



STATE OF LOUISIANA

**Division of Administration
Office of Technology Services**

REQUEST FOR PROPOSALS

For:

Enterprise Architecture

For

DHH – Medicaid Systems Modernization

RFP #: 815200-20150506001

May 6, 2015

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Glossary

Acronym	Definition
Active Directory	Microsoft Active Directory/Lightweight Directory Access Protocol
ALM	Application Lifecycle Management
ALM environments	Development, System Integration Testing, User Acceptance Testing, Training and Production.
API	Application Programming Interface
BAA	Business Associate Addendum
BHSF	Bureau of Health Services Financing
BI	Business Intelligence
BMAC	Bureau of Media & Communications
BRE	Business Rules Engine
Business Day	Traditional workdays, which are Monday, Tuesday, Wednesday, Thursday and Friday from 8am - 5pm CT. Only Louisiana state holidays are excluded.
Can	Denotes a preference, but not a mandatory requirement.
CC	Consumer Communications
CMS	Centers for Medicaid and Medicare Services: The agency in the Department of Health and Human Services (DHHS) responsible for federal administration of the Medicaid and Medicare programs.
COMPASS	Comprehensive Online Medical Patient Accountability Software System
Contractor	Entity awarded the contract.
Contract Manager	A person designated by the Department to be responsible for negotiating the terms and conditions of the contract and for overseeing the day-to-day administration and compliance of the contractor to the terms and conditions. The contract manager is the Department's primary point of contact through which contracting information, changes, or amendments flow between the Department and the Contractor.
Contract Monitor	A person designated by Office of Technology Services to be responsible for reviewing and assuring the Contractor's compliance with contract requirements.
CRM	Customer Relationship Manager
DCFS	Department of Children and Family Services
DDI	Design, Development, and Implementation
Department	Department of Health and Hospitals/ DHH
DHH	Department of Health and Hospitals: The state agency responsible for administering the state's Medicaid programs and other health and related services including public health, mental health, developmental disabilities, and addictive disorder services. Referred to as the Department.
DHHS	Department of Health and Human Services: The United States government's principal agency for protecting the health of all Americans and providing essential human services
DOA	Division of Administration: The Division of Administration is the executive office of the State which oversees the general management of all state finances and financial operations.

Acronym	Definition
DW/DWH	Data Warehousing
DWT	Data Warehousing Team
E&E	Enrollment and Eligibility
EA	Enterprise Architecture
EDMS	Electronic Document Management System
ERD	Entity Relationship Diagram
ESB	Enterprise Service Bus
ETL	Extract, Transform, Load
FI	Medicaid Fiscal Intermediary: The private fiscal agent with which DHH contracts to operate the Medicaid Management Information System. It processes Title XIX claims for Medicaid services provided under the Medicaid Assistance Program, issues appropriate payment and provides assistance to providers on claims
FNS	Facility Notification System
Health Insurance Portability and Accountability Act	Refers to the federal regulations known as the HIPAA Privacy, Security, Enforcement, and Breach Notification Rules, found at 45 C.F.R. Parts 160 and 164, which were originally promulgated by the U. S. Department of Health and Human Services (DHHS) pursuant to the Health Insurance Portability and Accountability Act (“HIPAA”) of 1996 and were subsequently amended pursuant to the Health Information Technology for Economic and Clinical Health (“HITECH”) Act of the American Recovery and Reinvestment Act of 2009.
HIPAA	Health Insurance Portability and Accountability Act
HITECH	Health Information Technology for Economic and Clinical Health
IAM	Identity and Access Management
ID Proofing	Identity Proofing
IRS	Internal Revenue Service
IV&V	Independent Verification and Validation
JLCB	Joint Legislative Committee on the Budget
LINKS	Louisiana Immunization Network for Kids Statewide
May	Denotes a preference, but not a mandatory requirement.
MDM	Master Data Management
MEDS	The ADABAS Data System responsible for capturing/maintaining/transmitting Medicaid eligibility. The MEDS system is vital to DHH to ensure established Medicaid eligibility is available for customers to receive services in a timely manner. The MEDS system is responsible for transmitting the Medicaid eligibility data to the Department’s Fiscal Intermediary, on a daily basis. This ensures that providers of Medicaid services can bill and receive payment for services performed
MFA	Multi-factor authentication
MVA	Medical Vendor Administration
Must	Denotes a mandatory requirement.
OAAS	Office of Aging and Adult Services. The office within DHH that is responsible for the management and oversight of certain Medicaid home and community-based state plan and waiver services for individuals age 65 and older and individuals ages 21 – 64 with a

Acronym	Definition
	physical disability. The office also provides protective services for vulnerable adults ages 18 and over.
OBH	Office of Behavioral Health. The office in DHH that is responsible for behavioral health services for Louisiana Medicaid enrollees
OCDD	Office for Citizens with Developmental Disabilities. The office in DHH that is responsible for the day-to-day operation and administration of the Medicaid waivers that offer services to individuals with developmental disabilities.
OFSS	Office of Finance and Support Services
OLA	Online Application system
OMF	Office of Management and Finance
Operations	Ongoing, recurrent activities involved in the MMIS.
OPH	Office of Public Health. The office in DHH responsible for personal and environmental health services.
OPTS	OAAS Participant Tracking System
Original	Denotes must be signed in ink.
OSP	Office of State Procurement
OTS	Office of Technology Services. State agency that functions as the centralized provider of IT support services for executive cabinet agencies of state government and designated as the sole authority for information technology procurement.
PHAME	Public Health Automated Management Enabler (WIC)
QA	Quality Assurance
RFP	Requests for Proposals. The process used by the state in public procurement of contracted services, supplies, or repairs including description of requirements, selection and solicitation of sources, preparation and award of contract, and all phases of contract administration.
SAML	Security Assertion Markup Language
SDLC	Software Design Lifecycle
SFTP	Secured File Transfer Protocol. Network protocol used to securely transfer computer files from one host to another host over a TCP-based network.
SFY	State Fiscal Year
Shall	Denotes a mandatory requirement.
Should	Denotes a preference, but not a mandatory requirement.
SIT	System Integration Testing
SLA	Service-Level Agreement
SLO	Service-Level Objective
SOA	Service-Oriented Architecture
SQL	Structured Query Language is a standard language for accessing and manipulating databases
SSO	Single Sign-On
State	Used to refer to the State of Louisiana

Acronym	Definition
Subcontractor	Entity contracted by the Contractor to perform certain duties of the contract.
Successful Proposer	The successful Proposer is the entity that the contract is awarded for purposes of this RFP and is used interchangeably throughout this RFP with terms Contractor.
TPL	Third Party Liability
UAT	User Acceptance Testing
Unit	Increment of service as defined by policy/procedures.
VM	Virtual Machines
WIC	Women, Infants, and Children
Will	Denotes a mandatory requirement.

I. GENERAL INFORMATION

A. Background

The Office of Technology Services (OTS) was established July 2014 as a means of recognizing cost savings through the consolidation of state IT assets and resources. OTS sees the Enterprise Architecture being procured for and through the Department of Health and Hospitals as a key and integral asset for the State. While the immediate need is for an EA to support the in-progress modernization efforts of an aged and fragmented Medicaid constellation of systems, the long-term vision is for a technical infrastructure that will allow for the efficient integration of systems and data sharing.

The mission of the Department of Health and Hospitals (hereafter referred to as, “DHH” or “Department”) is to protect and promote health and to ensure access to medical, preventive, and rehabilitative services for all citizens of the State of Louisiana. The Department of Health and Hospitals is dedicated to fulfilling its mission through direct provision of quality services, the development and stimulation of services of others, and the utilization of available resources in the most effective manner.

DHH is composed of the Bureau of Health Services Financing (BHSF Medicaid), the Office for Citizens with Developmental Disabilities (OCDD), the Office of Behavioral Health (OBH), the Office of Aging and Adult Services (OAAS), and the Office of Public Health (OPH). Under the general supervision of the Secretary, these principal offices perform the primary functions and duties assigned to DHH.

DHH, in addition to encompassing the program offices, has an administrative office known as the Office of the Secretary, a financial office known as the Office of Management and Finance (OMF), and various bureaus and boards. The Office of the Secretary is responsible for establishing policy and administering operations, programs, and affairs.

B. Purpose

The purpose of this RFP is to solicit proposals from vendors to design, implement, and maintain a core Enterprise Architecture (EA) for the Office of Technology Services and to provide on-going operational governance of the proposed solution. While the proposed solution will serve initially as the technical infrastructure for the modernization of the Department of Health and Hospital’s core Medicaid functions, proposers should also frame their solution as part of a wider-scale, statewide initiative to consolidate IT infrastructures and assets. The State anticipates the incorporation of other agency programs into the architecture, such as the modernization of the Child Welfare system, TANF, SNAP, and child support systems, in the relative near future after implementation.

The current DHH landscape consists of an array of applications—custom and off-the-shelf, on premise and remotely hosted. Each application operates as a standalone, silo’d—often black-box—system with its own set of business rules and data. Data sharing and reporting across systems are complex and difficult processes, at best. This system fragmentation drives up the cost of conducting business by reducing productivity and increasing technical maintenance efforts and activities.

DHH is seeking a solution to this problem through the implementation of an Enterprise Architecture on which we can construct an integrated, rationalized business environment. All proposed solutions should address three key areas:

1. Component design and implementation, specifically Enterprise Service Bus (ESB), Master Data Management (MDM), Data Warehousing (DWH), Identity and Access Management/SSO Portals (IAM), Document Management (DM), Consumer Communications (CC) and Business Rules Engine (BRE)

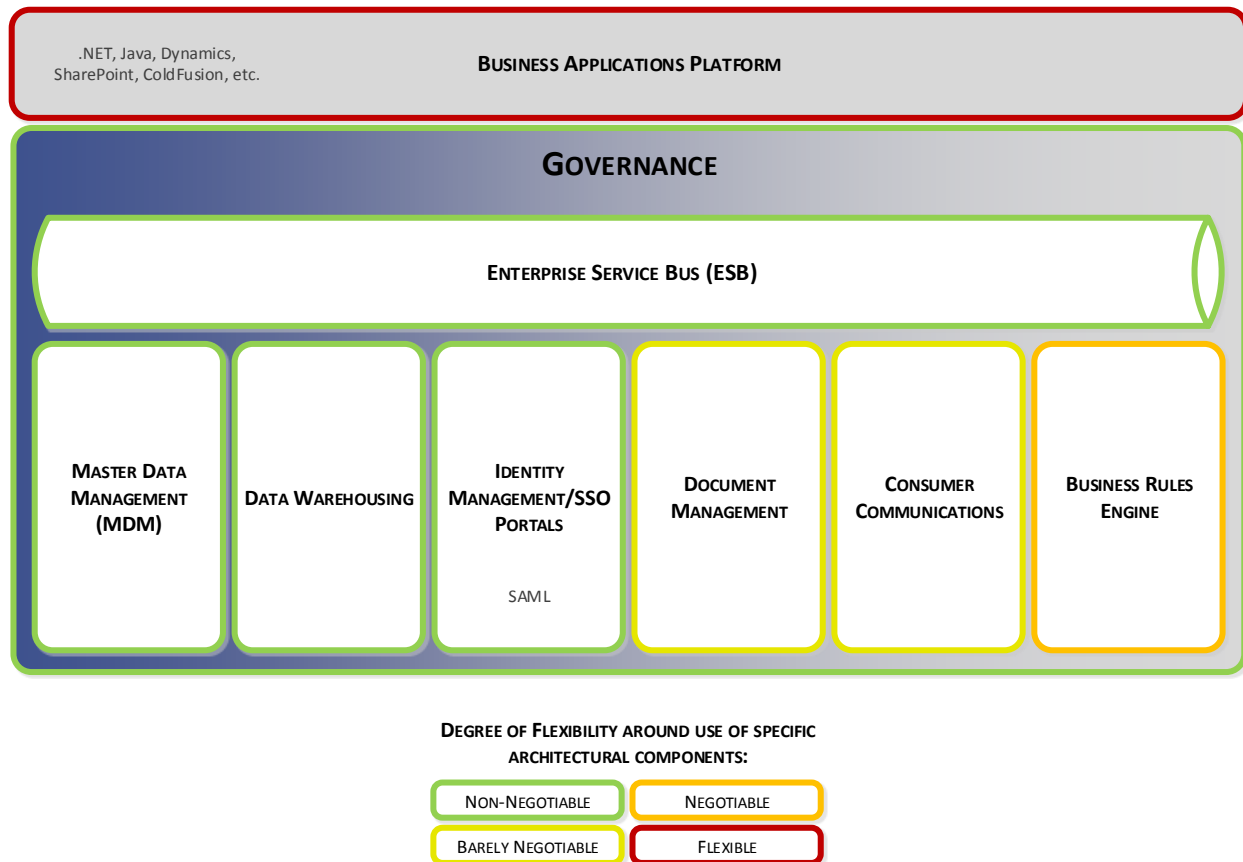
2. Governance processes for on-going management of the proposed solution
3. Transition and integration strategy and plan for new and existing business systems (see Appendix A, Figure 3: Relationship, Roles, and Responsibilities)

Any proposed solutions must be capable of integrating applications built on heterogeneous platforms (e.g., JAVA, .NET, etc.).

The implementation of current individual business applications and systems that will be eventually integrated into this architecture are currently not in scope for this RFP. Efforts needed for future integration of applications into the system will be performed based on the proposed scaling costs, time and materials.

C. Overview of Architectural Vision

Figure 1: Architectural Vision



Key Assumptions

The diagram above depicts the different components that comprise the DHH Enterprise Architectural vision. The components outlined in green (non-negotiable—ESB, MDM, DWH, IAM) are those with which all future systems will be required to integrate.

The requirement to integrate any given application with those components outlined in yellow (barely negotiable—EDMS and CC) and components outlined in orange (negotiable—BRE) will be determined based on the individual business value. The component outlined in red (flexible—business application platform) represents the applications and systems that will be integrated over time into the EA but that are outside the scope of this RFP.

A comprehensive set of policies, procedures, and standards of governance is central to assuring that these core components will effectively reduce the time and cost required for system changes, to minimize the cost of service delivery and maintenance, and to provide consolidated analytics for informed decision making.

Highly reusable web services requiring minimal or no customization will enhance the ability to deploy rapidly new COTS applications, to integrate legacy applications into the solution, and to share data across multiple programs as needed.

Given the relative equality in the features of today's component software, the assumption is that most of the effort and expense will actually be reflected in the execution of on-going governance services, not in design and implementation of the components themselves.

Adherence to external mandates such as CMS's Seven Conditions and Standards

(<http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Data-and-Systems/Downloads/EFR-Seven-Conditions-and-Standards.pdf>) and MITA will be inherent in the internal architectures of the integrated applications and systems, not enforced through the technical EA itself. The resulting DHH Enterprise Architecture will be designed, therefore, to permit diverse application architectures.

D. Invitation to Propose

Office of Technology Services is inviting qualified vendors to submit proposals for services to design, implement and provide on-going maintenance and operation of a best practice, cost-effective, modular service-oriented Enterprise Architecture in accordance with the specifications and conditions set forth herein.

To be considered for award, Proposers must demonstrate the following experience in their proposal:

1. Have served as Prime Contractor for at least two (2) successful project implementations of comparable size and scope during the past ten (10) years. Client organization size is defined as minimum of 7,000 employees, greater than 1,000 users and exceeding more than ten (10) integrated systems. Scope is defined as have integrated Enterprise Architecture components, including but not limited to Enterprise Service Bus, Master Data Management, Data Warehousing, Identity and Access Management/SSO, etc. and implemented Enterprise and Technical Governance around those enterprise components.
2. Provide a minimum of two (2) to five (5) reference of the most recent implementations in which the company served as Prime Contractor. Complete contact information must be provided. The state will contact all references provided.
3. Ten (10) years' experience providing Enterprise Architecture component implementations.

E. RFP Addenda

In the event it becomes necessary to revise any portion of the RFP for any reason, the Department shall post addenda, supplements, and/or amendments to all potential proposers known to have received the RFP. Additionally, all such supplements shall be posted at the following web address:

<http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm>

May also be posted at:

<http://new.dhh.louisiana.gov/index.cfm/newsroom/category/47>

It is the responsibility of the proposer to check the DOA or DHH website for addenda to the RFP, if any.

II. ADMINISTRATIVE INFORMATION

A. RFP Coordinator

1. Requests for copies of the RFP and written questions or inquiries must be directed to the RFP Coordinator/Blackout Period Contact listed below:

Matthew Vince
Office of Technology Services
Project Management Office
1201 N. Third St.
Suite 2-130
Baton Rouge, LA 70804
E-mail: PMO@la.gov
Fax: (225) 219-9465
Phone: (225) 342-7105

2. All communications relating to this RFP must be directed to the RFP Coordinator/Blackout Period Contact person named above. All communications between Proposers and other staff members concerning this RFP shall be strictly prohibited. Failure to comply with these requirements shall result in proposal disqualification.

B. Blackout Period

1. The Blackout Period is a specified period of time during a competitive sealed procurement process in which any Proposer, bidder, or its agent or representative, is prohibited from communicating with any state employee or Contractor of the State involved in any step in the procurement process about the affected procurement. The Blackout Period applies not only to state employees, but also to any Contractor of the State. "Involvement" in the procurement process includes but may not be limited to project management, design, development, implementation, procurement management, development of specifications, and evaluation of proposals for a particular procurement. All solicitations for competitive sealed procurements will identify a designated contact person. All communications to and from potential Proposers, bidders, Proposers and/or their representatives during the Blackout Period must be in accordance with this solicitation's defined method of communication with the designated contact person. The Blackout Period will begin upon posting of the solicitation. The Blackout Period will end when the contract is awarded.

In those instances in which a prospective Proposer is also an incumbent Proposer, the State and the incumbent Proposer may contact each other with respect to the existing contract only. Under no circumstances may the State and the incumbent Proposer and/or its representative(s) discuss the blacked-out procurement.

