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Gainwell Technologies LLC
Response to

The State of Arizona for Arizona Health Care Cost Containment System (AHCCCS) Systems Integrator Services

Request for Quotation
Solicitation # YH23-0021

Attachment 1 - Requirements Matrix

March 17, 2023
3:00 p.m., Arizona Time

gainwell

BLAZING NEW TRAILS
Shaping Tomorrow's Health Care Together

Request for Confidential/Proprietary Determination

7.1 If an Offeror believes that a specific portion of its bid, proposal, offer, specification, contains information that should be withheld from public inspection due to confidentiality, the Offeror shall submit to the Procurement officer a list of distinct portions, including exact page numbers, of their document is requested to be kept confidential, along with a detailed legal analysis, prepared by legal counsel, which sets forth the bases for the requested non-disclosure and the specific harm or prejudice which may arise if disclosed. The analysis shall be presented to the Procurement Officer at the same time as the bid, proposal, offer, or specification.

Gainwell identifies the following information as exempt from public disclosures under the designated exemptions listed in the table below:

Table 1. Confidential/Proprietary Determination

Proposal Document and Section #	Exemption Reason / Detailed Legal Analysis	Page #
6.4 Methodology and Approach 6.4.5 Completed Requirements Matrix: • Technical SI Tab • General SI Tab • Global Tab: – Document Management – Infrastructure Management – Privacy & Security	The identified sections of 6.4 should be afforded protection as a "Trade secret" under ARS 44-401 et seq. since it (a) derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use and (b) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. The manner and timing of how Gainwell performs and builds its products is strategic business information which provides Gainwell a competitive advantage. Should others in the marketplace be provided this information, Gainwell would be commercially disadvantaged and also provide improper commercial / economic enrichment for Gainwell's competitors.	Pages 2 - 11, 17 - 19, 24 - 26

Requirements Matrix
YH23-0021 Attachment 1

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.

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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.	Base Product	[redacted]
T-37	Application Programming Interface (API)	The Contractor's service registry shall be editable by a system administrator.	Base Product	
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.	Base Product	
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.	Base Product	
T- 44	Application Programming Interface (API)	The Contractor shall provide a solution that coordinates the overall Application Programming Interface (API) lifecycle.	Base Product	
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.	Base Product	
T-46	Application Programming Interface (API)	The Contractor shall provide the ability to support composite services both natively and through the API catalog.	Base Product	
T- 47	Application Programming Interface (API)	The Contractor shall provide web-based and programmatic Application Programming Interface (API) administration interfaces.	Base Product	
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.	Configuration	
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.	Base Product	
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.	Base Product	
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.	Base Product	
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.	Base Product	
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).	Base Product	
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.	Base Product	
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.	Base Product	
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.	Base Product	

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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.	Base Product
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.	Base Product
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;	Base Product
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.	Base Product
T-157	Dashboards and Reports	The Contractor's Dashboard and Reporting solution shall integrate with AHCCCS's Single Sign-on (SSO) functionality	Base Product
T-158	Dashboards and Reports	The Contractor's Dashboard and Reporting solution shall be hosted in AHCCCS's Microsoft Azure tenant.	Base Product
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.	Base Product
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.	Base Product
T-69	Dashboards and Reports	The Contractor's solution shall provide role-based access to all AHCCCS/MQD MES SI reports and dashboards.	Base Product
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).	Base Product
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.	Base Product
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.	Base Product
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.	Base Product
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.	Base Product
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.	Configuration
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.	Configuration
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.	Base Product
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.	Configuration
T-88	Dashboards and Reports	The Contractor's solution shall update dashboards in real-time or near real-time if approved by AHCCCS/MQD.	Base Product

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T-89	Dashboards and Reports	The Contractor s solution shall provide an established library of standardized operational reports.	Base Product
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.	Base Product
T-91	Dashboards and Reports	The Contractor will collaborate with AHCCCS/MQD identifying SI Platform Key Performance Indicators (KPIs) for reporting and dashboards.	Base Product
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.	Base Product
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.	Base Product
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.	Base Product
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.	Base Product
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.	Base Product
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.	Base Product
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.	Base Product
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.	Configuration
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.	Base Product
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).	Base Product
T-106	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall provide the ability to search within documents.	Base Product
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.	Base Product
T-109	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall install and manage application-specific malware protection.	Customization
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	Base Product

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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.	Base Product
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.	Configuration
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).	Base Product
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.	Configuration
T-117	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall provide a scalable environment with a separate testing/staging environment.	SI Vendor Staffing
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.	SI Vendor Staffing
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.	Base Product
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	Configuration
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	Customization
T-122	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall provide a web-based interface for all administration functions.	Customization
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.	Base Product
T-124	Enterprise Document Management System (EDMS)	The Contractor's EDMS solution shall support managing documents that are stored in other repositories.	SI Vendor Staffing

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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)	Base Product
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.	Configuration
T-127	Enterprise Document Management System (EDMS)	The Contractor shall provide training and documentation for using APIs for interfacing with the EDMS.	Configuration
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.	Configuration
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.	Base Product
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.	Configuration
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.	Configuration
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	Base Product
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.	Base Product
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	Base Product
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	Customization
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.	Base Product
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).	Base Product
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).	Base Product
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.	Base Product
T-6	Enterprise Service Bus (ESB)	The Enterprise Service Bus (ESB) solution shall provide a web-based Enterprise Service Bus (ESB) management interface.	Base Product

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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.	Base Product
T-8	Enterprise Service Bus (ESB)	The Enterprise Service Bus (ESB) shall support data virtualization.	Base Product
T-9	Enterprise Service Bus (ESB)	The Enterprise Service Bus (ESB) shall integrate with a Master Data Management system to implement policy-based standards.	Customization
T-160	Managed File Transfer (MFT)	The Contractor shall provide the capability to review MFT (status) successes, failures, errors identify movement of files.	Base Product
T-161	Managed File Transfer (MFT)	The Contractor shall provide the access and the ability to start/stop file process from a dashboard.	Base Product
T-162	Managed File Transfer (MFT)	The Contractor shall provide the ability to create/run reports based on MFT activity.	Base Product
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	Customization
T-164	Managed File Transfer (MFT)	The Contractor shall provide an MFT solution featuring configurable file retention policies	Configuration
T-20	Managed File Transfer (MFT)	The Contractor's Managed File Transfer (MFT) shall support checkpoint/restart and retry capabilities.	Base Product
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.	Base Product
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.	Base Product
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.	Base Product
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	Base Product
T-25	Managed File Transfer (MFT)	The Contractor shall archive in-transit Managed File Transfer (MFT) files once a successful transfer has been logged.	Base Product
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.	Base Product
T-27	Managed File Transfer (MFT)	The Managed File Transfer (MFT) shall securely transfer files over public and private networks.	Base Product
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.	Base Product
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.	Base Product
T-30	Managed File Transfer (MFT)	The Managed File Transfer (MFT) solution shall provide SFTP capability that is accessible from the internet and intranet.	Base Product
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.	Base Product
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.	Base Product
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.	Base Product
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.	Base Product

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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)	Base Product
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.	Base Product
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.	Base Product
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.	Base Product
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.	Base Product
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.	Configuration
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.	Configuration
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.	Base Product
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.	Base Product
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.	Customization
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.	Customization
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.	Customization
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.	Base Product

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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.	Base Product
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).	Base Product
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.	Base Product
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.	Base Product
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.	Base Product
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.	Base Product
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.	Base Product
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.	Base Product
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.	Base Product

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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	Base Product	[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.	Base Product	
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	Base Product	
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.	Base Product	
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.)	Base Product	
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.)	Base Product	
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.	Configuration	
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)).	Base Product	
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.	Configuration	

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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.	Configuration
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.	Base Product
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.	Base Product
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.	Base Product
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.	Base Product
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.	Base Product
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.	Base Product
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

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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	Gainwell will verify that project activities, plans, and deliverables created by Gainwell will comply with the requirements of the Centers for Medicare and Medicaid Services (CMS) certification process. We use a hybrid Agile approach to project planning and execution. Using standard PMBOK principles, the Gainwell team will create various plans and project deliverables, consistent with the artifacts required for the CMS certification. In addition, as the SI vendor, Gainwell will assist the State through the process of certification by helping create a CMS certification plan, identifying stakeholders, aligning responsibilities, and facilitating discussions with the required parties needed for the certification of the State's Medicaid Enterprise System (MES) modules.
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.	SI Vendor Staffing	Gainwell understands that it shall be liable for the stated difference as mentioned in this requirement, if Gainwell's SI solution fails to meet the federal requirements. This includes losses due to loss of certification, failure to obtain approval retroactive to the operational start date, or delays in readiness to support certification. The SI solution does not go through CMS certification, so the SI vendor's role is to support the State in obtaining the certifications for other MES modules. If individual modules fail certification, that would be the responsibility of the vendors responsible for those modules.
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	Gainwell will participate in a collaborative and jointly staffed Change Control Board (CCB) upon contract execution. Gainwell resources will be engaged with the State to create processes needed to review, prioritize, approve, complete, and implement identified, proposed, anticipated, expected/unexpected system maintenance, and modification activities. Gainwell resources will be available for participation in the CCB throughout the life of the contract.
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	Gainwell will collaborate with the State to provide a Change Management and Modification Tool Plan, in accordance with the State change management structure and governance. Gainwell will bring its established Change Management processes to the project but will consult with the State if there is a specific tool preference that is requested.
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	Gainwell will provide adequate staff to complete, support, and consult with the State regarding approved integrated change management forms and processes. Gainwell's implementation team has extensive change management expertise that will assist in confirming that system changes are properly vetted and analyzed through the CCB before progressing.
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	Gainwell will coordinate, facilitate, and document (at the State's discretion) a meeting with the State each Contract year, to review the annual maintenance and modification schedule and provide needed documentation. Gainwell's Engagement/Project Manager will coordinate and bring the required resources to the meeting with the State and facilitate the correspondence of the required documents within ten (10) business days of the aforementioned meeting.
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	Gainwell will use State-approved Change Management and Modification Pool Plan and CCB to manage system changes.
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	Under the direction of the State CCB, Gainwell will actively collaborate with State-approved Contractors and Subcontractors to manage system/non-system modification changes effectively within and across the platform.
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	Gainwell will provide a report of current systems work to the appropriate State-designated entity on a monthly or as-requested basis. Gainwell's Engagement/Project Manager will coordinate the correspondence of the monthly report with the State.

