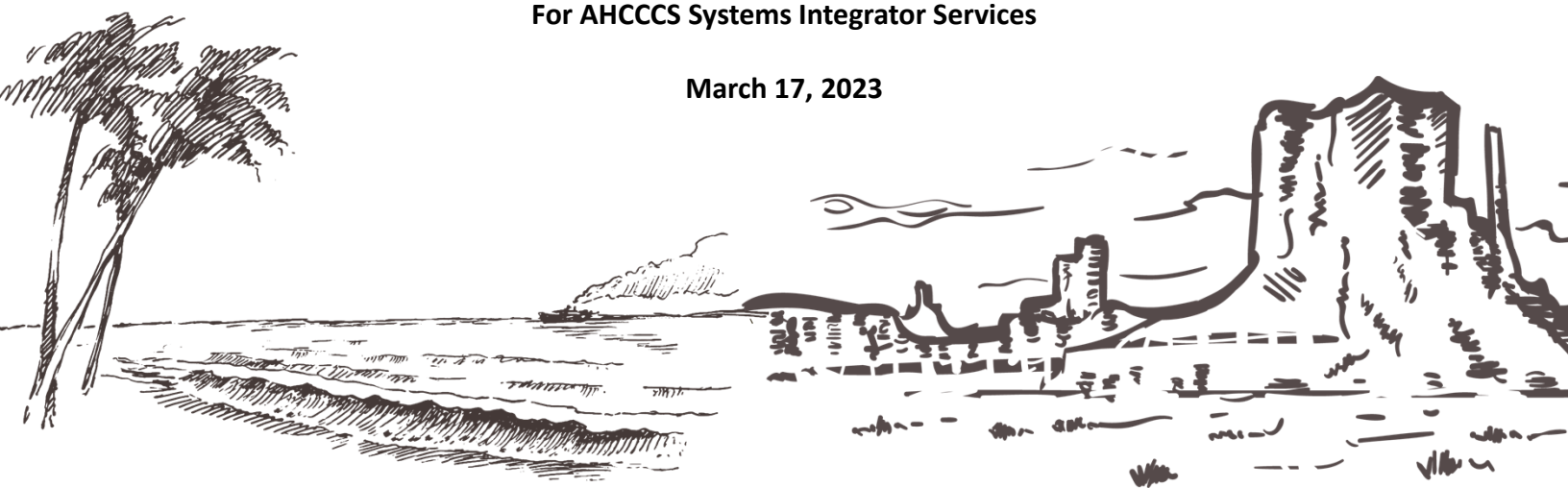
Deloitte.

Approach to Systems Integration for AHCCCS

REDACTED

Deloitte's Response to Request for Quotation ("RFQ" or Solicitation) # YH23-0021
For AHCCCS Systems Integrator Services

March 17, 2023



Deloitte.

Confidential

March 17, 2023

Deloitte Consulting LLP
100 S Mill Ave
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Tempe, AZ 85281
USA

Tel: +1 (855) 335-0777

Meggan LaPorte, Chief Procurement Officer
AHCCCS Procurement Office
Email: Procurement@azahcccs.gov

Submitted via Portal

RE: RFQ YH23-0021, AHCCCS Systems Integrator Services

Dear Ms. LaPorte,

Deloitte Consulting LLP ("Deloitte"[1]) is pleased to submit our response to RFQ YH23-0021, AHCCCS Systems Integrator Services Solicitation. Arizona Health Care Cost Containment System **(AHCCCS)** and Hawaii Department of Human Services Med-QUEST Division **(MQD)** have embarked on a transformational journey to update and modernize your 30-year-old Pre-Paid Medicaid Management Information System (MMIS). Your strategic goal starts with the most important step in the journey, to implement a **Systems Integration Platform.** This step sets the foundation for the technology and the governance and teaming structure needed to replace discreet modules and functionality over time, without disruptions or significant impact to your business.

In our conversations with you and in reviewing your published Medicaid Enterprise System (MES) Roadmap, we have learned about your organizational challenges, priorities and your strategy and timeline to achieve those. You have identified challenges with aging legacy infrastructure and systems, scarcity, and quality of data, diminishing workforce institutional knowledge and skills to support inflexible core systems, and limited enterprise processes. While overcoming all of these in a short period of time is daunting and a major change for any enterprise, we take pride in the fact that these are the exact types of challenges and objectives we successfully partner with our clients in achieving. As your **System Integrator Teammate,** we bring the following accelerators to help solve your challenges by delivering solutions and processes that **help you achieve a cost-effective solution, quickly, with quality and at the lowest risk.**

- [redacted]
- **A dedicated team with unparalleled hands-on knowledge of and experience with the Medicaid program and MES implementations.** We've assembled a team for this project that has direct and extensive experience delivering complex MES projects. [redacted] Collaboration is key on MES projects and our team brings insights, and best practices enabling them to advise you at all levels and across all aspects of integration. This helps to accelerate AHCCCS's and MQD's 5-year legacy systems replacement goal by providing these processes and governance structures on day one.

[1]Deloitte" means Deloitte Consulting LLP, a subsidiary of Deloitte LLP. Please see www.deloitte.com/us/about for a detailed description of our legal structure. Certain services may not be available to attest clients under the rules and regulations of public accounting.

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THE PATH TO SUCCESS FOR YOUR MES MODERNIZATION

Our proposed solution and experienced team enable your vision. They will partner and collaborate with you, guide and advise you with lessons learned and best practices, addressing your specific challenges, mitigating risks, achieving your objectives, and bringing you closer to your strategic goals.

PRODUCTION PROVEN PRE-CONFIGURED SOLUTION

[redacted]

BENEFITS FOR AHCCCS AND MQD

- **Accelerates your modernization journey.** [redacted]
- **Reduces your risk with a proven scalable SI platform.** [redacted]
- **Less Experimentation helps you meet your timelines.** A proven product and team bring the best practices, solutions, and insights. Module integrations and legacy migrations achieved sooner.
- **Simplifies module integration and creates flexibility.** Provides AHCCCS and MQD with flexibility to select modules for the features and functionality that best meet your business needs. [redacted]
- **Enhances Data quality, timeliness, and centralization.** [redacted] Augmented with valuable insights and best practices to guide you through the process and successfully convert your legacy data.
- **Reduces maintenance cost through ongoing innovations and investments.** [redacted]
- **Flexibility through agile data and system integrations.** Our approach provides agility and flexibility for integrations through adoption of a wide variety of industry standards, formats, and patterns.
- **Easier adoption and integration.** Newer and modern technology with easier adoption and use by AHCCCS & MQD Staff.
- **Supports CMS Certification.** Meets Federal Regulations and Requirements thus supporting CMS certification.