Any Bidder, Proposer, or State Contractor who violates the Blackout Period may be liable to the State in damages and/or subject to any other remedy allowed by law.

Any costs associated with cancellation or termination will be the responsibility of the Proposer or bidder.

Notwithstanding the foregoing, the Blackout Period shall not apply to:

- A protest to a solicitation submitted pursuant to La. R.S. 39:1671 or LAC;
- Duly noticed site visits and/or conferences for bidders or Proposers;
- Oral presentations during the evaluation process;

- Communications regarding a particular solicitation between any person and staff of the procuring agency provided the communication is limited strictly to matters of procedure. Procedural matters include deadlines for decisions or submission of proposals and the proper means of communicating regarding the procurement, but shall not include any substantive matter related to the particular procurement or requirements of the RFP.
2. This RFP is available in pdf at the following web links:
<http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm>
<http://new.dhh.louisiana.gov/index.cfm/newsroom/category/47>

C. Proposer Inquiries

1. OTS will consider written inquiries regarding the requirements of the RFP or Scope of Services to be provided before the date specified in the Schedule of Events. To be considered, written inquiries and requests for clarification of the content of this RFP must be received at the above address or via email address by the date specified in the Schedule of Events. Any and all questions directed to the RFP Coordinator will be deemed to require an official response and a copy of all questions and answers will be posted by the date specified in the Schedule of Events to the following web link:
<http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm>
2. May also be posted at:
<http://new.dhh.louisiana.gov/index.cfm/newsroom/category/47>
3. Action taken as a result of verbal discussion shall not be binding on the Department. Only written communication and clarification from the RFP Coordinator shall be considered binding.

D. Pre-Proposal Conference

1. A non-mandatory pre-proposal conference will be held on the date and time listed on the Schedule of Events. Prospective proposers are encouraged to participate in the conference to obtain clarification of the requirements of the RFP and to receive answers to relevant questions.
2. Although impromptu questions will be permitted and spontaneous answers provided during the conference, the only official answer or position of the State in response to written questions will be stated in writing, signed by an authorized agent of the State and provided in an Addendum to this RFP. Therefore, proposers should submit all questions in writing (even if an answer has already been given to an oral question). After the conference, questions will be researched and the official response will be posted on the Internet at the following link: www.dhh.louisiana.gov and wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm.

E. Governing Law

All activities associated with this RFP process shall be interpreted under Louisiana Law. All proposals and contracts submitted are subject to provisions of the laws of the State of Louisiana including but not limited to La. R.S. 39:1551-1755 (Louisiana Procurement Code); purchasing rules and regulations; executive orders; standard terms and conditions; special terms and conditions; and specifications listed in this RFP. Venue of any action brought with regard to the contract shall be in the Nineteenth Judicial District Court, Parish of East Baton Rouge, State of Louisiana.

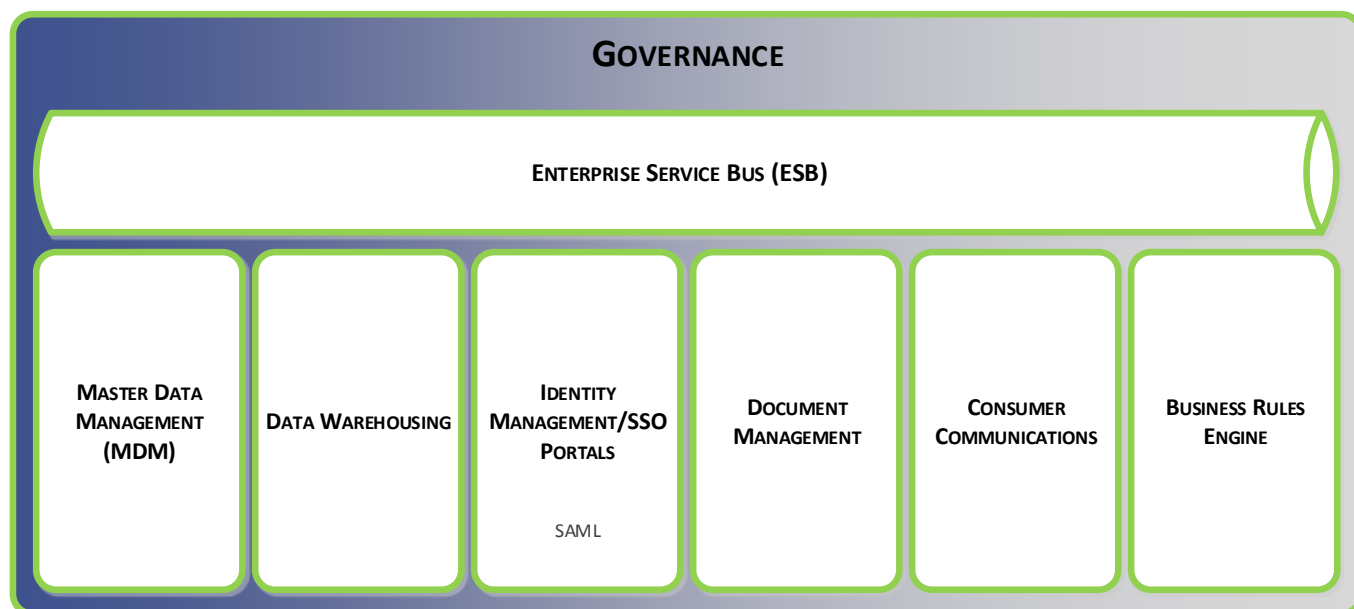
F. Schedule of Events

OTS reserves the right to deviate from this Schedule of Events. All changes in the Schedule of Events will be officially provided in an addendum to this RFP.

Schedule of Events	
Public Notice of RFP	Wednesday, May 6, 2015
Non-Mandatory Pre-Proposal Conference	09:00 AM CT 1201 N. Third St. Claiborne Bldg. Thomas Jefferson Rm C Wednesday, May 13, 2015
Deadline for Receipt of Written Questions	04:00 PM CT Wednesday, May 27, 2015
Response to Written Questions	Friday, June 5, 2015
Deadline for Receipt of Written Proposals	04:00 PM CT Wednesday, July 29, 2015
Initial Proposal Evaluation	Monday, August 10, 2015
Mandatory On Site Presentations/Demonstrations	TBD
Contract Award Recommendation	Wednesday, August 26, 2015
Contract Negotiations Begin	Monday, August 31, 2015
Contract Begins	Monday, November 2, 2015

III. SCOPE OF WORK

Figure 2: Contractor Scope of Work



A. Deliverables (Overview)

The following shall be provided and/or completed by the Contractor during the course and term of the resulting contract from this RFP:

1. Comprehensive Project Management Plan outlining design, development, and implementation of the specified Enterprise Architecture components and their Governance. A Quality Assurance/Quality Management Plan, Project Communication Plan, Risk Management Plan, Resource Management and Staffing Plan, and Change Management Plan (including plans for implementing change control) are some of the plans that must be included in the Comprehensive Project Management Plan.
2. Seven production-ready components comprising the Enterprise Architecture. All components specified must be available in all of the Application Lifecycle Management (ALM) environments (Development, System Integration Testing, User Acceptance Testing, Training and Production).

Note: Depending on the Enterprise Architecture component and COTS products selected to implement the component, there may or may not be a need for a separate instance/installation of the component software for each of the above stages/environments. Some stages/environments may be implemented as separate tenants of the same instance of a component (i.e., same BRE instance may host both development and SIT versions of business rules). The Proposer must detail what environments will be set up for each of the components, whether some of them will share any of the resources, and the rationale behind the proposed setup.

3. Comprehensive governance framework and System Integration Plan for each component of the proposed solution. The Contractor must design Enterprise Governance and design and establish Technical Governance frameworks for the proposed Enterprise Architecture. The frameworks will serve as a single point of reference for governance and management of the EA assets. This plan must address not only ongoing change management, data management, and technical management, but also cover software upgrade and end-of-life planning and strategies.

4. Cost allocation/billing processes for each component of the EA to allow per usage billing for each system utilizing EA.
5. Application Lifecycle Management (ALM) methodology and plan for each Enterprise Architecture component, having support for at least the following stages/environments:
 - Development
 - System Integration Testing (SIT)
 - User Acceptance Testing (UAT)
 - Training
 - Production
6. Training of State personnel on all implemented governance tools—instructor-led, web-based, and print-based.
7. The following minimum documentation for all components and governance tools where applicable:
 - Network configuration diagram
 - Deployment diagram
 - Data dictionaries and schemas
 - Access control matrix
 - Installation and configuration guides
 - Operational documentation
 - End user documentation
 - Training resources
 - Test plans
 - Any other documentation that may be available
8. System transition plans for new and existing business applications and systems, specifically addressing transition and integration plans of the following existing applications/systems:
 - MMIS
 - MEDS
 - Online Application
 - FNS
 - OPTS
 - LEERS
 - LINKS
 - COMPASS
 - WIC
 - ASPEN (HHS)-Health Standards Section
 - CAFÉ (DCFS)
 - Others as identified by project team
9. Disaster Recovery and High Availability Plans to include but not be limited to, all information regarding contingencies and recovery protocols relating to loss of data or data center due to power or connectivity outage, natural disaster, terrorist threat or attack, act of God, war, criminal enterprise, any state of war that may exist, and other exigent situation.

B. General Requirements

Contractor shall submit the final work plan within 30 calendar days of the start of work or the approved contract, whichever comes first. This plan shall include identification of and timeline for all project phases.

Contractor will be required to sign HIPAA Business Associate Addendum (BAA) (Attachment IV) with DHH and possibly other state entities where needed to ensure privacy and security of all state data stored on any of the Contractor's or sub-contractors' infrastructure as mandated by HIPAA (in-transit and at rest).

Initial implementation of all EA components and governance must support the Medicaid Eligibility and Enrollment system. As new systems begin to integrate with EA components, the scaling of performance and storage capacity of the architecture and their associated cost must be linear and infinite.

2. The architecture must have per-system usage metrics for all components to allow for cost-allocation between the systems utilizing those components. Contractor will be responsible for scaling appropriate components to accommodate for new systems and cost-allocating to those systems.
3. All data stored and/or transferred by all Enterprise components as well as all data dictionaries/schemas and governance processes designed and implemented as part of this project are property of the State, which shall control all policies related to its security, retention, disaster recovery, access, release, use, interfacing, etc.
4. Contractor must be able to work under the constraints established under the Relationships, Roles, Responsibilities documented in Appendix A.
5. Contractor must provide audit trails, activity tracking, and audit reporting for all Enterprise components.
6. Contractor must provide full access to OTS-IT to the Configuration Management repository for the project, including software licenses, IP addresses, DNS names, certificates, detailed network and deployment diagrams, and any other technical documentation and artifacts necessary to configure the Enterprise Architecture.
7. Contractor will scale the components to accommodate new or existing system as needed within negotiated SLA time constraints designated in the contract.
8. Contractor must maintain current inventory of systems utilizing the EA. For each system, the inventory must detail the EA components that it utilizes.
9. Contractor must monitor usage and ensure health, performance, and security of all enterprise components.
10. Contractor will be responsible for identifying and remediating any vulnerabilities.
11. Contractor must provide on-going support and assistance to system vendors with regard to integration points between their systems and Contractor-supported enterprise components.
12. Contractor shall be responsible for importing data or files from existing systems into the new components as needed for those systems' integration with enterprise components according to the requirements defined by the State. Data importing and interfacing requirements, including but not limited to content, scheduling, and format, may be identified by the State at any time in the lifecycle of the product.
13. Contractor shall provide post-implementation support for up to sixty (60) calendar days or until final acceptance of deliverables, excepting the on-going governance, maintenance, and integration tasks.
14. Contractor shall be responsible for data retention management according to all federal and state policies, procedures, and guidelines, or otherwise directed by the State.
15. Contractor shall provide enterprise-level licensing agreements for all components.
16. Contractor must store and maintain all project documentation on a state-owned and controlled document repository (e.g., DHH's SharePoint Site).
17. If housed remotely, Contractor must be within 30 minutes of the Bienville Building, 628 North Fourth St, Baton Rouge, LA 70802, during standard business days.

C. Component Design and Implementation Requirements

The Department's business objectives and component-specific requirements for implementing each of the outlined Enterprise Architecture components are as follows:

Enterprise Service Bus (ESB)

- ❖ **Objective:** Organize and make visible integration points and processes between internal and external systems.
- ❖ **Objective:** Establish a directory of technical and business services exposed by the various enterprise components and business systems (i.e. API management).

Today, the vast majority of systems used by the Department integrate with other systems using point-to-point connections. These connections are often fragile, unreliable, and undocumented resulting in a web of known and unknown, fragile interdependencies between internal and external systems that are extremely difficult and costly to maintain. By establishing the enterprise-wide ESB, the Department is aiming to make all system interconnections visible, centralized, and loosely coupled, as well as to have all technical and business services (API's) documented and accessible throughout the Department.

ESB Component Required Features:

The Contractor must verify ESB Component includes and/or provides/supports the following minimum requirements:

- Standalone ESB (not coupled)
- API Management
- System Integration
- Routing
- Messaging
- Transformation
- Orchestration
- Adapters:
 - IBM WebSphere MQ
 - ODBC
 - Web Service (WS-*, REST, ODATA)
 - MS SQL
 - Oracle
 - FTPS, SFTP, HTTPS
 - MSMQ
 - File System
- Declarative Programming (Drag and Drop UI)
- Monitoring & Fault Management
- Lifecycle Management (versioning, etc)

Master Data Management (MDM) and Data Warehousing (DWH)

- ❖ **Objective:** Improve data integrity, analysis, and reporting.
- ❖ **Objective:** Standardize processes for data storage, movement, and access.

Central to the core Departmental goal of improved analytics and decision making is consolidation of core data entities (i.e., 'People,' 'Recipients,' 'Providers,' and 'Facilities') within the MDM component and aggregation of all systems' data within a department-wide DWH. By implementing enterprise-wide MDM and DWH components, the Department is aiming to establish a single authoritative source of data, data design, and data repository for driving decision-making processes within the Department. Having established the authoritative source for those core data entities, the Department expects to see near-real-time capable DWH infrastructure and governance processes for aggregating the data from all the systems within the Department and making that data accessible for analytics across DHH.

MDM Component Required Features:

The Contractor must ensure MDM Component satisfies the following initial minimum requirements:

- Must be an Operational/transactional MDM.
- Must support the following MDM Domains/Entities:
 - People/Clients/Recipients (3+ million records)
 - Health Providers/Facilities/Partners/Vendors (100K+ records)
- Scalable to support 10+ systems serving as either the data source for the above entities or the data sink, or both.
- Includes mechanisms to provide entity/table, attribute/column, entity instance/row, and entity instance attribute/cell level security.

MDM Component Desired Features:

The proposed MDM component solution should also address the following:

- Data Modeling and Metadata
- Hierarchy Management
- Data Quality Management (cleansing, matching, linking, merging, duplicate detection, etc.)
- User Interface including Data Maintenance and Data Stewardship capabilities
- Data Loading, Integration and Synchronization
- Business Services and Workflow
- System Architecture, Security and Administration

DWH Component Required Features:

The Contractor must ensure DWH Component satisfies the following minimum requirements:

- Must have integration components that allow standardized creation of ETL processes for staging transactional data from most commonly used data stores (SQL Server, Oracle, ERP, CRM, mainframe, etc. – i.e. SSIS, Oracle Database Gateways, etc.).
- Must include tools for creating and publishing basic standard reports and dashboards.
- Must provide and data dictionaries for the DWH.
- Must support standard SQL querying.

Identity and Access Management/SSO Portals (SAML)

- ❖ **Objective:** Enable secure, cross-organizational data sharing
- ❖ **Objective:** Make personal data securely accessible to Louisiana residents

As the data across the Department is aggregated into the MDM and DWH, unified enterprise-wide security mechanisms become paramount. Given the internal and third-party data-related policies, mandates and statutory limitations, the Department is aiming to establish the Identity and Access Management (IAM) component and Governance to enable data centralization and sharing between agencies within DHH and the State, as well as between the Department and beneficiaries. Multi-factor authentication (MFA), Identity Proofing (ID Proofing), and support for open security standards (such as SAML, WS-Federation, etc.) are all central to ensuring the privacy, security, and accessibility of all the data within the Department.

IAM/SSO Component Required Features:

The Contractor must ensure IAM/SSO Component includes and/or provides/supports the following minimum requirements:

- Must provide Auditing of IAM operations (when/who changed account info etc.) and auditing of system access through IAM/SSO (when was the last time someone logged into system1 etc.).
- Must be SAML (v.2)-compliant (i.e., must be easily usable by any of the most commonly used app platforms: .NET, JAVA, PHP, etc.).
- Must include Active Directory (AD)/LDAP integration (including synchronization).
- Must provide Administrative User Account Provisioning (Help Desk or approved staff must be able to create and manage user accounts for users; approval process for new user registration; on- and off-boarding workflows).
- Must include User account/Password management/Self-service (admins/end-users should be able to create and edit their user accounts including passwords).
- Must include OpenID compatibility/support.
- Must have Access Control/Authorization features (ability to manage roles/groups/claims in addition to basic Identity Management; limited application specific administration).
- Must include Per-user/application multi-factor authentication, native/free + 3rd party
- Must include ID Proofing integration points (ability to proof user's true identity as part of the registration process – ex. Experian ID Proofing services).
- Must integrate into Active Directory for internal users (approximately 5,000 but scalable to 50,000+).
- Must allow Provisioning of user accounts for public users (from 100,000 to 1M +).

Electronic Document Management System (EDMS)

- ❖ **Objective:** Streamline access to data and information stored in structured and unstructured electronic document/file formats.

A large percentage of data within the Department is dispersed in the form of unstructured documents and files. Additionally, structured data often has to be shared as files between workers, systems, internal and external agencies and entities.

The Department is aiming to establish an enterprise-wide, unified document management system (EDMS). The EDMS should allow for secure, reliable, and auditable storage, access, searching and sharing of all departmental documents and files through usable user interfaces (web and mobile), as well as by systems through standardized API's.