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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	Gainwell will integrate the Change Control data entry and work order tracking system for completion, archival, submittal, and approval of each Change Control related process.
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	Gainwell will perform, document, and implement approved work requests per the established processes of the CCB and the State. Gainwell acknowledges that the State will ultimately own the responsibility for validating and accepting the performed changes.
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	To streamline operations, Gainwell will pursue, engage, and collaborate with the State to identify system/non-system based changes, maintenance, or modification efforts.
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	Gainwell will categorize system changes to one of the four listed categories for review, approval, and prioritization by the State's Change Control Process. Gainwell acknowledges that the four categories will be Maintenance, Modification Pool Changes, Modification add-on changes, and Defects. Changes progressing through the CCB will need to be categorized under one of these four mentioned categories.
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	Gainwell will provide separate staffing configurations for maintenance (including defects) work, modification pool work, and modification add-on work. Gainwell plans to deploy different sprint teams to separate these activities logically. The objective is to develop, implement, test, oversee and maintain active, planned/upcoming, and/or newly proposed/approved work efforts efficiently.
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	While having separate sprint teams for the different development and maintenance activities, Gainwell will verify that each of these teams has the appropriate business area knowledge to separately handle activities as approved by the State. No resources will work on multiple teams simultaneously as the objective will be to build teams with individuals that are assigned to specific work assignments, as requested by 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	Prior to making changes, Gainwell will inform and seek State approval for configuration changes on the system. Each configuration change test result will proceed through the CCB to be reviewed, validated, and approved before they can move into the next environment. Gainwell will have the necessary documentation available when such configuration changes are presented to the CCB.
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	Gainwell will prepare, update and submit required documentation per the Change Management and Modification Tool plan for the State's review and approval. As mentioned earlier, changes will progress to the next environment only after the test results are reviewed, validated, and approved for further progression.
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	Gainwell will use and execute a deployment/implementation and release management process for each phase of the project, aligning with the State Change Management process. For the SI platform, continuous integration/continuous delivery (CI/CD) pipelines will be established to seamlessly promote the changes per the State's Change & Release Management guidelines.
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	Gainwell will provide the necessary staffing levels to utilize modification hours available within a given year. Gainwell's Engagement Manager will coordinate and provide details on the necessary staffing expected for the use of the modification hours.
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	Gainwell will allow the State to purchase additional modification hours during a Contract Year using the vendor supplied rate card for the applicable contract year. If requested, Gainwell can provide the vendor rate card to the State as needed.

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	Gainwell agrees to maintain data and reporting related to Modification hours and usage. This will be available to the State upon request. Gainwell's Engagement Manager will coordinate to get this information to the State as needed.
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	Gainwell will comply with this requirement for Contract management notifications and coordination procedures as agreed to and documented in the Communications Management Plan (ComMP).
GLB-023	Contract Management	The Contractor shall facilitate meetings and provide reporting to communicate Contract status on a State-approved frequency.	SI Vendor Staffing	Gainwell will comply with this requirement for facilitating meetings and providing required reporting on the status of the Contract on a State-approved frequency.
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	Gainwell will perform the tasks associated with demonstrations of work completed corresponding to the Requirements Traceability Matrix. This information will be included in the Project Management Plan (PMP) deliverable.
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.	SI Vendor Staffing	As submitted with Gainwell's NASPO Cloud Submission Consensus Assessments Initiative Questionnaire (CAIQ) v 4 0.2, a third-party audit firm will perform a SSAE18 or SOC 1 Type 2 on the scope of work (SOW) agreed upon by Gainwell and third-party auditor.
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	In the event of litigation, subpoenas, open record requests or other legal actions, Gainwell will provide information as requested by the State at no cost , so long as the requests do not require additional Gainwell staffing or additional materials to meet the requests. If additional staffing or materials are required for Gainwell to fulfill such requests, we would discuss this need with the State and use agreed change control procedures to obtain such additional resources, as necessary and appropriate.
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	Gainwell will comply with this requirement for Contract management notifications and coordination procedures as agreed to and documented in the ComMP.
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	Gainwell will comply with this requirement. Deficiencies may be identified through triggers such as escalations or activities like trend analyses. We also identify deficiencies through internal assessments such as surveys, training proficiency tests, and automated measures. When a deficiency is found, we identify the root cause of the deficiency, develop and document a remedy, and implement the remedy to affected stakeholders. Operational Trouble Reports will be generated as these issues are identified and acted upon.
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	This requirement aligns with standard contracting procedures required of Gainwell by other State clients. Gainwell will comply with this requirement as written.
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	Gainwell will maintain a State-approved signoff authority process for verbal and written communication of decisions and approvals. Verbal and/or written work requests will be properly documented and reviewed by Gainwell and the State prior to approval.
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	Gainwell will maintain a time and activity/task reporting system for our team, including for subcontractors under direct contract with Gainwell. Subcontractors not directly contracted with Gainwell would need to provide a separate reporting system for use in invoicing the State and generating required cost reporting activities.

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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	Gainwell's extensive resource pool of technical, testing, analyst, project, process, and management personnel affords the company the ability to dedicate and/or leverage staff with specific required expertise for our client base. We particularly recognize this will be important as staff are assigned against the resource pool of hours versus the fixed cost deliverables. This requires the company to carefully track and align work performed to the specific clients to which the staff are assigned. Our experience in tracking and managing the workload allocation of our staff will align to this requirement of providing this monthly report as specified.
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	Gainwell will comply with this requirement- exception may be hours required for training as agreed to and required for the systems and processes being implemented and operated by Gainwell or as may be required for third-party systems and services not directly managed by the Gainwell contract. State required training of Gainwell contract and subcontract personnel will also be billable.
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	Gainwell will provide anonymized information per this requirement at the aggregate level.
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	Gainwell will comply with this requirement at a minimum in the time frame as specified by the State. Typically, the termination, for both physical and virtual access to systems and facilities for Contractor or Subcontractor employees deemed unfit to continue employment, is done concurrently with the termination notification to the individual.
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	Gainwell will provide a primary contact with an organization and role chart including contact information for our account, assigned organization, and for Subcontractors as applicable. We will make all Subcontractor agreements available to the State upon request.
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	Gainwell will work with the State to document and agree to specific service level agreements (SLAs), key performance indicators (KPIs), and performance measures. Gainwell uses up-to-date tools and processes to support SLAs, KPIs, and performance measures. Using these measures allows Gainwell to meet or exceed the performance metrics, SLAs, and KPIs defined in the executed Contract. To support transparency, the State will have access to an integrated SLA dashboard that provides both real-time and scheduled monitoring of Gainwell's performance against SLA metrics. The dashboard will integrate metrics from the various tools and applications in the technology stack in a highly usable format. Our extensive dashboard will provide 24x7 automated monitoring, report traffic response times, and supply metadata.
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	Gainwell actively participates in many national, regional, and State based organizations and conferences. We would welcome the opportunity to represent the State based on our cooperative engagements as applicable and approved by the State.
GLB-039	Contract Management	The Contractor shall provide a monthly summary report of all representation/presentation activities for the prior month.	SI Vendor Staffing	If Gainwell receives approval for public representation/presentations, we will adhere to this reporting requirement.
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	Gainwell will adhere and maintain compliance with the processes that are defined by and included in the Change Management requirement specified and the description listed here for reference: 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.
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	As submitted with Gainwell's NASPO Cloud Submission CAIQ v 4 0 2 - an annual Security Risk Assessment (SRA) is performed against National Institute of Standards and Technology (NIST) 800-53 Cyber Security Framework using The Department of Health and Human Services template.

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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	As submitted with Gainwell's NASPO Cloud Submission CAIQ v 4 0 2, Gainwell has a risk-based corrective action plan to remediate audit findings established, documented, approved, communicated, applied, evaluated, and maintained. Gainwell develops a Plan of Action and Milestones (POA&M) for each information system managed by Gainwell to document the planned remedial actions to correct weaknesses or deficiencies noted during the assessment of the security controls and to reduce or eliminate known vulnerabilities in the systems. The POA&M utilizes information from the SRA. POA&Ms are reviewed and updated at minimum monthly to validate enough monitoring and corrective actions are taken. The Information Security Leader (ISL) is responsible for the management and tracking of POA&M items for information systems. Updates to the parties regarding POA&M status and metrics are reported monthly.
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	Gainwell will be available either in person or virtually as required to attend meetings with State staff and partners as applicable to Gainwell's contract responsibilities or as requested for other special circumstances. Should special travel provisions be required, Gainwell will request approvals as applicable.
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	Gainwell will comply with this requirement. Details of the Project Management Repository (PMR) are provided in our response to requirements GLB-115 and DEL-007.
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	Gainwell will comply and maintain compliance with the processes that are defined by and included in the Change Management requirement specified and the description listed here for reference: 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. In alignment with processes in the ChMP, Gainwell will develop and implement a specific State-approved process for identifying, documenting, and obtaining a State decision on all 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	Gainwell will maintain State-approved risk and issue management/plan and procedures. For training: • Gainwell Technologies - Extensive Curriculum and Training Modules: Cybersecurity, Health Insurance Portability and Accountability Act (HIPAA), Mobile Device Security, Security Awareness, Insider Threat • More than 115 Security Trainings in our MyLearning - Unique Courses, Catalogs, and Question & Answer Documents • Annual Trainings • Scheduled to avoid inundating staff while remaining compliant - Iterative • Monthly Trainings: Ninjio Security Awareness & Cybersecurity Training • 12 short refresher courses between the annual training
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	If a service level review indicates non-compliant service performance, we initiate a CAP or what Gainwell refers to as the Service Improvement Plan (SIP) to correct the performance. The first step is for the affected stakeholders to determine the SIP objectives. Objectives should be specific, measurable, achievable, realistic, with a timeline (S.M.A.R.T.), and they should clearly state the criteria for success to allow for signoff. Based on the SIP objectives, Gainwell defines and executes corrective actions, engaging change management when necessary, and coordinating progress reviews through program and project management for proper implementation. After Gainwell implements the corrective actions, we measure outcomes against the SIP objectives to make sure we meet the objectives. Gainwell obtains appropriate signoff from the State prior to closing the SIP.