REQUIRED ELEMENTS

Required Element	Response
6.2.3 Include with submission, FedRAMP or StateRAMP authorization, HITRUST certification, or Security and Privacy assessment and SSA-E 18 assessment or equivalent if hosted outside of AHCCCS Azure tenancy	[redacted]
6.2.4 Proof of compliance with all the following requirements: "For solutions that will process, store, or transmit restricted or confidential data" HIPAA Privacy and Security – specifically CFR title 45 public Welfare, Parts 155.260 and 164 –	Deloitte complies with the HIPAA Privacy and Security rules for solutions that process, store, or transmit restricted confidential data- specifically CFR title 45 public Welfare Parts 155.260 and 164 - Security and privacy, and Arizona Security standards and policies set by ADOA / ASET. [redacted]

Required Element	Response
Security and privacy. Arizona Security standards and policies set by ADOA / ASET	[redacted]
6.2.5 Proof of compliance with all the following requirements: "For solutions that will process, store, or transmit data from the Federal Hub"	[redacted]
6.2.6 HIPAA Privacy and Security – specifically CFR title 45 public Welfare, Parts 155.260 and 164 – Security and privacy. Arizona Security standards and policies set by ADOA / ASET All applicable ACA requirements and standards, including MARS-E	The Deloitte solution is compliant with HIPAA Privacy and Security requirements, specifically CFR title 45 public Welfare, Parts 155.260 and 164 - Security and privacy as well as Arizona security standards and policies set by ADOA/ASET applicable ACA requirements and standards, including MARS-E.

Deloitte Consulting agrees to accept AHCCCS's Terms and Conditions, without exception, in this solicitation. We also understand that AHCCS anticipates executing a NASPO Participating Addendum with the winning bidder closely modeled (as may be updated) to the Participating Addendum executed for Cloud Services with contractor AskReply, Inc., dba B2now. If we're fortunate enough to be awarded this engagement, we look forward to discussing and clarifying certain provisions to align with the services we're providing. If we are awarded this engagement, we intend to collaborate and work with AHCCCS in good faith to finalize and execute such agreement as expeditiously as possible. As a Managing Director, I am an authorized Deloitte Consulting LLP representative for this RFQ YH23-0021 and can be reached at sapandit@deloitte.com or 1.480.363.9476 should you have any clarifying questions.

Sincerely,

Sagar Pandit

Sagar Pandit, Managing Director

Section 1. Experience and Capacity of Deloitte

1.1 Specific Experience with this Type of Project

Deloitte has more than 45 years of Medicaid program, system development, integration services, operations, maintenance and technology experience across the United States. This unparalleled experience and knowledge provide a unique and comprehensive perspective on how to solve the challenges of transforming legacy MMIS systems to the end-state program vision for Arizona and Hawaii.

[redacted]

As a result, [redacted] hese states are very similar to what Arizona and Hawaii are trying to achieve as both a Fee for Service and Managed Care state.

For Arizona and Hawaii this means that [redacted] and experience driving the market, our people, and our product are the most proven and reliable in the industry. Arizona and Hawaii get a teammate who has lived through all the initial challenges of the CMS rules and regulation, has an established rapport with CMS regarding certification, and has established program and project governance methodologies to drive module integration and adoption.

It means by selecting Deloitte, AHCCCS, and MQD reduce their delivery risk and can rely on a proven SI platform and vendor who helps you with your objective of successfully retiring the mainframe system in 5 years. This experience provides us the ability to advise and collaborate with you and help you conclude on a module integration order and implementation timeline that allows you to incrementally shut off existing functionality in the legacy MMIS with minimal disruption.

[redacted]

[redacted]

Beyond our platform, our people are what really makes us different. Deloitte comes with a team of the most experienced professionals in the industry. Having a true **teammate and a collaborative working style** is a must when working with multiple agencies, stakeholders, technologies, vendors, modules, and conflicting implementation schedules. [redacted]

Deloitte has been providing system integrations services for over 40+ years. The following figure provides a synopsis of our MES SI experience that is directly relevant to the RFQ requirements.

[redacted]

1.2 Names and Classification of Personnel

We propose a cohesive team of Deloitte staff who have implemented and supported multiple and complex SI projects throughout their careers. Moreover, they bring practical, hands-on knowledge to drive successful Medicaid Modernization outcomes informed through working on actual MES SI projects across the country, applying our proven methods and tools and implementing HealthInteractive™. This recent and relevant hands-on experience that the Deloitte team brings will jump start the work at AHCCCS and MQD. The Deloitte core team is complemented by our experienced MES market leaders, and our subject matter specialists who will work closely with you to collaborate, plan, manage, and deliver the AHCCCS SI project on time and on budget. The following table specifies the names, classifications, and the specific activities to be performed for each personnel. We have provided resumes for the key personnel in *Section 3 – Key Resumes*. Deloitte is not using subcontractors on this engagement therefore none are listed.

[redacted]

Section 2. Methodology and Approach

2.1 Proposed Methodology and Approach

We understand from the RFQ and MES Modernization Roadmap that AHCCCS seeks to establish a Systems Integration (SI) platform that provides a centralized set of technologies and services that will integrate the MES systems and modules of the AHCCCS and MQD enterprises. We have seen first-hand the challenges that come from transforming an aged MMIS system to a modularized MES has posed to our Medicaid clients. [redacted]

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2.1.1 Proposed Methodology

Deloitte is a leader in the Medicaid modernization movement, and we have tailored our Project Management (PM) methods and tools to work in this new modular environment to support both Waterfall and Agile development disciplines. Deloitte delivers a proven project management approach that couples our rigorous adherence to our mature project management methodology with our approach to teaming with AHCCCS and MQD. We aim to foster accountability, reduce and mitigate risks, resolve issues, deliver quality, and foster communication with AHCCCS, MQD and the module vendors. Our approach is based on Project Management Body of Knowledge (PMBOK®) standards, industry best practices, and our experience on hundreds of health and human services (HHS) projects, allowing us to address legislative mandates and respond to program and policy changes. Our approach to project and program governance provides vital standards for AHCCCS and MQD to specify key requirements for module vendors during their procurements and contracting, helping to alleviate later rework after those vendors are onboarded.