EDMS Component Required Features:

The Contractor must ensure EDMS Component includes and/or provides/supports the following minimum requirements:

- Must be scalable, storing at minimum 30+ TB of documents, scalable to petabytes.
- Must replace the need for all internal and external file sharing mechanisms (FTP, file shares, proprietary custom-app stores).
- Must integrate seamlessly with the most common document viewing and editing tools used by the Department (Microsoft Office, Adobe PDF Professional).
- Must allow users to access documents from any platform with all core features available across platforms (desktop, web, mobile).
- Must allow for external access to documents.
- Must support role-based control and access of documents, as well as including the following:
 - Granular authorizations for access, preview, editing and sharing.
 - Automatic access expirations for documents deemed sensitive by DHH.
 - Content security policy enforcement, such as unusual document access activity and sharing of documents with sensitive information of uploads/downloads of prohibitive data.
- Does not require plug-ins to view documents (i.e. no Adobe Flash, no Silverlight, etc).
- Must include a flexible search engine, including document and content search capabilities.
- Must support all common document types (Word, PDF, Visio, Excel, PowerPoint, TIFF, etc).
- Must include document editing features (Rotate, merge, split, annotate, etc.).
- Must allow users to associate metadata with documents.
- Must support simple integration with scanning solutions (support for bulk-scanning)
- Must support versioning control.
- Must support definition and application of document retention policies
- Must support document workflows with review/approval ability around with digital signature support (e.g., scan notifications).
- Must provide for virus scanning during upload process.
- Must allow users to publish libraries/documents to over one (1) million public users with limited document management functionality (viewing of documents, downloading of documents).

Consumer Communications (CC)

- ❖ **Objective:** Facilitate and standardize communication authoring and distribution.
- ❖ **Objective:** Ensure reliability of delivery of communications sent using all common protocols (mail, e-mail, SMS, etc.)

DHH generates a large number of communications to beneficiaries and providers. The majority of these communications is in the form of paper mail and is generally created and reviewed by the various program offices or agencies that generate them with little oversight from the Department's Bureau of Media & Communications (BMAC). In cases when these communications are triggered by automated

processes within systems, the templates for these communications tend to be hard and expensive to maintain and modify.

The Department is aiming to establish a unified Consumer Communications platform that incorporates commonly available authoring tools, document reviewing and tracking capabilities, and publication of communication templates (e.g., notices, flyers, and notifications). Published templates should be accessible and easy to use by workers and systems alike. Systems integrated with the CC should be able to use all of the most common communication mediums (paper mail, email, SMS, fax, online) for communication distribution.

All paper documents produced by the Contractor must conform to the paper mail standards defined by the Office of Technology Services. The proposed technology must seamlessly integrate with Ricoh ProcessDirector for all print, insert, and/or mail applications. The technology must be capable of being driven by Ricoh ProcessDirector and must allow for bi-directional file-based communication with Ricoh ProcessDirector.

CC Component Required Features:

The Contractor must ensure CC Component includes and/or provides/supports the following minimum requirements:

- Must support interactive, declarative communication document composition (i.e., parameterized, dynamic-length notice templates; email templates; SMS notifications, etc.).
- Must allow configurable communication destinations (i.e., print-shop, EDMS, email, SMS, fax, etc.).
- Must provide reliable end-to-end tracking of communications from source to target.
- Must include unified error-handling and analytics.

Business Rules Engine (BRE)

- ❖ **Objective:** Improve transparency and use of standard department-wide business rules
- ❖ **Objective:** Establish a shared resource for systems requiring an externalized BRE

Although many of the systems and platforms already have built-in rule engines, a number of department-wide rules should be visible and accessible to all the systems across the Department (e.g., DHH holiday calendar, fiscal year info, etc.)

The Department is aiming to establish a shared Business Rules Engine (BRE) to store key departmental rules, as well as to allow systems needing to externalize their business rules to have their own rule repositories within the shared BRE.

BRE Component Required Features:

The Contractor must ensure BRE Component includes and/or provides/supports the following minimum requirements:

- Must allow users to create rules using easy-to-learn, menu-driven functionality.
- Must allow users to update rules without coding changes.
- Must streamline large sets of similarly structured rules with decision tables.

- Must allow for rules to perform a wide variety of actions, from setting field values to calling web services.
- Must express calculations and complex conditions with Excel-like syntax expressions.
- Must define the data schemas against which users can write rules—create them manually or import an existing database, XSD, etc.
- Must allow users to define endpoints for accessing resources like databases, web services, etc.
- Must allow users to test rule changes prior to implementation.
- Must include the capacity to execute business rules from a variety of systems, including J2EE applications, BPM processes and ESB orchestrations.
- Must store rules in a central location for access by authorized user(s).
- Must allow multiple users to work on different parts of the rule base at the same time.
- Must provide for access to the most current rules during rule authoring and at execution time—without recompiling code.
- Must include granular check-out and check-in rules.
- Must include the ability to view what changed from one revision of rules to another.
- Must have the ability to promote rules from one rule repository to another with no system downtime.
- Must share common data structures, business rules and endpoints between rule applications.
- Must have the ability to rollback to prior versions of rules with no system downtime.
- Must manage role-based permissions to prevent unauthorized rule changes.

General Component Requirements:

1. All architectural components must utilize Commercial-off-the-Shelf (COTS) software. However, each component may be considered separately such that there is no requirement that all components be a single piece of software or be from a single vendor.
2. **All components must be able to integrate into and use the Identity and Access Management/Single Sign-On (IAM/SSO) component for authentication.** In some cases, authorization may be managed by the enterprise components themselves, though identity management and authentication must be done through the central IAM/SSO using its open-standard API (i.e., SAML v.2).
3. Must have web-service-based API's for all core features of each enterprise component.
4. Must include tools for monitoring usage to enable proactive identification of issues or risks in processing, space and networking resources for each EA component.
5. Integration with EA components by future systems must be done through non-proprietary, documented, open-standard interfaces.

D. Hosting and Infrastructure Requirements

Whenever on-premise hosting is an option for any of the components of the solution, that component must be hosted on premise on state-owned hardware/assets. However, proposers may also select cloud-hosted Software/Platform as a Service solutions (SaaS/PaaS) for any of the components of the EA if on-premise hosting option is not available and/or that SaaS/PaaS best fits the requirements of this RFP.

For example, if the selected software vendor for the ESB component has both, cloud-hosted and on-premise hosting options, the on-premise option must be selected and the component must be hosted on state-owned hardware/assets. However, if the selected software vendor for the DWH component has only vendor/cloud-hosted (SaaS) option, that vendor may host DWH on its cloud (as it's the only option).

Proposers must detail the strategy of transitioning each selected cloud-hosted component to another vendor or in-house in case the original SaaS/PaaS component vendor goes out of business or is unable to abide by its SLA. All sub-contracts with cloud-hosted software vendors must be transferrable to the State upon termination of the contract.

All components of the solution/system must be able to pass all CMS and IRS security audits and/or gate reviews.

Table 1 provides information about the initial minimum scale of the Enterprise Architecture that the Contractor must implement. This initial implementation is needed to accommodate Medicaid's Eligibility & Enrollment system (E&E) – the first system to integrate with the Enterprise Architecture.

Table 1: Initial Scale of Enterprise Architecture Components (accommodates needs of the Medicaid E&E system)

ENTERPRISE COMPONENT	ESTIMATED MINIMUM NUMBERS
ESB:	API Invocations: 296,696/day Integration Messages: 362,448/day
MDM	4 million people 150,000 providers
DWH	4 million people and 150,000 providers with all the entities related to those (applications, documents, cases, etc.), for a total of around 10-15 TB of data
IAM/SSO	2,000 State Staff, 8,000 Partner Users, 2+ million public users
EDMS	20 TB of documents
CC	15,000 paper mailings/day, 2,000 emails/day, 1,000 SMS/day, 500 faxes/day
BRE	3000 active rules

On-Premise Hosting Requirements:

The state of Louisiana's Office of Technology Services has consolidated state IT hardware into its data centers. To evaluate the feasibility of proposals leveraging state assets, proposers must provide the following information for each of the components assuming the need for future scalability and growth to include not only Medicaid Eligibility system, but also MMIS, additional DHH legacy systems, and other related cross-agency programs:

- Software package technical specifications and requirements
- Software enterprise licensing structure
- Hardware specifications and requirements

- Database requirements
- OS requirements
- Networking requirements
- Security configuration requirements

Remote Hosting Requirements:

- See [Appendix J](#) for detailed requirements.

E. Governance Requirements

1. The Contractor will be responsible for day-to-day oversight of the Technical Governance for all of the seven (7) enterprise components. All governance policies must conform to or align with the governance policies and standards defined by the governance board of the Office of Technology Services.
2. Contractor will be responsible for analyzing the scope and impact of any changes prior to the implementation of changes and reporting those impacts to a department review committee prior to making changes. The final decision for changes will be the responsibility of the State.
3. Contractor will be responsible for adhering to the policies and procedures of the Office of Technology Services regarding change management, software and application maintenance, data maintenance, etc.
4. Contractor will be responsible for working with the State to develop a state SOA governance board to oversee implementation and ongoing maintenance of the system's integrity.

F. Transition and Integration Planning Requirements

1. Contractor will be responsible for identifying the scaling requirements of all components integrated into the architecture both upon initial implementation and on an ongoing basis and executing such work as approved by the State.
2. Contractor will be responsible for planning all work required to integrate components and applications that become part of enterprise architecture, and executing such work as approved by the State.
3. Contractor will be responsible for data retention management activities that assure compliance with all state and federal requirements regarding data retention, including data destruction as required.
4. Contractors shall expect to participate in and help conduct future planning for the integration of external systems that may utilize the EA infrastructure.

G. Staff Augmentation

1. Contractor will be responsible of providing staff augmentation on an as-needed basis for special projects or tasks at the request of the State. [Appendix I](#) includes a list of possible job titles with descriptions that may be requested at any given time.

H. Technical Requirements

Proposer must state agreement to abide by the conditions listed below:

- The Contractor may be responsible for procuring and maintaining hardware, but the State reserves the right to procure.
- The Contractor shall adhere to state and federal regulations and guidelines as well as to industry standards and best practices for systems or functions required to support the requirements of this RFP.
- The Contractor shall clearly identify any systems or portions of systems outlined in the proposal that are considered to be proprietary in nature.

- Unless explicitly stated to the contrary, the contractor is responsible for all expenses required to obtain access to State systems or resources that are relevant to successful completion of the requirements of this RFP. The contractor is also responsible for expenses required for the State to obtain access to the Contractor's systems or resources that are relevant to the successful completion of the requirements of this RFP. Such expenses are inclusive of hardware, software, network infrastructure and any licensing costs.
- Any confidential information must be encrypted to FIPS 140-2 standards when at rest or in transit.
- Contractor-owned resources must be compliant with industry standard physical and procedural safeguards (NIST SP 800-114, NIST SP 800-66, NIST 800-53 rev 4, ISO 17788, etc.) for confidential information (HITECH, HIPAA part 164).
- Any contractor use of flash drives or external hard drives for storage of State data must first receive written approval from the Department and upon such approval shall adhere to FIPS 140-2 hardware level encryption standards.
- All contractor utilized computers and devices must:
 - Be protected by industry standard virus protection software which is automatically updated on a regular schedule.
 - Have installed all security patches which are relevant to the applicable operating system and any other system software.
 - Have encryption protection enabled at the Operating System level.

I. Liquidated Damages

1. In the event the Contractor fails to meet the performance standards specified within the contract, the liquidated damages defined below may be assessed. If assessed, the liquidated damages will be used to reduce the State's payments to the Contractor or if the liquidated damages exceed amounts due from the Department, the Contractor will be required to make cash payments for the amount in excess. The Office of Technology Services may also delay the assessment of liquidated damages if it is in the best interest of the State to do so. The State may give notice to the Contractor of a failure to meet performance standards but delay the assessment of liquidated damages in order to give the Contractor an opportunity to remedy the deficiency; if the Contractor subsequently fails to remedy the deficiency to the satisfaction of the Department, OTS may reassert the assessment of liquidated damages, even following contract termination.
 - Late submission of any required report - \$100 per working day, per report.
 - Failure to fill vacant contractually required key staff positions within 90 days - \$500 per working day from 91st day of vacancy until filled with an employee approved by the Department.
 - Failure to maintain all client files and perform all file updates according to the requirements in the contract, as evidenced in client files when reviewed during monitoring site visit - \$100 per client.
 - Late submission of invoices beginning 10 business days after the stated due date - \$50 per working day per invoice.
2. The decision to impose liquidated damages may include consideration of some or all of the following factors:
 - The duration of the violation;
 - Whether the violation (or one that is substantially similar) has previously occurred;
 - The Contractor's history of compliance;

- The severity of the violation and whether it imposes an immediate threat to the health or safety of the consumers;
- The “good faith” exercised by the Contractor in attempting to stay in compliance.

J. Fraud and Abuse

1. The Contractor shall have internal controls and policies and procedures in place that are designed to prevent, detect, and report known or suspected fraud and abuse activities.
2. Such policies and procedures must be in accordance with state and federal regulations. Contractor shall have adequate staffing and resources to investigate unusual incidents and develop and implement corrective action plans to assist the Contractor in preventing and detecting potential fraud and abuse activities.

K. Subcontracting

1. The State shall have a single prime contractor as the result of any contract negotiation, and that prime contractor shall be responsible for all deliverables specified in the RFP and proposal. This general requirement notwithstanding, proposers may enter into subcontractor arrangements, however, should acknowledge in their proposals total responsibility for the entire contract.
2. If the proposer intends to subcontract for portions of the work, the proposer should identify any subcontractor relationships and include specific designations of the tasks to be performed by the subcontractor. Information required of the proposer under the terms of this RFP shall also be required for each subcontractor. The prime contractor shall be the single point of contact for all subcontract work.
3. Unless provided for in the contract with the State, the prime contractor shall not contract with any other party for any of the services herein contracted without the express prior written approval of the Department.
4. For subcontractor(s), before commencing work, the contractor will provide letters of agreement, contracts or other forms of commitment which demonstrate that all requirements pertaining to the contractor will be satisfied by all subcontractors through the following:
 - The subcontractor(s) will provide a written commitment to accept all contract provisions.
 - The subcontractor(s) will provide a written commitment to adhere to an established system of accounting and financial controls adequate to permit the effective administration of the contract.

L. Compliance With Civil Rights Laws

1. The contractor agrees to abide by the requirements of the following as applicable: Title VI and Title VII of the Civil Rights Act of 1964, as amended by the Equal Opportunity Act of 1972, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran’s Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Act of 1975, and contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990.
2. Contractor agrees not to discriminate in its employment practices, and will render services under this contract without regard to race, color, religion, sex, national origin, veteran status, political affiliation, or disabilities. Any act of discrimination committed by Contractor, or failure to comply with these statutory obligations when applicable shall be grounds for termination of this contract.

M. Insurance Requirements

Insurance shall be placed with insurers with an A.M. Best's rating of no less than A-: VI. This rating requirement shall be waived for Workers' Compensation coverage only. The Contractor shall purchase and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, employees or subcontractors.

1. MINIMUM SCOPE AND LIMITS OF INSURANCE

a. Workers Compensation

Workers Compensation insurance shall be in compliance with the Workers Compensation law of the State of the Contractor's headquarters. Employers Liability is included with a minimum limit of \$500,000 per accident/per disease/per employee. If work is to be performed over water and involves maritime exposure, applicable LHWCA, Jones Act, or other maritime law coverage shall be included and the Employers Liability limit increased to a minimum of \$1,000,000. A.M. Best's insurance company rating requirement may be waived for workers compensation coverage only.

b. Commercial General Liability

Commercial General Liability insurance, including Personal and Advertising Injury Liability, shall have a minimum limit per occurrence of \$1,000,000 and a minimum general aggregate of \$2,000,000. The Insurance Services Office (ISO) Commercial General Liability occurrence coverage form CG 00 01 (current form approved for use in Louisiana), or equivalent, is to be used in the policy. Claims-made form is unacceptable.

c. Automobile Liability

Automobile Liability Insurance shall have a minimum combined single limit per occurrence of \$1,000,000. ISO form number CA 00 01 (current form approved for use in Louisiana), or equivalent, is to be used in the policy. This insurance shall include third-party bodily injury and property damage liability for owned, hired and non owned automobiles.

d. Professional Liability (Errors and Omissions)

Professional Liability (Error & Omissions) insurance, which covers the professional errors, acts, or omissions of the Contractor, shall have a minimum limit of \$1,000,000. Claims-made coverage is acceptable. The date of the inception of the policy must be no later than the first date of the anticipated work under this contract. It shall provide coverage for the duration of this contract and shall have an expiration date no later than 30 days after the anticipated completion of the contract. The policy shall provide an extended reporting period of not less than 24 months, with full reinstatement of limits, from the expiration date of the policy.

2. DEDUCTIBLES AND SELF INSURED RETENTIONS

Any deductibles or self-insured retentions must be declared to and accepted by the Agency. The Contractor shall be responsible for all deductibles and self-insured retentions.

3. OTHER INSURANCE PROVISIONS

The policies are to contain, or be endorsed to contain, the following provisions:

a. General Liability and Automobile Liability Coverages

- i. The Agency, its officers, agents, employees and volunteers shall be named as an additional insured as regards negligence by the contractor. ISO Form CG 20 10 (current form approved for use in Louisiana), or equivalent, is to be used when applicable. The coverage shall contain no special limitations on the scope of protection afforded to the Agency.

