholders, with specificity and focus on communicating clearly with the State and other approved stakeholders. This plan is an essential roadmap for the Contractor because it defines the audience, methods, means, modes, and frequencies to which project and operational information is delivered to internal and external stakeholders. Additionally, the ComMP defines the ways in which the Contractor looks to survey/measure communication effectiveness and results, so that the feedback can be used to improve the processes and parameters of which communications are delivered. The ComMP should be developed in collaboration with the State Project Manager (main point of contact), include weekly status reporting and is subject to State review and approval.	Thirty (30) business days post Contract Execution	Sixty (60) business days post Contract Execution	SI Vendor Staffing	Deloitte acknowledges this requirement, and Deloitte has an accelerator for the ComMP that is based on our experience on our other SI and systems integration engagements. We will tailor the ComMP to meet the needs/requirements of AHCCCS and MQD.
DEL-004	Deliverables	Change Management and Modification Pool Plan (ChMP)	The Change Management and Modification Pool Plan (ChMP) is a document that defines the governance (structure and processes) surrounding project/solution change and modifications, while identifying the activities and roles/resources necessary to manage and control change throughout all phases of the contract life cycle. Additionally, the State expects the Contractor to participate in enterprise-wide change management efforts, and thereby requires the Contractor to address its approach and process for collaborating with multiple Contractors in an integrated enterprise solution where source system changes could have direct impacts on the overall system. The ChMP is subject to State review and approval.	Thirty (30) business days post Contract Execution	Sixty (60) business days post Contract Execution	SI Vendor Staffing	Deloitte acknowledges this requirement, and throughout the phases of the contract life cycle, Deloitte will use the ChMp to manage and control changes for deliveries. Also, Deloitte will participate in enterprise-wide change management will share our approach and processes for collaborating with the stakeholders across the MES solution.

ID	Category	Deliverable Name	Deliverable Description	Deliverable Due	Update Interval	Response	Contractor Response Notes
DEL-005	Deliverables	Quality Management Plan (QMP)	The Contractor shall collaborate with the State to develop and provide a Quality Management Plan (QMP) for review, annual update, and approval by the State. The QMP will define the State accepted level of quality among identified key performance indicators, while describing how the Contractor shall ensure this level of quality in its Deliverables and work processes. Quality management activities outlined within the plan will include the following: a)Quality objectives b)Key project deliverables and processes to be reviewed for satisfactory quality level c)Quality standards d)Quality control and assurance activities e)Quality roles and responsibilities f)Quality tools g)Defines plan and process for reporting quality control and assurance problems	Forty (40) business days post Contract Execution	Forty (40) business days prior to the start of Certification activities	SI Vendor Staffing	Deloitte acknowledges this requirement, and Deloitte will work collaboratively with the state to develop a QMP with the state's defined quality management activities and setup a process for review and approval of the QMP plan at each step.
DEL-006	Deliverables	Risk Management Plan (RMP)	The Risk Management Plan (RMP) defines the Contractor's approach to how project risks are identified, communicated, analyzed, managed, and responded to/mitigated for. The plan should contain and detail the overall process of how risk analysis is completed, including measurement and prioritization of potential impacts. The RMP should provide the schedule, cadence, and timeline for adequate risk management activities, identify required stakeholders, and provide a plan to complete all risk analysis and assessments required by CMS. The RMP is subject to State review and	Thirty (30) business days post Contract Execution	Sixty (60) business days post Contract Execution	SI Vendor Staffing	Deloitte acknowledges this requirement and will provide a detailed RMP that includes risk identification, risk analysis, a communication plan with stakeholders, and mitigation strategies. Deloitte will provide a plan to complete the risk analysis and
DEL-007	Deliverables	Project Management Repository (PMR)	The Contractor will utilize and maintain a Project Management Repository (PMR) provided by the State.	Fifteen (15) business days post Contract Execution	Thirty (30) business days post Contract Execution	SI Vendor Staffing	Deloitte agrees to use the Project Management Repository provided by the State.
DEL-008	Deliverables	Performance Management Plan (PerfMP)	The Contractor shall cooperate with the State to provide a Performance Management Plan (PerfMP) that details the Contractor's methodical approach and detailed steps to identify, capture, measure, monitor, and report the technical and operational (and all State-approved and CMS required) performance criteria to be used as KPIs measures against the Contractors required SLAs.	Sixty (60) business days post Contract Execution	Sixty (60) business days pre-Operational Go-Live Date	SI Vendor Staffing	Deloitte acknowledges this requirement and will provide a Performance Management Plan to the state's which includes methodical approach and detailed steps to identify, capture, measure, monitor, and report the technical and operational performance criteria to be used as KPIs measures against the Contractors required SLAs.
DEL-009	Deliverables	Implementation Plan (ImP)	The Implementation Plan (ImP) is a document that describes how the will be deployed, installed, and transitioned into an operational system. The plan contains an overview of the system, implementation strategy, descriptions of the major tasks involved in the implementation, the overall resources needed to support the implementation effort (such as hardware, software, facilities, materials, and personnel), overall schedule of the implementation effort, and any site-specific implementation requirements. The ImP is subject to State	Forty (40) business days prior to Implementation date(s)	Update within twenty (20) business days of any change, for all Certification Reviews, Annually, and/or State	SI Vendor Staffing	Deloitte acknowledges this requirement and will provide an Implementation Plan in accordance with SaaS model.