KEY BENEFITS

Deloitte brings a project delivery approach that provides consistent delivery, quality of service, and measurable value through

[redacted]

[redacted]

[redacted]

2.1.2 Establishing Project governance

Governance is critical to MES projects. Flexible governance frameworks enable Deloitte to meet and drive AHCCCS's and MQD's vision and adapt based on the incremental and modular nature of the project. We bring to AHCCCS and MQD in the early stages of the project a defined project, program, technical, data, and testing governance framework which is then tailored to meet your specific needs.

Deloitte applauds AHCCCS's and MQD's phased approach to technology and service decisions based upon your MES Roadmap. Over the years, we have seen first-hand how important a phased implementation is to the overall success of any large modernization effort. A phased approach provides AHCCCS and MQD with tremendous flexibility to prioritize the module integration sequencing to logically order implementation of existing, in-flight modules and future module procurements to support your requirements. This approach mitigates the risk of potential re-work as new modules are integrated during your modernization.

[redacted]

[redacted]

2.1.4 Summary

Our MLM methodology provides robust project management processes, tools, and templates that are not only tailored to AHCCCS and MQD but have also successfully supported five other states' Medicaid modernization goals, integrated new Medicaid modules, and are aligned to emerging industry trends and leading practices. We couple our tools with a competent, highly skilled team of experienced project managers who apply rigor to plan, execute, and deliver a successful project with AHCCCS and MQD.

2.2 High Level Description of How We Satisfy the Requirements Matrix

As part of our MES SI platform delivery, we establish a requirements traceability matrix (RTM) that validates coverage for AHCCCS and MQD MES SI requirements against what is implemented in your SI Platform and throughout the project. [redacted] During this phase, we focus our attention on the AHCCCS and MQD SI requirements that require further understanding.

KEY BENEFITS

[redacted]

[redacted]

Deloitte collaborates with AHCCCS and MQD during the initial stages of the project to make sure that there is transparency and understanding of the SI scope of work and that the defined requirements are verified and validated.

In the following sections, we provide a high-level summary of our understanding of your requirements and our approach for satisfying them. We provide a more detailed explanation for each requirement in the Requirements Matrix itself that is included with our response.

2.2.1 Technical SI

We understand that AHCCCS and MQD are evaluating options for an SI Platform that supports your technical needs for technology standards, accessibility, manageability/reporting, scalability, availability, supportability, and auditability. [redacted]

[redacted]

[redacted]

[redacted]

We provide more detail regarding the HealthInteractive™ solution in *Section 2.4 Solution Overview*.

2.2.2 General SI

[redacted]

[redacted]

[redacted]

[redacted]

2.2.3 Global

The 200+ requirements included on the Global tab in your RTM cover a wide variety of important requirements. [redacted] The platform related requirements cover areas such as enterprise architecture, infrastructure management, maintenance and operations, performance, and privacy and security. The project management requirements cover areas such as certification, change management, contract management, document management, project management, quality assurance, quality management and staffing. Included in our RTM submission, we provided details for how we meet each requirement. In paragraphs below we provide a few highlights for how we meet the requirements with our solution, our methodology, and our team.

[redacted]

[redacted]

[redacted]

2.2.4 Service Level Agreements

Service Level Agreements are AHCCCS's and MQD's method for evaluating whether the SI Platform and your SI Vendor are achieving the level of performance required to successfully support your mission critical business activities.

[redacted]

2.2.5 Deliverables

The Deliverables requested by AHCCCS and MQD in the requirements matrix are ones that we typically encounter on these large SI projects. Given our in-depth system integration experience we are well-prepared to deliver each of the deliverables required in the Deliverable tab of *Deloitte Response Requirements Worksheet*.

2.2.6 Key Personnel

Deloitte brings AHCCCS and MQD a project team with the right blend of experience to assist you along your modernization journey. When compared to our competitors, our Deloitte Team is the only one that has successfully implemented and maintained Medicaid SI platforms nationally and features a council of advisors who have a deep knowledge of MES modernization approaches and technologies. In fact, every key resource proposed has already helped one or more MES SI projects with some having worked on as many as five of our MES SI projects. In addition, beyond their MES SI experience each person has years of experience with many SI platforms and projects. This provides you not only the specific MES expertise you need but much broader SI experience as well.

We have assembled a qualified, experienced, and well-balanced team that works collaboratively with the AHCCCS and MQD, and has the necessary capabilities in Medicaid, systems integration, MMIS transformation, and enterprise program management and governance to deliver the project. In addition, to the key personnel requested, and designated below, we have added others to the organization chart that we know are required and needed for project success. Resumes are provided for key personnel. Please see our response in *Section 1: Experience and Capacity* for more information about our team.

2.2.7 Summary

2.3 Proposed High-Level Timeline

In this section, Deloitte describes how we meet the State's phased implementation approach of the proposed SI Platform. We understand that AHCCCS and MQD are taking a phased approach to certain technology and service decisions that may be added to the SI vendor contract. We acknowledge that we have reviewed the State's current roadmap, and we acknowledge that you are still evaluating the road map. We can fully support this roadmap, given the flexibility our platform offers.

KEY BENEFITS

[redacted]

[redacted]

[redacted]

This approach also distributes cost and risk across the roadmap timeline and allows the core platform and services to be implemented and necessary integrations of partners and modules to first be completed. [redacted] Ongoing decisions and adjustments regarding the order and timing of the module integrations can then be made throughout the roadmap execution.