- ii. The Contractor's insurance shall be primary as respects the Agency, its officers, agents, employees and volunteers. Any insurance or self-insurance maintained by the Agency shall be excess and non-contributory of the Contractor's insurance.
- iii. The Contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the policy limits.

b. Workers Compensation and Employers Liability Coverage

The insurer shall agree to waive all rights of subrogation against the Agency, its officers, agents, employees and volunteers for losses arising from work performed by the Contractor for the Agency.

c. All Coverages

- i. Coverage shall not be canceled, suspended, or voided by either party (the Contractor or the insurer) or reduced in coverage or in limits except after 30 days written notice has been given to the Agency. Ten-day written notice of cancellation is acceptable for non-payment of premium. Notifications shall comply with the standard cancellation provisions in the Contractor's policy.
- ii. Neither the acceptance of the completed work nor the payment thereof shall release the Contractor from the obligations of the insurance requirements or indemnification agreement.
- iii. The insurance companies issuing the policies shall have no recourse against the Agency for payment of premiums or for assessments under any form of the policies.
- iv. Any failure of the Contractor to comply with reporting provisions of the policy shall not affect coverage provided to the Agency, its officers, agents, employees and volunteers.

4. ACCEPTABILITY OF INSURERS

All required insurance shall be provided by a company or companies lawfully authorized to do business in the jurisdiction in which the Project is located. Insurance shall be placed with insurers with a A.M. Best's rating of A-:VI or higher. This rating requirement may be waived for workers compensation coverage only.

If at any time an insurer issuing any such policy does not meet the minimum A.M. Best rating, the Contractor shall obtain a policy with an insurer that meets the A.M. Best rating and shall submit another Certificate of Insurance as required in the contract.

5. VERIFICATION OF COVERAGE

Contractor shall furnish the Agency with Certificates of insurance reflecting proof of required coverage. The Certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The Certificates are to be received and approved by the Agency before work commences and upon any contract renewal thereafter.

In addition to the Certificates, Contractor shall submit the declarations page and the cancellation provision endorsement for each insurance policy. The Agency reserves the right to request complete certified copies of all required insurance policies at any time.

Upon failure of the Contractor to furnish, deliver and maintain such insurance as above provided, this contract, at the election of the Agency, may be suspended, discontinued or terminated. Failure of the Contractor to purchase and/or maintain any required insurance shall not relieve the Contractor from any liability or indemnification under the contract.

6. SUBCONTRACTORS

Contractor shall include all subcontractors as insureds under its policies OR shall be responsible for verifying and maintaining the Certificates provided by each subcontractor. Subcontractors shall be subject to all of

the requirements stated herein. The Agency reserves the right to request copies of subcontractor's Certificates at any time.

7. WORKERS COMPENSATION INDEMNITY

In the event Contractor is not required to provide or elects not to provide workers compensation coverage, the parties hereby agree that Contractor, its owners, agents and employees will have no cause of action against, and will not assert a claim against, the State of Louisiana, its departments, agencies, agents and employees as an employer, whether pursuant to the Louisiana Workers Compensation Act or otherwise, under any circumstance. The parties also hereby agree that the State of Louisiana, its departments, agencies, agents and employees shall in no circumstance be, or considered as, the employer or statutory employer of Contractor, its owners, agents and employees. The parties further agree that Contractor is a wholly independent contractor and is exclusively responsible for its employees, owners, and agents. Contractor hereby agrees to protect, defend, indemnify and hold the State of Louisiana, its departments, agencies, agents and employees harmless from any such assertion or claim that may arise from the performance of this contract.

N. Resources Available to Contractor

The Department or DHH will have an assigned staff member who will be responsible for primary oversight of the contract. This individual will schedule meetings to discuss progress of activities and problems identified.

O. Contract Monitor

All work performed by the contract as result of this RFP will be managed by the contract manager at DHH:

Bill Perkins; or designee
Medicaid Deputy Director
Department of Health and Hospitals
Bureau of Health Services Financing

The contract monitor will be the Chief Technology Officer of the Office of Technology Services, or his designee:

Michael Allison; or designee
Chief Technology Officer
Office of Technology Services

P. Term of Contract

1. The contract shall commence on or near the date approximated in the Schedule of Events. The term of this contract shall be 3 years. With all proper approvals and concurrence with the successful contractor, agency may also exercise an option to extend for up to twenty-four (24) additional months at the same rates, terms and conditions of the initial contract term. Prior to the extension of the contract beyond the initial 36 month term, prior approval by the Joint Legislative Committee on the Budget (JLCB) or other approval authorized by law shall be obtained. Such written evidence of JLCB approval shall be submitted, along with the contract amendment, to the Office of State Purchasing (OSP) to extend contract terms beyond the initial 3 year term.
2. No contract/amendment shall be valid, nor shall the state be bound by the contract/amendment, until it has first been executed by the head of the using agency, or his designee, the contractor and has been approved in writing by the director of the Office of State Purchasing. Total contract term, with extensions, shall not exceed five (5) years. The continuation of this contract is contingent upon the appropriation of funds by the legislature to fulfill the requirements of the contract.

Q. Payment Terms

1. The contractor shall submit deliverables in accordance with established timelines and shall submit itemized invoices monthly or as defined in the contract terms. Payment of invoices is subject to approval of OFSS. Continuation of payment is dependent upon available funding.
2. Payments will be made to the Contractor after written acceptance by the Office of Technology Services of the payment task and approval of an invoice. The State will make every reasonable effort to make payments within **thirty (30) calendar days** of the approval of invoice and under a valid contract. Such payment amounts for work performed must be based on at least equivalent services rendered, and to the extent practical, will be keyed to clearly identifiable stages of progress as reflected in written reports submitted with the invoices. Contractor will not be paid more than the maximum amount of the contract.

IV. PROPOSALS

A. General Information

This section outlines the provisions that govern determination of compliance of each Proposer's response to the RFP. The State shall determine, at its sole discretion, whether or not the requirements have been reasonably met. Omissions of required information shall be grounds for rejection of the proposal by the State.

It is the Proposer's responsibility to include information that will assist the State in determining the level of quality and timeliness that may be expected. The State shall determine, at its sole discretion, whether or not the RFP provisions have been reasonably met. The proposal should describe the background and capabilities of the proposer, give details on how the services will be provided, and shall include a breakdown of proposed costs. Work samples may be included as part of the proposal as supporting documentation.

Proposals should address how the proposer intends to assume complete responsibility for timely performance of all contractual responsibilities in accordance with federal and state laws, regulations, policies, and procedures.

Proposals should define proposer's functional approach in providing services and identify the tasks necessary to meet the RFP requirements of the provision of services, as outlined in Section II.

B. Contact After Solicitation Deadline

After the date for receipt of proposals, no proposer-initiated contact relative to the solicitation will be allowed between the proposers and DHH until an award is made (cf. [Section II.B](#) Blackout Period).

C. Code of Ethics

1. The contractor acknowledges that Chapter 15 of Title 42 of the Louisiana Revised Statutes (R.S. 42:1101 et. seq., Code of Governmental Ethics) applies to the Contracting Party in the performance of services called for in this contract. The contractor agrees to immediately notify the state if potential violations of the Code of Governmental Ethics arise at any time during the term of this contract.
2. Proposers are responsible for determining that there will be no conflict or violation of the Ethics Code if their company is awarded the contract. The Louisiana Board of Ethics is the only entity which can officially rule on ethics issues. Notwithstanding, any potential conflict of interest that is known or should reasonably be known by a proposer as it relates to the RFP should be immediately reported to the Department by proposer.

D. Rejection and Cancellation

Issuance of this solicitation does not constitute a commitment by OTS to award a contract or contracts or to enter into a contract after an award has been made. The State reserves the right to take any of the following actions that it determines to be in its best interest:

1. Reject all proposals received in response to this solicitation;
2. Cancel this RFP; or
3. Cancel or decline to enter into a contract with the successful proposer at any time after the award is made and before the contract receives final approval from the Division of Administration, Office of State Purchasing.

4. In accordance with the provisions of R.S. 39:2192, in awarding contracts after August 15, 2010, any public entity is authorized to reject a proposal or bid from, or not award the contract to, a business in which any individual with an ownership interest of five percent or more, has been convicted of, or has entered a plea of guilty or nolo contendere to any state felony or equivalent federal felony crime committed in the solicitation or execution of a contract or bid awarded under the following provisions of the Louisiana Revised Statutes of 1950 governing public contracts: Title 38, Chapter 10 (public contracts); or Title 39, Chapter 17 (Louisiana Procurement Code).

E. Contract Award and Execution

1. The State reserves the right to:
 - Make an award without presentations by proposers or further discussion of proposals received.
 - To enter into a contract without further discussion of the proposal submitted based on the initial offers received.
 - Contract for all or a partial list of services offered in the proposal.
2. The RFP and proposal of the selected Proposer shall become part of any contract initiated by the State.
3. The selected Proposer shall be expected to enter into a contract that is substantially the same as the sample contract included in Attachment III. In no event shall a Proposer submit its own standard contract terms and conditions as a response to this RFP. The Proposer should submit with its proposal any exceptions or exact contract deviations that its firm wishes to negotiate. Negotiations may begin with the announcement of the selected Proposer.
4. If the contract negotiation period exceeds 15 days or if the selected Proposer fails to sign the final contract within 15 days of delivery, the State may elect to cancel the award and award the contract to the next-highest-ranked Proposer.

F. Assignments

Any assignment, pledge, joint venture, hypothecation of right or responsibility to any person, firm or corporation should be fully explained and detailed in the proposal. Information as to the experience and qualifications of proposed subcontractors or joint ventures should be included in the proposal. In addition, written commitments from any subcontractors or joint ventures should be included as part of the proposal. All assignments must be approved of by OTS.

G. Determination of Responsibility

Determination of the proposer's responsibility relating to this RFP shall be made according to the standards set forth in LAC 34:V.2536. The State must find that the selected proposer:

1. Has adequate financial resources for performance, or has the ability to obtain such resources as required during performance;
2. Has the necessary experience, organization, technical qualifications, skills, and facilities, or has the ability to obtain them;
3. Is able to comply with the proposed or required time of delivery or performance schedule; Has a satisfactory record of integrity, judgment, and performance; and
4. Is otherwise qualified and eligible to receive an award under applicable laws and regulations.

Proposers should ensure that their proposals contain sufficient information for the State to make its determination by presenting acceptable evidence of the above to perform the contracted services.

H. Proposal and Contract Preparation Costs

The proposer assumes sole responsibility for any and all costs and incidental expenses associated with the preparation and reproduction of any proposal submitted in response to this RFP. The proposer to which the contract is awarded assumes sole responsibility for any and all costs and incidental expenses that it may incur in connection with: (1) the preparation, drafting or negotiation of the final contract; or (2) any activities that the proposer may undertake in preparation for, or in anticipation or expectation of, the performance of its work under the contract before the contract receives final approval from the Division of Administration, Office of State Purchasing. The proposer shall not include these costs or any portion thereof in the proposed contract cost. The proposer is fully responsible for all preparation costs associated therewith even if an award is made but subsequently terminated by the Department.

I. Ownership of Proposal

All proposals become the property of OTS and will not be returned to the proposer. OTS retains the right to use any and all ideas or adaptations of ideas contained in any proposal received in response to this solicitation. Selection or rejection of the offer will not affect this right. Once a contract is awarded, all proposals will become subject to the Louisiana Public Records Act.

J. Procurement Library/Resources To Proposer

Charges for copying are twenty-five cents (\$0.25) per page, payable at the time copies are made. Cash is not acceptable. Checks and/or money orders are to be made payable to the Department of Health and Hospitals.

Relevant material related to this RFP will be posted at the following web address:

<http://new.dhh.louisiana.gov/index.cfm/newsroom/category/47>

K. Proposal Submission

1. All proposals must be received by the due date and time indicated on the Schedule of Events. Proposals received after the due date and time will not be considered. It is the sole responsibility of each proposer to assure that its proposal is delivered at the specified location prior to the deadline. Proposals which, for any reason, are not so delivered will not be considered.
2. Proposer shall submit one (1) original hard copy (The Certification Statement must have original signature signed in ink) and should submit one (1) electronic copy (cd or flash drive) of the entire proposal and eight (8) hard copies of the proposal. Proposer should additionally provide one (1) electronic copy of the redacted proposal (on cd or flash drive). No facsimile or emailed proposals will be accepted. The cost proposal and financial statements shall be submitted separately from the technical proposal; however, for mailing purposes, all packages may be shipped in one container.
3. Sealed proposals must be delivered to:

**RFP Coordinator
Office of Technology Services
Division of Administration
Claiborne Building, Suite 2-130
1201 N. Third St
Baton Rouge, LA 70802**

Or mailed to:

**RFP Coordinator
Office of Technology Services**

Division of Administration
P.O. Box 94095
Baton Rouge, LA 70804-9095

L. Proprietary and/or Confidential Information

1. Only information which is in the nature of legitimate trade secrets or non-published financial data may be deemed proprietary or confidential. Any material within a proposal identified as such must be clearly marked in the proposal and will be handled in accordance with the Louisiana Public Records Act, R.S. 44:1-44 and applicable rules and regulations. Any proposal copyrighted or marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.
2. The designation of certain information as trade secrets and/or privileged or confidential proprietary information shall only apply to the technical portion of the proposal. Proposers are reminded that cost proposals will not be considered confidential under any circumstance and that protections for technical proposals must be claimed by the Proposer at the time of submission of its technical proposal.
3. For the purposes of this procurement, the provisions of the Louisiana Public Records Act (La. R.S. 44.1 et seq.) will be in effect. Pursuant to this Act, all proceedings, records, contracts, and other public documents relating to this procurement shall be open to public inspection. Proposers are reminded that while trade secrets and other proprietary information they submit in conjunction with this procurement may not be subject to public disclosure, protections must be claimed by the Proposer at the time of submission of its Technical Proposal. Proposers should refer to the Louisiana Public Records Act for further clarification.
4. The Proposer must clearly designate the part of the proposal that contains a trade secret and/or privileged or confidential proprietary information as "confidential" in order to claim protection, if any, from disclosure. The Proposer shall mark the cover sheet of the proposal with the following legend, specifying the specific section(s) of his proposal sought to be restricted in accordance with the conditions of the legend:

"The data contained in ____ pages have been submitted in confidence and contain trade secrets and/or privileged or confidential information and such data shall only be disclosed for evaluation purposes, provided that if a contract is awarded to this Proposer as a result of or in connection with the submission of this proposal, the State of Louisiana shall have the right to use or disclose the data therein to the extent provided in the contract. This restriction does not limit the State of Louisiana's right to use or disclose data obtained from any source, including the Proposer, without restrictions."
5. Further, to protect such data, and the document is marked "CONFIDENTIAL".
6. Proposers must be prepared to defend the reasons why the material should be held confidential. If a competing Proposer or other person seeks review or copies of another Proposer's confidential data, the state will notify the owner of the asserted data of the request. If the owner of the asserted data does not want the information disclosed, it must agree to indemnify the state and hold the state harmless against all actions or court proceedings that may ensue (including attorney's fees), which seek to order the state to disclose the information. If the owner of the asserted data refuses to indemnify and hold the state harmless, the state may disclose the information.
7. The State reserves the right to make any proposal, including proprietary information contained therein, available to OSP personnel, the Office of the Governor, or other state agencies or organizations for the sole purpose of assisting the State in its evaluation of the proposal. The State shall require said individuals to protect the confidentiality of any specifically identified proprietary information or privileged business information obtained as a result of their participation in these evaluations.
8. Additionally, any proposal that fails to follow this section and/or La. R.S. 44:3.2.(D) (1) shall have failed to properly assert the designation of trade secrets and/or privileged or confidential proprietary information and the information may be considered public records.

9. If your proposal contains confidential information, you should also submit a redacted copy along with your proposal. If you do not submit the redacted copy, it will be assumed that any claim to keep information confidential is waived.

M. Proposal Format

1. All proposals must include the following sections and follow the outline below. Proposals that fail to issue an item-by-item response or affirm the mandatory requirements of this Request for Proposal shall be subject to disqualification.
2. There is no intent to limit the content of the proposals, and proposers may include any additional information deemed pertinent. Emphasis should be on simple, straightforward and concise statements of the proposer's ability to satisfy the requirements of the RFP.
3. The Proposer shall clearly identify any systems or portions of systems outlined in the proposal that are considered to be proprietary in nature.

N. Required Proposal Outline (Mandatory Content):

Section 1.	Qualifications to Propose
Section 2.	Introduction/Administrative Data
Section 3.	Technical Response
Section 4.	Enterprise Architecture Work Plan and Project Execution
Section 5.	Project Staffing
Section 6.	Corporate Financial Condition
Section 7.	Cost and Pricing Analysis
Section 8.	Additional Information

O. Proposal Content

Section 1. Qualifications to Propose

Proposers are expected to demonstrate their compliance with [Section I.D](#) in a separate summarized section within their proposals. Proposers who have not met or clearly demonstrate their experience, as outlined in Section I.D, will not be considered for award and be disqualified from proposal evaluation.

The proposer must document a record of prior successful experience in the implementation of the services sought through this RFP. Proposers must include statements specifying the extent of responsibility on prior projects and a description of the project's scope and similarity to the project outlined in this RFP.

All experience under this section must be in sufficient detail to allow an adequate evaluation by OTS. The proposer must have implemented a similar type project within the last ten (10) years. At least two of the requested customer references must be for the most recent projects implementations (cf. Invitation to Propose). Proposer must also detail the experience with scaling the projects after initial implementation. References shall include the name, email address and telephone number of each contact person.

In this section, a statement of the proposer's involvement in litigation that could affect this work shall be included. If no such litigation exists, proposer should so state.

Section 2. Introduction/Administrative Data

1. The introductory section shall contain summary information about the proposer's organization and state proposer's knowledge and understanding of the needs and objectives of the State as related to the scope of this RFP. The Proposer should further cite its ability to satisfy provisions of the Request for Proposal.