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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	Agreed - If a service level review indicates non-compliant service performance, we initiate a corrective action plan (CAP) or what Gainwell refers to as the SIP (Service Improvement Plan) to correct the performance. The first step is for the affected stakeholders to determine the SIP objectives. Objectives should be S.M.A.R.T. (specific, measurable, achievable, realistic, with a timeline), and they should clearly state the criteria for success to allow for signoff. Based on the SIP objectives, Gainwell defines and executes corrective actions, engaging change management when necessary, and coordinating progress reviews through program and project management for proper implementation. After Gainwell implements the corrective actions, we measure outcomes against the SIP objectives to make sure we meet the objectives. Gainwell obtains appropriate signoff from the State prior to closing the SIP.
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	If a service level review indicates non-compliant service performance, we initiate a CAP or what Gainwell refers to as the SIP to correct the performance. The first step is for the affected stakeholders to determine the SIP objectives. Objectives should be S.M.A.R.T., and they should clearly state the criteria for success to allow for signoff. Based on the SIP objectives, Gainwell defines and executes corrective actions, engaging change management when necessary, and coordinating progress reviews through program and project management for proper implementation. After Gainwell implements the corrective actions, we measure outcomes against the SIP objectives to make sure we meet the objectives. Gainwell obtains appropriate signoff from the State prior to closing the SIP.
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.	SI Vendor Staffing	At a mutually agreed to time, Gainwell will provide appropriate system access and/or walkthrough on a Gainwell-managed and/or owned facility to facilitate external and internal audits. Access to a third-party system or facility not directly owned and operated by Gainwell will be subject to separate access agreements with the State (Cloud vendor for example).
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	Gainwell agrees to adhere to 42 CFR 434.6(5) throughout each phase of this contract. The link that includes this #5 provision in the applicable Code of Federal Regulations is provided here as reference: https://www.ecfr.gov/current/title-42/chapter-IV/subchapter-C/part-434/subpart-A/section-434.6
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.	SI Vendor Staffing	Gainwell agrees to collaborate with the State, State-identified partners and others as deemed appropriate, to include CMS, to advance and implement efficiencies (as detailed in the QMP), improve MITA compliance and maturity levels for both individual systems, and the overall State Medicaid Enterprise.
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.	Customization	[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.	Customization	Gainwell agrees to provide a Business Design/System Design document for non-commercial off the shelf (COTS)-based products and Software as a Service (SaaS) solution customizations, by collaborating with the State. The Gainwell SI team will verify that the customization changes performed comply with the standard project management processes and industry standards. Gainwell will provide the design documents for the State's review and approval, to verify that the challenges to the State-specific integration are properly considered and addressed in the proposed 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	The Gainwell team will update the Business Design/System Design document throughout the contract to reflect relevant changes made to the solution. This is enforced by adding the tasks to update the design documents in the project plan, and validating that the SI team continually updates the artifacts to reflect the functionality implemented.
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	Gainwell agrees to update the Data Integration/Interface Design & Control document throughout the contract to reflect relevant changes. This is enforced by adding the tasks to update the design documents in the project plan, verifying that the SI team continually updates the artifacts to reflect the functionality implemented.
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.	Base Product	[redacted]

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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.	Base Product
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.	Base Product
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.	SI Vendor Staffing
GLB-058	Infrastructure Management	The Contractor shall ensure all software is supported at a minimum level as defined by Agency/State and Federal standards.	Base Product
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.	Base Product
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.	SI Vendor Staffing
GLB-061	Infrastructure Management	The Contractor shall document and maintain State-approved application-specific response time requirements, measurements, and reporting.	SI Vendor Staffing
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.	SI Vendor Staffing
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

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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.	SI Vendor Staffing	[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.	SI Vendor Staffing	Gainwell will provide Maintenance Support activities during Operations for AHCCCS. Gainwell will provide a dedicated team of Maintenance Support personnel with the expertise necessary to support the smooth functioning of the SI platform. Our issue management process will verify that issues reported are triaged quickly and categorized for priority. This will include issues reported for making changes to existing functionality and features to validate that the system operates properly. Gainwell's Maintenance team will verify that regular maintenance is performed for a smooth functioning of the system. This includes new software and hardware releases as well as SI platform upgrades - both minor and major. Minor upgrades are done on a monthly basis while major upgrades to the platform are performed quarterly - only with the approval of the State. Gainwell's Maintenance team will also be responsible for running reports and communicating to State-authorized stakeholders. The Maintenance team will perform configuration changes needed on the SI technical platform and accommodate changes needed due to State rule changes, infrastructure policy changes, and corrective, pro-active or adaptive maintenance. Gainwell's Maintenance team will be led by an experienced and dedicated Operations Manager, who will act as the key point of contact for issues related to the system's M&O activities.
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.	SI Vendor Staffing	Gainwell's M&O team will provide production support activities during Operations. We use well-trained Production Monitoring Support resources to proactively monitor the SI platform to look for bottlenecks and anomalies proactively before they occur in the system. This is facilitated by the alerting mechanisms configured within the SI platform to raise awareness to potential system issues. In the event of issues, we will use our Technical Helpdesk Support to quickly gather information on the issues, triage them and get them to the hands of the right personnel for issue analysis and resolution. Gainwell's M&O team consists of experienced technical and subject matter SI experts as well as critical resources including but not limited to Platform engineers, Cloud Engineers, Network engineers, Security experts, DBAs, etc. Our Operations Manager will coordinate and manage all M&O activities for Arizona's SI platform and verifies that Gainwell provides the necessary support for system interruptions through issue identification, analysis, alerting, offer workarounds, enable root cause analysis, and problem remediation.
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	Gainwell agrees to collaborate with the source system Contractor to resolve bad or otherwise corrupt data in accordance with the State's data quality review process timelines. If Gainwell's Quality Management and Quality Assurance processes identify bad, corrupt or inconsistent data, it will communicate the information to State and work to resolve the data quality issues with the relevant source system resources.

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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.	SI Vendor Staffing	Gainwell will implement improvements, changes, or enhancements to enable other environments to mirror the “new” production functionality by using a State-approved approach to achieve this. Gainwell's established Change & Release Management processes will enable changes to be promoted through the associated CI/CD pipelines, thereby verifying that each environment mirrors the same functionality. As mentioned earlier, Gainwell will also perform environment refreshes per State-approved timelines to validate that the data is consistent along with the functionality in the different environments.
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.	SI Vendor Staffing	Gainwell's M&O team will be solely responsible for the end-to-end oversight and management of each environment. This will include verifying performance metrics and SLAs are met. Gainwell's M&O team uses the integrated dashboards and reporting functions within the SI platform to proactively monitor the system performance and validate that the established SLAs are met. These dashboards also allow the M&O team to be proactive rather than reactive by generating alerts if unexpected events or failures occur within the platform.
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.	SI Vendor Staffing	Gainwell will notify and coordinate with the State on affected solutions for approval of scheduled and emergency maintenance windows and system outages. In the event of issues needing immediate attention and resolution, our M&O personnel will provide the required details and corrective/next actions to the State for emergency maintenance/outage window. In the event of issues that will require corrective/next actions in a later scheduled window, Gainwell's M&O team will provide the required details to the State for approval of the scheduled maintenance window.
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	For data, reporting, and analysis work/change requests from the State, we agree that: a) Gainwell will acknowledge receipt of the request within one (1) business day b) Gainwell shall provide proposed dates for delivery of Deliverables within three (3) business days c) Gainwell agrees that the approved process shall account for negotiable deadlines for on demand/priority requests. Gainwell's Operations Manager and Engagement Manager will be the points of contact for these work/change requests.
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	Gainwell agrees to generate and distribute (at a minimum) a monthly Change, Maintenance, and Modification staffing report. This report would provide the State with the resource level detail concerning modification efforts of proposed, active, and newly completed modification efforts/projects. Gainwell's Operations Manager will be responsible for providing this staffing report to the State.
GLB-072	Maintenance & Operations	The Contractor shall provide technical support Monday through Friday 8AM to 4PM MST, excluding AHCCCS/MQD and Federal holidays.	SI Vendor Staffing	Gainwell's M&O team shall provide technical support Monday through Friday 8AM to 4PM MST, excluding AHCCCS/MQD and Federal holidays. Gainwell uses well-trained Production Monitoring Support resources to proactively monitor the SI platform to look for bottlenecks and anomalies proactively before they occur in the system. In the event of issues, we will use our Technical Helpdesk Support to quickly gather information on the issues, triage them and get them to the hands of the right personnel for issue analysis and resolution.

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.	SI Vendor Staffing	We will provide Maintenance Support activities during Operations for AHCCCS. Gainwell brings a dedicated team of Maintenance Support personnel with the expertise necessary to support the smooth functioning of the SI platform. Our issue management process will verify that each issue reported is triaged quickly and categorized for priority. This includes issues reported for making changes to existing functionality and features to validate that the system operates properly. Gainwell's Maintenance team will verify that regular maintenance is performed for smooth functioning of the system. This includes new software and hardware releases as well as SI platform upgrades - both minor and major. Minor upgrades are done on a monthly basis while major upgrades to the platform are performed quarterly - only with the approval of the State. Gainwell's Maintenance team will also be responsible for running reports and communicating to State-authorized stakeholders. The Maintenance team will perform configuration changes needed on the SI technical platform and accommodate changes needed due to State rule changes, infrastructure policy changes, and corrective, pro-active or adaptive maintenance. Gainwell's Maintenance team will be led by an experienced and dedicated Operations Manager, who will act as the key point of contact for issues related to the system's maintenance and operations activities.
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.	SI Vendor Staffing	Gainwell will provide a dedicated team to verify and monitor the successful implementation of system and operational changes, maintenance, and/or modifications in accordance with a System Maintenance Support Plan (SysMSP). Gainwell's M&O team will perform the required checks and validations for system processing, accuracy, and timely corrections of problems related to the original change. The team will leverage the required system tools, integrated dashboards, reports, etc. to perform the validation checks.
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	Gainwell's M&O team will provide the State with Modification Support Analysis as part of Operations. Gainwell resources will assist in providing functional and non-functional requirements for new functionality and operational services, features, or capability to the system. Gainwell's Operations SMEs will evaluate prioritized requests and other critical business needs from the users and provide guidance on how those new capabilities can be implemented in the system.
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	We agree to user support activities during Operations as negotiated, and agreed upon, between Gainwell and the State. This includes conducting system research and responding to inquiries. Gainwell's M&O team consists of experienced technical and subject matter SI experts as well as critical resources, including but not limited to Platform Engineers, Cloud Engineers, Network Engineers, Security experts, Database Administers, etc., who can assist with simple to complex user inquiries. The State can also leverage our Production Monitoring Support resources for issues related to system performance. Gainwell's Technical Helpdesk Support can help in providing updates on the status of issues and open tickets.
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	Gainwell agrees to 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. Our Operations Manager and Engagement Manager will assist the State in supporting with timely audits during Operations.
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	We agree to utilize Microsoft Azure DevOps, the State-approved online Defect Management tool. Azure DevOps will be used for defect identification, impact assessment, definition, traceability, verification, and reporting of defects and resolutions. Workaround resolutions, as approved by the State using the Change Control Process, are also documented in this defect management tool. Our M&O team has expertise using Microsoft Azure DevOps for Defect Management.