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2.3.3 Summary

Deloitte is the best prepared and best positioned vendor to deliver the SI platform scope of services and required objectives in AHCCCS's and MQD's defined timeline. We bring a production proven solution, experienced staff, project accelerators to promote collaboration, and support your requirements for modernizing your Medicaid program. Our phased approach demonstrates success early and often giving the AHCCCS and MQD stakeholders confidence that your significant MES modernization journey will be successful providing the much-needed flexibility to adapt to change in the future.

2.4 Solution Overview

Our firm takes pride in innovation, and we knew there had to be a better way to rethink and reshape the delivery of Medicaid. [redacted]

SECTION HIGHLIGHTS

[redacted]

2.4.1 Solution Architecture

The following figure shows a proposed high-level architecture of the future AHCCCS and MQD MES enterprise and highlights areas that Deloitte has implemented through our five current state MES SI projects. You will see that not only have we performed the functions you have asked for the in the RFQ, but that we have extended experience in the other related areas as well. We have experience both as an MES SI vendor standing up the core platform, as well as a module vendor implementing standalone modules that feed into the SI platform.

The following figure provides an overview of the conceptual AHCCCS and MQD solution architecture:

[redacted]

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2.4.2.2 Hosting Environment

[redacted]

The environments proposed for AHCCCS and MQD are shown in the figure below.

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2.4.2.3 Continuity of Operations and Disaster Recovery (BC/DR)

[redacted]

[redacted]

2.4.3 Privacy & Security

[redacted]

[redacted]

2.4.4 Summary

Deloitte's HealthInteractive™ MES SI platform solution and implementation approach focuses on providing AHCCCS and MQD with production-proven components that enable you to achieve your MES modernization goals. [redacted] HCCCS and MQD to continue your modernization journey with the confidence that our solution provides the stable foundation, features, and functionality needed to meet and exceed your goals.

2.5 Completed Requirements Matrix

Please see the completed *Deloitte Response to Requirements Worksheet* provided as a separate file.

Section 3. Key Resumes

The key personnel presented below were hand selected for their deep knowledge of Medicaid, and years of experience in systems integrations. The team has a combined 82 years of experience relevant to their proposed roles, and each has helped other Deloitte clients on the MES transformation and will bring those lessons learned and best practices to Arizona and Hawai'i.

Deloitte provides resumes for the following identified Key Personnel:

Name	Classification
[redacted]	SI Executive Account Director
[redacted]	SI Project Manager
[redacted]	SI Solution Architect
[redacted]	SI Implementation/ Integration Manager
[redacted]	SI Testing Manager
[redacted]	Operations Manager

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Section 4. Addendum Acknowledgement

Deloitte provides the following signed Addendum Acknowledgements:

- Solicitation Amendment 1 Answers to Questions Round 1
- Solicitation Amendment 2 Answers to Questions Round 2

AHCCCS
Arizona Health Care Cost Containment System

SOLICITATION AMENDMENT #1		
YH23-0021 AHCCCS Systems Integrator RFQ	Solicitation Due Date: **March 17, 2023** **3:00 pm Arizona Time**	Procurement Officer: Meggan LaPorte Email: procurement@azahcccs.gov

A signed copy of this amendment must be submitted with your solicitation response.

The attached Answers to Questions are incorporated into this solicitation amendment.

OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS SOLICITATION AMENDMENT.	**THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THIS DAY, IN PHOENIX, AZ.**
SIGNATURE OF AUTHORIZED INDIVIDUAL: Sagar Pandit	SIGNATURE: **SIGNATURE ON FILE**
TYPED NAME: Sagar Pandit	TYPED NAME: Meggan LaPorte, CPPO, MSW
TITLE: Managing Director	TITLE: Chief Procurement Officer
DATE: March 17, 2023	DATE:

SOLICITATION AMENDMENT 1

Answers to Round 1 Questions

YH23-0021 AHCCCS Systems Integrator RFQ

Round 2 Questions shall be submitted electronically on the Q and A form to Procurement@azahcccs.gov no later than

Round #2: DUE Wednesday, February 15, 2023, 3:00pm AZ time

Question#	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
1.	Accenture	YH23-0021 Attachment 2 - Pricing Structure	1	In Attachment 2, pricing assumptions are requested for all components except for B - Maintenance & Operations and C - Modification Pool; will the State provide an updated Attachment to included pricing assumptions to B and C, or allow bidders to update the sheet to be consistent?	No updates allowed to the attachment
2.	Accenture	AHCCCS System Integrator RFQ Cover Letter & YH23-0021 System Integrator RFQ	1	The cover letter states that the Proposal Due Date is 3/17, but the RFP Document shows the Proposal Due Date as 3/20; can the State please confirm that the proposal due date is 3/20?	The correct proposal due date is 03/17/23.
3.	Accenture			Understanding that the State would like to minimize contractual changes and that the Participating Addenda for this procurement will apply to future purchases under NASPO Cloud Services, would the State be open to clarifying that the pricing under the contract remains fixed for 1 year (rather than "1 term")? This approach is consistent with Participating Addenda for NASPO Cloud Services that the State has with other vendors.	The pricing schedule provided with the RFQ should be filled out and returned with total fixed pricing proposal for all elements with the exception of the "B -Maintenance and Operations" which is an annual fee, and "E - Vendor Rate Card" which will be a fixed hourly rate per resource for the term of the award.
4.	Accenture			Would the State be open to adding a contractual provision allowing the base contract terms to be changed in Orders, to allow the parties greater contractual flexibility, consistent with the terms in other contracts the vendor has with the State?	No. The majority of contract terms will be set by ADOA/State Procurement Office.
5.	Accenture	NASPO Value Point Cloud Services Arizona	11	Would the State be open to modifying the limitation of liability term to two times fees paid, consistent with Participating Addenda that the State has with other vendors? This approach is consistent with	No. The state (ADOA) is in the process of adjusting that language for all Cloud Contractors