2. This introductory section should include a description of how the proposer's organizational components communicate and work together in both an administrative and functional capacity from the top down. This section should contain a brief summary setting out the proposer's management philosophy including, but not limited to, the role of Quality Control, Professional Practices, Supervision, Distribution of Work and Communication Systems. This section should include an organizational chart displaying the proposer's overall structure.
3. This section must include the following information:
 - a. Location of Administrative Office with Full Time Personnel, include all office locations (address) with full time personnel.
 - b. Name and address of principal officer;
 - c. Name and address for purpose of issuing checks and/or drafts;
 - d. For corporations, a statement listing name(s) and address(es) of principal owners who hold five percent interest or more in the corporation.
 - e. If out-of-state proposer, give name and address of local representative; if none, so state;
 - f. If any of the proposer's personnel named is a current or former Louisiana state employee, indicate the Agency where employed, position, title, termination date, and social security number;
 - g. If the proposer was engaged by DHH within the past twenty-four (24) months, indicate the contract number and/or any other information available to identify the engagement; if not, so state; and
 - h. Proposer's state and federal tax identification numbers.
 - i. Veteran/Hudson Initiative: Proposer should demonstrate participation in Veteran Initiative and Hudson Initiative Small Entrepreneurships or explanation if not applicable. (See Attachment I)
4. The following information **must** be included in the proposal:
 - a. Certification Statement: The proposer must sign and submit an original Certification Statement (See Attachment II).

Section 3. Technical Response

Component and Infrastructure Requirements

1. Proposer shall describe the process for implementing all of the services as outlined within '[Section III: Scope of Work](#)' of the RFP. The Proposer must define the approach it intends to use in achieving each objective of the project as outlined.
2. Proposer must include in the proposal the details as outlined below:
 - a. A list of all software required to implement each component necessary to meet the requirements of this RFP.
 - b. A list of all hardware required to implement each component necessary to meet the requirements of this RFP.
 - c. A list of all licenses required to implement each component necessary to meet the requirements of this RFP.
 - d. A conceptual software diagram for the following components:
 - Enterprise Service Bus (ESB)
 - Master Data Management (MDM)
 - Data Warehousing (DWH)
 - Identity and Access Management (IAM)/Single Sign-On (SSO) Portals

- Document Management (EDMS)
 - Consumer Communications (CC)
 - Business Rules Engine (BRE)
- a. A conceptual Technical Governance model for each component.
 - b. A conceptual Enterprise Governance model.
 - c. A conceptual transition and integration strategy and plan for new and existing business applications and systems.
 - d. A list of all API's for each Enterprise-level component.
 - e. The proposal must describe the following attributes for each proposed component: ease of system on-boarding configuration, built-in scalability, high-availability (HA) and disaster recovery (DR), out-of-the-box federal and state security regulation compliance (i.e., HIPAA, HITECH), Software Development Life Cycle management, and detailed auditing, analytics, and monitoring for SLA/SLO and cost allocation purposes.
3. Proposer must detail how all of the components will be scaled from the initial implementation to the eventual large-scale use by all major systems within the Department and beyond (see [Table 1](#) above for details on the anticipated minimum initial scale for individual components). Describe the methodology and costs associated with capacity planning and provide a scenario with resources and cost estimate for the onboarding of the Medicaid E&E System (capacity defined in Table 1). Include documentation of any web services that will be required, specifying the level of customization associated with each. NOTE: The cost estimate for this scenario is for demonstration purposes only and is not evaluated as part of the RFP's cost proposal. **The evaluated cost shall be reflected in Pricing Schedule F.**
 4. Proposer shall indicate the level of configuration, integration, and code customization required. The State prefers the least amount of customization necessary to implement the solution. All proposed technical solutions will be evaluated with consideration given to the level of configuration, integration, and/or custom code that will be necessary to implement the Enterprise Architecture. **If this information is not provided, evaluators will assume that the solution is not standard, but requires full customization.**
 5. Proposer shall provide the procedures to be implemented to protect the confidentiality of records in OTS databases, including records in databases that may be transmitted electronically via e-mail or the Internet.

Governance & Integration Services

6. Proposers must provide a high-level description of their approach to IT governance addressing specifically decision-making structures, alignment processes, and communication approaches.
7. Proposer must explain how the proposed governance plan adheres to industry standards especially as defined in the ITIL framework.
8. The successful Proposer will be responsible for day-to-day oversight of the Technical Governance for all of the seven (7) enterprise components. Proposer must provide an estimates list of time and resources needed to provide technical governance activities.
9. Proposer must provide an estimates list of time and resources needed to integrate each of the Enterprise Components with existing applications.

Development, Maintenance and Operations Services

10. Proposer must address in the description of the process the strategy to be used for the following, including a broad timeframe for each. The Proposer should provide an explanation for any item that may not be relevant for the proposed implementation plan:

- a. Validating RFP Requirements
 - b. Finalizing design and approval
 - c. Performing the development or installation of components
 - d. Prototype testing, including method for measuring and reporting results
 - e. User testing, including method for measuring and reporting results
 - f. Product installation
 - g. Acceptance testing, including method for measuring and reporting results
 - h. Production cutover, including methods for capturing and processing lost and/or unconvertible data
 - i. Training, including examples of training materials, links to training materials, screen prints
 - j. Support and maintenance, help desk procedures, technical support services, client support services, change request procedures
11. Proposer shall identify and describe the scope of all work to be performed by subcontractors. Subcontractors must be identified and included in the staffing plan referenced below.
 12. Proposer shall provide a sample Disaster Recovery Plan. This sample should be reflective of a plan that would be needed for a project of similar scope and size.
 13. Proposer shall define the post-implementation support plan and procedures. Proposer must outline the full software development lifecycle associated with this project.

Section 4. Enterprise Architecture Work Plan and Project Execution

1. Proposer shall include a plan for implementing the project described in this RFP. The plan shall be comprehensive enough in scope and detail to convey the proposer's ability to manage this project. The plan shall include project tasks, dates, and staffing levels. The ability of the proposer to manage all aspects of this project is one of the critical success factors of the whole project. DHH uses Microsoft Project™ 2013 for project scheduling and requires that the proposer use the same program and version. An electronic copy of the project schedule shall be submitted as part of the proposal. Proposer should use January 1, 2016, as the arbitrary start date for the project.
2. Proposer may provide additional information that could be helpful in the successful implementation of this project or that may identify potential implementation roadblocks.
3. Expected areas to be considered:
 - a. Provide a written explanation of the organizational structures of both operations and program administration, and how those structures will support service implementation. Individual components should include plans for supervision, training, technical assistance, as well as collaboration as appropriate.
 - b. Provide a strategic overview including all elements to be provided.
 - c. Demonstrate an understanding of, and ability to implement, the various types of organizational strategies to be integrated within the day to day operations, which are critical in organizing their functioning and maximizing productivity.
 - d. Demonstrate knowledge of services to be provided and effective strategies to achieve objectives and effective service delivery.
 - e. Describe approach and strategy for project oversight and management.
 - f. Articulate the need for, and the ability to implement, a plan for continuous quality improvement; this includes (but is not limited to) reviewing the quality of services provided and staff productivity.
 - g. Demonstrate an understanding of and ability to implement data collection as needed.
 - h. Explain processes that will be implemented in order to complete all tasks and phases of the project in a timely manner, as outlined within Section II.

- i. Articulate the ability to develop and implement an All Hazards Response plan in the event of an emergency event. Refer to specific documents and reports that can be produced as a result of completing tasks to achieve the requested deliverables.
- j. Identify all assumptions or constraints on tasks.
- k. Discuss what flexibility exists within the work plan to address unanticipated problems which might develop during the contract period.
- l. If the proposer intends to subcontract for portions of the work, include specific designations of the tasks to be performed by the subcontractor.

Section 5. Project Staffing

Proposer shall include two comprehensive staffing plans:

- 1) Covering the design and implementation phase of the project; and
- 2) Covering the operations/maintenance/governance phase of the project

Proposer shall include an organizational chart of the project staff including both proposer staff and required State staff. Each staff position must be identified by project role, required level of expertise, and major job duties. The organizational chart should show lines of responsibility and authority. Proposer and their subcontractors shall describe the proposed management structure and identify key personnel who will be assigned to this project. A timeline for onboarding staff should be included in the staffing plans in order to assess expected level of effort required at each lifecycle stage of the system.

Job descriptions, including the percentage of time allocated to the project and the number of personnel should be included and should indicate minimum education, training, experience, special skills and other qualifications for each staff position as well as specific job duties identified in the proposal. Job descriptions should indicate if the position will be filled by a subcontractor.

Proposers shall designate key personnel for deemed necessary to satisfy the requirements of this RFP. Once identified, key personnel may not be changed without prior notice and acceptance from the State. The State should be given 30 days' notice of any change in the project's key personnel.

Résumés of all known personnel should be included. Résumés of proposed personnel should include, but not be limited to:

- Experience with proposer
- Previous experience in projects of similar scope and size
- Educational background, certifications, licenses, special skills, etc

If subcontractor personnel will be used, the proposer should clearly identify these persons, if known, and provide the same information requested for the proposer's personnel.

Proposers shall define the roles and responsibilities of the both the State and proposer's project team needed for design, development, operations and maintenance. The State will appoint a project manager who will work closely with the proposer's project manager.

Section 6. Corporate Financial Condition

- 1. The organization's financial solvency will be evaluated. The proposer's ability to demonstrate adequate financial resources for performance of the contract or the ability to obtain such resources as required during performance under this contract will be considered.

2. Proposal must include copies of financial statements, preferably audited, for each of the last three (3) years, including at least a balance sheet and profit and loss statement, or other appropriate documentation that would demonstrate to the Office of Technology Services the proposer's financial resources sufficient to conduct the project.

Section 7. Cost and Pricing Analysis

Proposer shall specify costs for performance of tasks. Proposal shall include all anticipated costs of successful implementation of all deliverables outlined. An item-by-item breakdown of costs shall be included in the proposal.

Proposers shall submit the breakdown in a similar format to the attached sample cost template form (See Attachment V) for each year of the contract to demonstrate how cost was determined. Proposers must complete a cost proposal in the following format to be considered for award. Failure to complete will result in the disqualification of the proposal.

Section 8. Additional Information

As an appendix to its proposal, if available, proposers should provide copies of any policies and procedures manuals applicable to this contract, inclusive of organizational standards or ethical standards.

P. Waiver of Administrative Informalities

The Department of Health and Hospitals and/or the Office of Technology Services reserve the right, at their sole discretion, to waive minor administrative informalities contained in any proposal.

Q. Withdrawal of Proposal

A proposer may withdraw a proposal that has been submitted at any time up to the date and time the proposal is due. To accomplish this, a written request signed by the authorized representative of the Proposer must be submitted to the RFP Coordinator.

V. EVALUATION AND SELECTION

A. Evaluation Criteria

1. The following criteria will be used to evaluate proposals:

- Evaluations will be conducted by a Proposal Review Committee, utilizing a consensus scoring evaluation method.
- Technical Evaluations will be conducted by the Proposal Review Committee utilizing the scoring centralized Technical Evaluation Scoring Sheet and Enterprise Architecture Cost Sheet.
- All proposed technical solutions will be evaluated with consideration given to the level of configuration, integration, and/or custom code that will be necessary to implement the Enterprise Architecture. **If this information is not provided, evaluators will assume that the solution is not standard, but requires full customization.**
- The Work Plan/Project Execution will be evaluated based upon the clarity of proposed planning and implementation of the proposed Enterprise Architecture solution.
- Evaluations of the financial statements will be conducted by a member of the State and presented to the evaluation team for the purposes of scoring.
- Scoring will be based on a possible total of **1000** points and the proposal with the highest total score will be recommended for award.

2. Cost Evaluation:

- The proposer with the lowest total cost for all three (3) years shall receive 310 points. Other proposers shall receive points for cost based upon the following formula:

$$\text{CCS} = (\text{LPC}/\text{PC}) * 310$$

CCS= Computed Cost Score (points) for Proposer being evaluated

CPS = Cost Proposal Score

LPC = Lowest Proposal Cost of all proposers

PC = Individual Proposal Cost

- The assignment of the 310 points based on the above formula will be calculated by the proposal evaluation committee facilitator.

3. Hudson/Veteran Small Entrepreneurship Program

Ten percent (10%) of the total evaluation points on this RFP are reserved for proposers who are themselves a certified Veteran or Hudson Initiative small entrepreneurship or who will engage the participation of one or more certified Veteran or Hudson Initiatives small entrepreneurships as subcontractors.

a. Proposer Status and Reserved Points:

Reserved points shall be added to the applicable proposers' evaluation score as follows:

- Proposer is a certified small entrepreneurship: Full amount of the reserved points
- Proposer is not a certified small entrepreneurship but has engaged one or more certified small entrepreneurships to participate as subcontractors or distributors. Points will be allocated based on the following criteria:
 - The number of certified small entrepreneurships to be utilized

- The experience and qualifications of the certified small entrepreneurship(s)
- The anticipated earnings to accrue to the certified small entrepreneurship(s)

4. Evaluation Criteria and Assigned Weights

Proposals that pass the preliminary screening and mandatory requirements review will be evaluated based on information provided in the proposal. **Only proposals that score at least 172 or above on Technical Response section will be considered for award.**

The evaluation will be conducted according to the following:

Evaluation Criteria	Assigned Weight
Section 1. Qualifications to Propose	25
Section 2. Introduction/Administrative Data	5
Section 3. Technical Response	345
Section 4. Enterprise Architecture Work Plan and Project Execution	80
Section 5. Project Staffing	40
Section 6. Corporate Financial Condition	20
Section 7. Cost and Pricing Analysis	310
Veteran and Hudson Initiatives	100
On Site Presentation/Prototype Demonstration	75
Total	1000

B. On Site Presentation/Prototype Demonstration

1. The Office of Technology Services will require Proposers to prepare an on-site presentation and/or demonstration for final determination of contract award. On-site presentations/demonstrations will allow proposers to demonstrate their unique capability to provide the services requested in the RFP.
2. Proposers' on-site presentations/prototype demonstrations should:
 - Provide a strategic overview of services to be provided,
 - Summarize major strengths,
 - Demonstrate flexibility and adaptability to handle both anticipated and unanticipated changes,
 - If possible, have the project manager and key personnel in attendance to provide their view of the partnership envisioned with the State.
 - Present a working prototype comprised of nominally configured enterprise components (ESB, MDM, IAM/SSO, etc.) and two trivial applications utilizing all of those components:
 - Basic Provider and Recipient enrollment/management applications, having an integration point through the ESB,
 - managing common data using the MDM, having single sign-on (SSO) through the IAM,
 - uploading and accessing documents through EDMS API's,

- sending trivial communications using Consumer Communications component, storing their basic rules in BRE repositories,
- having their unified data analyzed through the centralized Data Warehouse.

3. Up to 75 points may be awarded as a result of the on-site presentation/demonstration.

C. Evaluation Team

The evaluation of proposals will be accomplished by an evaluation team, to be designated by OTS, which will determine the proposal most advantageous to the State, taking into consideration cost and the other evaluation factors set forth in the RFP.

D. Administrative and Mandatory Screening

All proposals will be reviewed to determine compliance with administrative and mandatory requirements as specified in the RFP. Proposals that are not in compliance will be excluded from further consideration (cf. Appendix K).

E. Clarification of Proposals

The Office of Technology Services reserves the right to seek clarification of any proposal for the purpose of identifying and eliminating minor irregularities or informalities, including resolving inadequate proposal content, or contradictory statements in a proposer's proposal.

F. Announcement of Award

1. The Evaluation Team will compile the scores and make a recommendation to the head of the agency on the basis of the responsive and responsible proposer with the highest score.
2. The State will notify the successful Proposer by a "Notice of Intent to Award" letter and proceed to negotiate terms for final contract. The "Notice of Intent to Award" letter is the notification of the award, contingent upon approval by the Division of Administration, Office of State Purchasing and successful negotiation and execution of a written contract. Unsuccessful proposers will be notified in writing accordingly.
3. The proposals received (**except for that information appropriately designated as confidential in accordance with R.S. 44.1 et seq**), selection memorandum along with list of criteria used along with the weight assigned each criteria; scores of each proposal considered along with overall scores of each proposal considered, and a narrative justifying selection shall be made available, upon request, to all interested parties after the "Notice of Intent to Award" letter has been issued.
4. Any Proposer aggrieved by the proposed award has the right to submit a protest in writing to the head of the agency issuing the proposal within **14 days** after the award has been announced by the agency.

G. Best and Final Offers (BAFO)

The State reserves the right to conduct a BAFO with one or more proposers determined by the committee to be reasonably susceptible of being selected for award. If conducted, the proposers selected to participate will receive written notification of their selection, with a list of specific items to be addressed in the BAFO along with instructions for submittal. The BAFO negotiation may be used to assist the state in clarifying the scope of work or obtain the most cost effective pricing available from the proposers.

The written invitation will not obligate the state to a commitment to enter into a contract.

VI. SUCCESSFUL CONTRACTOR REQUIREMENTS

A. Confidentiality of Data

1. All financial, statistical, personal, technical and other data and information relating to the State's operation which are designated confidential by DHH and/or OTS and made available to the contractor in order to carry out this contract, or which become available to the contractor in carrying out this contract, shall be protected by the contractor from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to DHH and/or OTS. The identification of all such confidential data and information as well as the State's procedural requirements for protection of such data and information from unauthorized use and disclosure shall be provided by DHH or OTS in writing to the contractor. If the methods and procedures employed by the contractor for the protection of the contractor's data and information are deemed by DHH and/or OTS to be adequate for the protection of the State's confidential information, such methods and procedures may be used, with the written consent of DHH and/or OTS, to carry out the intent of this paragraph. The contractor shall not be required under the provisions of the paragraph to keep confidential any data or information which is or becomes publicly available, is already rightfully in the contractor's possession, is independently developed by the contractor outside the scope of the contract, or is rightfully obtained from third parties.
2. Under no circumstance shall the contractor discuss and/or release information to the media concerning this project without prior express written approval of the **Department of Health and Hospitals and the Office of Technology Services**.

B. Taxes

Contractor is responsible for payment of all applicable taxes from the funds to be received under this contract

C. Fund Use

Contractor agrees not to use contract proceeds to urge any elector to vote for or against any candidate or proposition on an election ballot nor shall such funds be used to lobby for or against any proposition or matter having the effect of law being considered by the Louisiana Legislature or any local governing authority. This provision shall not prevent the normal dissemination of factual information relative to a proposition on any election ballot or a proposition or matter having the effect of law being considered by the Louisiana Legislature or any local governing authority.