ID	Category	Deliverable Name	Deliverable Description	Deliverable Due	Update Interval	Response	Contractor Response Notes
DEL-010	Deliverables	Business Design / System Design Document (BD/SDD)	The Business Design / System Design Document (BD/SDD) is a document that illustrates and provides the overall technical and business design of the system solution. This document provides adequate detail that enables stakeholders to understand how the solution is built and defines all elements of the system solution. It describes and illustrates the system architecture and components; additionally, the document links all system architecture, components, and business processes/services to parent and child functional and nonfunctional requirements, user stories, and test cases as recorded and managed under the BAP and System Testing Plan. The BD/SDD, which is subject to State review and approval, should also include, but not be limited to the following items: a)System/Solution design and development approach and alternatives b)All system solution data models (e.g., Logical Data Model, Conceptual Data Model, and Physical Data Model) c)Nano-business design of each system solution component d)Overall solution/system architecture diagram e)Functional, non-functional, and technical design specifications f)Data flow diagram(s) g)Approach to data transition (e.g., strategy, assumptions, preparations, schedule, specifications, and results reporting/ABC Report for transitioning data from source systems to the target system)	Sixty (60) business days post Contract Execution	Ninety (90) business days prior to the start of Certification activities	SI Vendor Staffing	Deloitte acknowledges this requirement, and Deloitte meets the require through the documentation of the HealthInteractive™ SaaS solution. For each platform component, the design, function, and architecture are clearly defined in the system. Design Document (SDD) to provide guidance to the system developers. Besides the overall system flow diagrams and architectural representations, the SDD also contains references to business processes. flow diagrams between module components.
DEL-011	Deliverables	System Security Plan (SSP)	The System Security Plan (SSP) is a formal, strategic document that addresses how the Contractor shall comply with state and federal privacy mandates/laws, as it is relates to the system and business solution engagement. The plan should include a description of the Contractor's proposed privacy, security, and access management approach, controls, frameworks, and structure for all systems, facilities, networks, applications, personnel/contractors, and business services under the scope of this RFQ. The plan should also detail the roles and responsibilities of all assigned privacy officials and staff engaged to implement and maintain the SSP for the solution. Finally, the SSP will discuss and provide their approach and schedule for completing required system security testing, assessments, and regular system monitoring activities such as: a)Information system audits and activity reviews b) Quarterly access reporting, to include granting, monitoring, tracking, and storage of all user access. c)Security testing (e.g., penetration testing) d)Third party assessments (e.g., Security and Privacy Controls Assessment, Security Controls Review, Security Controls Review, Vulnerability Scans) e)Plan of Action and Milestones (POA&M) for tracking, planning, and implementing required corrections/security protocols to resolve information security weaknesses f)Compliance with State Sanction policies and mandates g)Additional CMS/Federal and/or State security assessments/testing/audits as required by the State and/or CMS. h)Where not specified, all Security Controls must be in place, with evidence, 30 days prior to the introduction of sensitive data into the information system	Thirty (30) business days post Contract Execution	Sixty (60) business days post Contract Execution	[redacted]	[redacted].

