

State of Arizona Arizona Health Care Cost Containment System (AHCCCS) - AI Call Center Integration Task Order Number: YH26-0031	
Accenture LLP	
Instructions to Vendors	
1	Download and save a copy of this workbook as "AHCCCS Call Center AI Integration Vendor RRM"
2	Insert the name of the corporation or other legal entity in the Green Box above.
3	Requirements have been pre-loaded and numbered to align with the Agency's requirement management software and cross referenced to any applicable task order references.
4	Vendors are to make selections of pre-populated answers in the second to last column in each tab as instructed below.
5	Vendors are to provide a short, narrative explanation of their response in the last column of each tab.
6	Changes to requirement description, category, or any other agency-defined information is prohibited.

Meets Requirement: Should be chosen when your solution meets the requirement as written in this task order with no needed alterations, modifications or enhancements.

Meets with Enhancement: Should be chosen when your solution does not currently fully meet the requirement as written, however is capable of meeting the requirement once an enhancement or modification is completed. The offeror shall provide explanation of any enhancement needed and if this is included in the proposed pricing. If it is not included in the proposed pricing, pricing details shall be provided.

Meets with Third Party Integration: Should be chosen when your solution does not currently fully meet the requirement as written, however is capable of meeting the requirement once a third party software integration is completed. The offeror shall provide explanation of the software integration needed and if this is included in the proposed pricing. If it is not included in the proposed pricing, pricing details shall be provided.

Does not meet: Should be chosen if your solution does not meet the requirement as written and is not capable of meeting the requirement.

AI Call Center Integration Requirments					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC01	Accessibility & Compliance	The solution shall possess the capability of TTY/TDD and 711 relay compliance for hearing-impaired users.	Functional		
CC02	Accessibility & Compliance	The solution shall provide support for multiple languages as defined by AHCCCS.	Functional		
CC03	Agent Experience	The solution shall offer an agent workspace environment that facilitates real-time, context-sensitive display of task-related information, including within structured workflows.	Functional		

AI Call Center Integration Requirments					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC04	Download and save a copy of this workbook as "AHCCCS Call Center AI Integration Vendor RRM"	The Solution shall offer a decision-tree type of capability to guide agents through troubleshooting or resolution processes and offer guidance to agents at the end of the process.	Functional		
CC05	Agent Experience	The Solution shall provide an agent workspace that complies with ADA.	Functional		
CC06	Agent Experience	The Solution shall enable custom landing pages to be defined for agents or other users.	Functional		

AI Call Center Integration Requirments					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC08	Agent Experience	The solution shall provide agent alerts.	Functional		
CC09	Agent Experience	The solution shall provide customer service agents with visibility into the real-time operational status of customers' services.	Functional		
CC10	Agent Experience	The Solution shall make it easy for agents to prioritize the cases they are working on by providing visible indicators of which cases need their attention next.	Functional		

AI Call Center Integration Requirments					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC11	Agent Experience	The Solution shall show the agent the estimated time to resolve a case and likelihood to breach the case SLA.	Functional		
CC12	Agent Experience	The Solution's agent workspace must display contextual information automatically to support fast case resolution. This includes contextual knowledge articles, community posts, service catalog items, cases, major cases, and problems. Agents must be able to attach these records to cases they are working on.	Functional		
CC13	Agent Experience	The solution shall enable agents to delegate active live chat sessions within the agent workspace to a predefined bot. The bot shall conduct structured, guided interactions with end-users, systematically gathering necessary information throughout the conversation. Agents shall retain the ability to resume full control of the session at any point during the interaction.	Functional		
CC14	Agent Experience	The solution shall implement real-time filtering to detect and block the transmission or reception of profane language within agent-to-customer and customer-to-agent chat communications, as defined by AHCCCS. It shall also generate an automated notification to the designated direct supervisor of the agent when profanity is detected, as specified by AHCCCS.	Functional		

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Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC15	Agent Experience	The solution shall enable end-user driven personalization. For example, agents should be able to create their own dashboards to track metrics and visualize data. Agents should be able to share and set dashboard permissions with named users, groups, or functional roles.	Functional		
CC16	Agent Experience	The solution shall provide user experience analytics integrated into the agent desktop that allow analysts to understand how agents are using workspaces, to evaluate feature adoption, usage, and bottlenecks, so they can improve agent experiences and productivity.	Functional		
CC22	Customer Management	The solution shall incorporate a configuration-driven mechanism to facilitate dynamic guidance for agents navigating complex, long-duration assignments, tasks, and tickets. This mechanism shall provide real-time visibility into all active process steps, including the identities of personnel executing each task. It shall enable agents and/ or managers or supervisors to dynamically create and assign new assignments, tasks, or tickets, and to escalate or elevate issues to other team members, managers, or supervisors in accordance with policies and guidelines established by AHCCCS.	Functional		

AI Call Center Integration Requirments					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC23	Customer Management	The solution shall provide automatic escalation of cases without manual intervention.	Functional		
CC24	Customer Management	The solution shall allow service management records such as incidents, problems, changes, and requests, to be created by and connected to cases, and shall sync activity on those records with customer service cases to provide agents with end-to-end visibility.	Functional		
CC25	Customer Management	The solution shall enable real-time lifecycle management of assignments, tasks, and tickets by agents, managers, or supervisors in accordance with policies and guidelines established by AHCCCS.	Functional		

AI Call Center Integration Requirments					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC26	Customer Management	The solution shall have the cabability to provide periodic case summaries to customers as well as stakeholders as defined by AHCCCS.	Functional		
CC27	Customer Management	The solution shall provide capabilities to visualize and optimize end-to-end workflows.	Functional		
CC28	Data Management	The solution shall provide a flexible data model which allows for the management of citizen profiles and consumer information.	Functional		

AI Call Center Integration Requirments					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC29	Data Management	The solution shall provide a flexible data model which allows management of agency profiles and staff information.	Functional		
CC30	Data Management	The Solution shall be configurable to facilitate continuous improvement management by enabling the identification of enhancement opportunities, defining and executing phased initiatives and tasks to achieve specified performance objectives, monitoring progress metrics, and quantifying success criteria.	Functional		
CC31	Escalation & Agent Handoff	The solution shall possess the capability Bot-to-agent transfer: seamless voice or chat transfer with context pass-through.	Functional		

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Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC32	Escalation & Agent Handoff	The solution shall provide automated notifications to alert specialized teams for high-priority cases that include but are not limited to: fraud or grievances or harm and threatening behavior.	Functional		
CC33	Integration	The solution shall enable agents to generate and manage assignments, tasks, and tickets in real-time in accordance with policies and guidelines established by AHCCCS.	Functional		
CC34	Integration	The solution shall support easy configuration of mobile applications.	Functional		
CC35	Integration	The solution shall provide skill-based routing: escalate to live agents based on intent, language preference, call volume, and agent availability.	Functional		

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Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC36	Integration	The solution shall possess the capability of automatic case creation: for each interaction that requires follow-up (e.g., complex inquiries, appeals, complaints).	Functional		
CC37	Integration	The solution shall have the capability of data mapping including but not limited to: Caller Name, Member ID, Issue type, and priority.	Functional		
CC38	Integration	The solution shall have the capability of automated case updates such as: <i>We've submitted your appeal or your case ID is.</i>	Functional		
CC39	Integration	The solution shall allow integration through Web Services (REST/SOAP), email, file (CSV, XLS, XML), LDAP, ODBC/JDBC, PowerShell, SSH, and Java.	Functional		

AI Call Center Integration Requirments					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC40	Integration	The Solution shall possess configurable capabilities to enable easy connection of customer service workflows to external systems of record.	Functional		
CC41	Intelligent Capabilities	The Solution shall support Recommended Actions capabilities to suggest to the agent the next best actions to take with the customer. Recommended Actions shall be conditional, in the context of the case or interaction. • Recommended actions shall be display both decision trees and guidance (such as cross-sell or upsell offers, any type of agent guidance). The list of actions should be ranked and prioritized dynamically. Explain your ranking method. • Recommended action guidance shall be able to be created by an administrator via configuration, without coding.	Functional		
CC42	Intelligent Capabilities	The Solution shall allow administrators and managers to visualize decision trees.	Functional		
CC43	Intelligent Capabilities	The Solution shall allow administrators and managers to construct decision trees including setting question and answers, choices, and branching decision logic.	Functional		

