YH23-0021 - AHCCCS System Integrator RFQ
Vendor Clarification

Pricing Assumption #5:

Please clarify which (if any) modules HealthTech solutions will provide procurement lifecycle engagement and support during the contract period (DDI through Year 4 M&O).

HealthTech is willing to provide procurement lifecycle support to all modules procured during the life of the contract. As part of the scope of the SI services and included in our price proposal, HealthTech will provide advisory services and the documentation for all relevant future solicitation(s) for the SIP, ODS, EDMS, technical management framework, and implemented processes (e.g., change management, release management).

The following procurement support services are currently out of scope:

- Facilitation of and participation in all solicitation requirements sessions
- Solicitation development
- Evaluation support (e.g., scoring tool creation, evaluation plan, evaluator training)
- Vendor demonstration support (e.g., leading and planning demonstration process)
- Post award supporting (e.g., contract negotiations)

To address the solicitation support currently out of scope, HealthTech recommends increasing the total modification hour pool to allow this work to be completed as time and materials on as an as needed basis throughout the life of the contract. This model will provide the most flexibility to AHCCCS for leveraging additional procurement support services without making a full commitment for the total body of work at the time of contracting. Additional pricing models for providing this support can be discussed with AHCCCS if interested.

Pricing Assumption #6:

Please clarify in detail what enterprise documentation development is included in scope of your proposal in addition to what is not included and along with the expectation around AHCCCS internal resources to carry out this work.

The scope of the SI includes the SI platform, ODS, and EDMS. As part of the final requirements gathering process, documentation development will occur for the enterprise components that touch these elements. HealthTech has supported state partners in legacy system documentation and the future enterprise to be state. The response below clarifies the documentation development that is in scope of the SI services and articulates additional considerations to the approach to this process.

- Currently in Scope: Documentation related to system integration, interfaces, data flows, the SIP, ODS, and EDMS.
    - Planned delivery as part of DEL-010, DEL – 015, DEL-016 and maintained throughout the contract

- Out of Scope (unless the contract scope is modified for additional clarification is received from AHCCCS): As-is business or technical documentation for systems outside of the SIP, ODS, EDMS, or their related integrations.

We have provided additional details below related to the high-level process and approach for the enterprise documentation development. Additional discussion will need to occur to understand the prioritization and type of documentation that is required to be developed. Most of the clients that we have worked with within the modular space have faced challenges related to the availability of current state documentation, which is why we included appropriate staff to make sure that all the interface, integration, and data flow documentation was created as part of the SIP.

Furthermore, while some projects for immediate modernization and procurement have been identified, based on our review of the MES Roadmap there are several components and sub-functions that have not been placed on the runway. As part of the discovery process for the SIP, we will discuss this runway and enterprise vision with the State prior to gathering requirements to ensure mutual understanding of priorities, projects, and the future state enterprise roadmap. Depending on the scope of the enterprise documentation required, there may be overlap between systems, sub-systems, and functions that will automatically be documented as we move through the process. We understand the potential limitations related to availability of state staff and always try to develop integrated workstreams within a project to account for this instead of structuring an engagement that requires duplicate work, meetings, or requirements sessions. The HealthTech team includes resources that understand Arizona, Hawaii, and Medicaid systems and will meet to understand any Arizona and Hawaii differences.

<u>Developing Integration and Interface Documentation</u>

Regardless of the availability of system documentation, documentation of the as-is and to-be process and data flows are in scope. This will include documentation of the connections between systems that occur today in the current legacy state and what will need to occur from the technology and integration perspective once the current legacy systems are designed as modules and sub-components. This will be documented primarily in the DEL – 016 Data Integration/Interface Design and Control Document. This deliverable will include the following elements for all the source data systems and integrated systems/subsystems:

- Detailed data mapping and data flow documentation
- Data mapping and data flow diagrams

The DDI team includes business analysts and business area subject matter experts to support the finalization of requirements and developing the appropriate documentation for the project and enterprise.