Question#	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
		Participating Addendum		Participating Addenda for NASPO Cloud Services that the State has with other vendors.	to align with the preferred terms in the B2G contract.
6.	Accenture			Would the State be open to vendors proposing certain discrete changes to the security terms to better reflect the vendor's security environment?	Yes. The solution would still need to meet the State's requirements. The preferred option is to meet the listed requirements.
7.	Accenture	NASPO Value Point Cloud Services Arizona Participating Addendum	13	Would the State be open to vendors proposing certain discrete changes to the insurance terms to better reflect the vendor's corporate insurance program?	No.
8.	Deloitte Consulting LLP	Request for Quotation ("RFQ" or Solicitation) # YH23-0021; Cover Page	1 of 20	Can AHCCCS please clarify the time and due date for the proposal is March 20th, 2023 at 3:00 PM Arizona Time? The YH23-0021 System Integrator RFQ.PDF states a due date of March 20th, 2023 at 3:00 PM, but the AHCCCS System Integrator RFQ Cover Letter.pdf states a due date of March 17th, 2023 at 3:00 PM.	See #2
9.	Deloitte Consulting LLP	YH23-0021 Attachment 1 - Requirements Matrix - Technical SI Tab - T-52	Technical SI	Can AHCCCS please clarify if T-51 and T-52 are duplicate requirements?	Yes. T-51 and T-52 and are duplicates
10.	Deloitte Consulting LLP	Request for Quotation ("RFQ" or Solicitation) # YH23-0021; Exhibit 2 and Exhibit 3	10 of 20	Regarding the IAM tool referenced in Exhibit 2: AHCCCS and MQD Systems Integration Architecture and the graphic in Exhibit 3: MES Modernization Roadmap Planned Architecture. Is there an existing IAM tool that the AHCCCS would prefer the vendor to integrate the SI platform with?	Azure active directory
11.	Deloitte Consulting LLP	Request for Quotation ("RFQ" or Solicitation) # YH23-0021; Section 6.2.4	13 of 20	Can AHCCCS provide vendors with a copy of the AZ Security standards and policies set by ADOA/ASET as described in Section 6.2.4?	https://azdohs.gov/information-technology-it-policies-standards-and-procedures

Question#	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
12.	Deloitte Consulting LLP	Request for Quotation ("RFQ" or Solicitation) # YH23-0021; Section 6.2.5	13 of 20	Section 6.2.5 states, "Proof of compliance with all the following requirements: "For solutions that will process, store, or transmit data from the Federal Hub." Can AHCCCS please elaborate on this requirement and what proof of compliance is expected?	AHCCCS will require that the vendor follow FedRAMP which is authorized at the moderate level. We adhere to the federal data protection requirements and require encryption standards that are FIPS 140-2 compliant.
13.	Deloitte Consulting LLP	Request for Quotation ("RFQ" or Solicitation) # YH23-0021; Section 6.4	13 of 20	Section 6.4 Methodology and Approach has a 5 page limit. Section 6.4.4 Solution Overview has a 5 page limit. Can AHCCCS clarify the entire Section 6.4 Methodology and Approach has a 10 page limit - Section 6.4 Methodology and Approach would address section 6.4.1, 6.4.2, and 6.4.3 within a 5 page limit and Section 6.4.4 Solution Overview would address the solution overview outlined in the Global Requirements within an additional 5 page limit?	Page limits for the Methodology and Approach Section are as follows: 6.4 Methodology and Approach **(Sections 6.4.1 – 6.4.4 are limited to 5 pages each)** 6.4.1 Proposed methodology and approach to fulfill the requirements of this project. **(Limit 5 pages)** 6.4.2 High level description of how the vendor will satisfy each of the requirements in the requirements matrix. **(Limit 5 pages)** 6.4.3 High level proposed timeline for completion of requirements. **(Limit 5 pages)** 6.4.4 Solution Overview **(Limit 5 pages)** outlined in the Global Requirements (Requirements Matrix) 6.4.5 Completed Requirements Matrix **(Send Back Whole Spreadsheet with last 2 columns filled in)**
14.	Deloitte Consulting LLP	YH23-0021 Attachment 1 - Requirements Matrix - Technical SI Tab	Technical SI	Three requirements listed (T-144, T-145, and T-146) mention an MDM component. Can AHCCCS clarify whether an MDM component is required as part of the solution to be provided by the vendor?	Vendors can meet the requirements as they see fit. MDM component is not required.

Question#	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
15.	HealthTech Solutions	6.4	13	The page limit for Section 6.4 – Methodology and Approach is set at a 5-page limit. However, in 6.4.4, a page limit for the solution overview is set at 5 pages. Can AHCCCS clarify the total page limit for Section 6.4?	See #13
16.	Gainwell Technologies	6.4	13	6.4 Methodology and Approach has been given a page limit of 5 pages while 6.4.4 Solution Overview has been given a limit of 5 pages. Will the state please clarify if the 5-page limit indicated in 6.4 only pertain to 6.4.1, 6.4.2 and 6.4.3? With an additional 5 pages for 6.4.4? Is there a page limit for 6.4.5 Requirements Matrix?	See #13
17.	Gainwell Technologies	Cover Letter bullet #3	1	"The awarded Contractor may be precluded from bidding on other AHCCCS MES Modernization contracts or additional scopes of work". Our understanding is that with states having procured MES roadmap consultants, coming up with and writing requirements for other MES modules is not SI vendors scope of work, hence there is no conflict of interest for precluding SI vendor from other MES module work. In situations where the state thinks that SI vendor got involved in finalizing requirements for any MES modules, that is when state would consider precluding SI vendor from bidding that MES module. Can you please confirm this understanding?	Vendors will not automatically be precluded from bidding on additional scopes of work. The decision will be based on a conflict of interest, such as the development of requirements.
18.	HealthTech Solutions	Attachment 1	N/A	Attachment 1 (RTM) has a column in each of the tabs for "Contractor Response Notes". Can AHCCCS clarify the intent of the 'Contractor Response Notes' column? We are assuming that a point-by-point response is not required but rather vendors are required to complete the 'Response' column and only provide notes if a clarification is needed to be provided. Is this a correct assumption?	Yes
19.	HealthTech Solutions	Attachment 1	T-132 – T-156	Can AHCCCS confirm if the ODS is to be priced as part of A – System Integration Platform Design, Development, and Implementation?	Yes