AI Call Center Integration Requirments					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC44	Intelligent Capabilities	The Solution shall automatically generate and send response emails upon receipt of inquiries via electronic mail, providing suggested relevant knowledge articles.	Functional		
CC45	Intelligent Capabilities	The Solution shall provide agents with the ability to quickly get a summary of a case, including steps taken, next steps etc. And when a case is closed, similarly the ability to generate a summary for resolution notes.	Functional		
CC46	Intelligent Capabilities	The Solution shall provide the ability to summarize agent-to-agent sidebar discussions and to easily capture this information into case work notes.	Functional		
CC47	Intelligent Capabilities	The Solution shall provide the ability to configure out of the box functionality to include additional fields and related record data and to customize the response output format.	Functional		
CC48	Knowledge Base FAQ	The solution shall have the capability of providing a centralized FAQ section that includes but is not limited to: AHCCCS policies, benefit summaries, eligibility rules, and work flows.	Functional		
CC49	Knowledge Base FAQ	The solution shall be capable of Auto-suggest: present relevant KB articles or FAQs to all users.	Functional		

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Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC50	Knowledge Base FAQ	The solution shall provide Feedback loop to ensure that the most current content is available in the FAQ/KB section.	Functional		
CC51	Knowledge Base FAQ	The solution shall be capable of call recording & transcription. The solution shall store recordings and transcripts in the state's preffered call center solution and shall make recordings and transcrips available upon request for quality control purposes.	Functional		
CC52	Maintainability & Extensibility	The solution shall possess the capability of modular design: separate Natural Language Processing (NLP), dialogue, and integration adapters.	Functional		
CC53	Maintainability & Extensibility	The solution shall be capable of version control for conversation flows and knowledge based (KB) content.	Functional		
CC54	Maintenance and Support	The solution shall allow planned maintenance or feature release upgrades with zero to minimal downtime.	Functional		
CC55	Maintenance and Support	The vendor shall ensure upgrades and updates will be included in the cost of the solution.	Functional		

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Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC56	Maintenance and Support	The Solution shall provide self-service options.	Functional		
CC57	Nature Language Processing & Dialogue Management	The solution shall possess the capability to automatically recognize and assign to appropriate work flow for common tasks including but not limited to: eligibility verification, claim status, Member enrollment, provider Enrollment, Provider directory, benefit summaries, and prior authorizations.	Functional		
CC58	Nature Language Processing & Dialogue Management	The solution shall have the capability of data extraction that includes but is not limited to: member name, date of birth, service date, and provider name.	Functional		
CC59	Nature Language Processing & Dialogue Management	The Solution shall recognize common questions and prompt additional information through clarifying questions. The Solution shall carry captured context across multiple channels.	Functional		
CC60	Omni Channel	The solution shall possess the capability of Session continuity: member can start on chat, switch to voice, resume without re-authentication or data loss.	Functional		

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Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC61	Omni Channel	The solution shall provide customers the option to request a transcript of their interaction.	Functional		
CC62	Omni Channel	The Solution shall provide omni-channel support including phone, web, chat, email, SMS/messaging, agent-to-agent collaboration, social, and in-person/walk-up.	Functional		
CC63	Omni Channel	The Solution shall provide messaging capabilities that include customer-initiated, agent-initiated, and notification-initiated messages.	Functional		

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Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC64	Omni Channel	The solution shall provide a bot or virtual agent that allows conversational dialogues to be developed.	Functional		
CC65	Omni Channel	The Solution shall provide a virtual agent capable of supporting both natural language and structured dialogues. The Solution shall be able to support asynchronous chat.	Functional		
CC66	Omni Channel	The solution shall support Omnichannel callback capabilities such as: ability to call back from Voice ASAP and schedule callbacks. Customers should also be given estimated time estimates.	Functional		
CC67	Performance & Scalability	The solution shall have an outage dashboard to show and analyze outage trends.	Functional		

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Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC68	Performance & Scalability	The solution shall possess the capability of concurrent sessions: support at least X simultaneous voice calls and Y chat sessions as defined by AHCCCS.	Functional		
CC70	Platform	The solution shall have a flexible data model that can be changed without code change or customization.	Functional		
CC71	Platform	The solution shall provide a user interface and one centralized data store for base and custom applications.	Functional		
CC72	Platform	The solution shall have in-platform reporting and analytics capabilities that do not require third-party reporting tools.	Functional		

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Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC73	Platform	The solution shall allow the administrator to apply configuration changes with zero downtime.	Functional		
CC74	Reporting & Analytics	The solution shall possess the capability of Real-time dashboards in Genesys and ServiceNow, including but not limited to: call volumes, bot containment rate, average handle time, and escalations.	Functional		
CC75	Reporting & Analytics	The solution shall be capable of Post-interaction surveys that include but are not limited to: capturing satisfaction scores and feed back into bot training.	Functional		
CC76	Reporting & Analytics	The solution shall provide Trend analysis that should include but is not limited to: identifying emerging issue clusters (e.g., system outages, policy changes).	Functional		

AI Call Center Integration Requirments					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC77	Rules Engine	The solution shall possess the capability to automatically enable intelligent call routing, directing calls to the most suitable agent by evaluating multiple factors such as, but not limited to, customer profile data, agent skill sets, and contextual information.	Functional		
CC78	Rules Engine	The solution shall have the capability to provide customers with a comprehensive suite of self-service functionalities, including Interactive Voice Response (IVR) systems and chatbot interfaces.	Functional		
CC79	Rules Engine	The Solution shall provide real-time assistance to customers based on advanced AI technologies such as natural language processing (NLP) and machine learning.	Functional		
CC80	Rules Engine	The Solution shall possess the ability to parse and semantically analyze customer inquiries, generate contextually appropriate responses or initiate corresponding actions, and employ predictive modeling techniques to forecast and proactively address future customer requirements.	Functional		

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CC81	Rules Engine	The Solution shall have the capability to implement automated workflow execution that facilitates customized customer engagement, provide real-time support functionalities, transcription functionalities for chats and calls, and streamline incident resolution processes.	Functional		
CC82	Rules Engine	The solution shall be capable of leveraging Natural Language Processing (NLP) techniques to facilitate the comprehension and generation of contextually appropriate responses to customer inquiries within a conversational interface.	Functional		
CC83	Rules Engine	The Solution shall possess the capability to utilize Speech Recognition, Text-to-Speech (TTS) technologies, and Teletypewriter (TTY) enabling the autonomous processing of verbal input and the synthesis of human-like verbal responses.	Functional		

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CC84	Rules Engine	The Solution shall have the cabability of providing Agent Assist AI, delivering real-time, contextually relevant insights and actionable recommendations to human agents during active communication sessions.	Functional		
CC85	Rules Engine	The solution shall provide configurable capabilities enabling AHCCCS administrators to modify and update automated question sets and corresponding responses in accordance with the evolving program requirements of AHCCCS.	Functional		
CC86	Rules Engine	The Solution shall possess the functionality to perform real-time transcription of live chat interactions and telephonic communications for purposes including subsequent follow-up actions, escalation procedures, quality assurance assessments, and training activities.	Functional		
CC87	Rules Engine	The Solution shall support comprehensive call management functionalities, ensuring efficient handling of inbound and outbound calls. It will incorporate mechanisms to manage call hold durations, provide proactive notifications, and facilitate real-time communication. Automated alerts will enhance responsiveness, while user engagement features will optimize the caller experience throughout the hold period and beyond.	Functional		

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Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC88	Scalability	The solution shall be architected to support horizontal and vertical scalability to accommodate growth, ensuring maintained service levels and performance consistency without resource constraints.	Functional		
CC89	Self-Service	The solution shall provide personalized self-service through a configurable web portal that incorporates knowledge base, service catalog, communities and bot (Virtual Agent).	Functional		
		The Solution shall integrate with the State's web portal with integrated capabilities for submitting service requests and enabling real-time tracking and retrieval of request status updates.			