HealthTech will work to identify the AHCCCS business and technical resources for each subject matter, system, and/or module to interview and capture requirements from these resources and validate any existing system documentation, interface documents, etc.

Based on our understanding of the current availability of information at AHCCCS and in reviewing the documentation that was available as part of the RFQ process (e.g., data flow/architecture diagrams,

interface listing, etc.), we have identified two approaches that will be taken to develop the interface, integration, and data flow documentation.

- Approach 1: If system document and interface layouts are existing, these will be leveraged and refined as the final requirements are developed for the enterprise. This will also include leveraging existing current state architecture diagrams, user manuals, etc. As the requirements are finalized for each interface, the business processes will be defined and documented and articulated into the overall design document, updated interface layouts, and the interface or vendor onboarding guide(s) that are created.
- Approach 2: If system documentation and interface layouts do not exist then, as part of the design and final requirements process, the team will document the current state and work with State staff to accurately capture the business and technical needs and translate that into the future state documentation.

Developing Documentation for Other Existing Processes

Existing business and technical process that do not interface with the SIP are not included in the presented price proposal.

Solicitation Development Support – Developing Documentation for Systems and Functions that Will Be Procured

HealthTech will provide documentation related to the SIP, ODS, and EDMS for future procurements. Our expectation is that AHCCCS will have gathered and developed the necessary business and technical documentation outside of the Systems Integration functions. However, in our experience some clients need support developing these additional business and technical documents. HealthTech can help support the gathering and development of business and technical documentation if requested by AHCCCS using the change control process/mod pool hours. We would like to discuss this with AHCCCS during the Contract Negotiations if selected.

Training Services

As part of the SI services included, HealthTech will develop and delivery training modules for state staff and vendors during the module onboarding process. Training modules will be focused on the finalized design and processes of the SIP, ODS, EDMS, technical management framework, and processes defined and implemented within the SI project. Training will also cover available enterprise documentation including but not limited to explanation of data flows and integration specifications.

To address the items currently out of scope, HealthTech recommends increasing the total modification hour pool to allow this work to be completed as time and materials on as an as needed basis throughout the life of the contract. This model will provide the most flexibility to AHCCCS for leveraging additional procurement support services without making a full commitment for the total body of work at the time of contracting. Additional pricing models for providing this support can be discussed with AHCCCS if interested.

Pricing Assumption #9:

Please clarify how the three page per file average was calculated and how this may affect pricing should this assumption be inaccurate. Include details if there is a price per page or some other sort of expected pricing change so that AHCCCS can accurately determine the value of if this assumption turns out to be incorrect.

AHCCCS provided Attachment 7 – SI Docuware/EDMS Statistics which contained the total number of pages that are imported and exported monthly within Docuware. Attachment 7 also contained the allocated and utilized storage size for document/object storage. Due to the structure of the proposed EDMS solution, we needed to calculate the estimated number of *files* to determine the level of effort for configuration of the logic apps and content structure for the EDMS. Configuration of some requirements (e.g., file virus scanning) was calculated based on the estimated total number of files. The three (3) pages for file average was an assumption. We estimate that this volume of files could be increased or decreased by 20%. The expected pricing change would be limited to the level of effort for resources since we have proposed that all EDMS functions will be hosted in the State MS Azure tenant.

HealthTech Optional Pricing Component D– Electronic Data Interchange (EDI) Platform

Please clarify if proposed pricing is limited to the DDI only or if it includes Maintenance, Operations or any other costs.

The proposed range of price for the Electronic Data Interchange (EDI) Platform includes the following:

- License for proposed product (iNTERFACEWARE Iguana)
- Resource time for product configuration and DDI
    - The final cost for the level of effort for DDI will have to be determined based on the EDI transaction types, volumes, and the scope of the parsing and data validation required.

This price range also assumes that functionality from the underlying ODS will be leveraged. The presented quote range does not include maintenance and operations. Fees for maintenance and operations will be limited to the annual license cost for the EDI product and additional resource time beyond the base SI operations team required to support the ongoing maintenance of the EDI.