D. Commissioner's Statements

Statements, acts and omissions made by or on behalf of the Commissioner of Administration regarding this RFP, any proposer and/or any subcontractor of a proposer shall not be deemed a conflict of interest when the Commissioner is discharging her duties and responsibilities under law, including, but not limited, to the Commissioner of Administration's authority in procurement matters.

E. Proposer's Cooperation

Any Proposer has the duty to fully cooperate with the State and provide any and all requested information, documentation, etc. to the state when requested. This applies even if an eventual contract is terminated and/or a lawsuit is filed. Specifically, the proposer shall not limit or impede the State's right to audit or to withhold State owed documents.

VII. CONTRACTUAL INFORMATION

A. Contract

The contract between the State and the Contractor shall include the standard State contract (Attachment III) including a negotiated scope of work, the RFP and its amendments and addenda, and the Contractor's proposal. The attached contract sample contains basic information and general terms and conditions of the contract to be awarded. In addition to the terms of the sample contract and supplements, the following will be incorporated into the contract awarded through this RFP:

1. **Personnel Assignments**

The Contractor's key personnel assigned to this contract may not be replaced without the written consent of the State. Such consent shall not be unreasonably withheld or delayed provided an equally qualified replacement is offered. Key personnel for these purposes will be agreed upon during contract negotiation.

2. **Force Majeure**

The contractor and the State are excused from performance under contract for any period they may be prevented from performance by an Act of God, strike, war, civil disturbance, epidemic or court order.

3. **Order of Precedence**

The contract shall, to the extent possible, be construed to give effect to all provisions contained therein; however, where provisions conflict, the intent of the parties shall be determined by giving first priority to provisions of the contract excluding the RFP and the proposal; second priority to the provisions of the RFP and its amendments and addenda; and third priority to the provisions of the proposal.

4. **Entire Agreement**

This contract, together with the RFP and its amendments and addenda issued thereto by the Office of Technology Services, the proposal submitted by the contractor in response to OTS' RFP, and any exhibits specifically incorporated herein by reference constitute the entire agreement between the parties with respect to the subject matter.

5. **Board Resolution/Signature Authority**

The contractor, if a corporation, shall secure and attach to the contract a formal Board Resolution indicating the signatory to the contract is a corporate representative and authorized to sign said contract.

6. **Warranty to Comply with State and Federal Regulations**

The contractor shall warrant that it shall comply with all state and federal regulations as they exist at the time of the contract or as subsequently amended.

7. **Warranty of Removal of Conflict of Interest**

The contractor shall warrant that it, its officers, and employees have no interest and shall not acquire any interest, direct or indirect, which conflicts in any manner or degree with the performance of services hereunder. The contractor shall periodically inquire of its officers and employees concerning such conflicts, and shall inform the State promptly of any potential conflict. The contractor shall warrant that it shall remove any conflict of interest prior to signing the contract.

8. **Corporation Requirements**

If the contractor is a corporation, the following requirements must be met prior to execution of the contract:

- If the contractor is a for-profit corporation whose stock is not publicly traded, the contractor shall ensure that a disclosure of ownership form has been properly filed with the Secretary of State of Louisiana.

- If the contractor is a corporation not incorporated under the laws of the State of Louisiana-the contractor must obtain a Certificate of Authority pursuant to R.S. 12:301-302 from the Louisiana Secretary of State.
- The contractor must provide written assurance to the State from contractor's legal counsel that the contractor is not prohibited by its articles of incorporation, bylaws or the laws under which it is incorporated from performing the services required under the contract.

9. **Contract Controversies**

Any claim or controversy arising out of the contract shall be resolved by the provisions of Louisiana Revised Statutes 39:1672.2 – 39:1672.4

10. **Right To Audit**

The State Legislative Auditor, agency, and/or federal auditors and internal auditors of the Division of Administration shall have the option to audit all accounts directly pertaining to the contract for a period of three (3) years from the date of the last payment made under this contract. Records shall be made available during normal working hours for this purpose.

11. **Contract Modification**

No amendment or variation of the terms of this contract shall be valid unless made in writing, signed by the parties and approved as required by law. No oral understanding or agreement not incorporated in the contract is binding on any of the parties.

12. **Severability**

If any term or condition of this Contract or the application thereof is held invalid, such invalidity shall not affect other terms, conditions, or applications which can be given effect without the invalid term, condition, or application; to this end the terms and conditions of this Contract are declared severable.

B. Mutual Obligations and Responsibilities

The state requires that the mutual obligations and responsibilities of the State and the successful proposer be recorded in a written contract. While final wording will be resolved at contract time, the intent of the provisions will not be altered and will include all provisions as specified in the attached sample contract (Attachment III).

C. Retainage

Ten percent (10%) of fees approved by State Project Coordinator to be paid shall be withheld as retainage pending successful completion of the contract. Upon completion of all tasks contained in the Statement of Work to the satisfaction of the State, any amounts previously withheld as retainage will be paid.

D. Indemnification and Limitation of Liability

1. Neither party shall be liable for any delay or failure in performance beyond its control resulting from acts of God or force majeure. The parties shall use reasonable efforts to eliminate or minimize the effect of such events upon performance of their respective duties under Contract.
2. Contractor shall be fully liable for the actions of its agents, employees, partners or subcontractors and shall fully indemnify and hold harmless the State and its Authorized Users from suits, actions, damages and costs of every name and description relating to personal injury and damage to real or personal tangible property caused by Contractor, its agents, employees, partners or subcontractors, without limitation; provided, however, that the Contractor shall not indemnify for that portion of any claim, loss or damage arising hereunder due to the negligent act or failure to act of the State. If applicable, Contractor will indemnify, defend and hold the State and its Authorized Users harmless, without limitation, from and against any and all damages, expenses (including reasonable attorneys' fees), claims, judgments, liabilities and costs which

may be finally assessed against the State in any action for infringement of a United States Letter Patent with respect to the Products furnished, or of any copyright, trademark, trade secret or intellectual property right, provided that the State shall give the Contractor: (i) prompt written notice of any action, claim or threat of infringement suit, or other suit, (ii) the opportunity to take over, settle or defend such action, claim or suit at Contractor's sole expense, and (iii) assistance in the defense of any such action at the expense of Contractor. Where a dispute or claim arises relative to a real or anticipated infringement, the State or its Authorized Users may require Contractor, at its sole expense, to submit such information and documentation, including formal patent attorney opinions, as the Commissioner of Administration shall require.

3. The Contractor shall not be obligated to indemnify that portion of a claim or dispute based upon: i) Authorized User's unauthorized modification or alteration of a Product, Material or Service; ii) Authorized User's use of the Product in combination with other products not furnished by Contractor; iii) Authorized User's use in other than the specified operating conditions and environment.
4. In addition to the foregoing, if the use of any item(s) or part(s) thereof shall be enjoined for any reason or if Contractor believes that it may be enjoined, Contractor shall have the right, at its own expense and sole discretion as the Authorized User's exclusive remedy to take action in the following order of precedence: (i) to procure for the State the right to continue using such item(s) or part (s) thereof, as applicable; (ii) to modify the component so that it becomes non-infringing equipment of at least equal quality and performance; or (iii) to replace said item(s) or part(s) thereof, as applicable, with non-infringing components of at least equal quality and performance, or (iv) if none of the foregoing is commercially reasonable, then provide monetary compensation to the State up to the dollar amount of the Contract.
5. For all other claims against the Contractor where liability is not otherwise set forth in the Contract as being "without limitation", and regardless of the basis on which the claim is made, Contractor's liability for direct damages, shall be the greater of \$100,000, the dollar amount of the Contract, or two (2) times the charges rendered by the Contractor under the Contract. Unless otherwise specifically enumerated herein or in the work order mutually agreed between the parties, neither party shall be liable to the other for special, indirect or consequential damages, including lost data or records (unless the Contractor is required to back-up the data or records as part of the work plan), even if the party has been advised of the possibility of such damages. Neither party shall be liable for lost profits, lost revenue or lost institutional operating savings.
6. The State and Authorized User may, in addition to other remedies available to them at law or equity and upon notice to the Contractor, retain such monies from amounts due Contractor, or may proceed against the performance and payment bond, if any, as may be necessary to satisfy any claim for damages, penalties, costs and the like asserted by or against them.

E. Termination

1. Termination For Cause

State may terminate this Contract for cause based upon the failure of Contractor to comply with the terms and/or conditions of the Contract; provided that the State shall give the Contractor written notice specifying the Contractor's failure. If within thirty (30) days after receipt of such notice, the Contractor shall not have either corrected such failure or, in the case of failure which cannot be corrected in thirty (30) days, begun in good faith to correct said failure and thereafter proceeded diligently to complete such correction, then the State may, at its option, place the Contractor in default and the Contract shall terminate on the date specified in such notice. Failure to perform within the time agreed upon in the contract may constitute default and may cause cancellation of the contract.

Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the State to comply with the terms and conditions of this contract provided that the Contractor shall give the State written notice specifying the State agency's failure and a reasonable opportunity for the state to cure the defect.

2. Termination For Convenience

The State may terminate the contract at any time by giving thirty (30) days written notice to the Contractor of such termination or negotiating with the Contractor an effective date.

The Contractor shall be entitled to payment for deliverables in progress, to the extent work has been performed satisfactorily and approved by the State.

3. Termination For Non-Appropriation Of Funds

The continuation of this contract is contingent upon the appropriation of funds by the legislature to fulfill the requirements of the contract by the legislature. If the legislature fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act of Title 39 of the Louisiana Revised Statutes of 1950 to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds have not been appropriated.

Attachments List:

- I. Veteran and Hudson Initiatives**
- II. Certification Statement**
- III. State Standard Contract**
- IV. HIPAA BAA**
- V. Cost Template**
- VII. Technical Evaluation Form**

Attachment I Veteran & Hudson Initiative Rules

Veteran-Owned And Service-Connected Small Entrepreneurships (Veteran Initiatives) And Louisiana Initiative For Small Entrepreneurships (Hudson Initiative) Programs

Participation of Veteran Initiative and Hudson Initiative small entrepreneurships will be scored as part of the technical evaluation.

The State of Louisiana Veteran and Hudson Initiatives are designed to provide additional opportunities for Louisiana-based small entrepreneurships (sometimes referred to as LaVet's and SE's respectively) to participate in contracting and procurement with the state. A certified Veteran-Owned and Service- Connected Disabled Veteran-Owned small entrepreneurship (LaVet) and a Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) small entrepreneurship are businesses that have been certified by the Louisiana Department of Economic Development. All eligible vendors are encouraged to become certified. Qualification requirements and online certification are available at https://smallbiz.louisianaforward.com/index_2.asp.

Ten percent (10%) of the total evaluation points on this RFP are reserved for proposers who are themselves a certified Veteran or Hudson Initiative small entrepreneurship or who will engage the participation of one or more certified Veteran or Hudson Initiatives small entrepreneurships as subcontractors.

Reserved points shall be added to the applicable proposers' evaluation score as follows:

Proposer Status and Reserved Points

- Proposer is a certified small entrepreneurship: Full amount of the reserved points
- Proposer is not a certified small entrepreneurship but has engaged one or more certified small entrepreneurships to participate as subcontractors or distributors. Points will be allocated based on the following criteria:
 - the number of certified small entrepreneurships to be utilized
 - the experience and qualifications of the certified small entrepreneurship(s)
 - the anticipated earnings to accrue to the certified small entrepreneurship(s)

If a proposer is not a certified small entrepreneurship as described herein, but plans to use certified small entrepreneurship(s), proposer shall include in their proposal the names of their certified Veteran Initiative or Hudson Initiative small entrepreneurship subcontractor(s), a description of the work each will perform, and the dollar value of each subcontract.

During the term of the contract and at expiration, the Contractor will also be required to report Veteran- Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurship subcontractor or distributor participation and the dollar amount of each.

The statutes (R.S 39:2171 et. seq.) concerning the Veteran Initiative may be viewed at

<http://legis.la.gov/lss/lss.asp?doc=671504> and the statutes (R.S 39:2001 et. seq.) concerning the Hudson Initiative may be viewed at:

<http://legis.la.gov/lss/lss.asp?doc=96265> The rules for the Veteran Initiative (LAC 19:IX. Chapters 11 and 13) and for the Hudson Initiative (LAC 19:VIII. Chapters 11 and 13) may be viewed at

<http://www.doa.louisiana.gov/osp/se/se.htm>

A current list of certified Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small businesses may be obtained from the Louisiana Economic Development Certification System at https://smallbiz.louisianaforward.com/index_2.asp. Additionally, a list of Hudson and Veteran Initiative small businesses, which have been certified by the Louisiana Department of

Economic Development and who have opted to register in the State of Louisiana LaGov Supplier Portal https://lagoverpvendor.doa.louisiana.gov/irj/portal/anonymous?guest_user=self_reg may be accessed from the State of Louisiana Procurement and Contract (LaPAC) Network <http://wwwprd1.doa.louisiana.gov/osp/lapac/vendor/srchven.cfm>. When using this site, determine the search criteria (i.e. alphabetized list of all certified vendors, by commodities, etc.) and select SmallE, VSE, or DVSE.

Attachment II Certification Statement

The undersigned hereby acknowledges she/he has read and understands all requirements and specifications of the Request for Proposals (RFP), including attachments.

OFFICIAL CONTACT. The State requests that the Proposer designate one person to receive all documents and the method in which the documents are best delivered. Identify the Contact name and fill in the information below: (Print Clearly)

Date _____ Official Contact Name: _____

A. E-mail Address: _____

B. Facsimile Number with area code: () _____

C. US Mail Address: _____

Proposer certifies that the above information is true and grants permission to the State or Agencies to contact the above named person or otherwise verify the information provided.

By its submission of this proposal and authorized signature below, Proposer certifies that:

1. The information contained in its response to this RFP is accurate;
2. Proposer complies with each of the mandatory requirements listed in the RFP and will meet or exceed the functional and technical requirements specified therein;
3. Proposer accepts the procedures, evaluation criteria, mandatory contract terms and conditions, and all other administrative requirements set forth in this RFP.
4. Proposer's quote is valid for at least 90 days from the date of proposal's signature below;
5. Proposer understands that if selected as the successful Proposer, he/she will have 14 business days from the date of delivery of final contract in which to complete contract negotiations, if any, and 14 days to execute the final contract document.
6. Proposer certifies, by signing and submitting a proposal for \$25,000 or more, that their company, any subcontractors or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in OMB Circular A-133. (A list of parties who have been suspended or disbarred can be viewed via the internet at www.epis.gov.)

Authorized Signature: _____

Typed or Printed Name: _____

Title: _____

Company Name: _____

Address: _____

City: _____ State: _____ Zip: _____

SIGNATURE of Proposer's Authorized Representative

DATE

Attachment III Contract Sample**STATE OF LOUISIANA****CONTRACT**

Be it known, that on this *(Date)* day of *(month)*, 20 *(year)*, the *(Agency Name)* (hereinafter sometimes referred to as "State") and *(Contractor's name and legal address including Zip code)* (hereinafter sometimes referred to as "Contractor") do hereby enter into contract under the following terms and conditions.

Scope of Services

Contractor hereby agrees to furnish the following services:

(If the Scope of Services is lengthier than will fit here, it may be attached separately, referenced and incorporated herein. must include a description of the specific goals and objectives, deliverables, performance measures, and a monitoring plan.)

Payment Terms

In consideration of the services described above, state hereby agrees to pay the Contractor a maximum fee of \$_____.

Payment will be made only on approval of *(Name of authorized person)*.

If progress and/or completion to the reasonable satisfaction of the agency is obtained, payments are scheduled as follows:

(include payment terms here)

Taxes

Contractor hereby agrees that the responsibility for payment of taxes from the funds thus received under this Contract and/or legislative appropriation shall be contractor's obligation and identified under Federal tax identification number _____.

Termination for Cause

The State may terminate this Contract for cause based upon the failure of the Contractor to comply with the terms and/or conditions of the Contract; provided that the State shall give the Contractor written notice specifying the Contractor's failure. If within thirty (30) days after receipt of such notice, the Contractor shall not have either corrected such failure or, in the case of failure which cannot be corrected in thirty (30) days, begun in good faith to correct said failure and thereafter proceeded diligently to complete such correction, then the State may, at its option, place the Contractor in default and the Contract shall terminate on the date specified in such notice. The Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the State to comply with the terms and conditions of this contract; provided that the Contractor shall give the State written notice specifying the State's failure and a reasonable opportunity for the state to cure the defect.

Termination for Convenience

The State may terminate the Contract at any time by giving thirty (30) days written notice to the Contractor. The Contractor shall be entitled to payment for deliverables in progress, to the extent work has been performed satisfactorily.

Remedies for Default

Any claim or controversy arising out of this contract shall be resolved by the provisions of LSA - R.S. 39:1672.2 – 1672.4.

Governing Law

This Contract shall be governed by and interpreted in accordance with the laws of the State of Louisiana, including but not limited to La. R.S. 39:1551-1736; rules and regulations; executive orders; standard terms and conditions, special terms and conditions, and specifications listed in the RFP(if applicable); and this Contract. Venue of any action brought, after exhaustion of administrative remedies, with regard to this Contract shall be in the Nineteenth Judicial District Court, Parish of East Baton Rouge, State of Louisiana.

E-Verify

Contractor acknowledges and agrees to comply with the provisions of La. R.S. 38:2212.10 and federal law pertaining to E-Verify in the performance of services under this Contract.

Record Ownership

All records, reports, documents, or other material related to this Contract, delivered or transmitted to the Contractor by the State and/or obtained or prepared by Contractor in connection with the performance of the services contracted for herein shall become the property of the State, and shall, upon request, be returned by Contractor to the State, at Contractor's expense, at termination or expiration of this Contract. Contractor has the duty to fully cooperate with the State and provide any and all requested information, documentation, etc. to the State when requested. This applies even if this Contract is terminated and/or a lawsuit is filed. Specifically, the Contractor does not have the right to limit or impede the State's right to audit or to withhold State-owned documents.