AI Call Center Integration Requirments					
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CC90	Self-Service	• Support product-specific request submission workflows, ensuring relevant associated service requests are displayed within the contextual interface when viewing a particular product in the service catalog.	Functional		
		• Provide a low code/no configuration approach for the overall look and feel and usability of widgets to deploy an upgraded experience across portals.			
		• Enable the portal to view incidents, problems, and changes related to customer cases.			
		• Offer customers the out-of-the-box ability to approve change requests through the portal.			
		• Surface the customer's install base, displaying which products or services are running on it, along with case history.			

AI Call Center Integration Requirments					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
		• Show real-time health and service status history of customers' products and services, including service events such as outages, planned outages, or degradations. • Include notifications about service events to citizens, constituents, or agencies, and describe how this functionality is accomplished.			
CC91	Self-Service	The Solution shall allow self-service capabilities to be embedded in third-party web and mobile web sites via configuration (Engagement Messenger) and in mobile apps with minimal coding effort. The embedded services must include the same critical capabilities available via the customer portal: AI search, knowledge base, case viewing and creation, virtual agent, live chat, asynchronous chat, appointment booking, walk-up appointments, notifications, and so on. Describe which capabilities are available through embedded service. • Embedded service (Engagement Messenger) shall allow the components to be branded via configuration to match the look & feel of the web site or mobile app. • Embedded service shall allow launching through custom triggers such as URLs or buttons, and must support contextual launch (for example, displaying a specific knowledge article when launched from a product page).	Functional		

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Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC92	Self-Service	The solution shall provide out of the box support for customers, including check-in kiosk pages, the ability to pre-book appointments, a heads-up display showing queue position and wait time, and a dashboard for managers.	Functional		
CC93	Self-Service	The solution shall provide a self-service conversational chat experience to easily schedule, re-schedule, and cancel appointments.	Functional		
CC94	User Experience and Administration	The solution shall not require client software or browser plugins.	Functional		
CC95	User Experience and Administration	The solution shall be device agnostic (provide full application access from any device type, including laptop/desktop, smart phone/tablet, and through native apps for iOS and Android).	Functional		
CC96	User Experience and Administration	The solution shall have a survey function that leverages a modern, responsive, and mobile-friendly design.	Functional		
CC97	User Experience and Administration	The solution shall display the presence of users for collaboration and workload management.	Functional		
CC98	Voice	The solution shall support easy integration of modern voice provider technologies.	Functional		
CC99	Voice	The solution shall support native call controls (such as mute, unmute, hold, unhold, consult, Warm Transfer, and blind transfer etc) to avoid swivel chair between contact center workspace or Computer Telephony Integration (CTI).	Functional		

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CC100	Voice	The solution shall provide native interaction wrap-up with wrap-up codes and notes.	Functional		
CC101	Voice	The solution shall incorporate AI and Natural Language Understanding (NLU) functionalities from these providers, enabling seamless integration to facilitate sophisticated conversational interactions and automation via the voice communication channel.	Functional		
CC102	Voice	The solution shall provide the ability to automatically route voice based on availability, capacity, and skills, and display voice KPIs and queue data on manager portal.	Functional		
CC103	Work Assignment	The solution shall provide sophisticated routing rules based on agent skillsets, geographies, contractual commitments, availability, workload, and other custom priorities.	Functional		
CC104	Work Assignment	The solution shall provide for non-rules-based, omni-channel routing that considers agents' availability, capacity and skills.	Functional		
CC105	Work Assignment	The solution shall enable routing rules to be configured that route based on agent affinity, for all supported channels.	Functional		

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Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC106	Work Assignment	The solution shall provide option to consolidate routing on 3 rd party Contact Center as a Service (CCaaS) platforms.	Functional		
CC107	Work Assignment	The solution shall provide option to consolidate routing of CCaaS voice channel.	Functional		
CC108	Workflows	The Solution shall support configurable workflows.	Functional		
CC109	Workforce Optimization	The solution shall offer a comprehensive managers dashboard that provides a quick snapshot of key alerts and KPIs.	Functional		
CC110	Workforce Optimization	The solution shall support AHCCCS defined assignments, via configuration, so that work is routed to the person most able to complete it.	Functional		
CC111	Workforce Optimization	The solution shall provide a full set of workforce management tools.	Functional		
CC112	Workforce Optimization	The Solution shall include a Supervisor or Manager or Agent dashboards for management to show real-time status of incoming, in process and completed work. Dashboards must be available by queue, by team, and by channel.	Functional		

AI Call Center Integration Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC113	Workforce Optimization	The Solution shall have a dashboards that allows work to be reallocated to help balance the workload.	Functional		
CC114	Workforce Optimization	The solution shall provide supervisors, managers and team leads with the ability to monitor chat and phone conversations.	Functional		
CC115	Workforce Optimization	The Solution shall provide channel dashboards shall include Phone channel metrics based on integration with modern voice channel providers.	Functional		
CC116	Workforce Optimization	The solution shall provide workforce management capabilities must include a Scheduling module to allow leaders to manage schedules, assign agents to shifts, define break times, approve agent time off or shift swap requests, and manage schedule adherence.	Functional		
CC117	Workforce Optimization	The Solution shall support demand forecasting functionalities, enabling managers to visualize both historical and projected demand data. It shall allow for manual adjustments of demand forecasts and provide the capability to select and configure specific forecasting.	Functional		
CC118	Workforce Optimization	The solution shall facilitate the monitoring of performance trends at the team level, including the configuration of Key Performance Indicators (KPIs). It shall also enable drill-down capabilities into individual agent profiles to analyze and track specific performance metrics and trends.	Functional		
CC119	Workforce Optimization	The Solution shall be configurable to assist managers in identifying coaching opportunities, analyze skill gaps, add skills to profiles, recommend training, and track training assignments.	Functional		
CC120	Reporting & Analytics	The Solution shall provide dashboards and insights that are configurable to meet AHCCCS reporting needs. Reports shall be available based on role-based permissions, and shall provide the capability to tailor reports to varying audiences (executive-level, manager, etc). The Solution shall be capable of providing report automation with email-based delivery.	Functional		
CC121	Self-Service	The Solution shall be configurable to allow users to make wordsmithing changes on an as-needed basis, including ad-hoc wording changes.	Functional		

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Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
CC122	Call Center	The Solution shall prevent AI inbound calls from being routed to the call center.	Functional		
CC123	Consent Management	The Solution shall provide configurable consent capture protocols that are clearly defined, including opt-in announcements at the start of calls or chats, and shall include the collection of verbal signatures and acknowledgements. The Solution shall capture, store, and transmit verbal consent signatures and acknowledgements to other systems, as applicable.	Functional		

Global Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
GR01	Audit Trail Documentation	The Contractor shall provide an audit trail of data changes using utility programs, third-party software, and custom-built programs. Changes must be accompanied by documentation that clearly shows who/what made the change, the date and time of the change, and how the data appeared prior to and after the change. Information must be available to users online in accordance with role-based permissions.	Non-Functional		
GR02	Certification	The Contractor may be liable for CMS penalties and any difference between the maximum allowable enhanced FFP and what the state receives due to failure to meet AHCCCS and CMS program outcomes.	Non-Functional		
GR03	Change Management	The Contractor shall actively engage with AHCCCS to identify changes, maintenance, or modifications that will streamline and enhance systems or operations.	Non-Functional		
GR04	Download and save a copy of this workbook as "AHCCCS Call Center AI Integration Vendor RRM"	The solution shall provide high availability in accordance with SLAs as defined by AHCCCS.	Non-Functional		