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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	As part of the Issue Resolution process, we will conduct development walkthroughs as appropriate to demonstrate to the State that functions have been completely and accurately planned, developed and unit tested. Gainwell will provide the needed documentation as evidence of proof as part of the established issue resolution process. Issues resolved will also be documented in the State-approved online Defect Management tool. If the issue resolution activities qualify as useful lessons learned for the future, Gainwell team will document such solutions in the repository for Lessons Learned.
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	Gainwell will use the results of testing activities, previous project lessons learned, and industry trends and best practices to reduce the occurrence of defects in future projects. As part of our continuous improvement processes, our teams begin planning for new initiatives and projects by reviewing the list of lessons learned in previous projects. This provides the team with valuable insight on critical issues encountered in previous projects, their mitigation actions and details on resources and tools needed to remedy the issues.
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	As part of the Project Management Institute's Project Management Body of Knowledge (PMBOK®) processes used by Gainwell's M&O team, gathering and documenting lessons learned is a critical artifact before closeout each project. These lessons learned will serve as foundational guides when the next module integration activity or other integration-related initiative begins. We agree to document 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.
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	Gainwell agrees to capture and maintain a comprehensive lessons learned repository for documentation for each project or initiative. This repository will be updated with new lessons learned within thirty (30) business days after a project or initiative is completed. We consider this as a critical artifact that serves as foundational guides when the next module integration activity or other integration-related initiative begins.
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	As lessons learned serve as foundational guides for future initiatives, Gainwell acknowledges their importance and agrees to implement a State-approved process for reviewing and incorporating lessons learned into future projects or initiatives on a defined schedule. Our M&O team will leverage critical inputs from its subject matter and technical experts while documenting the lessons learned from the project.
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	Using standard PMBOK guidelines, Gainwell agrees to maintain a State-approved defect resolution process. This process will determine resolution timelines based on a mutually agreed-upon and assigned severity level per the State. Gainwell's Operations Manager and Engagement Manager will act as the point of contacts for items related to defect resolution.
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).	SI Vendor Staffing	Gainwell will selectively move modifications on a release schedule with State approval. In doing so, our M&O team will have the flexibility to selectively back out system changes prior to a release without significant resources or impact. Per the established Change Management Processes, modifications approved by the CCB will be applied to environments with a tested contingency plan, that will allow for changes to be backed out if needed, without significant investments in resources or impact.
GLB-086	Maintenance & Operations	The Contractor shall identify impacts to existing reports and queries as data sources change and evolve.	SI Vendor Staffing	We will identify impacts to existing reports and queries as data sources change and evolve. Identified changes will be presented to the State for review before changes/modifications to the existing reports are made.
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	Gainwell agrees to update existing reports and queries impacted by re-occurring/ongoing data set changes/updates. Our M&O team will evaluate the level of effort for these changes and inform the state accordingly.
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	We will detect, log, notify, and respond appropriately to errors and exceptions in both system and data processing. Assisted by the Production Monitoring team who leverage configurable alerting functions, Gainwell will work to detect system and data exceptions proactively. Our system also logs exceptions - including application, system and infrastructure - into the platform's log aggregation tool for subsequent analysis.
GLB-089	Maintenance & Operations	The Contractor shall provide, as part of the ReIMP, 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	Gainwell agrees to provide a Network Design and Monitoring Plan as part of the ReIMP. Our M&O team consists of experienced Network SMEs who can produce this plan to verify that the State's computing and data transporting environment is performing optimally.

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	Gainwell agrees to implement and follow a Configuration management process with proven promotion and version control procedures for the implementation of a multi-Contractor, integrated system wide enterprise, including: 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 Such a Configuration Management process will be integrated when additional Module Contractor contracts are executed. Gainwell follows a Configuration Management process that is aligned to PMBOK standards and guidelines.
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	As part of the RelMP, we agree to document and maintain the change management metadata regarding system releases and operational performance and behavior. Our M&O team will consolidate this with the overall infrastructure change management metadata wherever possible, to provide a complete, integrated view of system and environment changes.
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.	SI Vendor Staffing	Gainwell agrees to provide a quarterly Configuration Management Summary report that provides a high-level overview of changes to the system baseline configuration and operational usage. Configuration changes will need to proceed through the CCB and receive State approval. Gainwell's Operations Manager will coordinate to produce the quarterly Configuration Management Summary report for the State.
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	Gainwell agrees to allow implementation of specific tools and infrastructures (as approved by the State) for software configuration management. As part of Gainwell's MIP Playbook, items related to software installations are discussed in detail during the Technical Governance phase. If specific tools and infrastructure are approved to be installed by the State, Gainwell will gather the appropriate technical requirements to verify that they can implemented correctly on the SI platform. Gainwell will work with the other module vendors and stakeholders to remedy incompatibilities and apply workarounds required to implement such tools.
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	Gainwell will document and maintain State approved standard maintenance windows, that are coordinated across solutions, for system maintenance and downtime to minimize MES Stakeholder disruption. These standard maintenance windows are published to teams so that they can coordinate their Change and Release management activities to utilize the available windows, thus minimizing impacts for users.
GLB-095	Maintenance & Operations	The Contractor shall document all incidents in accordance with the State standard Incident Reporting Form (IRF) template.	SI Vendor Staffing	Gainwell agrees to document incidents in accordance with the State standard Incident Reporting Form (IRF) template. Gainwell's Operations Manager will act as the point of contact for documentation of incidents per the established standards.
GLB-199	Maintenance & Operations	The Contractor shall collaborate with the State to provide a Release Management Plan (RelMP) for State approval.	SI Vendor Staffing	Gainwell will collaborate with the State to provide a Release Management Plan (RelMP) for State approval. RelMP provides details on the stages and steps of the deployment process, or the process by which the M&O team manages and controls software development and deployment. It acts as a reusable template for the process, from planning through development, testing, and rollout, thus providing clear visibility to the details of the deployment to the State.
GLB-202	Maintenance & Operations	Before the solution enters production, the Contractor shall provide solution documentation, training manuals, and desk level procedures.	SI Vendor Staffing	Gainwell agrees to provide relevant solution documentation, training manuals, and desk level procedures, before the solution/fix enters Production. As part of its Release Management process, the Gainwell M&O team makes this information available for review and approval by the State, prior to production deployment. By making these documents as mandatory artifacts before production deployment activities are triggered, Gainwell verifies that necessary documentation is available to the State by the time changes are ready to be promoted into production.

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GLB-096	Performance Management	The Contractor shall conduct regularly scheduled reviews to assess performance against KPIs and SLAs.	SI Vendor Staffing	Gainwell will conduct regularly scheduled reviews to assess performance against KPIs and SLAs. Integrated dashboards built within the SI platform will assist in evaluating the performance, system latency and the adherence to the SLAs. KPIs generated with the platform metrics will assist Gainwell in ensuring that the performance requirements of the state are met. Gainwell's designated project manager will co-ordinate in conducting these scheduled reviews.
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	Gainwell will review State-approved and CMS-required KPIs and SLAs with the State - at least monthly or as requested by the state. Gainwell shall provide a listing of the mandated KPIs and SLAs to verify that the platform is operating per the State's performance standards. Gainwell's designated project manager will co-ordinate in conducting these scheduled reviews.
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	Gainwell agrees to develop, review, and maintain State-approved and CMS-required KPIs and SLAs in collaboration with the State as the state's operational processes mature. Gainwell's team will gather feedback from the designated project manager coordinating these scheduled reviews with the State as well as develop and maintain the changes made for the KPIs and SLAs.
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.	SI Vendor Staffing	Gainwell's SI solution will offer performance dashboards that captures performance metrics with drilldown capabilities for appropriate reporting. Gainwell will produce Performance summaries that will reflect the following: 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. These performance summaries will assist the state in evaluating the performance of the SI platform and verify that Gainwell is delivering a solution that meets or exceeds the performance SLAs.
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 tenant then must be FedRAMP or StateRAMP authorized and that authorization must be maintained throughout the life of the contract.	SI Vendor Staffing	[redacted]
GLB-100	Privacy and Security	The Contractor shall prevent any user or system administrator from having a shared account.	SI Vendor Staffing	
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.	SI Vendor Staffing	
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.	SI Vendor Staffing	
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.	SI Vendor Staffing	

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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.	SI Vendor Staffing
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.	SI Vendor Staffing
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
GLB-108	Privacy and Security	The Contractor shall be subject to U S. Federal laws and regulations protecting Personally Identifiable Information (PII).	SI Vendor Staffing
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.	SI Vendor Staffing

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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.	SI Vendor Staffing
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.	SI Vendor Staffing
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.	SI Vendor Staffing
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

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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.	SI Vendor Staffing	Gainwell's approach uses project management methodologies that is consistent with the PMBOK® Guide and Hybrid Agile project management practices. Gainwell will align our activities and tasks to the agreed on work plan and will produce applicable project deliverables using the agreed to devops processes and management tools (Azure DevOps). The Gainwell project resources will possess the skills required for building and delivering project deliverables using Microsoft Office tools (Word, Excel, Project, Visio, etc.). We produce documents in either PDF or other formats as agreed upon by the State. Per our response to GLB-132, Gainwell will utilize the Micro Focus Application Life Cycle Management (ALM) to manage the requirements efficiently. Our ALM tool provides a web-based tool that helps in project planning and requirements gathering until Testing and deployment. Our ALM tool integrates with the AHCCCS preferred requirements management/software development tool, Azure DevOps (ADO).
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.	SI Vendor Staffing	Gainwell will review our SDLC and schedule with the state for approval that we will use for managing and completing all State-approved non-COTS based product work. Gainwell will create a Project Schedule (DEL-019) in collaboration with the AHCCCS. The project schedule will contain the SDLC phases (Initiate, Plan, Execute, Close) and is developed based on standard best practices. It also includes Work Breakdown Structure (WBS) tasks, milestones, dependencies, resource names, and actual start and finish dates.
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.	SI Vendor Staffing	We use an industry-standard PMR for securing the documentation produced for the State. The repository contains advanced search capabilities and acts as a comprehensive repository of documents and other materials related to the project. Our repository is version-controlled, and we manage it to distinguish the latest version from the older versions easily. Our repository provides insights into deliverables, point of contacts, meeting notes, and processes. We have listed the critical documentation available in the repository below. 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) Deliverables as listed in the Deliverables tab o) Additional items learned through the project initiation and planning process or other items related to the project over the system's lifetime.
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.	SI Vendor Staffing	Gainwell understands and complies with the Communications Management Plan (ComMP) provided by the State. We will generate State-approved Contract management notifications and coordination procedures in the ComMP. Also, we leverage ComMP guidelines for communicating system, operational or Contract related issues with the State. We will use it for establishing coordination with other vendors of the State.
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	We will work with AHCCCS/MQD on branding the solution and building and managing a website to support communication and educational tools and other applicable artifacts as will be posted to the AHCCCS and MDQ website.