Commissioner's Statements

Statements, acts and omissions made by or on behalf of the Commissioner of Administration regarding the RFP or RFP process, this Contract, any Contractor and/or any subcontractor of the Contractor shall not be deemed a conflict of interest when the Commissioner is discharging her duties and responsibilities under law, including, but not limited, to the Commissioner of Administration's authority in procurement matters.

Contractor's Cooperation

The Contractor has the duty to fully cooperate with the State and provide any and all requested information, documentation, etc. to the state when requested. This applies even if this Contract is terminated and/or a lawsuit is filed. Specifically, the Contractor shall not limit or impede the State's right to audit or shall not withhold State owned documents.

Nonassignability

No contractor shall assign any interest in this contract by assignment, transfer, or novation, without prior written consent of the State. This provision shall not be construed to prohibit the contractor from assigning his bank, trust company, or other financial institution any money due or to become due from approved contracts without such prior written consent. Notice of any such assignment or transfer shall be furnished promptly to the State.

Auditors

It is hereby agreed that the Legislative Auditor of the State of Louisiana and/or the Office of the Governor,

Division of Administration auditors shall have the option of auditing all accounts of contractor which relate to this contract.

Term of Contract

This contract shall begin on (*beginning date*) and shall terminate on (*ending date*).

Fiscal Funding

The continuation of this contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the legislature. If the legislature fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

Discrimination Clause

The contractor agrees to abide by the requirements of the following as applicable: Title VI of the Civil Rights Act of 1964 and Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972, Federal Executive Order 11246 as amended, the Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, the Fair Housing Act of 1968 as amended, and contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990.

Contractor agrees not to discriminate in its employment practices, and will render services under this contract without regard to race, color, religion, sex, national origin, veteran status, political affiliation, or disabilities.

Any act of discrimination committed by Contractor, or failure to comply with these statutory obligations when applicable shall be grounds for termination of this contract.

Eligibility Status

Contractor, and each tier of Subcontractors, shall certify that it is not on the List of Parties Excluded from Federal Procurement or Nonprocurement Programs promulgated in accordance with E.O.s 12549 and 12689, "Debarment and Suspension," as set forth at 24 CFR part 24.

Continuing Obligation

Contractor has a continuing obligation to disclose any suspensions or debarment by any government entity, including but not limited to General Services Administration (GSA). Failure to disclose may constitute grounds for suspension and/or termination of the Contract and debarment from future Contracts.

THUS DONE AND SIGNED AT Baton Rouge, Louisiana on the day, month and year first written above.

IN WITNESS WHEREOF, the parties have executed this Agreement as of this day of *(enter date)*.

WITNESSES SIGNATURES:

CONTRACTOR SIGNATURE:

(Contractor's Signature) *(Date)*

Contractor's Name: *type name*
Contractor's Title: *type title*

WITNESSES SIGNATURES:

STATE AGENCY SIGNATURE:

(Agency Signature) *(Date)*

Agency's Name: *type name*
Agency's Title: *type title*
State of Louisiana, Department of

WITNESSES SIGNATURES:

STATE AGENCY SIGNATURE:

(Agency Signature) *(Date)*

Agency's Name: Richard Howze
Agency's Title: Chief Information Officer
State of Louisiana, Division of Administration

WITNESSES SIGNATURES:

STATE AGENCY SIGNATURE:

(Agency Signature) *(Date)*

Agency's Name: *type name*
Agency's Title: Deputy Commissioner
State of Louisiana, Division of Administration

Attachment IV HIPAA Business Associate Addendum

Rev 09/2013

HIPAA Business Associate Addendum

This HIPAA Business Associate Addendum is hereby made a part of this contract in its entirety as Attachment _____ to the contract.

1. The Louisiana Department of Health and Hospitals (“DHH”) is a Covered Entity, as that term is defined herein, because it functions as a health plan and as a health care provider that transmits health information in electronic form.
2. Contractor is a Business Associate of DHH, as that term is defined herein, because contractor either: (a) creates, receives, maintains, or transmits PHI for or on behalf of DHH; or (b) provides legal, actuarial, accounting, consulting, data aggregation, management, administrative, accreditation, or financial services for DHH involving the disclosure of PHI.
3. Definitions: As used in this addendum –
 - A. The term “HIPAA Rules” refers to the federal regulations known as the HIPAA Privacy, Security, Enforcement, and Breach Notification Rules, found at 45 C.F.R. Parts 160 and 164, which were originally promulgated by the U. S. Department of Health and Human Services (DHHS) pursuant to the Health Insurance Portability and Accountability Act (“HIPAA”) of 1996 and were subsequently amended pursuant to the Health Information Technology for Economic and Clinical Health (“HITECH”) Act of the American Recovery and Reinvestment Act of 2009.
 - B. The terms “Business Associate”, “Covered Entity”, “disclosure”, “electronic protected health information” (“electronic PHI”), “health care provider”, “health information”, “health plan”, “protected health information” (“PHI”), “subcontractor”, and “use” have the same meaning as set forth in 45 C.F.R. § 160.103.
 - C. The term “security incident” has the same meaning as set forth in 45 C.F.R. § 164.304.
 - D. The terms “breach” and “unsecured protected health information” (“unsecured PHI”) have the same meaning as set forth in 45 C.F.R. § 164.402.
4. Contractor and its agents, employees and subcontractors shall comply with all applicable requirements of the HIPAA Rules and shall maintain the confidentiality of all PHI obtained by them pursuant to this contract and addendum as required by the HIPAA Rules and by this contract and addendum.
5. Contractor shall use or disclose PHI solely: (a) for meeting its obligations under the contract; or (b) as required by law, rule or regulation (including the HIPAA Rules) or as otherwise required or permitted by this contract and addendum.
6. Contractor shall implement and utilize all appropriate safeguards to prevent any use or disclosure of PHI not required or permitted by this contract and addendum, including administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the electronic protected health information that it creates, receives, maintains, or transmits on behalf of DHH.
7. In accordance with 45 C.F.R. § 164.502(e)(1)(ii) and (if applicable) § 164.308(b)(2), contractor shall ensure that any agents, employees, subcontractors or others that create, receive, maintain, or transmit PHI on behalf of contractor agree to the same restrictions, conditions and requirements that apply to contractor with respect to such information, and it shall ensure that they implement reasonable and appropriate safeguards to protect such information. Contractor shall take all reasonable steps to ensure that its agents’, employees’ or subcontractors’ actions or omissions do not cause contractor to violate this contract and addendum.
8. Contractor shall, within three (3) days of becoming aware of any use or disclosure of PHI, other than as permitted by this contract and addendum, report such disclosure in writing to the person(s) named in section 14 (Terms of Payment), page 1 of the CF-1. Disclosures which must be reported by contractor include, but are not limited

to, any security incident, any breach of unsecured PHI, and any “breach of the security system” as defined in the Louisiana Database Security Breach Notification Law, La.R.S. 51:3071 et seq. At the option of DHH, any harm or damage resulting from any use or disclosure which violates this contract and addendum shall be mitigated, to the extent practicable, either: (a) by contractor at its own expense; or (b) by DHH, in which case contractor shall reimburse DHH for all expenses that DHH is required to incur in undertaking such mitigation activities.

9. To the extent that contractor is to carry out one or more of DHH’s obligations under 45 C.F.R. Part 164, Subpart E, contractor shall comply with the requirements of Subpart E that apply to DHH in the performance of such obligation(s).
10. Contractor shall make available such information in its possession which is required for DHH to provide an accounting of disclosures in accordance with 45 CFR § 164.528. In the event that a request for accounting is made directly to contractor, contractor shall forward such request to DHH within two (2) days of such receipt. Contractor shall implement an appropriate record keeping process to enable it to comply with the requirements of this provision. Contractor shall maintain data on all disclosures of PHI for which accounting is required by 45 CFR § 164.528 for at least six (6) years after the date of the last such disclosure.
11. Contractor shall make PHI available to DHH upon request in accordance with 45 CFR § 164.524.
12. Contractor shall make PHI available to DHH upon request for amendment and shall incorporate any amendments to PHI in accordance with 45 CFR § 164.526.
13. Contractor shall make its internal practices, books, and records relating to the use and disclosure of PHI received from or created or received by contractor on behalf of DHH available to the Secretary of the U. S. DHHS for purposes of determining DHH’s compliance with the HIPAA Rules.
14. Contractor shall indemnify and hold DHH harmless from and against any and all liabilities, claims for damages, costs, expenses and attorneys’ fees resulting from any violation of this addendum by contractor or by its agents, employees or subcontractors, without regard to any limitation or exclusion of damages provision otherwise set forth in the contract.
15. The parties agree that the legal relationship between DHH and contractor is strictly an independent contractor relationship. Nothing in this contract and addendum shall be deemed to create a joint venture, agency, partnership, or employer-employee relationship between DHH and contractor.
16. Notwithstanding any other provision of the contract, DHH shall have the right to terminate the contract immediately if DHH determines that contractor has violated any provision of the HIPAA Rules or any material term of this addendum.
17. At the termination of the contract, or upon request of DHH, whichever occurs first, contractor shall return or destroy (at the option of DHH) all PHI received or created by contractor that contractor still maintains in any form and retain no copies of such information; or if such return or destruction is not feasible, contractor shall extend the confidentiality protections of the contract to the information and limit further uses and disclosure to those purposes that make the return or destruction of the information infeasible.

Attachment V Cost Template**Instructions**

Proposers must complete a cost proposal in the following format for all pricing schedules to be considered for award. Failure to complete will result in disqualification of the proposal.

Proposal shall include all anticipated costs of a successful implementation of all deliverables outlined in the RFP. Proposers are required to complete all cost schedules as part of the cost proposal.

Proposers shall provide one flat rate per deliverable in Schedule B.

Proposer's cost proposal will be evaluated based on the fully-burdened cost for the required deliverables listed in the Pricing Schedules.

Proposers shall not alter the format of the pricing worksheets or provide anything less than the information requested in the pricing schedules. Further instructions for each pricing schedule are included in each pricing schedule A – F.

PRICING SCHEDULE

Total Evaluated Proposal Price

Pricing Schedule A

Total Evaluated Price for **Design, Development & Implementation:**

(from Pricing Schedule B)

\$ _____

Total Evaluated Price for **Technical Governance, Integration, Maintenance and Operations:**

(from Pricing Schedule C for Years 1-3)

\$ _____

Total Evaluated Price for **Hosting, Hardware, and Software:**

(from Pricing Schedule D for Years 1-3)

\$ _____

Total Evaluated Price of **Future Scaling:**

(from Pricing Schedule E)

\$ _____

Total Evaluated Price of **Staff Augmentation Services:**

(from Pricing Schedule F)

\$ _____

Signature

Title

Date

PRICING SCHEDULE

Design, Development and Implementation

Pricing Schedule B

Proposers shall provide one flat rate per itemized deliverable for each requirement and/or architectural component described in [Section III.A-C](#).

The initial scale of the Enterprise Architecture at implementation should be sized based on the following parameters:

ENTERPRISE COMPONENT	SIZING PARAMETERS
ESB	API Invocations: 296,696/day Integration Messages: 362,448/day
MDM	4 million people 150,000 providers
DWH	4 million people and 150,000 providers with all the entities related to those (applications, documents, cases, etc.), for a total of around 10-15 TB of data
IAM/SSO	2,000 State Staff, 8,000 Partner Users, 2+ million public users
EDMS	20 TB of documents
CC	15,000 paper mailings/day, 2,000 emails/day, 1,000 SMS/day, 500 faxes/day
BRE	3000 active rules

Pricing Elements (Milestones and Deliverables)

Project Phase	RFP Reference	Deliverable	Deliverable Cost
Planning Phase		Electronic Document Repository	
		Project Initiation Plan	
		Configuration Management Archive or Database	
		System Test Strategy and Plan	

Project Phase	RFP Reference	Deliverable	Deliverable Cost
		Performance Monitoring Plan	
		Project Management Plan, including Quality Assurance/Quality Management Plan, Project Communication Plan, Risk Management Plan, Resource Management and Staffing Plan, and Change Management Plan	
		Phase Entrance and Exit Criteria	
		Deliverable Review and Acceptance Procedures	
		ELC Gate Review Crosswalk	
		Project Control and Issue Reporting System	
		Workflow Management Plan	
		Configuration Management Plan	
		Change Control Plan	
		Physical and System Security Plan	
		Electronic change request submission and management tool	
		Application Lifecycle Management (ALM) Methodology and Plan	
Detailed Requirement Definition and Design Phase		Requirements Definition and Validation Plan	
		Detailed Requirements Specification Template, including scaling requirements	
		Detailed System Design Plan	
		Detailed Design Session Schedule	
		Component Testing Support Plan	
		Eligibility and Enrollment System Integration Design Plan	

Project Phase	RFP Reference	Deliverable	Deliverable Cost
	Enterprise Service Bus Component		
		Detailed Requirements Specification Document (RSD)	
		Requirements Session Meeting Minutes	
		Requirements Traceability Matrix (RTM)	
		Detailed Design Session Agendas	
		Detailed System Design Session Meeting Minutes	
		System Generated Reports	
		Updated Requirements Traceability Matrix (RTM)	
		Unit Test Plan and Checklist Template	
		Cost Allocation/Billing Process Plan	
		Comprehensive Governance Framework and System Integration Plan - ESB	
	Master Data Management Component		
		Detailed Requirements Specification Document (RSD)	
		Requirements Session Meeting Minutes	
		Requirements Traceability Matrix (RTM)	
		Detailed Design Session Agendas	
		Detailed System Design Session Meeting Minutes	
		System Generated Reports	
		Updated Requirements Traceability Matrix (RTM)	

Project Phase	RFP Reference	Deliverable	Deliverable Cost
		Unit Test Plan and Checklist Template	
		Cost Allocation/Billing Process Plan	
		Comprehensive Governance Framework and System Integration Plan - MDM	
	Data Warehousing Component		
		Detailed Requirements Specification Document (RSD)	
		Requirements Session Meeting Minutes	
		Requirements Traceability Matrix (RTM)	
		Detailed Design Session Agendas	
		Detailed System Design Session Meeting Minutes	
		System Generated Reports	
		Updated Requirements Traceability Matrix (RTM)	
		Unit Test Plan and Checklist Template	
		Cost Allocation/Billing Process Plan	
		Comprehensive Governance Framework and System Integration Plan - DWH	
	Identity Management/SSO Portals Component		
		Detailed Requirements Specification Document (RSD)	
		Requirements Session Meeting Minutes	
		Requirements Traceability Matrix (RTM)	
		Detailed Design Session Agendas	
		Detailed System Design Session Meeting Minutes	
		System Generated Reports	

Project Phase	RFP Reference	Deliverable	Deliverable Cost
		Updated Requirements Traceability Matrix (RTM)	
		Unit Test Plan and Checklist Template	
		Cost Allocation/Billing Process Plan	
		Comprehensive Governance Framework and System Integration Plan – IAM/SSO	
	Document Management Component		
		Detailed Requirements Specification Document (RSD)	
		Requirements Session Meeting Minutes	
		Requirements Traceability Matrix (RTM)	
		Detailed Design Session Agendas	
		Detailed System Design Session Meeting Minutes	
		System Generated Reports	
		Updated Requirements Traceability Matrix (RTM)	
		Unit Test Plan and Checklist Template	
		Cost Allocation/Billing Process Plan	
		Comprehensive Governance Framework and System Integration Plan - EDMS	
	Consumer Communications Component		
		Detailed Requirements Specification Document (RSD)	
		Requirements Session Meeting Minutes	
		Requirements Traceability Matrix (RTM)	
		Detailed Design Session Agendas	
		Detailed System Design Session Meeting Minutes	

Project Phase	RFP Reference	Deliverable	Deliverable Cost
		System Generated Reports	
		Updated Requirements Traceability Matrix (RTM)	
		Unit Test Plan and Checklist Template	
		Cost Allocation/Billing Process Plan	
		Comprehensive Governance Framework and System Integration Plan - CC	
	Business Rules Engine Component		
		Detailed Requirements Specification Document (RSD)	
		Requirements Session Meeting Minutes	
		Requirements Traceability Matrix (RTM)	
		Detailed Design Session Agendas	
		Detailed System Design Session Meeting Minutes	
		System Generated Reports	
		Updated Requirements Traceability Matrix (RTM)	
		Unit Test Plan and Checklist Template	
		Cost Allocation/Billing Process Plan	
		Comprehensive Governance Framework and System Integration Plan - BRE	
Testing Phase		Test Cases	
		Disaster Recovery and High Availability Plans	
		Final Test Results	
		Eligibility and Enrollment Integration Test Plan	
		Training Plan	

Project Phase	RFP Reference	Deliverable	Deliverable Cost
		Training Schedule	
Training Phase		Training Materials	
		Completed Training Sessions	
		Implementation Strategy	
		Operational Readiness Walkthrough	
Implementation & Rollout Phase		“Go-Live” Support Plan	
		Rollout Plan	
		Eligibility and Enrollment System Integration	
		Updated System and Operational Documentation	
		Post-Implementation Operational Monitoring and Support Plan	
		Agency documentation of Enterprise Architecture solution acceptance	
		Operations and Maintenance Plan	
		Technical Governance Documentation for every component and EA as a whole	
		Enterprise Governance Documentation	
		System documentation library	
Transition Phase		Lessons Learned document	
		Project Completion Review	
Total Evaluated Price for DDI			

Signature

Title

Date

PRICING SCHEDULE

Technical Governance, Integration, Maintenance and Operations

Pricing Schedule C

Please provide the total cost of the Technical Governance, Integration, Maintenance and Operations for the Enterprise Architecture at its initial scale (detailed in Pricing Schedule B) as specified in sections [III.E-F](#). This cost must include any staffing necessary to provide on-going Technical Governance, Maintenance and Operations of the EA as well as on-boarding/integration work for the E&E system (first system to utilize the EA).