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Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
GR05	Contract Management	The Contractor shall maintain State-approved contract management notifications and procedures as outlined in the Communications Management Plan (ComMP) for effective communication with AHCCCS on system, operational, or contract-related issues, as well as coordinating activities across various teams as needed.	Non-Functional		
GR06	Contract Management	The Contractor shall organize and facilitate meetings and deliver reports to convey the status of the Contract at a frequency approved by AHCCCS.	Non-Functional		
GR07	Contract Management	The Contractor shall engage an independent third-party approved by the State to conduct at least one (1) annual security and privacy assessment, including a penetration test, per CMS requirements. The assessment results will be provided to the State.	Non-Functional		
GR08	Contract Management	The Contractor shall provide requested information and data to the State for litigation, subpoenas, public records, or other legal actions at no cost unless AHCCCS determines there is significant effort needed to retrieve historic data.	Non-Functional		
GR09	Contract Management	The Contractor shall maintain a State-approved invoicing process, including electronic routing, workflow capabilities, detailed reporting, and supporting documentation. The Contractor is required to promptly correct and reissue invoices with incorrect data and enable the application of credits for incorrect billing.	Non-Functional		

Global Requirements					
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GR10	Contract Management	The Contractor shall maintain a State-approved process for documenting and archiving verbal and written decisions, approvals, and requests in a secure, accessible central location.	Non-Functional		
GR11	Contract Management	The Contractor must have an AHCCCS-approved process for the immediate removal of physical and virtual access for Contractor or Subcontractor employees deemed unfit for employment.	Non-Functional		
GR12	Contract Management	The Contractor shall provide all Subcontractor agreements to the State upon request. Each Subcontract must identify a primary contact from the Subcontractor's staff, whose name and contact information shall be given to the State upon execution. The State shall notify the Contractor before communicating with Subcontractor staff.	Non-Functional		
GR13	Contract Management	The Contractor shall provide AHCCCS with documentation of all audit results, develop corrective action plans for any deficiencies, and hold an exit conference with designated stakeholders if requested. The Contractor is responsible for correcting all identified deficiencies as part of maintenance.	Non-Functional		

Global Requirements					
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GR14	Contract Management	The Contractor shall create and execute a State-approved process for identifying, documenting, and obtaining State approval for any Contract scope additions or modifications. Such changes can be proposed by any party but require written approval from both the State and the Contractor. All existing Contract terms, conditions, and Task Order requirements apply to any approved modifications unless stated otherwise.	Non-Functional		
GR15	Contract Management	The Contractor shall provide an AHCCCS-approved Corrective Action Plan (CAP) process and template, as outlined in the Quality Management Plan (QMP), to identify, document, and resolve issues related to performance requirements, deliverable due dates, and service level agreements. Upon approval, the Contractor will implement the CAP to address all identified issues.	Non-Functional		
GR20	Deliverables	The Contractor shall meet due dates and obtain approval for each key deliverable as listed in the deliverables table/list according to the frequency identified defined by AHCCCS.	Non-Functional		
GR21	Document Management	The Contractor shall provide version control management capability and integrate version control with the State's content management solution. All the changes to the solution shall reported and approved by the State, be maintained in the Vendor's version control management solution, which shall be available to the State for review and audit as needed.	Non-Functional		
GR22	Document Management	The Contractor shall work with the state approved document management system for document management and version control.	Non-Functional		
GR23	Informed Consent	The Solution shall adhere to informed consent policies established by AHCCCS and the call center protocols.	Non-Functional		

Global Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
GR24	Infrastructure Management	The Contractor shall retain the responsibility and costs for providing network connectivity and access to all systems and data. The Contractor shall provide the tools and infrastructure to support the required access.	Non-Functional		
GR25	Infrastructure Management	The Contractor shall guarantee that all software remains supported by the software vendor and maintains a upgrade schedule.	Non-Functional		
GR26	Infrastructure Management	The Contractor shall retain all responsibility and costs for all software, hardware, and infrastructure Maintenance and Operations necessary to fulfill their obligations.	Non-Functional		
GR27	Infrastructure Management	The Contractor shall implement the approved upgrade/replacement plan for all software and infrastructure upgrades in accordance with the State-approved schedule.	Non-Functional		
GR28	Infrastructure Management	The Contractor shall provide the base infrastructure and optimization of all systems to meet required application specific uptime/response time requirements related to performance requirements, deliverable due dates, and Service Level Agreements (SLAs).	Non-Functional		
GR29	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.	Non-Functional		
GR30	Infrastructure Management	The Contractor shall document and maintain State-approved application-specific response time requirements, measurements, and reporting.	Non-Functional		
GR31	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.	Non-Functional		

Global Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
GR32	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 plan 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.	Non-Functional		
GR33	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.	Non-Functional		
GR34	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.	Non-Functional		
GR35	Maintenance & Operations	As part of its fixed price, 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.	Non-Functional		
GR36	Maintenance & Operations	The Contractor shall collaborate with source system Contractors to resolve bad or otherwise corrupt data in accordance with the data quality review process timelines.	Non-Functional		
GR37	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.	Non-Functional		

Global Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
GR38	Maintenance & Operations	The Contractor shall notify and coordinate with AHCCCS and affected solutions for approval of scheduled and emergency maintenance windows and system outages.	Non-Functional		
GR39	Maintenance & Operations	The Contractor shall provide technical support during call center business hours or as defined by AHCCCS.	Non-Functional		
GR40	Maintenance & Operations	The Contractor shall deliver system support on a continuous basis, 24 hours a day, 7 days a week, throughout the entire year (365 days).	Non-Functional		
GR41	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 AHCCCS.	Non-Functional		
GR42	Maintenance & Operations	The Contractor shall maintain an AHCCCS approved defect resolution process that determines resolution timelines based on a mutually agreed-upon and assigned severity level.	Non-Functional		

Global Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
GR43	Maintenance & Operations	The Contractor shall document and maintain AHCCCS approved standard maintenance windows, that are coordinated across solutions, for system maintenance and downtime to minimize disruption.	Non-Functional		
GR44	Maintenance & Operations	The Contractor shall document all incidents in accordance with AHCCCS standard incident reporting policies.	Non-Functional		
GR45	Maintenance and Operations	The Contractor shall deliver a System Maintenance Support Plan (SysMSP) that outlines the Contractor's approach to system readiness and maintenance, in accordance with deliverable schedule as defined by AHCCCS.	Non-Functional		
GR46	Performance Management	The Contractor shall conduct regularly scheduled reviews to assess performance against KPIs and SLAs.	Non-Functional		
GR47	Performance Management	The Contractor shall review all AHCCCS-approved and CMS required KPIs and SLAs with AHCCCS, minimally on a monthly basis, or as requested by AHCCCS.	Non-Functional		
GR48	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.	Non-Functional		
GR49	Project Management	The Contractor shall maintain AHCCCS-approved Contract management notifications and coordination procedures within an approved Communications Management Plan (ComMP) to be utilized in communicating with AHCCCS regarding system, operational, or Contract related issues and implementing necessary coordination activities across Contractors, as necessary.	Non-Functional		

Global Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
GR50	Project Management	The Contractor shall capture and disseminate all agendas, meeting minutes and documentation necessary for successful execution of the contract as determined by the AHCCCS 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	Non-Functional		
GR51	Project Management	The Contractor shall update the Requirements Traceability (RTM) throughout the contract to incorporate all changes to the overall program requirements.	Non-Functional		
GR52	Project Management	The Contractor shall deliver 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.	Non-Functional		
GR53	Quality Assurance	The Contractor must develop a Corrective Action Plan (CAP) according to the approved resolution processes to cure deficiencies if significant operations defects or deficiencies occur after program implementation. 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	Non-Functional		
GR54	Quality Management	The Contractor shall provide a Quality Management Plan (QMP) that documents the necessary strategy/approach required to effectively manage project, system, business, and operational quality throughout the overall life cycle of the contract.	Non-Functional		
GR55	Quality Management	The Contractor shall implement AHCCCS-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 services.	Non-Functional		