ID	Category	Deliverable Name	Deliverable Description	Deliverable Due	Update Interval	Response	Contractor Response Notes
DEL-012	Deliverables	User Training Plan (UTP)	The User Training Plan (UTP) is a formal document that defines and describes the Contractor's overall methodology and approach to the development, planning (e.g., annual training schedule), and delivery of user-focused instruction for all system-based and business/process requirements throughout the life cycle of the contract engagement. Additionally, this plan identifies and defines all necessary/critical training materials/modes, user guides, and ancillary materials that the Contractor must construct/develop for user comprehension and retainage of knowledge. The UTP also defines the approach to user training evaluation and the quality improvement processes that must be implemented to assist both the State and Contractor in measuring both user comprehension of the system/business and/or user knowledge gaps and deficiencies that need to be addressed or corrected. The UTP is subject to State review and approval. Update with each DDI Phase, within twenty (20) business days of any change, for all Certification Reviews, Annually, and/or State request	Sixty (60) business days post Contract Execution	Sixty (60) business days pre-Operational Go-Live Date	SI Vendor Staffing	Deloitte acknowledges this requirement and will provide a user training plan for the system-based, and business/process requirements. Deloitte will also create and maintain the corresponding training materials and facilitate refresher training courses for the State.
DEL-013	Deliverables	System Maintenance Support Plan (SysMSP)	The System Maintenance Support Plan (SysMSP), subject to State review and approval, should identify and define the Contractor's overall approach to comprehensive system maintenance of the system. The SysMSP should also address the Contractor's approach to making changes to existing functionality and features that are necessary to continue proper system and/or operational services. The plan should include significant detail around all maintenance activities necessary for successful operations, maintenance, and performance of the system, including but not limited to: a)routine maintenance b)data corrections c)executing maintenance, performance, and defect reports d)system maintenance scheduling/communication to State-authorized stakeholders e)root cause analysis f)applying change requirements to software, hardware, or network upgrades g)configuration changes h)State rule changes i)infrastructure policy impacts, and j)corrective or adaptive maintenance.	Forty (40) business days post Contract Execution	Sixty (60) business days pre-Operational Go-Live Date	SI Vendor Staffing	Deloitte acknowledges this requirement and Deloitte will build a System Maintenance Support Plan that facilitates documentation of technical environment strategy, configuration, and maintenance in accordance with SaaS service. The System Maintenance Support Plan defines the systems, processes, roles and responsibilities, templates, and tools that are used to effectively manage the project's deliverable documents, code, and technical environments.
DEL-014	Deliverables	Transition Plan	The Transition Plan is a formalized document that details the Contractor's approach to the contractual/engagement turnover/closeout phase of the complete, or any portion/part, of the solution. The plan provides specification surrounding the necessary processes and analysis required to define timeline, identify necessary resources, construct a Responsible, Accountable, Consulted, Informed (RACI) matrix for all processes/activities, and update/construct documents/artifacts (e.g., manuals, documentation/guide updates) deemed necessary to complete a formal closeout of business with the Contractor. The plan should establish the turnover and closeout acceptance criteria, to which the State requires to formally end/terminate/transition the solution(s) and/or service(s). When applicable, the plan should also outline additional considerations for the contracted solution, such as facility/property/asset management, records/documentation storage/release/destruction, disposition of subcontracted services and Contractors, along with a detailed staffing/personnel resources plan for the work/phase.	Thirty (30) business days post Contract Execution	Sixty (60) business days post Contract Execution	SI Vendor Staffing	Deloitte acknowledges this requirement and Deloitte is committed to working with State to establish smooth Transition Plan. Deloitte follows agreed-upon plan and timelines for the turnover activities and we will collaborate with the State to determine the appropriate activities to effectively transition the system to State.