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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	Gainwell will adhere to the project's State-approved Change Management and Modification Pool Plan (ChMP) and subsequent change control processes to make any changes to KPIs and SLAs.
GLB-119	Project Management	The Contractor shall include project risk and issue management processes as part of their project management approach.	SI Vendor Staffing	Our project management approach includes details about project risks and issue management processes to be followed by Gainwell for managing and handling them.
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	Gainwell will create and disseminate project meeting agendas, accurately capture notes, record virtual sessions as agreed to and applicable and manage the meeting documentation according to the responsibilities mentioned in the AHCCCS/MQD Responsible Accountable Consulted Informed (RACI) Matrix provided in the responsibility assignment matrix (RAM). We agree to the State guidelines on distributing the meeting minutes within two (2) business days following the meeting. Gainwell shares the Agendas, meeting minutes from prior meetings, and documentation to be reviewed before the meeting shall be sent at least forty-eight (48) hours prior for the non-recurring meetings and twenty-four (24) hours prior for the recurring meetings.
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	Gainwell will be available either in person or virtually as required to attend meetings with the State and partners as applicable to Gainwell's contract responsibilities or as requested for other special circumstances. Should special travel provisions be required, Gainwell will request approvals as applicable.
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	Gainwell will align with the State's Medicaid Enterprise-Wide integrated project plans and Deliverables. We will deliver deliverables and coordinate activities with the State and vendors per the project plan. We reviewed and are committed to submitting our deliverables per the due dates itemized in the Deliverables tab of the RTM.
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	We create and manage our Project Deliverable documents in coordination with the State and its vendors. Our Project deliverables are built using the industry's best practices and submitted to the State for approval. We use our deliverables' Deliverable Expectation Document (DED) standards for developing the deliverables. We create a DED for each deliverable agreed upon with the State: our DED details the purpose, approach/key activities, table of contents, and acceptance criteria. We will submit the DED and provide a walkthrough of our ideas with the State. We use the agreed-upon guidelines to develop the corresponding deliverable. We update our Project deliverables regularly to maintain up-to-date content. Gainwell submits the updated documentation as soon as possible before the start of the Contract year.
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	As a leading Medicaid Enterprise Systems module vendor, Gainwell has extensive experience coordinating project plans with a multitude of enterprise contractors, module vendors and state project management offices. We agree to integrate our Project Deliverables with deliverables of other vendors of the State Medicaid Enterprise per the State's direction.
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.	SI Vendor Staffing	Our project management processes are flexible and we tailor them per the size of the maintenance and modification projects agreed upon with the State.
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	We use Microsoft Project software for managing analysis, configuration, and deployment activities. Our software will align with the versioning standards set by the State. The tool supports the 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.
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	We produce various reports promptly to inform the State and other State vendors of our project status. Our team has experience delivering the solution per the State accepted processes and procedures. We emphasize providing excellent delivery to the client and tailor our processes and procedures to meet the State's needs.
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	As necessary and applicable, Gainwell will adapt the SDLC artifacts to align to the state's 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	Gainwell uses industry best practices for performing business analysis. We bring our Module Integration Planning (MIP) Playbook and lessons learned from similar systems integrations projects for business analysis. We work with the State to identify the right stakeholders for a release and collaborate with them to meet the business requirements.
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).	SI Vendor Staffing	We propose Micro Focus Application Life Cycle Management (ALM) to manage the requirements efficiently. Our ALM tool provides a web-based tool that helps in project planning and requirements gathering until Testing and deployment. Our ALM tool integrates with the AHCCCS preferred requirements management/software development tool, Azure DevOps (ADO).
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	We update our Requirements Traceability (RTM) regularly to incorporate changes from each release in a contract. We load our deliverables and test cases into the ALM tool for each release and generate a mapping between them and the contract requirements for developing the RTM. We also update and review the RTM regularly with the State, highlighting the changes made in the current release.
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	We will collaborate with the State-identified vendors and share necessary deliverable details upon the State's approval. We share deliverable information for the system development, testing, and implementation milestones.
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	Gainwell uses a comprehensive process for developing and adhering to State guidelines. Our deliverable submission process starts with creating a DED document. The DED (Deliverable Expectation Document) details the scope, purpose, and outline of the sections providing information on the content we will cover in the deliverable. Our deliverables contain sections and content as approved in the DED. Our project plan details a schedule for walkthrough, submission, approval, and revisions of DEDs and deliverables. We provide a walkthrough of the DED and deliverable to the State before submitting it and incorporate changes suggested by the State in them before the formal submission. After submitting a deliverable, if the State rejects it, we will address each of the State's comments and provide a walkthrough of the updated content to the State before resubmittal. We maintain revision history in the document to help the State determine the reason for submitting the current version. The final versions of a deliverables and milestones adhere to the State standards. Depending on the progress made on a deliverable, we will discuss with the State the need to submit any interim deliverables at the State's discretion that helps advance the review. We will submit interim deliverables without resetting the Project Deliverable schedule.
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	We develop a high-level Implementation Plan (ImP) during the initial days after starting the contract and during the start of each integration phase with a vendor. Our plan details our approach per scope for designing, developing, and implementing all technology and services.
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	Gainwell will support the State on testing tasks by assisting with analyzing discrepancies, execute parallel and acceptance tests, as well as pre-conversion analysis that is needed. When Production issues are encountered, we will assist the State in providing assistance with analysis between Production results and the test results. Gainwell will share test scripts and test data created in the test environment to expedite the troubleshooting for State personnel. This will include data or reference files needed that the State can use to execute parallel testing and acceptance testing scenarios. Finally, Gainwell resources will assist the State with pre-conversion analysis to validate the conversion rules, processes and data needed to populate test environments.
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	Gainwell will update the Test Management Plan (TMP) as DDI completes and the project enters Post-Implementation and Operational phases. Our TMP will contain updates to testing and defect management strategies as well as testing approaches. This will also include updated metrics, thresholds, as well as specific SLA and KPI needs of the stakeholders as required. Finally, the updated TMP will also reflect specific changes to processes and procedures in the system.

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	We will verify that test environments allow appropriate devices and resources to connect to the State environment. Gainwell's platform infrastructure team will gather the required networking and security requirements from the State to allow access for appropriate devices and resources to the environment. The technical requirements will be gathered as part of the Technical Governance pillar in Gainwell's Modular Integration playbook.
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	Gainwell will provide State staff with remote access to test environments to complete required testing. As stated above, Gainwell's platform infrastructure team will gather the required security requirements from the State to allow remote access for the requested users. The technical requirements will be gathered as part of the Technical Governance pillar in Gainwell's Modular Integration Playbook.
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	Through the use of our Testing and Quality assurance process, Gainwell will perform system test walkthroughs to demonstrate that system functions have been accurately planned, developed and tested. Gainwell will also verify that the reported defects are documented and risks associated with the identified issues are entered into the Risk register and called out for action.
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	Gainwell will assume the responsibility to define, develop, and maintain a development/test environment data refresh process, including state-approved exceptions and ad hoc requests. This data refresh process will detail the Source and target environments for the refresh, along with the dates, resources/teams responsible for the refresh, the targeted duration as well as escalation points of contact in case of unexpected events. Data refreshes will have a formal communication to the users, stating the start and end time for the activity along with the expected duration.
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	Gainwell will test for system/network performance, in collaboration with the State. For this, Gainwell will use the relevant RedHat OpenShift performance metrics and Datadog Application Performance Monitoring dashboards to ascertain the system and network performance.
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	Gainwell will provide test environment rollbacks (for new releases, versions, upgrades and critical fixes in the UAT and Production environments). Rollback/Contingency plans will be well-documented, detailing step-by-step tasks that need to be performed to roll back the environment when new releases, versions or upgrades do not go well as expected and changes need to be reverted back.
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	Defect identification, Defect resolution, and Defect support processes will be provided by Gainwell as part of the approved Test Management Plan. Information shared in the TMP will include the defect management tool used by Gainwell as well as the processes to determine the severity of defects, prioritization of resolution, impact of defects, root cause for defects, and workarounds for defects (if applicable). Gainwell's TMP will also contain the defect metrics and defect reporting processes to be used.
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	Gainwell will develop, maintain, and submit for State approval required SDLC documentation (including requirements, test planning, technical specifications, technical diagrams and test results) following each approved project milestone. Gainwell will maintain this documentation in a central repository for access by State personnel as well as authorized contractor personnel as approved by the State.
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	As part of the QMP, Gainwell will provide details on the Project Deliverable review, maintenance of resource forecasts and delivery schedules, as well as Issue Reduction processes. Gainwell will solicit input from the State on our approach to Issue Reduction to verify that there is an unified direction in handling issues within the system.
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	Gainwell will implement continuous improvement processes from lessons learned to reduce defects. To accomplish this, we will document issues from each environment with clear resolution details for issues, making cross referencing of this information easier. Gainwell will also look for consistent bottlenecks in the various environments and align resources for analysis and resolution to achieve efficiency within various environments.
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	We will provide State Development Staff with remote access to the development/test environments, conforming to the security protocols. The technical requirements for the security protocols to be used will be gathered as part of the Technical Governance pillar in Gainwell's Modular Integration Playbook.

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GLB-149	Quality Assurance	The Contractor shall ensure development/test environments have sufficient security to prevent unauthorized physical, system, and remote access.	SI Vendor Staffing	Gainwell will verify that development/test environments have sufficient security to prevent unauthorized physical, system, and remote access. Gainwell's platform infrastructure team will gather the required security requirements from the State to allow remote access for the requested users. The technical requirements will be gathered as part of the Technical Governance pillar in Gainwell's Modular Integration Playbook.
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	Gainwell will verify that development/test environments allow appropriate devices and resources to connect to the State environment. Gainwell's platform infrastructure team will gather the required networking and security requirements from the State to allow access for appropriate devices and resources to the environment. The technical requirements will be gathered as part of the Technical Governance pillar in Gainwell's Modular Integration Playbook.
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	Gainwell will develop a CAP to resolve deficiencies in the event of significant defects or deficiencies after project implementation. Gainwell's proposed CAP will contain the following as structured in this requirement: 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 Gainwell's Engagement & Project Manager will coordinate the timely maintenance of this CAP document so it reflects the updated details of the significant defects and deficiencies identified.
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	Gainwell will collaborate with the State to develop, define, and document a QMP to manage and improve the overall quality of the Gainwell SI Platform.
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	Gainwell will manage the identification and resolution of corrupt or bad data by maintaining a data quality review process.
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	Our QMP will conform to ISO, QMS, TQM, SSAE, and Continuous Quality Improvement principles and standards.
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	Gainwell will work with the State and its partners to achieve and maintain quality system and operational services per State-approved benchmarks and performance metrics.