Global Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
GR56	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 AHCCCS at a mutually agreed upon frequency.	Non-Functional		
GR57	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 services.	Non-Functional		
GR58	Quality Management	The Contractor shall provide staff to perform regular quality assurance monitoring to ensure that the Contractor meets all Task Order-specified and contractual responsibilities.	Non-Functional		
GR59	Quality Management	The Contractor shall take a proactive role in identifying and addressing quality control issues within the overall solution and in support of operations in the effort to meet or exceed performance benchmarks/metrics for AHCCCS, as required by CMS and/or requested/detailed and outlined in the current version of the State-approved QMP.	Non-Functional		
GR60	Release Management	The Contractor shall preform, document, and implement all approved requests in accordance with the established priorities, quality standards, and approval processes agreed with AHCCCS.	Non-Functional		
GR61	Compliance	The Solution shall support data standards such as: NIEM, HIPAA, HL7, XML, TIPS and any possible federal and state standards that may be required.	Non-Functional		
GR62	Reporting	The Solution shall provide an audit log that is viewable to the user.	Non-Functional		
GR63	Reporting	The Contractor shall have continuous monitoring and make ad-hoc and on-demand adjustments of staffing, equipment and other infrastructure that are required to handle unexpected changes of needs.	Non-Functional		

Global Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
GR64	Reporting	The Contractor shall conduct data quality assessments and provide analytics on a regular basis and as directed by the State.	Non-Functional		
GR65	Training	The Contractor shall provide startup and regular ongoing training on the Solution and its tools. The ongoing training shall have the flexibility to change the required frequency depending on AHCCCS business needs.	Non-Functional		
GR66	Compliance	The solution shall meet the HIPPA, NIST, HITECH, FIPS and FIPs standards.	Non-Functional		
GR67	Reporting	The Contractor shall provide access to their test and training environments for AHCCCS QA and Training team to review and validate implementation of changes before the changes are released to the production environment.	Non-Functional		
GR68	Service Request ROMS	The Contractor shall provide responses to all State Service Requests (SR) with a Not-to-Exceed (NTE) estimate of the level of effort and costs must be provided within the days allowed for the priority assigned to the SR, unless an alternative date is proposed by the Contractor and accepted by the State.	Non-Functional		
GR69	Service Request ROMS	The Contractor's NTE response shall include a high-level description of the solution and an initial estimate of the cost and duration (business days) to design, develop, test, and implement the change.	Non-Functional		
GR70	Service Request ROMS	The Contractor's NTE estimates may be revised as additional information is received and analysis is conducted and accepted by the state.	Non-Functional		
GR71	Staffing	The Contractor shall provide AHCCCS 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 by AHCCCS.	Non-Functional		
GR72	Staffing	The Contractor must ensure adequate resources and staff to support the solution, that meet, at a minimum, the roles defined as the Key and Lead personnel roles as defined and approved by AHCCCS.	Non-Functional		
GR73	Staffing	The Contractor shall maintain an AHCCCS-approved Organizational Chart to facilitate communications between AHCCCS and the Contractor. The Organizational Chart will contain a graphic depiction of the staff's hierarchy and number of staff in each organizational group or unit.	Non-Functional		
GR74	Staffing	The Contractor shall replace or reassign Key and Lead Personnel assigned to the account for cause at AHCCCS's request.	Non-Functional		

Global Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
GR75	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 AHCCCS requests additional checks at two-year intervals, the cost will be covered as a passthrough cost.	Non-Functional		
GR76	Staffing	The Contractor shall complete all State required trainings, both initial/on-boarding trainings and annual refreshers, as requested by AHCCCS.	Non-Functional		
GR78	Staffing	The Contractor's staffing solution shall maintain staff schedules for all off-site, remote staff based upon a Mountain Standard Time Zone schedule.	Non-Functional		
GR79	Staffing	The Contractor shall ensure that all licensed staff maintain current Arizona licensure, as applicable, in their respective fields with no State or Federal sanctions.	Non-Functional		
GR80	Staffing	The Contractor shall develop and retain qualified and experienced staff for the duration of the contract. The State recognizes that some turnover is inevitable but expects that replacement Key Staff are sufficiently qualified and experienced to continue M&O support without disruption in service performance. The minimum number of years of direct experience, education, and any other qualifications (certifications, specialized training, skill set) specified in the Contractor's proposal for each Key Staff member will be the standard that replacement Key Staff members must meet. Regardless of qualifications, one (1) Key Staff member may not temporarily or permanently occupy more than one (1) Key Staff role.	Non-Functional		
GR81	System Performance	The Contractor shall provide a solution that specifically addresses high availability, scalability, and redundancy in order to meet the SLAs set by AHCCCS	Non-Functional		

Global Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
GR82	System Performance	The Vendor shall provide a Disaster Recovery (DR) and Continuanuce of Operations Program (COOP) for the solution that meet the National Institute of Standards Technology (NIST) standards.	Non-Functional		
GR83	System Performance	The solution shall support the internet browsers that comply with html living standard as of the date of implementation.	Non-Functional		
GR84	System Performance	The solution must meet the maintenance schedule followed by AHCCCS (note: this will be scheduled in a way to minimize downtime for users).	Non-Functional		
GR85	System Performance	The Contractor shall conduct testing to insure backward compatibility of its solutions and their integration with AHCCCS. It is expected that these tests will be conducted for any changes, upgrades to hardware or patches applied.	Non-Functional		
GR86	System Performance	The Contractor shall follow the release schedules set forth in the SLAs and otherwise established by AHCCCS.	Non-Functional		
GR87	Systems Monitoring	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 AHCCCS, in a medium and format approved by AHCCCS. 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.	Non-Functional		
GR88	Testing Management	The Contractor shall participate in and cooperate with the State's conduct of any performance testing. Further, the Contractor shall work with the State in analyzing the scalability and performance of the Solution and shall make all necessary changes to their solutions to achieve the performance levels identified in the Service Level Agreement. The Contractor shall support all testing with AHCCCS or it's designee through: a) Providing timely data and/or responses with AHCCCS in support of interfaces necessary to exchange program data b) Providing analysis and support when discrepancies are identified c) Provide updates or replacements for data required by AHCCCS	Non-Functional		
GR89	Testing Management	The Contractor shall provide a Test Management Plan (TMP) that outlines a testing methodology that accommodates comprehensive coverage of different types of testing.	Non-Functional		

Global Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
GR90	Testing Management	The Contractor shall ensure the various test environments contain applicable data as required by AHCCCS and in accordance with all state and federal policies.	Non-Functional		
GR91	Transition Management	The Contractor shall, at time of transition, ensure associated licenses with ownership are transferred to AHCCCS.	Non-Functional		
GR92	Transition Management	The Contractor shall transition and train, as requested and negotiated, any or all infrastructure responsibilities necessary to fulfill the Contractor's contractual obligations to AHCCCS or another party upon notification from the AHCCCS. 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 (IAC) 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 historical h) Disaster Recovery fail-over and recovery routines	Non-Functional		
GR93	User Access	The Solution shall provide state employees with secure access to internal resources and data such as federal/state data hubs.	Non-Functional		
GR94	User Support Technical	The Contractor shall conduct periodic problem review meetings to assess status, areas of process improvement, and overall ongoing activities in a cadence approved by AHCCCS.	Non-Functional		
GR95	User Support Technical	The solution must be scalable, and have modular and reusable services and components.	Non-Functional		
GR96	Data Management	The Contractor shall adhere to any existing data sharing agreements between AHCCCS and external entities prior to using the State and Federal Hubs.	Non-Functional		
GR97	Technical Architecture	The Solution shall provide the following environments, with full-sized datasets as necessary: • Development • QA Testing • UAT • Training • Pre-Production • Production	Non-Functional		