Question#	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
20.	HealthTech Solutions	Attachment 1	T-103 – T-131	Can AHCCCS confirm if the EDMS is to be priced as part of A – System Integration Platform Design, Development, and Implementation?	Yes
21.	HealthTech Solutions	Attachment 1	T-132 – T-156	Can the volume of data for both AHCCCS and Hawaii MQD be provided for the ODS?	Transactions and volume data will be available in the bidder's library. Bidder's library released upon submission of Intent to Bid form.
22.	HealthTech Solutions	Attachment 1	T-138	Is the expectation for the 36 months of historical data to be a part of the base implementation of ODS? Is this base implementation expected to be priced as a part of A – System Integration Platform Design, Development, and Implementation? If it is required to be included in the pricing, can the data volumes for the historical data be defined for pricing purposes?	Yes
23.	HealthTech Solutions	N/A	N/A	The cover letter indicates March 17, 2023 as the due date and the solicitation lists March 20, 2023. Can the State please confirm the due date for submitting the RFQ response?	See #2
24.	HealthTech Solutions	Attachment 2	N/A	Since the NASPO Cloud Services vehicle will be used for the acquisition and contracting of the services, we understand that an agreement may have to be made between the reseller on the NASPO Cloud Services vendor, AHCCCS, and the awarded vendor. If selected, we understand that the third-party/reseller fee may be negotiated after award. Additionally, since some components of the solution may be able to be directly purchased by the state through the contract vehicle and/or another purchasing agreement at government discounts, we are assuming that the presented fixed fees are not required to include anticipated reseller fees that may be applied to the Contractor's cost. Can AHCCCS please confirm this assumption?	No
25.	HealthTech Solutions	Attachment 2	N/A	The Pricing Structure lists the following optional services: Enterprise Content Management, Digital Fax Services, and Enterprise Business Rules Engine. The requirements for these elements do not appear to be included (or we can't locate them) in the Attachment 1 –	Vendors may propose pricing ranges and applicable assumptions

Question#	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
				Requirements. Can the State provide any details of the functionality, size, and user base for these optional components?	
26.	KPMG			Please clarify the RFQ response date. The cover letter states March 17, 2023 while the RFQ states March 20,2023.	See #2
27.	KPMG	RFQ Section 7 Subsection 9	15	Please confirm that based on this section, services that do not include access to secure or sensitive data or personal client data can be performed outside United States territories?	Services that do not have access to PHI or PII can be done outside of the US. This will need to be signed off on by AHCCCS prior to it occurring.
28.	KPMG	RTM	T-157	Please describe AHCCCS's Single Sign-on (SSO) solution?	Azure Active directory is used
29.	KPMG	Required Elements 6.2.3	13	Is the AHCCCS Azure Instance in the Azure Gov cloud?	Azure commercial
30.	KPMG	Required Elements 6.2.3	13	What security certifications does the AHCCCS Azure instance have?	This question is not relevant to this solicitation.
31.	KPMG	T-158 Dashboards and Reports	Technical SI	Does the AHCCCS control network security and access centrally for their Azure instance?	Yes
32.	KPMG	T-92, T–93 DevOps CI/CD	Technical SI	Does the AHCCCS control network security and access centrally for their Azure instance?	Yes
33.	KPMG	GLB-078 Maintenance and Operations	Global	What level of network and tool access does the AHCCCS Azure instance offer for its vendors?	AHCCCS will provide the vendor a blank subscription. The vendor would be responsible for providing details as to what would be needed to accomplish the ask.
34.	KPMG	GLB-099 Privacy and Security	Global	What standards of data protection does the AHCCCS Azure instance conform to?	Azure is FedRAMP authorized at the moderate level. We adhere to the federal data protection requirements and require encryption standards that are FIPS 140-2 compliant

AHCCCS
Arizona Health Care Cost Containment System

SOLICITATION AMENDMENT #2		
YH23-0021 AHCCCS Systems Integrator RFQ	Solicitation Due Date: **March 17, 2023** **3:00 pm Arizona Time**	Procurement Officer: Meggan LaPorte Email: procurement@azahcccs.gov

A signed copy of this amendment must be submitted with your solicitation response.

1. The attached Answers to Questions are incorporated into this solicitation amendment.
2. Attachment 1 Requirements Matrix is updated and version 2 is incorporated with this solicitation amendment. Two changes were made as follows:
    a. The Notes Column on the SLA tab was update to remove the drop down options.
    b. SLA 25 has been removed.

OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS SOLICITATION AMENDMENT.	**THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THIS DAY, IN PHOENIX, AZ.**
SIGNATURE OF AUTHORIZED INDIVIDUAL: Sagar Pandit	SIGNATURE: **SIGNATURE ON FILE**
TYPED NAME: Sagar Pandit	TYPED NAME: Meggan LaPorte, CPPO, MSW
TITLE: Managing Director	TITLE: Chief Procurement Officer
DATE: March 17, 2023	DATE:

Question#	VENDOR NAME (alpha order)	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
1.	Accenture	YH23-0021 Attachment 2 - Pricing Structure	1	In Attachment 2, pricing assumptions are requested for all components except for B - Maintenance & Operations and C - Modification Pool; will the State please provide an updated Attachment 2 - Pricing Structure so that bidders can list assumptions for B - Maintenance & Operations specifically? With a single pricing field and without the assumption box there is not a way to provide assumptions or information related to what comprises the annual price per year which may vary significantly depending on respondent interpretations of requirements.	The requirements specify the expectations for M&O and the vendor should provide a price based on those requirements
2.	Accenture	YH23-0021 Attachment 1 - Requirements Matrix Technical SI Tab - T-132	Technical SI Tab - T-132	Would the state please share the volumes of data expected for the AHCCCS and MQD ODS? What's an estimated growth rate when it comes to the increasing amount of data? How often do you plan on refreshing the data in the data platform (e.g., near real-time, every hour, etc.)?	The state expects the data to be near-real time in the future but will start with a nightly load for the first 4 years. See #3 and #4 for volume and growth rates
3.	Accenture	YH23-0021 Attachment 1 - Requirements Matrix Technical SI Tab - T-133	Technical SI Tab - T-133	Would the state please share the approximate number of tables or files that you expect to ingest into the ODS for AHCCCS?	AHCCCS • PMMIS – 1533 tables • 155,000 new members a year (2,374,008 active unique members) **member counts inflated due to COVID-19 • 1m claims/month • 11m encounters/month