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	Gainwell will implement State-approved performance improvements, to meet or exceed ISO, QMS, TQM, SSAE-18, and Continuous Quality Improvement principles and standards.
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	We will own the responsibility for quality assurance management, quality assurance, and quality assurance testing meetings as requested and required under the 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	Gainwell will assign a dedicated Quality Management resource to lead the QA staff and their work to execute process improvements.
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	We will provide adequate and dedicated staff to implement, monitor, and address quality assurance and improvement activities required under the QMP.
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	Gainwell will provide staff to perform regular QA monitoring to verify that relevant contractual responsibilities are met.
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	We will proactively identify and address quality control issues within the overall solution. We will assist the State in improving operations to meet or exceed performance benchmarks/metrics as required by CMS and/or the project's QMP.
GLB-161	Staffing	The project governance structure shall identify AHCCCS/MQD resources that are necessary for the Contractor to implement and operate the solution.		Our project governance framework will establish project communication plans and resource matrixes that will incorporate the State's resources into each of the work products that will be available during each phase of the project.
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.		Gainwell's extensive resource pool of technical, testing, analyst, project, process, and management personnel affords the company the ability to dedicate and/or leverage staff with specific required expertise for our client base. We particularly recognize this will be important as staff are assigned against the resource pool of hours versus the fixed cost deliverables. This requires the company to carefully track and align work performed to the specific clients to which the staff are assigned. Our experience in tracking and managing the workload allocation of our staff will align to this requirement of providing this monthly report as specified.
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.		We have identified Key Personnel and respective resumes are included in our response. We chose our Key Personnel based on their specific skill sets, knowledge, and expertise, as well as their demonstrated professionalism. Gainwell's proposed team has years of direct and relevant healthcare solution experience, including experience with the SI technologies, operations, procurement, and management skills necessary to meet Arizona's goals. Included in Gainwell's project staffing governance, we will partner with the State to develop steps for a Key Personnel approval process.

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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.		The State will benefit from Gainwell's expertise in the development of our staffing plan. Our knowledge enables us to accurately estimate the number of staff members required to support the scope and identify other staff members who will complement State's operational needs. We will apply the following processes to staffing each workstream: • Determination of roles, skill sets, and number of staff members. This identifies the required roles, skill sets, and experience needed to perform the work. • Continual monitoring. Throughout the workstream, continual monitoring of current and future staffing needs occurs to proactively validate that the proper level of personnel is available. • Monitoring and reporting. These activities enable our management staff to understand daily resource needs, assess the available pool of resources, and maximize the productivity of the resource pool across workstreams. We structure our staffing plan so our project leaders can easily use it to administer and maintain adequate staffing during each phase of the project. Gainwell will adhere to our standard practice, having a mix of dedicated resources and allocated resources. This is a proven, successful approach to staffing we have employed on with numerous clients. Our dedicated resources are an important component of our staffing approach.
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.		Included in our project staffing governance, we will maintain an Organizational chart for each phase of the project. The Organizational chart will be developed to depict the staff, team, and organizational structure through each phase of the project.
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.		The State will benefit from Gainwell's expertise in the development of our staffing plan. Our knowledge enables us to accurately estimate the number of staff members required to support the scope and identify other staff members to complement State's operational needs. We will apply the following processes to staffing: • Determination of roles, skill sets, and number of staff members. This identifies the required roles, skill sets, and experience needed to perform the work. • Continual monitoring. Throughout the workstream, continual monitoring of current and future staffing needs occurs to proactively validate that the proper level of personnel is available. • Monitoring and reporting. These activities enable our management staff to understand daily resource needs, assess the available pool of resources, and maximize the productivity of the resource pool across workstreams. We structure our staffing plan so our project leaders can easily use it to administer and maintain adequate staffing during each phase of the project. Gainwell will adhere to our standard practice of having a mix of dedicated resources and allocated resources. This is a proven, successful approach to staffing we have employed with numerous clients. Our dedicated resources are an important component of our staffing approach.

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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.		Gainwell's staffing approach is to document and validate your staffing priorities and deliver the right personnel with the right skill set and experience from the first day of the contract. We have designed this approach to be flexible over the life of the program to provide the right resources to meet the State's requirements. Our proven workforce management methods will guide the resources allocation decisions needed for the State's account team. Gainwell's existing workforce offers the State a depth of qualified personnel to support their business needs. We have approximately 10,551 Gainwell badged employees. We can rapidly identify personnel with program-relevant skills so that we provide the State with a team of employees with proven expertise. It is our intention to provide experienced Gainwell employees to support the State's needs first and foremost. To fill open positions, Gainwell first looks to current employees who have demonstrated their capabilities and understand our standards. We develop employees to promote from within the organization. Recruiters post job openings in mygainwell@work, our corporate database, where employees can search for positions. Additionally, Gainwell has a Demand Strategy team focused on identifying resources with the skills needed for our internal talent pool as well as for opportunities to support our clients. Our Demand Strategy Team is already engaged and ready for action to support the State. When we need to look beyond our internal resource pool, we apply a recruiting model built on a proven methodology using proven techniques, processes, and technology to recruit top talent. We offer staff incentives and benefits that enhance our recruiting efforts, commitment to work/life balance, opportunities for growth, and a collaborative team approach that help us sustain high retention rates and minimize staff turnover.
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.		Gainwell will replace or reassign Key and Lead Personnel with appropriate cause at State's request.
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.		We will comply with the State's background check requirements. Our hiring methods include a comprehensive process that promotes hiring honest, responsible employees. To support the ongoing security of customers' information, Gainwell has a standard global employment screening package for each country in which business is conducted. The elements that are included in each package are based on local legal parameters and Gainwell's strategy. In general (where legally allowable), the following screenings are conducted for Gainwell employment: Identity verification, Right-to-Work, OFAC, SSN Trace, Criminal – 7 years, National, Federal, Locals (every country ≥90 days residence); Sex Offender Registry (USA only); Global Sanctions; FACIS3; Previous employment – 7 years; Education is optional, dependent upon role o Note: Medical Professionals include education and license verification o Note: Legal Professionals include education and license verification There are additional screenings that can be conducted to meet customer contractual commitments (where legally allowable): State criminal, drug test, financial sanctions, credit check, driving record, license verification, health checks, etc. In certain instances, our clients require FBI checks to be completed. Gainwell is in the technology industry and is not able to process FBI checks for our employees. We are happy to work with the State to facilitate additional contractually required such as FBI checks, FBI fingerprinting or other contractually required checks that are necessary for the delivery of services. We work with our clients to verify that we understand adjudication standards and requirements that may be required over and above our standard global employment screening package. Screening actions are confidential to comply with data privacy/GDPR and Gainwell policy standards. GES documentation is maintained, and evidence can be provided for internal, external and customer audits if contractually obligated (with specific PII redacted). Gainwell GES is conducted in partnership with an industry leading GES vendor. That vendor has been thoroughly vetted by the Gainwell Security and Data Privacy/GDPR teams for compliance to country legalities and Gainwell standards.
GLB-170	Staffing	The Contractor shall complete all State required trainings, both initial/on -boarding trainings and annual refreshers, as requested by the State.		The Gainwell Compliance and Awareness program monitors and tracks onboarding and refresher training requirements across our staff. We will work to identify trainings required by the State and incorporate them into our compliance program for resources supporting the program.

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GLB-171	Staffing	The Contractor's staffing solution will only include staff located within the continental United States (CONUS).		Our staffing approach will comply with the State's staffing requirements and deliver the right personnel within the continental United States (CONUS), with the necessary skills and experience from the first day of the contract.
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.		Gainwell staff, regardless of time zone, will align schedules with the State's daily work schedule. We recognize the importance of staff availability during business hours and have committed work schedules for resources across each time zone.
GLB-173	Staffing	The Contractor shall ensure that all licensed staff maintain current licensure in their respective fields with no State or Federal sanctions.		Where there are specific requirements that exist for licensed staff, we will provide the appropriate oversight and monitoring to validate licensed staff are current and no sanctions exist at the State of Federal level.
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		Gainwell will provide a highly experienced project team (dedicated and leveraged as the scope scales up and down) to assist, complete, and submit project work results from the State-approved project plan.
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	Gainwell will provide a detailed test strategy as part of the Test Management Plan (TMP). The TMP describes the testing scope and activities that will be completed by the Testing team to control the quality of a solution after it has been developed and before it is placed in a higher environment. Our TMP typically defines the testing scope, milestones, requirements, dependencies, risks, and procedures that support the project deliverables and team members/contributors.
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	In our TMP, we will elaborate on our testing methodology to include comprehensive test coverage for different types of testing. This will include component, system, regression, integration, parallel, load, and user acceptance testing (UAT).
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	As a process, Gainwell will report weekly system test reporting activities, test results reporting, UAT support, readiness testing, and performance testing activities in the TMP to the State. This will allow the State to monitor progress of testing activities efficiently.
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	Gainwell testing plans will include tests for each type of processing cycle - including daily, weekly, bi-weekly, monthly, quarterly, annually, year-end, financials, and ad hoc requests as applicable. Test scenarios can be categorized by frequency for ease of access, as well.
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	We will identify 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 as part of the TMP. Gainwell will proactively inform the State if there are opportunities to mitigate/remove organizational risks through test process improvements. We will leverage documentation tools to validate that issue resolutions are properly reviewed and documented to avoid recurring issue-fix cycles.
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.	SI Vendor Staffing	Gainwell will determine the order of selected testing functions and combine testing functions that maximize testing efficiencies. Gainwell's Test Management Plan defines the testing scope, dependencies, and sequence of execution to support the project deliverables.
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 TMP will detail the data refresh processes for each testing environment that assists in clean and adequate online and batch testing cycles. Where possible, Gainwell will use configuration and automation to allow data refresh processes to bring maximum efficiency to the testing process.
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	Gainwell's TMP will include test environment rollbacks (for new releases, versions, upgrades, and critical fixes) in the UAT and final acceptance test environments. Each release (minor/major/emergency) will have a contingency plan before the changes are deployed in the environment. Test plans will include the environment rollback scenarios so that they can be tested as part of the testing activities.
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	Gainwell's TMP will document requirements testing assumptions, issues, and action items as requested. The TMP will also document the approach towards managing risks related to test execution and quality. Risks are maintained centrally in a risk register and will need to be addressed for resolution, accepted, mitigated, or transferred.
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	When data conversion is involved, Gainwell's Test Management plan will include test scenarios for data validation of converted data. This will be done prior to the start of the actual test executions.