Req. #	Name	Report Description	Deliverables		Adherence to Mandatory Requirement	Contractor Response Notes
			Deliverable Due	Update Interval		
DEL01	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-vll-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 Start Date	Annually		
DEL02	Complete and Valid Certification of Insurance	Complete and Valid Certification of Insurance (ACORD form or approved equivalent)	Prior to Contract Start	Upon certificate renewal		
DEL03	The Change Management and Modification Pool Plan (ChMP)	The Change Management and Modification Pool Plan (ChMP) is a document that defines the governance (structure and processes) surrounding project/solution change and modifications, while identifying the activities and roles/resources necessary to manage and control change throughout all phases of the contract life cycle. Additionally, the State expects the Contractor to participate in enterprise-wide change management efforts, and thereby requires the Contractor to address its approach and process for collaborating with multiple Contractors in an integrated enterprise solution where source system changes could have direct impacts on the overall system. The ChMP is subject to State review and approval.	Thirty (30) days post contract start.	Every six (6) months for the first three (3) years of the Contract.		
DEL04	Download and save a copy of this workbook as "AHCCCS Call Center AI Integration Vendor RRM"	Documentation of all planned or unplanned changes to Contractor Processes, Plans, and/or Policies	30 days prior to implementation	Upon request		
DEL05	The 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 and should include a communications matrix to address meetings, escalations, reporting, status, etc.	Thirty (30) business days post Contract Start Date	Reviewed at a minimum annually and updated as needed		
DEL06	Disaster Recovery (DR) and Continuation of Operations Program (COOP)	Disaster Recovery (DR) and Continuation of Operations Program (COOP) for the solution that meet the National Institute of Standards Technology (NIST) standards.	One (1) month following completion of DDI and one (1) month following completion of	Every Six (6) months through the term of the contract		
DEL07	Contractor Audited Financial Statements	Contractor Audited Financial Statements	120 days after the Contractor's year end	Annually		
DEL08	Change in Contractor Organizational Structure in accordance with ACOM 317	Change in Contractor Organizational Structure in accordance with ACOM 317	180 days prior to the effective date	Upon Request		
DEL09	The Data Management Plan (DMP)	The Data Management Plan (DMP) should align with the Data Governance Office (DGO) Data Management Standards and describe how the Contractor handles data, ensures data quality and consistency, increases accountability, improves data security, and optimizes data usage	Two (2) months post Contract Start	Every Six (6) months through the term of the contract		
DEL10	Disclosure of Information by Disclosing Entities.	Disclosure of Information by Disclosing Entities.	Upon Request and as required by: [42 CFR 455.104(c)]	Upon request		
DEL11	Environmental Monitoring Plan	The Contractor shall provide an Environmental Monitoring Plan that includes, but is not limited to: •Software Update Plan/Schedule •Hardware Refresh Plan/Schedule •Technology Refresh Schedule •Data Refresh Plan /Schedule •Data Archival Plan/Schedule •User Access •Extract, Transform, and Load (ETL)/Extract, Load, and Transfer (ELT) Process and Monitoring •Data Solution Monitoring •Contractor's Server Monitoring •Application and Services Monitoring •Infrastructure Monitoring •Performance Benchmarks and Standards The EMP shall be kept current and reviewed annually with the Agency.	Three (3) months prior to the start of the implementation period	Annually		
DEL12	Implementation Plan (ImP)	The Contractor shall deliver 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. The Implementation Plan (ImP) is a document that describes how the solution 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		

Req. #	Name	Report Description	Deliverables			Contractor Response Notes
			Deliverable Due	Update Interval	Adherence to Mandatory Requirement	
DEL13	Integration Management Plan	The Contractor shall coordinate with all AHCCCS vendors to implement and monitor source system changes.	Six (6) months post Contract Start	Annually		
DEL14	Interface Management Plan	The Contractor shall provide an Interface Management Plan outlining the processes for managing integrations with AHCCCS' systems. The Solution shall be flexible and extensible to accommodate future interfaces as future needs arise.	Six(6) months prior to the start of implementation	Annually		
DEL15	Invoice or CER	Invoice or CER	Within five days at the beginning of each month	Monthly		
DEL20	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. The Performance Management Plan (PerfMP) 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.	Sixty (60) business days post Contract Execution	Sixty (60) business days pre-Operational Go-Live Date		
DEL21	Program Integrity Plan	The Contractor shall develop and submit a Program Integrity Plan deliverable to the Agency six (6) months prior to go-live. This Plan and process shall be submitted to and reviewed by Program Integrity Division. The Contractor shall keep the Plan current and update annually.	Six (6) months post Contract Start	Annually		
DEL22	Project Management Plan (PMP)	The Contractor shall deliver and obtain approval from the State 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 Start Date	Within twenty (20) business days of any change and/or as requested by the State		
DEL23	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	Upon request		
DEL24	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 Start	Once the Baseline is approved by the State, updated throughout the project lifecycle as needed to reflect Actuals vs Baseline.		
DEL25	All proposed subcontracts	All proposed subcontracts that are included as any part of the Solution, from proposal throughout the term of the contract.	60 days prior to the beginning of the subcontract	Within twenty (20) business days of any change and/or as requested by the State		
DEL26	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. This plan works to develop, define, and document a mutually collaborative approach to managing and improving the overall quality of the Contractor systems and services. The Contractor shall work collaboratively to build the QMP with AHCCCS to achieve, maintain, and proactively evolve both AHCCCS goals/objectives and outcomes, as currently defined by CMS, Agency, and/or the State Medicaid Plan. AHCCCS 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 program. AHCCCS 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 AHCCCS review and approval.	Thirty (30) business days post Contract Start Date	Reviewed at a minimum annually and updated as needed		
DEL27	Release Management Plan (ReIMP)	The Release Management Plan (ReIMP) 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, 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, establishes an impact analysis process as well as ensures that all related system/training documentation is updated and published for review and approval by the State. The ReIMP 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		

Req. #	Name	Report Description	Deliverables		Adherence to Mandatory Requirement	Contractor Response Notes
			Deliverable Due	Update Interval		
DEL28	Responds to AHCCCS Requests for Information	Responds to AHCCCS Requests for Information or any other reports, within specified timeframes and designated format, ad hoc or otherwise, that are requested by AHCCCS during the term of the contract	No later than 10 business days after the receipt of the request unless otherwise specified in the request	n/a		
DEL29	Requirements Traceability (RTM)	The Contractor shall update the Requirements Traceability (RTM) throughout the contract to incorporate all changes to the overall program requirements as approved by AHCCCS. The Requirements Traceability Matrix (RTM) contains the initial solution requirements as published in the contract. 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 Start	Once the Baseline is approved by the State, updated throughout the project lifecycle as needed and made available upon request		
DEL30	Resource Management Plan	Resource Management Plan that describes how resources needs are planned, estimated, developed, managed, and controlled. Resource Management Plan must include a plan for accommodating changes in key staff and unplanned absences.	Eight (8) weeks from Contract Start.	Every six (6) months for the first three (3) years of the Contract.		
DEL31	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 Start Date	Reviewed at a minimum annually and updated as needed		
DEL32	SSAE 18 certification	The Contractor shall obtain and maintain SSAE 18 certification for their solution and the hosting environment where the Solution will be hosted every year and provide that to the State annually or as requested.	With proposal submission	Annually or as requested by the State		
DEL33	Training Report	Report documenting all conducted and planned Staff training as requested by AHCCCS.	Within 30 days of start of Contract year	Upon request		
DEL34	Non-complanc Report	Report documenting non-compliance of all Solution subcontracts.	Within 30 days of discovery	n/a		
DEL35	System Change Plan	System Change Plan that establishes the technical and administrative direction and monitoring for the management of releases and configuration items that are to be placed under configuration control.	Six months prior to expected implementation	Within twenty (20) business days of any change and/or as requested by the State		
DEL36	System Security Privacy Plan (SSPP)	The System Security Privacy Plan (SSPP) is a formal, strategic document that addresses how the Contractor shall comply with state and federal privacy mandates/laws, as it 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 and Quarterly Vulnerability Scans) 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 i) Privace Impact Assessment The SSPP is subject to State review and approval. All CMS and Agency required testing, assessments, and monitoring reports, letters, and results should be provided upon State request.	Thirty (30) business days post Contract Start	Within twenty (20) business days of any change and/or as requested by the State		
DEL37	MARS-E Security & Privacy Requirements	The Contractor shall incorporate the Centers for Medicare & Medicaid Services (CMS) security and privacy requirements as delineated in the Modular Approach to Security and Privacy (MARS-E) requirements. Additionally, the Contractor must provide compliance artifacts that are necessary for any system that will process, store, transmit, or share member information. The System Security Privacy Plan (SSPP) should include: •System Identification •Security Controls •Privacy Controls •SSPP Attachments: Detailed Configuration setting, software and hardware inventory •Information Security Risk Assessment (ISRA) •Privacy Impact Assessment (PIA) •Penetration Test (PT) •Plan of Action and Milestone (POA&M) •Independent Security Assessment Report (SAR) initially and then on an annual basis •Attestation regarding the completeness and accuracy of the submitted documents	Thirty (30) business days post Contract Start	Within twenty (20) business days of any change and/or as requested by the State		
DEL38	Detailed Technical Architecture Package (DTAP)	The Contractor shall develop and submit a Detailed Technical Architecture Package (DTAP) to the Agency six (6) months after the Contract start for review and approval. The Contractor shall update the DTAP every six (6) months through the term of the Contract.	Six (6) months post Contract Start	Every Six (6) months through the term of the contract		