ID	Category	Deliverable Name	Deliverable Description	Deliverable Due	Update Interval	Response	Contractor Response Notes
DEL-015	Deliverables	Requirements Traceability Matrix (RTM)	The Requirements Traceability Matrix (RTM) contains the initial solution requirements as published in the RFQ. It is updated throughout the lifecycle of the project and includes at a minimum Business, Functional, Non-Functional, Technical, and Testing requirements.	Thirty (30) business days post Contract Execution	Sixty (60) business days post Contract Execution	SI Vendor Staffing	Deloitte acknowledges this requirement. We have a set of tools to provide RTM-like functionality that includes full requirements traceability, by taking in the RFQ requirements and producing a Requirements Traceability Matrix (RTM) to enable requirements traceability throughout the project. As part of our deliverable management process, Deloitte reconciles back to the RTM to confirm that the deliverables sent to the state for review and approval include the relevant requirements per the RTM.
DEL-016	Deliverables	Data Integration / Interface Design and Control Document (DIID&CD)	For any proposed solution, the Contractor shall collaborate with the State to provide a Data Integration / Interface Design and Control Document (DIID&CD), for the overall project, that at a minimum, complies with industry project management and business analyst standards, and includes detailed data mapping/data flow documentation/diagrams for all source data systems and integrated systems/sub-systems as well as sufficiently addresses the challenges represented within a multi-Contractor, integrated systems solution.	Sixty (60) business days post Contract Execution	Ninety (90) business days prior to the start of Certification activities	SI Vendor Staffing	Deloitte acknowledges this requirement, and Deloitte works with the State to define Data Integration / Interface Design and Control Document that define data standards and data flow documentation for the module updates and accuracy of the data
DEL-017	Deliverables	Test Management Plan (TMP)	The Test Management Plan (TMP) is a formal document that outlines the Contractor's overall/master approach to testing the functionality of the solution, software, applications, systems, integrations, and interfaces. The TMP should align with industry best practices and standards established by organizations and documentation, including: The Expedited Life Cycle (XLC) Testing Framework, Institute of Electrical and Electronics Engineers (IEEE) standard 929-2008 and International Software Testing Qualifications Board (ISTQB) concepts. Additionally, the TMP provides detail of the Contractor's overall testing objectives, processes/strategy, test scenarios/cases/scripts, tools/RTM, schedule, necessary resources, reporting and/or documentation of results. The Contractor should also include parameters around items in scope and out of scope for testing, who will do the testing/provide User Acceptance Testing (UAT)/Systems Integration Testing (SIT) support, unit, integration, functional, end-to-end (system) testing, performance testing of all development efforts, entry/exit criteria, pass/fail criteria, defect management process, and training needs resulting from the testing outcomes. In short, the TMP defines the comprehensive testing life cycle methodology and solution testing effort to be deployed in support of the comprehensive solution. The TMP is subject to State review and approval.	Eighty (80) business days prior to system testing start date.	Within twenty (20) business days of any change, annually by January 31, and/or as requested by the State	SI Vendor Staffing	Deloitte acknowledges this requirement and Deloitte Team will provide a comprehensive Test Management Plan to successfully meet the requirements of the State and Industry standard. The plan outlines the scope and approach for testing activities to be performed, underlying assumptions and constraints, planned testing phases along with the schedule to be followed, structured method for preparing and executing end-to-end test cases, the test team organization, and the roles and responsibilities of the teams involved in the Project. The plan provides processes and a schedule to be followed by Deloitte Team for status reporting, as agreed upon with the State.
DEL-018	Deliverables	Release Management Plan (RelMP)	The Release Management Plan (RelMP) establishes the Contractor's approach to the technical and administrative direction and surveillance for the management of system configuration items (e.g., software, hardware, and documentation) associated with the project that are to be placed under configuration control. This document template, as located in the Procurement library – Document X.X, specifically defines the Contractor's approach to identifying, defining, and baselining configuration items (CIs), controlling/scheduling/communicating all modifications and releases, reporting/recording of CIs and/or any requested modifications, ensures that the CIs are completed, consistent and correct, as well as ensures that all related system/training documentation is updated and published for review and approval by the State. The RelMP is subject to State review and approval.	Sixty (60) business days pre-Operational Go-Live Date	Update with each release, within twenty (20) business days of any change, for all Certification Reviews, Annually, and/or State request	SI Vendor Staffing	Deloitte acknowledges this requirement and Deloitte will provide RelMP to the State. Deloitte will work with the State to develop a comprehensive Enterprise Release Management Plan for the tracking, planning, documentation, managing, and scheduling of the implementation through different stages and environments for system configuration items. The release management process details how communication will happen with the relevant stakeholders.

ID	Category	Deliverable Name	Deliverable Description	Deliverable Due	Update Interval	Response	Contractor Response Notes
DEL-019	Deliverables	Project Schedule	The Project Schedule will be continually updated throughout project lifecycle. The initial baseline plan will be developed in collaboration with/approved by the State; maintained by the Contractor with regular collaborative reviews with the State.	Thirty (30) business days post Contract Execution	Once the Baseline is approved by the State, updated throughout the project lifecycle as needed to reflect Actuals vs Baseline.	SI Vendor Staffing	Deloitte acknowledges this requirement and Deloitte will create, deliver and maintain a detailed project schedule in collaboration with the State. Deloitte prepares and submits the updated project schedule along with the submission of a weekly executive summary that highlights updates to the schedule and calls attention to any areas of risk.

Requirements Matrix

YH23-0021 Attachment 1

Position	STATE Expectation
SI Executive Account Director	Provides management of the project and serve as the chief liaison to STATE for design, development, and project implementation activities, as well as the project's maintenance and operational phase.
SI Project Manager	Acts as a liaison with STATE and successful offeror at the request of STATE, including SI project activities and communications.
SI Solution Architect	SIP architecture design and development; acts as Team Lead for SIP configuration and development.
SI Implementation/Integration Manager	Serves as technical leader in the design, configuration/build, integration, defect management, and implementation of successful offeror Contract.
SI Testing Manager	Manage SI design, development, and implementation and operations testing activities.
Operations Manager	Ongoing operations management.