Question#	VENDOR NAME (alpha order)	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
4.	Accenture	YH23-0021 Attachment 1 - Requirements Matrix Technical SI Tab - T-134	Technical SI Tab - T-134	Would the state please share the approximate number of tables or files that you expect to ingest into the ODS for MQD?	MQD • HPMMIS – 1523 tables • 42,000 new members a year (472,442 active unique members) ** member counts inflated due to COVID-19 • 120k claims/month • 1m encounters/month
5.	Accenture	YH23-0021 Attachment 1 - Requirements Matrix Technical SI Tab - T-136	Technical SI Tab - T-136	Would the state please share the approximate number of data sources for AHCCS and MQD? For each data source, what are the estimated number of tables expected to be ingested into the ODS?	See 3 and 4 above for the MMIS counts. The ODS in addition would be expected to source data from the AHCCCS eligibility system, AHCCCS/MQD provider systems, AHCCCS/MQD EVV systems, and the AHCCCS PBM system.
6.	Accenture	YH23-0021 Attachment 1 - Requirements Matrix Technical SI Tab - T-139	Technical SI Tab - T-139	Once the MES data falls out of the 36 months, is the data deleted or moved to an archive? If archived, does the restored data need to be marked or treated differently than the 36-month data store?	The data will be pushed to the EDW and therefore will be deleted from the ODS as the data falls out of the 36 months
7.	Accenture	YH23-0021 Attachment 1 - Requirements	Technical SI Tab - T-149	Would the state please share the approximate number of personnel that would need training?	Estimated at 50 state staff

Question#	VENDOR NAME (alpha order)	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
		Matrix Technical SI Tab - T-149			
8.	Accenture	YH23-0021 Attachment 1 - Requirements Matrix Technical SI Tab - T-156	Technical SI Tab - T-156	Would the state please share the known workload requirements? What are the approximate number of daily queries expected? How many users access BI reporting from the data platform throughout a given day? At peak times for accessing data, how many users would concurrently use BI reporting at once?	This will be expanded functionality for the agencies and as such, the workload is unknown. The solution should be scalable to meet the typical needs of a state Medicaid ODS for operational and financial reporting
9.	Accenture	YH23-0021 Attachment 1 - Requirements Matrix Global Tab - GLB-164 and GLB-166	Global Tab - GLB-164 and GLB-166	Staffing requirements GLB-164 and GLB-166 are the same. Can one be eliminated or clarified as to the difference between these?	GLB-164 and GBL-166 are identical. The vendor can provide the same response in both
10.	Accenture	N/A	N/A	Would the State please provide guidance as to what roles and responsibilities they anticipate state staff performing during implementation and ongoing operations? This will allow all respondents to provide comparable solutions.	The state will be responsible for Governance as it relates to configuration and release management, performance management, privacy and security and requirements management. The state will be responsible for Project Management as it relates to certification, disaster recovery & business continuity, the

Question#	VENDOR NAME (alpha order)	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
					integration platform, architecture, and strategic planning. AHCCCS ISD will be responsible for components of certification, data management and data governance, incident and problem management, integration platform in partnership with the SI vendor, user acceptance testing. The business units will be responsible for components of certification, data management and data governance, and user acceptance testing.
11.	Accenture	YH23-0021 Attachment 1 - Requirements Matrix - SLA tab	SLA tab	The Contractor Response Notes column in the Service Level Agreement tab contains dropdown options. We are not able to provide an alternate response as we are on the other tabs. Would the State please remove these dropdowns?	The Requirements Matrix spreadsheet has been updated and the revised version with the correction is hereby issued with this solicitation amendment labeled "YH23-0021 Attachment 1 – Requirements Matrix – Version 2."
12.	Accenture	YH23-0021 System Integrator RFQ, Section 6.1.3	12	May vendors reduce font sizes in graphics and tables as long as readability is not impacted?	AHCCCS will allow font in graphics and tables to be any legible size.
13.	Accenture	YH23-0021 System Integrator RFQ	1	To help ensure that AHCCCS receives comparable bids from all respondents - incorporating the second-round answers and bidders library content not yet provided - would the State please extend the due date two weeks to March 31st?	No extension will be provided.

Question#	VENDOR NAME (alpha order)	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
14.	Deloitte Consulting LLP	Request for Quotation ("RFQ" or Solicitation) # YH23-0021; Section 6.3	13 of 20	Section 6.3 states there is a 2-page limit. Can AHCCCS confirm if the 2-page limit is for all subsections in 6.3 section or if the 2-page limit is for each of the subsections 6.3.1, 6.3.2, and 6.3.3 for a total of 6 pages?	Two-page limit is for the entire section. Resumes can be submitted as an attachment and do not count in the total page count
15.	Deloitte Consulting LLP	YH23-0021 Attachment 1 - Requirements Matrix - Technical SI Tab	Technical SI	Can AHCCCS please clarify if the awarded Contractor's ODS solution will be the interim enterprise data warehouse (EDW) for Arizona and Hawaii? Can AHCCCS please provide AHCCCS's long-term vision for the EDW and the approximate timeline?	AHCCCS and MQD currently operate EDWs and MQD is in the process of implementing an analytics platform. AHCCCS has not determined a different path outside of their state operated EDW for their long-term vision.
16.	Deloitte Consulting LLP	YH23-0021 Attachment 1 - Requirements Matrix - Technical SI Tab - T-148	Technical SI	In Attachment 1 on the Technical SI tab, requirement T-148 states, "The Contractor's Operational Data Store (ODS) solution shall be populated with historical data, configured and fully tested to produce federally mandated Transformed Medicaid Statistical Information System (T-MSIS) and CMS64 data extracts from the AHCCCS and MQD ODS repositories." Can AHCCCS confirm the Contractor's ODS solution will contain the data that is the source of truth for the T-MSIS and CMS64 data extracts that are sent to CMS each month? Will the T-MSIS and CMS64 data extracts be eventually produced out of a separate enterprise data warehouse"?	Yes, the data used in the T-MSIS process will be pulled from the ODS. The T-MSIS solution itself will not be part of the ODS scope. There are no plans to change the T-MSIS and CMS64 extract to a different source in the future
17.	Deloitte Consulting LLP	YH23-0021 Attachment 1 -	Technical SI	In Attachment 1 on the Technical SI tab, requirements T-133 and T-134 describe the data from the existing and planned MES	confirmed