Req. #	Name	Report Description	Deliverables		Adherence to Mandatory Requirement	Contractor Response Notes
			Deliverable Due	Update Interval		
DEL39	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. Test Management Plan (TMP) that outlines a testing methodology that accommodates comprehensive coverage of different types of testing. 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. 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. 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.	Eighty (80) business days prior to system testing start date	Within twenty (20) business days of any change and/or as requested by the State		
DEL40	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		
DEL41	System Maintenance Support Plan (SysMSP)	The System Maintenance Support Plan (SysMSP), subject to State review and approval, should identify and define the Contractor's overall approach to comprehensive system maintenance of the system. The SysMSP should also address the Contractor's approach to making changes to existing functionality and features that are necessary to continue proper system and/or operational services. The plan should include significant detail around all maintenance activities necessary for successful operations, maintenance, and performance of the system, including but not limited to: a)routine maintenance b)data corrections c)executing maintenance, performance, and defect reports d)system maintenance scheduling/communication to State-authorized stakeholders e)root cause analysis f)applying change requirements to software, hardware, or network upgrades g)configuration changes h)State rule changes i)infrastructure policy impacts, and j)corrective or adaptive maintenance k)Transition to Maintenance & Operations Plan describing the framework about which the transition from development to operations will occur (Operation Readiness) and how operational issues will be submitted, prioritized, tracked and resolved during the transition period, and should provide the following: • Approach to maintaining the solution. Clearly define what will be a 'change request/enhancement' vs. defect/bug'. Outline what is in scope vs. out of scope, Software upgrades etc. • Define procedures that should be part of the transition to operations for the solution • Identify all components that will be transitioned and maintained • Identify the team structure and roles in the Contractor and AHCCCS Teams that will be required at a minimum to meet the operational needs • List all the tasks that will be executed during the transition period so the Contractor and AHCCCS Teams are prepared when the solution is moved to M&O. Training requirements for the M&O team members.	Forty (40) business days post Contract Execution	Sixty (60) business days pre-Operational Go-Live Date		
DEL42	Training Curriculum	The Contractor shall provide a Training Curriculum developed in collaboration with the AHCCCS team, finalized, and submitted to the Agency for review and approval at a cadence that aligns with development release schedules or as established by AHCCCS before any scheduled training delivery. Documentation provided shall include, but not be limited to: • Training Outline, identifying the learning objectives and target audience for each course • Systems Operations Manual, Instructor guides, participant guides. • User task-based job aids, fact sheets • Program policy requiring system updates/modifications • Online user tools or sites • Role based FAQs and troubleshooting steps • A knowledge check with answer key and noted pass/fail requirements	In accordance with planned release schedules.	Prior to any scheduled training delivery or upon request		

Req. #	Name	Report Description	Deliverables		Adherence to Mandatory Requirement	Contractor Response Notes
			Deliverable Due	Update Interval		
DEL43	Transactions Between the Contractor and a Party in Interest	Transactions Between the Contractor and a Party in Interest - This includes a full and transparent reporting of all items sought during queries from AHCCCS.	Within seven business days	Upon request		
DEL44	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. The Plan must include milestone tasks from any supporting vendors with appropriate dependencies. The Plan must be reviewed and receive final approval from AHCCCS.	Thirty (30) business days post Contract Start	Within twenty (20) business days of any change and/or as requested by the State		
DEL45	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) days from Contract Start.	Sixty (60) business days pre-Operational Go-Live Date		

Service Level Agreements				
Req #	Category	Description	Adherence to Mandatory Requirement	Contractor Response Notes
SLA01	Audit	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.		
SLA02	Audit	The Contractor shall submit Corrective Action Plans (CAPs) within ten (10) business days from discovery of non-compliance.		
SLA03	Availability & Reliability	The solution shall possess the capability of 99.9% uptime across bot, Genesys, and ServiceNow integrations. Penalty as defined by AHCCCS.		
SLA04	Download and save a copy of this workbook as "AHCCCS Call Center AI Integration Vendor RRM"	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.		
SLA05	Data Management	The Contractor shall provide a solution that will retain electronically imaged documents and data in compliance with the appropriate AHCCCS and State of Arizona archive and retention policies.		
SLA06	Data Management	The Contractor shall provide a solution that will retain all active records (active members, active cases, etc.) and 100% of all history for any entity in compliance with the appropriate AHCCCS and State of Arizona archive and retention policies.		
SLA07	Data Management	The Contractor shall provide a solution that will be responsible for backup and retention of data that meets a Recovery Point Objective (RPO) of 15 minutes, a Recovery Time Objective (RTO) of 24 hours, and the appropriate AHCCCS and State of Arizona archive and retention policies.		
SLA08	Defect Remediation	The Contractor shall submit a monthly Defect Remediation Report, which must include, but is not limited to, the following parameters: incident description, timestamp of incident detection, severity classification, and time to resolution (with the provision that the resolution time may be paused pending input from users, vendors, or other external entities, or reset in the event of a change in severity classification). The Service Level Agreement (SLA) incident severity levels are defined as follows: Critical: A complete service outage for all customers, a security breach, or data loss. High: A service is down for a subset of customers, or a critical function is not working. Medium: A minor glitch with low impact or slight inconvenience to users, often handled during business hours. Low: A minor problem that doesn't seriously affect users. The Service Level Agreement (SLA) response times are defined as follows: - Critical incidents: 2 working days (equivalent to 16 working hours) - High incidents: 60 working days (equivalent to 480 working hours) - Medium incidents: 90 working days (equivalent to 720 working hours) - Low incidents: 120 working days (equivalent to 960 working hours)		
SLA09	Deliverables	The Contractor shall meet the due date for each Key Deliverable, as listed in the Deliverables Table, unless a schedule change request has been approved by AHCCCS.		
SLA10	Disaster Recovery	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.		

Service Level Agreements				
Req #	Category	Description	Adherence to Mandatory Requirement	Contractor Response Notes
SLA11	Disaster Recovery	The Contractor shall provide a disaster recovery plan that meets a Recovery Point Objective (RPO) of 15 minutes, a Recovery Time Objective (RTO) of 24 hours, and the appropriate AHCCCS and State of Arizona archive and retention policies.		
SLA12	Disaster Recovery	The Contractor shall ensure that the recovery from a disaster event is operational within two (2) hours following its official declaration. Such a declaration shall be issued by an authorized representative(s) of either the State or the Contractor, contingent upon the assessment that the Production Environment will be inoperative for an duration exceeding eight (8) hours during normal business operations.		
SLA13	Performance & Scalability	The solution shall be capability of response time: <2 sec for NLP intent recognition; <5 sec bot replies on chat; <20 sec expected IVR menu response or as agreed upon by contractor and AHCCCS. Penalties defined by AHCCCS.		
SLA14	Project Management	The Contractor, in coordination and with direction from the AHCCCS project manager, shall coordinate the project initiation kick-off meeting with key stakeholders and the AHCCCS Project team within five (5) business days of contract start date.		
SLA15	Response Time	The Contractor will be responsible for ensuring both the availability and acceptable response time of all features and functions of the solution during State scheduled up-times. The Contractor shall be responsible for slow system response times and partial system interruptions that impact workers' abilities to complete their work and service clients in a timely manner. A delay of 500 milliseconds or less, as part of the total EURT (End-User Response Time), is considered the normal performance benchmark for the system.		
SLA20	SOC / PenTest	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 and any major or critical vulnerabilities mitigated.		
SLA21	Staffing	The Contractor shall notify the State immediately but no later than one 1 hour after termination of employee.		
SLA22	Staffing	The Contractor shall provide the State seven (7) business days or more advance notification in writing when hiring or reassigning Key Personnel Staff. AHCCCS has the discretion to review all submitted Key Staff positions and reserves the right to direct Contractor actions regarding staffing decisions it deems are in the best interest of the State. The Contractor shall be responsible for all 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.		
SLA23	Staffing	The Contractor shall include the name of the interim contact person with the Key Personnel notification. Unless otherwise approved by AHCCCS, an individual staff member is limited to occupying a Key Staff position on an interim basis for no longer than six months from the date of notification submitted to AHCCCS.		