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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	Our TMP will document an approach to run parallel tests of current systems and operations to enable reconciliation with replacement systems and operations. Automated processes can be built to assist with this reconciliation between the two systems and differential data captured for further analysis. This approach will allow the state to review the accuracy of the new system while the current system runs in parallel for an established period of time.
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.	SI Vendor Staffing	Gainwell will work with other vendors to test and evaluate the results of the current & new integration components. As the SI vendor, we can take the lead in assisting other vendors build their test cases and scenarios to validate that the current and new integration components introduced into the MES ecosystem are working as expected.
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.	SI Vendor Staffing	We will make the development and test system environments available to the development team, production support and help desk, trainers and trainees, and other approved users for these environments as defined by the State. Our team can also guide the team in building test cases and scenarios in these development and test environments if requested.
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.	SI Vendor Staffing	Gainwell will provide secure access for the development and test environments to a subset of authorized users, including State-authorized contractors. We will look for appropriate approvals from the State before granting access to such users to verify that access to the environments are controlled.
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	We will mask critical, sensitive data fields in test environments, especially Protected Health Information (PHI) and Personally Identifiable Information (PII) data, and apply the same security compliance levels used for the Production environment. While some these can be performed through product configurations, other changes will have be performed at a database level.
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	Gainwell acknowledges that the testing process involves multiple stakeholders and will provide sufficient time, resources, and durations for each phase of testing. This will verify that each party have sufficient time and resources to complete their assigned tasks.
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	We will work with other MES vendors to establish test frameworks that accommodate comprehensive coverage of test objectives. Gainwell will extend support to Contractors and partners collaborating on the solution to validate a successful testing process.
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	Gainwell will extend adequate staffing support for the State testing team throughout testing efforts during the contract. Through close collaboration, we will assist the State in test case creation, validation, and trouble-shooting activities, if necessary to verify that the State's testing process is successful.

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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 historical 4) Vulnerability Management (Malware, anti-virus, Intrusion detection / prevention) – eighteen (18) months historical 5) Plan of Action and Milestones (POA&M) – eighteen (18) months 6) Compliance scans – eighteen (18) months historical f) Data backups – six (6) years historical in monthly increments g) Configuration Management Database (CMDB) items – eighteen (18) months	SI Vendor Staffing	Gainwell will transition and train infrastructure responsibilities, as listed in the requirement, for a seamless handover. We acknowledge to meet each requirement from A through H listed in the description.
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	Gainwell will be responsible for defects and their resolution at no added costs, introduced by it prior to the transition.
GLB-201	Transition	The Contractor shall, at time of transition, ensure associated licenses with ownership are transferred to the Agency.	SI Vendor Staffing	Gainwell will validate that associated licenses with ownership are transferred to the State during transition.

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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	Gainwell will route data received from asynchronous request/response interfaces in less than six seconds at least 99.5% of the time. Demarcation entry and exit points will be determined with the State ahead of time for these response time calculations. Metrics and integrated dashboards available on the SI Platform (SIP) will be able to determine the latency in processing.
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	Gainwell will route individual simple passthrough transactions in less than one second at least 99.5% of the time. Demarcation entry and exit points will be determined with the client ahead of time for these response time calculations. Metrics and integrated dashboards available on the SIP will be able to determine the latency in processing.
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	Gainwell will process individual transactions requiring translation or other integration platform processing in less than two seconds at least 99 5% of the time. Demarcation entry and exit points will be determined with the client ahead of time for these response time calculations. Metrics and integrated dashboards available on the SIP will be able to determine the latency in processing.
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	Gainwell's MES SIP will notify subscribers within 60 seconds of new data being published at least 99.5% of the time. Demarcation entry and exit points will be determined with the client ahead of time for these response time calculations.
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	Gainwell will verify that Production and user acceptance testing (UAT) environment(s) shall be available 99.5% of the time for each component of the solution, twenty-four (24) hours a day, seven (7) days a week, excluding AHCCCS/MQD approved planned downtime.
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	Gainwell shall verify that the SIP web based user interface response times are less than two seconds 99% of the time. Demarcation entry and exit points will be determined with the client ahead of time for these response time calculations. Metrics and integrated dashboards available on the SIP will be able to determine the latency in processing.
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	Gainwell shall provide online access to AHCCCS/MQD MES SIP log data for a minimum of 90 days. Gainwell uses Splunk as our log aggregation tool.
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	Gainwell shall archive 10 years of AHCCCS/MQD MES SIP log data, providing the log files to AHCCCS/MQD on request. Since Gainwell uses Splunk as our log aggregation tool, the data can be archived into hot, warm, and cold buckets based on the age of the data archived.
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	Gainwell shall execute a disaster recovery (DR) test, at least annually, to demonstrate capability to restore processing capability in accordance with the Disaster Recover/Business Continuity (DR/BC) Plan. Gainwell uses its DR/BC plan to practice its readiness for disaster scenarios and to help keep the business operations of the platform running for the State, as required.
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	Gainwell shall provide a DR plan which validates 15 minutes Recovery Point Objective (RPO) and 24 hours of Recovery Time Objective (RTO). With this, Gainwell expects to roll back to the State 15 minutes prior to the disruption of services as well as restore disrupted services within 24 hours of the event.

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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	Gainwell's SI solution will 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. Datadog is used as the Application Performance Monitoring (APM) tool within the SI solution.
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	Gainwell's solution shall be available 99.95% of the time, twenty-four (24) hours a day; seven (7) days a week, except for scheduled downtime and approved maintenance times. Scheduled downtimes will be approved by the State in advance. Gainwell's Contingency plans will be part of scheduled maintenance activity so that the State can rollback the changes in the event of a service disruption.
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	Gainwell will develop and deliver a training plan within sixty (60) calendar days of contract award to AHCCCS/MQD for review and approval.
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	Gainwell will 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. If audit resources are not immediately available within the 5 business day window, Gainwell will inform the State within the 5 business day request window to discuss a new date milestone for the State's feedback and/or approval.
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	Gainwell will correct and reissue invoices within twenty (20) business days of State notification of necessary correction. Gainwell will maintain a minimum of a 95% accuracy rate on initial invoices submitted to the State, and a 100% accuracy rate on resubmitted invoices.
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	Gainwell will update State sign-off authority listings within one (1) business day of receipt if possible, however, requests up to three (3) business days to validate availability of authorized resources.
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	Gainwell will generate monthly personnel invoicing reports one (1) week following the end of the invoice period.
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	Gainwell will strive to notify the State no later than one (1) hour after immediate termination of employee, however, requests up to one (1) business day to complete this action.
SLA-020	Service Level Agreements (SLAs)	The Contractor shall submit CAPs within ten (10) business days from discovery of non-compliance.	SI Vendor Staffing	Gainwell will submit CAPs within ten (10) business days from discovery of non-compliance.
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	Gainwell agrees to provide the performance summary report within the first ten (10) business days following the last business day of the month prior. The State can coordinate with the assigned Gainwell Engagement/Operations Manager for these deliverables.
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	Gainwell agrees to develop and submit to the State, for approval, suggested revisions and edits to affected business requirement(s) that are a result of 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.

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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	Gainwell agrees to cooperate to develop, maintain, and submit within twenty (20) business days of approved milestone, SDLC documentation, including 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.
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	Gainwell 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, 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.
SLA-025	Service Level Agreements (SLAs)	The Contractor shall ensure all systems are available 24/7, 365 days a year, 95% of the time, measured and reported weekly (Sunday through Saturday), except for scheduled downtime, natural disaster and other force majeure, or as agreed to in the Contract.	Base Product	Gainwell will verify that systems are available 24/7, 365 days a year, 95% of the time, measured and reported weekly (Sunday through Saturday), except for scheduled downtime, natural disaster and other force majeure, or as agreed to in the Contract.
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	Gainwell shall verify 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.
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	Gainwell will strive to provide the State twenty (20) business days or more advance notification and obtain the State's prior written approval of 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 Gainwell until written approval is received from the State, including costs incurred prior to State approval. Please note certain issues affecting Key Personnel Staff may be beyond Gainwell's control - and would be highlighted to the State as soon as is practicable.
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	Gainwell will notify the State within one (1) business day, if possible, of the replacement, reassignment, resignation, or termination of Key or Lead Personnel directly supporting the awarded Contract, however, requests up to three (3) business days to verify availability of authorized resources.
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	Gainwell will 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.
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	Gainwell agrees that in coordination and with direction from the AHCCCS/MQD Project Manager, it 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.
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	Gainwell will verify 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. Gainwell will flag to the State as early as possible that more time beyond the 30 day vacancy could be required, to request approval, if applicable.
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	Gainwell will implement the Transition Plan and transition activities within six (6) months of the contract end date.

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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.	SI Vendor Staffing	Gainwell will 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. Gainwell recommends a discussion with the State to determine if there are certain off-hours and/or holidays where this level of support may not be required where additional savings could be incurred. If agreeable, Gainwell would reprice this accordingly and pass this savings on to the State.
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.	SI Vendor Staffing	Ninety (90) calendar days before the Solution enters production and annually thereafter, Gainwell will provide penetration test report results that are submitted to AHCCCS/MQD and major or critical vulnerabilities mitigated.
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	Ninety (90) calendar days before the Solution enters production and annually thereafter, Gainwell will submit the Security and Privacy Controls Assessment Report (SAR) to AHCCCS/MQD within twenty-four (24) hours of finalizing the report.
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	Gainwell will report to the State 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. Such report shall be made by Gainwell within twenty-four (24) hours after the Unauthorized Disclosure has come to the attention of Gainwell. Gainwell will take necessary measures to halt further Unauthorized Disclosures. Gainwell, 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. Gainwell will bear the cost of notification to 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 claims or remedies available to this State under this Contract.
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.	Base Product	Gainwell will validate 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.

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	Gainwell's Business Continuity, Cyber Incident Response, and Disaster Recovery Plan (BC/CIR/DR) will include the processes and techniques used to help Gainwell and the State to recover from a disaster. We will include 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. Our BC/CIR/DR plan will be aligned to federal Emergency Management Agency (FEMA), NIST CP-2 and NIST 800-53 standards, MARS-E or equivalent federal standards, and meet Federal (CMS Standard and the associated Risk Management Handbook) Procedures; CMS-CISO-2014-vIII-std4.4 (or its replacement) and State standards. The BC/CIR/DR plan will, 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. Gainwell acknowledges that the BC/CIR/DR is subject to State review and approval. Gainwell's BC/CIR/DR plan will be owned by the Enterprise Architect and Security Architects and they will engage the State's subject matter experts (SMEs) in reviewing the deliverable before submitting for State approval.
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	Our Project Management Plan (PMP) is aligned to the Project Management Institute’s A Guide to the Project Management Body of Knowledge (PMBOK®), and the Gainwell Project Management Framework (PMF). The PMP describes each process area within the PMF, and our overall approach to project management for the SI Solution. Our PMP will govern overall project management for each phase of the project, as described in Arizona's RFQ documentation and attachments. Each project management process area is a fully integrated process within the Framework, with key inputs and outputs generated throughout the project lifecycle phases of Initiation, Planning, Execution, Monitoring, Control, and Close. Gainwell acknowledges that we will provide deliverables from A through H as indicated in this requirement.