Question#	VENDOR NAME (alpha order)	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
		Requirements Matrix - Technical SI Tab - T-133 and T-134		modules, for both Arizona and Hawaii, are to be housed in the Contractor's ODS. Can AHCCCS confirm that this data is available in the legacy system currently and will be included as part of the 36 month data conversion in the initial solution implementation? If not, can AHCCCS please explain when this data is expected to be incorporated into the ODS?	
18.	Deloitte Consulting LLP	YH23-0021 Attachment 1 - Requirements Matrix – Service Level Agreements – SLA-013 and SLA-025	Service Level Agreements	In Attachment 1 on the Service Level Agreements tab, requirements SLA-013 and SLA-025, appear to be very similar and potentially overlap, but contain different availability values (99.95% vs. 95%). Can AHCCCS confirm if the requirements are redundant and, if yes, which availability value is correct? If not redundant, can AHCCCS help clarify the differences between the two requirements?	The text for SLA-025 (Service Level Agreements tab) has been removed and the words "REQUIREMENT HAS BEEN REMOVED" has been put in place of the text. The revised matrix is hereby issued with this solicitation amendment labeled "YH23-0021 Attachment 1 – Requirements Matrix – Version 2."
19.	Deloitte Consulting LLP	YH23-0021 Attachment 2 - Pricing Structure.docx	1 of 2	Can AHCCCS provide a high-level description (3-4 sentences) of how the agency would utilize an Enterprise Content Management (ECM) tool?	One of the primary methods of utilization will be to facilitate the publication and distribution of content for the AHCCCS public website and various portals. Documents are currently stored in file systems without a defined content management strategy. AHCCCS will continue to evaluate additional ECM needs beyond the planned EDMS in the SI throughout the MES modernization roadmap execution.

Question#	VENDOR NAME (alpha order)	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
20.	Gainwell Technologies	General	N/A	Will the state please explain the proposed negotiation process for the Participating Addendum for the System Integrator program?	The ADOA State Procurement Office is responsible for the execution of the state PA. They have instructed AHCCCS that all Cloud Contractors for AZ will have similar terms (even those with current PAs) and that those PAs will align closely to the Ask Reply, dba B2Gnow PA terms with some minor updates. Due to this, along with the timing of this project, there will not be lengthy negotiation of the PA terms permitted.
21.	Gainwell Technologies	Attachment 4 – Intent to Bid Form	1	Regarding the last attestation item to accept terms and conditions from the previous negotiated NASPO Cloud Participation Addendum (PA), is there flexibility regarding the new PA since the scope of work could be significantly different given the previous PA will only "…be closely modeled after the latest Participation Addendum executed for Cloud Services…"?	No. In order to participate with the States on the NASPO contracts, the terms are pre-negotiated and agreed to on the PA so that additional negotiation is not needed when awarding new agency projects.
22.	HealthTech Solutions	Attachment 1 - RTM	GLB-171	Round 1 Q/A, Question 27 indicates that some services may be provided by resources outside the US. However, GLB-171 clearly states that proposed staffing should be located within the United States. Understanding the staffing plan requirements throughout the project, can the State reconfirm that offshore resources are allowed as approved by AHCCCS? Can GLB-171 be amended to reflect the response to clarification?	<u>The Uniform Terms and Conditions paragraph 3.13 state:</u> Offshore Performance of Work involving Data is Prohibited. Any Services that are described in the specifications or scope of work that directly serve the State of Arizona or its clients and involve access to Data shall be performed within the defined territories of the United States. <u>GLB-171 States</u>:

Question#	VENDOR NAME (alpha order)	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
					The Contractor's staffing solution will only include staff located within the continental United States (CONUS). <u>Round 1 Q/A Question 27 states:</u> Services that do not have access to PHI or PII can be done outside of the US. This will need to be signed off on by AHCCCS prior to it occurring. Answer: AHCCCS recognizes that our answer to Round 1 question 27 unintentionally created ambiguity to this topic. Offerors should refrain from proposing any offshore resources with its proposal.
23.	HealthTech Solutions	Attachment 1 - RTM	GLB-053	Is the cited 'documentation management component' within this requirement a different solution than the EDMS? If so, what tool is currently used by AHCCCS/MQD for documentation management?	No, the documentation management component will be the EDMS that is part of the SI solution. The current EDMS is Docuware.
24.	HealthTech Solutions	Attachment 1 – RTM	GLB -163	Are resumes for the key personnel (Tab in RTM) expected to be submitted with the RFQ response? If so, are the resumes to be submitted as an appendix to the RFQ response and excluded from the overall page count? Is there a page limitation or formatting restrictions for the resumes?	Resume submission is optional but can be attached separately and will not be included in the page count.
25.	HealthTech Solutions	Attachment 1 - RTM	T-138	Is the expectation that as part of the DDI, three years of historical data will be populated into the ODS or is the expectation that the 'rolling 36 months of MES data' begins day 1 of operations? If the expectation is for the historical data to be populated during DDI, can AHCCCS provide the estimated volume of the data?	Expectation is to begin with three years loaded during DDI.

Question#	VENDOR NAME (alpha order)	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
26.	HealthTech Solutions	Attachment 7		Attachment 7 lists the current volumes and EDMS statistics. How much data from the existing EDMS is expected to be converted as a part of the DDI period?	AHCCCS is currently working on a purge/retention strategy based upon state retention mandates; however, all remaining documents will require conversion and migration to the new solution.
27.	HealthTech Solutions	Attachment 1 - RTM	T-142	Can the State provide the total numbers of users who will be querying the ODS and accessing the reporting tools for data and reports (e.g., CMS-64)?	See responses #7 and #8

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