Service Level Agreements				
Req #	Category	Description	Adherence to Mandatory Requirement	Contractor Response Notes
SLA24	Staffing	The Contractor shall notify the AHCCCS within one (1) business day of the replacement, reassignment or resignation, of any Key or Lead Personnel directly supporting the awarded Contract.		
SLA25	System availability / performance	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).		
SLA26	System availability / performance	The solution must meet the maintenance schedule followed by AHCCCS (note: this will be scheduled in a way to minimize downtime for users).		
SLA28	Training Environment Support	The Contractor shall maintain any Training Environment refreshes in accordance with State-provided training schedule.		
SLA29	Transition Plan	The Contractor shall implement the Transition Plan and transition activities within six (6) months of the contract end date.		
SLA30	User Support Technical	The Vendor shall provide a solution that specifically addresses high availability, scalability, redundancy in order to meet the threshold time limits defined by AHCCCS.		
SLA31	User Support Technical	The Contractor shall provide technical support to state staff 24/7 hours a day, seven days a week, 365 days a year as defined by AHCCCS.		

Security Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
Sec01	MFA	The Solution must be secured through multi factor authentication(MFA) that is integrated with an AHCCCS enterprise solution (i.e. Support AHCCCS Single Sign-on after confirming through MFA).	Functional		
Sec02	Access	The solution must enforce role-based security to maintain control over user screens. These role-based rules must define the specific screen functions and what data elements can be viewed or modified.	Functional		
Sec03	Access	The Solution shall support the management of account logout.	Functional		

Security Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
Sec04	Download and save a copy of this workbook as "AHCCCS Call Center AI Integration Vendor RRM"	Chat bot interactions must be logged immutably and available for a duration of time as established by State retention policies. Access to archived interactions will be granted in accordance with established role-based access.	Functional		
Sec05	Access	The solution shall support configurable roles-based access as defined by AHCCCS. Users will have access to information in accordance with their assigned role.	Functional		
Sec06	Performance	The solution shall provide automated horizontal scalability.	Functional		
Sec07	Access	All models must be version-controlled, with formal approval before deployment to production.	Non-Functional		
Sec08	Data Retention	Runtime behavior of AI models must be logged and monitored for anomalies (hallucinations)	Functional		
Sec09	Policy	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, the environment must be FedRAMP or StateRAMP authorized and that authorization must be maintained throughout the life of the contract.	Non-Functional		

Security Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
Sec10	Performance	The Contractor shall be responsible for monitoring emerging information security threats and vulnerabilities and working with the State to complete necessary remediation.	Non-Functional		
Sec11	Policy	The Contractor's Solution shall be compliant with NIST 800-53r5, or its replacement, at the moderate level, the Minimum Acceptable Risk Standards for Exchanges (MARS-E), or its equivalent.	Non-Functional		
Sec12	Policy	The Contractor shall comply with AHCCCS information security requirements and employ appropriate security controls in accordance with applicable laws, Executive Orders, directives, policies, regulations, standards, and guidance.	Non-Functional		
Sec13	Policy	The Contractor shall establish and maintain security and privacy policies and procedures for how data is stored, handled, and accessed within the Contractor and Solution environment.	Non-Functional		

Security Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
Sec14	Policy	The Contractor shall encrypt data to and from the solution environment using current FIPS 140 regulations for compliant encryption technologies.	Non-Functional		
Sec15	Access	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	Non-Functional		
Sec20	Data Retention	The Solution shall archive ten years of AHCCCS log data and provide log files upon request as per the State's retention policies.	Non-Functional		

Security Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
Sec21	Data Retention	The solution shall maintain an audit trail to document each modification and/or correction made to the customers information, the date and time the modification and/or change was made, and the identification of the person making the change.	Non-Functional		
Sec22	Policy	The Solution shall adhere to applicable regulations for the protection of sensitive personal information stored within the solution and implement robust access controls to ensure that only authorized personnel are permitted to access or modify data.	Non-Functional		
Sec23	Policy	The Contractor shall ensure compliance with all applicable security and privacy requirements as defined by state and federal agencies, including but not limited to MARS-E 2.2 reporting. As ARC AMPE becomes mandatory the vendor comply with these requirements in place of MARS-E 2.2.	Non-Functional		
Sec24	Performance	The solution shall be able to encrypt data in transit using TLS 1.2.	Functional		

Security Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
Sec25	Access	The solution shall be able to encrypt text fields and attachments.	Functional		
Sec26	Access	The solution shall have role-based access control and access control list configurability to define data access.	Functional		
Sec27	Access	The solution shall provide real-time authorization for authorized representatives in compliance with the security policy approved by AHCCCS.	Functional		

Security Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
Sec28	Access	The Solution shall enforce and verify customer identity when accessing an account. This is required at the time of setting up the account, or returning to account for additional updates at a later time.	Functional		
Sec29	Policy	The Contractor shall provide their current SSAE certification for their solution and the hosting environment where the solution will be hosted to the State	Non-Functional		
Sec30	Policy	The Vendor shall meet the current SSAE audit requirements and submit the current SSAE with its proposal.	Non-Functional		

Security Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
Sec31	Performance	The Contractor shall submit a detailed hosting plan for their solution that demonstrates compliance with the Security requirements established by AHCCCS.	Non-Functional		
Sec32	Audit	The Contractor shall engage an independent third-party approved by the State to conduct a security and privacy assessment, including a penetration test, prior to go-live per CMS certification requirements. The assessment results will be provided to the State.	Non-Functional		
Sec33	Penetration	System must detect and alert on prompt injection or model manipulation attempts.	Non-Functional		
Sec34	Performance	Vendor shall provide tested recovery times from disaster recovery planning.	Functional		
Sec35	Policy	The Solution shall be HIPAA/HITECH compliant: encryption in transit and at rest (TLS 1.2+, AES-256)	Functional		

Security Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
Sec36	Access	The Solution shall provide role-based access control: only authorized users/agents view PII	Functional		
Sec37	Audit	The Solution shall provide audit logging: record all data accesses, edits, and case escalations	Functional		
Sec38	Data Retention	Data Privacy & Regulatory Compliance: Only collect minimum necessary PII under HIPAA Safe Harbor - Retention policy: transcripts and recordings stored per state Medicaid record retention rules (e.g., 7 years). - Consent capture: announce recordings and secure opt-in at the start of each call or chat.	Functional		
Sec39	Performance	Data encryption (in transit/in rest), OWASP top-10 mitigations for web channels, regular vulnerability scans	Functional		
Sec40	Audit	Quarterly compliance audits and annual HIPAA risk assessments	Functional		
Sec41	Audit	The Vendor shall provide mechanisms for human review of AI decision-making logic (human-in-the-loop).	Non-Functional		

Security Requirements					
Req #	Category	Description	Type	Adherence to Mandatory Requirement	Contractor Response Notes
Sec42	Disaster Recovery	The Solution shall implement functionality to automatically redirect operations from location A to location B in the event of a service disruption occurring at location A, such as disruptions in network connectivity, power outages, or other facility-related issues. Administrators shall be responsible for managing the input parameters for these disruptions, enabling the initiation and cessation of the rerouting process.	Functional		