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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	The purpose of the Project Communication Management Plan (ComMP) is to define the communication requirements for the project and how information will be distributed. In addition to the requirements described in Arizona's RFQ and attachments, our ComMP defines the following: • What information will be communicated, including the level of detail and format • How the information will be communicated in meetings, email, telephone, web portal, etc. • When information will be distributed including the frequency of project communications both formal and informal • Communication requirements for project stakeholders • How changes in communication or the communication process are managed • The flow of project communications • Constraints, internal or external, which affect project communications • Standard templates, formats, or documents the project must use for communicating • An escalation process for resolving communication-based conflicts or issues
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 Contracto 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	Gainwell's Change Management and Modification Pool Plan (ChMP) will define the governance (structure and processes) surrounding project/solution change and how modification pool hours will be utilized and tracked for module integrations, while identifying the activities and roles/resources necessary to manage and control change throughout each phase of the contract life cycle. Gainwell will participate in enterprise-wide change management efforts and will address our 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. Gainwell acknowledges that the ChMP is subject to State review and approval.
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 h)Defines the Corrective Action Plan (CAP) framework and processes.	Forty (40) business days post Contract Execution	Forty (40) business days prior to the start of Certification activities	SI Vendor Staffing	Our Quality Management Plan (QMP) for Arizona will be comprehensive, covering areas described in the RFQ and agreed upon in the final contract. Gainwell brings proven QA resources to integrate existing best practices and customize our processes to meet the needs of AHCCCS. In addition to outlining the activities requested Arizona's RFQ documentation/attachments, our plan will incorporate the strategies we employ for meeting four primary quality objectives: • Identify the organizational structure and key processes involved to help validate quality • Evaluate and help verify contract compliant performance • Develop and implement an effective preventative and corrective action system that leads to quality improvement. • Provide processes to create continuous improvement Gainwell acknowledges that our QMP will address A to H requirements as indicated in the deliverable description. The QMP and TMP will be updated during the module integration process as per Gainwell's Module Integration Planning (MIP) processes.

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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 approval.	Thirty (30) business days post Contract Execution	Sixty (60) business days post Contract Execution	SI Vendor Staffing	The Gainwell Project Team will execute specific risk activities as outlined in this Risk Management Plan (RMP). We will work with AHCCCS to align/integrate with already established risk management processes and tools. The RMP includes the processes of conducting risk management planning, identification, analysis, response planning, response implementation, and monitoring risks on the project. The objectives of project risk management are to increase the probability and/or impact of positive risks and to decrease the probability and/or impact of negative risks, to optimize the chances of project success. Our RMP will provide the schedule, cadence, and timeline for adequate risk management activities, identify required stakeholders, and provide a plan to complete risk analysis and assessments required by CMS.
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	Gainwell will use and maintain a Project Management Repository (PMR) 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	Gainwell will collaborate with the State to provide a Performance Management Plan (PerfMP) outlining how quality and productivity will be measured monitored and reported based on technical and operational performance criteria. The performance criteria will be reviewed with the State and once approved, based on the agreed upon frequency, a performance report will be submitted to the State.
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 review and approval.	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 request	SI Vendor Staffing	Gainwell's Implementation Plan (ImP) will describe how the solution will be deployed, installed, and transitioned into an operational system. The plan will include 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 site-specific implementation requirements. Gainwell brings an MIP Playbook and Technical Governance Document with the solution documentation. ImP will be a combination of these two documents and the feedback we receive from the state during the review process. Gainwell acknowledges that the ImP is subject to State review and approval.

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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) h)Approach to data integration/testing and synchronization.	Sixty (60) business days post Contract Execution	Ninety (90) business days prior to the start of Certification activities	SI Vendor Staffing	Gainwell's Business Design /System Design Document (BD/SDD) will illustrate and provide the overall technical and BD of the system solution. This document will provide details that will enable stakeholders to understand how the solution is built and will define each element of the system solution. It will describe and illustrate the system architecture and components; additionally, the document will link system architecture, components, and business processes/services to parent and child functional/nonfunctional requirements, user stories, and test cases as recorded and managed under the BAP and System Testing Plan. The BD/SDD, which Gainwell acknowledges is subject to State review and approval, will also include the following items: a) System/Solution design and development approach and alternatives b) 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) h) Approach to data integration/testing and synchronization.
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	SI Vendor Staffing	Our SSP addresses how we will comply with State and federal privacy mandates/laws, as related to the system/business solution engagement. The plan will include our proposed privacy, security, and access management approach, controls, frameworks, and structure for each system, facility, network, application, personnel/contractor, and business services under the scope of this RFQ. The plan will detail the roles and responsibilities of assigned privacy officials and staff who implement and maintain the SSP for the solution. Our SSP will provide the 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 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) 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, Security Controls must be in place, with evidence, 30 days prior to the introduction of sensitive data into the information system. We acknowledge that the SSP is subject to State review and approval. Required testing, assessments, and monitoring reports, letters, and results will be provided upon State request.

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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	Gainwell's User Training Plan (UTP) will define and describe our overall methodology and approach to the development, planning (e g., annual training schedule), and delivery of user-focused instruction for system-based and business/process requirements throughout the life cycle of the contract engagement. Additionally, this plan will identify and define necessary/critical training materials/modes, user guides, and ancillary materials that Gainwell will construct/develop for user comprehension and retainage of knowledge. The UTP will also define the approach to user training evaluation and the quality improvement processes that must be implemented to assist both the State and Gainwell in measuring both user comprehension of the system/business and/or user knowledge gaps and deficiencies that need to be addressed or corrected. Gainwell acknowledges that the UTP is subject to State review and approval. We will update with each DDI Phase, within twenty (20) business days of change, for Certification Reviews, Annually, and/or State request.
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 operationa 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	Gainwell's System Maintenance Support Plan (SysMSP), which Gainwell acknowledges is subject to State review and approval, will identify and define our overall approach to comprehensive maintenance of the system. The SysMSP will also address Gainwell's approach to making changes to existing functionality and features that are necessary to continue proper system and/or operational services. The SysMSP will include significant detail around maintenance activities necessary for successful operations, maintenance, and performance of the system, including: 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.

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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	A successful turnover/transition means an orderly, complete, and controlled turnover to a new contractor. A concise, detailed plan is essential to this successful transition. As part of our Transition Plan, we will provide updated operational tasks and procedures during transition. The plan must remain fluid as needs and requirements change. We will support an orderly, controlled transition of contract operations by defining and communicating our activities, roles, and responsibilities. We will with work with the AHCCCS to verify our transition activities are as clear as possible. In addition to the requirements listed in the RFQ and attachments, our Transition Plan will include: • Assumptions and Dependencies • Risks • Proposed approach to transition • List of required tasks, activities, milestones, schedule, and Gantt chart • Schedule of periodic status reporting and meeting schedule with the contract administrator (or designee) • Work products and deliverables, including submission dates • Process for transferring artifacts, including enterprise production data, program libraries, and documentation, including documentation update procedures for the turnover • Knowledge to be transferred, the method of delivery, and the target audience • Roles and responsibilities of individuals in executing or participating in the various aspects of the Work Plan • Resource Plan (including AHCCCS and successor contractor staff)
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	The Requirements Traceability Matrix (RTM) contains the initial solution requirements as published in the RFQ. It will be updated throughout the lifecycle of the project and includes at a minimum Business, Functional, Non-Functional, Technical, and Testing requirements. Gainwell will conduct requirement elaboration sessions with the AHCCCS SMEs and validate our understanding of these requirements with the State. Subsequently, the RTM will be approved by the State and Gainwell will configure the SIP per the approved RTM. The RTM will be updated when new requirements are added or if existing requirement changes throughout the execution of the project.
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	For proposed solution, Gainwell will 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 source data systems and integrated systems/sub-systems, as well as sufficiently addresses the challenges represented within a multi-Contractor, integrated systems solution.

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	Gainwell's Test Management Plan (TMP) outlines our overall/master approach to testing the functionality of the solution, software, applications, systems, integrations, and interfaces. The TMP will 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 will provide details of our overall testing objectives, processes/strategy, test scenarios/cases/scripts, tools/RTM, schedule, necessary resources, reporting and/or documentation of results. Gainwell will also include parameters around items in scope and out of scope for testing, who will perform the testing/provide User Acceptance Testing (UAT)/Systems Integration Testing (SIT) support, unit, integration, functional, end-to-end (system) testing, performance testing of development efforts, entry/exit criteria, pass/fail criteria, defect management process, and training needs resulting from the testing outcomes. In short, Gainwell's TMP will define the comprehensive testing life cycle methodology and solution testing effort to be deployed in support of the comprehensive solution. Gainwell acknowledges that the TMP is subject to State review and approval.
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	Our Release Management Plan (RelMP) will establish Gainwell'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. Gainwell will use the document template provided by the State, to specifically define our approach to identifying, defining, and baselining configuration items (CIs), controlling/scheduling/communicating modifications and releases, reporting/recording of CIs and/or requested modifications, to verify that the CIs are completed, consistent and correct, as well as to validate that related system/training documentation is updated and published for review and approval by the State. Gainwell acknowledges that the RelMP is subject to State review and approval. Our dedicated release manager, who will execute the RelMP and work with the program release manager to coordinate SI solution changes into the overall multi-module release.
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	Gainwell will develop the initial project plan based on the timeline provided in the RFQ response. We will work with the State to review the initial version and baseline after the State approval. This plan will be maintained by Gainwell, with regular collaborative reviews with the State on weekly basis.

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Position	STATE Expectation	Gainwell Response
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.	Gainwell understands the State expectation of this role and is proposing an accomplished executive with experience delivering multiple similar projects to reduce the risk to Arizona's SI implementation.
SI Project Manager	Acts as a liaison with STATE and successful offeror at the request of STATE, including SI project activities and communications.	Gainwell understands the State expectation of this role and is proposing a Project Manager with more than 25 years of experience managing public sector integration projects.
SI Solution Architect	SIP architecture design and development; acts as Team Lead for SIP configuration and development.	Gainwell understands the State expectation of this role and is proposing a knowledgeable Solution Architect with experience delivering multiple similar projects to act 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.	Gainwell understands the State expectation of this role and is proposing an Implementation Manager with more than 25 years of experience serving as a technical leader in the design, configuration, integration, defect management, and implementation of multiple public sector projects.
SI Testing Manager	Manage SI design, development, and implementation and operations testing activities.	Gainwell understands the State expectation of this role and is proposing an experienced Test Manager to oversee SI design, development, implementation, and operations testing activities.
Operations Manager	Ongoing operations management.	Gainwell understands the State expectation of this role and is proposing a knowledgeable Operations Manager with experience executing and managing multiple public sector projects.