YEAR 1	Month 1	\$
	Month 2	\$
	Month 3	\$
	Month 4	\$
	Month 5	\$
	Month 6	\$
	Month 7	\$
	Month 8	\$
	Month 9	\$
	Month 10	\$
	Month 11	\$
	Month 12	\$
	Year 1 Total	\$
YEAR 2	Month 1	\$
	Month 2	\$
	Month 3	\$
	Month 4	\$
	Month 5	\$
	Month 6	\$
	Month 7	\$
	Month 8	\$
	Month 9	\$

	Month 10	\$
	Month 11	\$
	Month 12	\$
	Year 2 Total	\$
YEAR 3	Month 1	\$
	Month 2	\$
	Month 3	\$
	Month 4	\$
	Month 5	\$
	Month 6	\$
	Month 7	\$
	Month 8	\$
	Month 9	\$
	Month 10	\$
	Month 11	\$
	Month 12	\$
	Year 3 Total	\$
GRAND TOTAL		\$

Signature

Title

Date

PRICING SCHEDULE

Hosting, Hardware and Software

Pricing Schedule D

Whenever on-premise hosting is an option for any of the components of the solution, that component must be hosted on premise on state-owned hardware/assets. However, Proposers may also select cloud-hosted Software/Platform as a Service solutions (SaaS/PaaS) for any of the components of EA if on-premise hosting option is not available and/or that SaaS/PaaS best fits the requirements of this RFP.

All components of the solution/system must be able to pass all CMS and IRS security audits.

The State must own all state-hosted software and hardware, and reserves the right to procure the hardware and software outside of this contract. All sub-contracts with cloud-hosted software vendors must be transferrable to the State upon termination of the contract.

For all cloud-hosted components, Proposers must provide a total, all-inclusive yearly cost of each component for the initial scale of the Enterprise Architecture (as detailed in Pricing Schedule B).

For all on-premise, state-hosted components, Proposers must provide a detailed breakdown of the hardware and software resources and licenses required for the initial scale of the Enterprise Architecture (as detailed in Pricing Schedule B) and an itemized cost for these resources. Proposers shall indicate whether the cost is a one-time or recurring cost. The breakdown shall include, but is not limited to, the following elements for software and hardware:

- Software package technical specifications and requirements
- Software enterprise licensing structure
- Hardware specifications and requirements
- Database requirements
- OS requirements
- Networking requirements
- Security configuration requirements

ENTERPRISE COMPONENT	HOSTING OPTION		
	STATE-HOSTED		CLOUD-HOSTED (PaaS/SaaS)
	Software and Hardware Details	Cost	All-Inclusive Cost
YEAR 1			
ESB	Total All-Inclusive Price (S/W & H/W)	\$	
	<Software 1>	\$	
	<Software 2>	\$	
	<Software 3>	\$	
	<Maintenance Cost of Software>	\$	
	Total All-Inclusive Software Price	\$	
	<Hardware 1>	\$	
	<Hardware 2>	\$	
	<Hardware 3>	\$	
	<Maintenance Cost of Hardware>	\$	
	Total All-Inclusive Hardware Price	\$	\$
MDM	Total All-Inclusive Price (S/W & H/W)	\$	
	<Software 1>	\$	
	<Software 2>	\$	
	<Software 3>	\$	
	<Maintenance Cost of Software>	\$	
	Total All-Inclusive Software Price	\$	
	<Hardware 1>		
	<Hardware 2>	\$	
	<Hardware 3>	\$	
	<Maintenance Cost of Hardware>	\$	
	Total All-Inclusive Hardware Price	\$	\$

ENTERPRISE COMPONENT	HOSTING OPTION		
	STATE-HOSTED		CLOUD-HOSTED (PaaS/SaaS)
	Software and Hardware Details	Cost	All-Inclusive Cost
YEAR 1			
DWH	Total All-Inclusive Price (S/W & H/W) <Software 1> <Software 2> <Software 3> <Maintenance Cost of Software> Total All-Inclusive Software Price <Hardware 1> <Hardware 2> <Hardware 3> <Maintenance Cost of Hardware> Total All-Inclusive Hardware Price	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$
IAM/SSO	Total All-Inclusive Price (S/W & H/W) <Software 1> <Software 2> <Software 3> <Maintenance Cost of Software> Total All-Inclusive Software Price <Hardware 1> <Hardware 2> <Hardware 3> <Maintenance Cost of Hardware> Total All-Inclusive Hardware Price	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$

ENTERPRISE COMPONENT	HOSTING OPTION		
	STATE-HOSTED		CLOUD-HOSTED (PaaS/SaaS)
	Software and Hardware Details	Cost	All-Inclusive Cost
YEAR 1			
EDMS	Total All-Inclusive Price (S/W & H/W)	\$	
	<Software 1>	\$	
	<Software 2>	\$	
	<Software 3>	\$	
	<Maintenance Cost of Software>	\$	
	Total All-Inclusive Software Price	\$	
	<Hardware 1>	\$	
	<Hardware 2>	\$	
	<Hardware 3>	\$	
	<Maintenance Cost of Hardware>	\$	
	Total All-Inclusive Hardware Price	\$	\$
CC	Total All-Inclusive Price (S/W & H/W)	\$	
	<Software 1>	\$	
	<Software 2>	\$	
	<Software 3>	\$	
	<Maintenance Cost of Software>	\$	
	Total All-Inclusive Software Price	\$	
	<Hardware 1>	\$	
	<Hardware 2>	\$	
	<Hardware 3>	\$	
	<Maintenance Cost of Hardware>	\$	
	Total All-Inclusive Hardware Price	\$	\$

ENTERPRISE COMPONENT	HOSTING OPTION		
	STATE-HOSTED		CLOUD-HOSTED (PaaS/SaaS)
	Software and Hardware Details	Cost	All-Inclusive Cost
YEAR 1			
BRE	Total All-Inclusive Price (S/W & H/W)	\$	
	<Software 1>	\$	
	<Software 2>	\$	
	<Software 3>	\$	
	<Maintenance Cost of Software>	\$	
	Total All-Inclusive Software Price	\$	
	<Hardware 1>	\$	
	<Hardware 2>	\$	
	<Hardware 3>	\$	
	<Maintenance Cost of Hardware>	\$	
	Total All-Inclusive Hardware Price	\$	\$
Governance & Operations	Total All-Inclusive Price (S/W & H/W)	\$	
	<Software 1>	\$	
	<Software 2>	\$	
	<Software 3>	\$	
	<Maintenance Cost of Software>	\$	
	Total All-Inclusive Software Price	\$	
	<Hardware 1>	\$	
	<Hardware 2>	\$	
	<Hardware 3>	\$	
	<Maintenance Cost of Hardware>	\$	
	Total All-Inclusive Hardware Price	\$	\$

ENTERPRISE COMPONENT	HOSTING OPTION		
	STATE-HOSTED		CLOUD-HOSTED (PaaS/SaaS)
	Software and Hardware Details	Cost	All-Inclusive Cost
YEAR 2			
ESB	Total All-Inclusive Price (S/W & H/W)	\$	
	<Software 1>	\$	
	<Software 2>	\$	
	<Software 3>	\$	
	<Maintenance Cost of Software>	\$	
	Total All-Inclusive Software Price	\$	
	<Hardware 1>	\$	
	<Hardware 2>	\$	
	<Hardware 3>	\$	
	<Maintenance Cost of Hardware>	\$	
	Total All-Inclusive Hardware Price	\$	\$
MDM	Total All-Inclusive Price (S/W & H/W)	\$	
	<Software 1>	\$	
	<Software 2>	\$	
	<Software 3>	\$	
	<Maintenance Cost of Software>	\$	
	Total All-Inclusive Software Price	\$	
	<Hardware 1>		
	<Hardware 2>	\$	
	<Hardware 3>	\$	
	<Maintenance Cost of Hardware>	\$	
	Total All-Inclusive Hardware Price	\$	\$

ENTERPRISE COMPONENT	HOSTING OPTION		
	STATE-HOSTED		CLOUD-HOSTED (PaaS/SaaS)
	Software and Hardware Details	Cost	All-Inclusive Cost
YEAR 2			
DWH	Total All-Inclusive Price (S/W & H/W) <Software 1> <Software 2> <Software 3> <Maintenance Cost of Software> Total All-Inclusive Software Price <Hardware 1> <Hardware 2> <Hardware 3> <Maintenance Cost of Hardware> Total All-Inclusive Hardware Price	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$
IAM/SSO	Total All-Inclusive Price (S/W & H/W) <Software 1> <Software 2> <Software 3> <Maintenance Cost of Software> Total All-Inclusive Software Price <Hardware 1> <Hardware 2> <Hardware 3> <Maintenance Cost of Hardware> Total All-Inclusive Hardware Price	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$

ENTERPRISE COMPONENT	HOSTING OPTION		
	STATE-HOSTED		CLOUD-HOSTED (PaaS/SaaS)
	Software and Hardware Details	Cost	All-Inclusive Cost
YEAR 2			
EDMS	Total All-Inclusive Price (S/W & H/W)	\$	
	<Software 1>	\$	
	<Software 2>	\$	
	<Software 3>	\$	
	<Maintenance Cost of Software>	\$	
	Total All-Inclusive Software Price	\$	
	<Hardware 1>	\$	
	<Hardware 2>	\$	
	<Hardware 3>	\$	
	<Maintenance Cost of Hardware>	\$	
	Total All-Inclusive Hardware Price	\$	\$
CC	Total All-Inclusive Price (S/W & H/W)	\$	
	<Software 1>	\$	
	<Software 2>	\$	
	<Software 3>	\$	
	<Maintenance Cost of Software>	\$	
	Total All-Inclusive Software Price	\$	
	<Hardware 1>	\$	
	<Hardware 2>	\$	
	<Hardware 3>	\$	
	<Maintenance Cost of Hardware>	\$	
	Total All-Inclusive Hardware Price	\$	\$

ENTERPRISE COMPONENT	HOSTING OPTION		
	STATE-HOSTED		CLOUD-HOSTED (PaaS/SaaS)
	Software and Hardware Details	Cost	All-Inclusive Cost
YEAR 2			
BRE	Total All-Inclusive Price (S/W & H/W)	\$	
	<Software 1>	\$	
	<Software 2>	\$	
	<Software 3>	\$	
	<Maintenance Cost of Software>	\$	
	Total All-Inclusive Software Price	\$	
	<Hardware 1>	\$	
	<Hardware 2>	\$	
	<Hardware 3>	\$	
	<Maintenance Cost of Hardware>	\$	
	Total All-Inclusive Hardware Price	\$	\$
Governance & Operations	Total All-Inclusive Price (S/W & H/W)	\$	
	<Software 1>	\$	
	<Software 2>	\$	
	<Software 3>	\$	
	<Maintenance Cost of Software>	\$	
	Total All-Inclusive Software Price	\$	
	<Hardware 1>	\$	
	<Hardware 2>	\$	
	<Hardware 3>	\$	
	<Maintenance Cost of Hardware>	\$	
	Total All-Inclusive Hardware Price	\$	\$

ENTERPRISE COMPONENT	HOSTING OPTION		
	STATE-HOSTED		CLOUD-HOSTED (PaaS/SaaS)
	Software and Hardware Details	Cost	All-Inclusive Cost
YEAR 3			
ESB	Total All-Inclusive Price (S/W & H/W)	\$	
	<Software 1>	\$	
	<Software 2>	\$	
	<Software 3>	\$	
	<Maintenance Cost of Software>	\$	
	Total All-Inclusive Software Price	\$	
	<Hardware 1>	\$	
	<Hardware 2>	\$	
	<Hardware 3>	\$	
	<Maintenance Cost of Hardware>	\$	
	Total All-Inclusive Hardware Price	\$	\$
MDM	Total All-Inclusive Price (S/W & H/W)	\$	
	<Software 1>	\$	
	<Software 2>	\$	
	<Software 3>	\$	
	<Maintenance Cost of Software>	\$	
	Total All-Inclusive Software Price	\$	
	<Hardware 1>		
	<Hardware 2>	\$	
	<Hardware 3>	\$	
	<Maintenance Cost of Hardware>	\$	
	Total All-Inclusive Hardware Price	\$	\$

ENTERPRISE COMPONENT	HOSTING OPTION		
	STATE-HOSTED		CLOUD-HOSTED (PaaS/SaaS)
	Software and Hardware Details	Cost	All-Inclusive Cost
YEAR 3			
DWH	Total All-Inclusive Price (S/W & H/W)	\$	
	<Software 1>	\$	
	<Software 2>	\$	
	<Software 3>	\$	
	<Maintenance Cost of Software>	\$	
	Total All-Inclusive Software Price	\$	
	<Hardware 1>	\$	
	<Hardware 2>	\$	
	<Hardware 3>	\$	
	<Maintenance Cost of Hardware>	\$	
	Total All-Inclusive Hardware Price	\$	\$
IAM/SSO	Total All-Inclusive Price (S/W & H/W)	\$	
	<Software 1>	\$	
	<Software 2>	\$	
	<Software 3>	\$	
	<Maintenance Cost of Software>	\$	
	Total All-Inclusive Software Price	\$	
	<Hardware 1>	\$	
	<Hardware 2>	\$	
	<Hardware 3>	\$	
	<Maintenance Cost of Hardware>	\$	
	Total All-Inclusive Hardware Price	\$	\$

ENTERPRISE COMPONENT	HOSTING OPTION		
	STATE-HOSTED		CLOUD-HOSTED (PaaS/SaaS)
	Software and Hardware Details	Cost	All-Inclusive Cost
YEAR 3			
EDMS	Total All-Inclusive Price (S/W & H/W)	\$	
	<Software 1>	\$	
	<Software 2>	\$	
	<Software 3>	\$	
	<Maintenance Cost of Software>	\$	
	Total All-Inclusive Software Price	\$	
	<Hardware 1>	\$	
	<Hardware 2>	\$	
	<Hardware 3>	\$	
	<Maintenance Cost of Hardware>	\$	
	Total All-Inclusive Hardware Price	\$	\$
CC	Total All-Inclusive Price (S/W & H/W)	\$	
	<Software 1>	\$	
	<Software 2>	\$	
	<Software 3>	\$	
	<Maintenance Cost of Software>	\$	
	Total All-Inclusive Software Price	\$	
	<Hardware 1>	\$	
	<Hardware 2>	\$	
	<Hardware 3>	\$	
	<Maintenance Cost of Hardware>	\$	
	Total All-Inclusive Hardware Price	\$	\$

ENTERPRISE COMPONENT	HOSTING OPTION		
	STATE-HOSTED		CLOUD-HOSTED (PaaS/SaaS)
	Software and Hardware Details	Cost	All-Inclusive Cost
YEAR 3			
BRE	Total All-Inclusive Price (S/W & H/W)	\$	
	<Software 1>	\$	
	<Software 2>	\$	
	<Software 3>	\$	
	<Maintenance Cost of Software>	\$	
	Total All-Inclusive Software Price	\$	
	<Hardware 1>	\$	
	<Hardware 2>	\$	
	<Hardware 3>	\$	
	<Maintenance Cost of Hardware>	\$	
	Total All-Inclusive Hardware Price	\$	\$
Governance & Operations	Total All-Inclusive Price (S/W & H/W)	\$	
	<Software 1>	\$	
	<Software 2>	\$	
	<Software 3>	\$	
	<Maintenance Cost of Software>	\$	
	Total All-Inclusive Software Price	\$	
	<Hardware 1>	\$	
	<Hardware 2>	\$	
	<Hardware 3>	\$	
	<Maintenance Cost of Hardware>	\$	
	Total All-Inclusive Hardware Price	\$	\$

SUM OF ALL HOSTING, HARDWARE AND SOFTWARE COSTS (Years 1-3) \$ _____

Signature

Title

Date

PRICING SCHEDULE

Future Scaling

Pricing Schedule E

Proposers must calculate the per unit cost to scale the solution at any point during the contract, exclusive of the initial scaling necessary for the Enrollment & Eligibility System. This cost must include any staffing and other resources necessary to scale the Enterprise Architecture, including but not limited to hardware, network bandwidth, software licenses, staff to perform the scaling and new system on-boarding/integration, and additional technical governance, maintenance and operations staff to accommodate the new scale.

Estimated Cost to Scale

ENTERPRISE COMPONENT	SCALING UNIT	NUMBER OF UNITS	COST PER UNIT	PRICE TO SCALE
ESB	Number of API calls	50,000	\$	\$
	Number of messages sent	50,000	\$	\$
MDM	Number of Records Managed	100,000	\$	\$
DWH	Number of Records Stored	100,000	\$	\$
IAM/SSO	Number of State Staff Users	1,000	\$	\$
	Number of Partner Users	1,000	\$	\$
	Number of Public Users	1,000	\$	\$
EDMS	Number of gigabytes of documents stored	200GB	\$	\$
CC	Number of mailings sent	10,000	\$	\$
	Number of emails sent	10,000	\$	\$
	Number of SMS messages sent	5,000	\$	\$
	Number of faxes sent	1,000	\$	\$
BRE	Number of active rules	1,000	\$	\$
TOTAL				\$

Signature

Title

Date

PRICING SCHEDULE

Staff Augmentation Services

Pricing Schedule F

Proposer shall provide an hourly rate for the labor categories below where the Proposer may utilize a skill set to meet State staff augmentation needs related to the Enterprise Architecture that fall outside of DDI, Technical Governance, Maintenance and Operations, Hosting, Hardware and Software, and Future Scaling for new system integration (Section III.G). Staff augmentation services will be requested on as needed basis using task orders.

Definitions for the skill sets below are provided in [Appendix I](#) – Standard Labor Categories.

The allocated hours will be evaluated by the State according to a predetermined number of hours per category. This mode will be used for evaluation purposes only and does not represent a commitment by the State to incur the cost projected in this schedule. Hourly rates must be inclusive of travel and all project expenses.

Professional Service Skill Set	Hourly Rate
Senior Level Management/Administrative Staff <ul style="list-style-type: none"> • Program/Project Manager • Task Manager 	\$
Basic Level Management/Administrative Staff <ul style="list-style-type: none"> • Business Analyst/ Process Specialist • Program Management Specialist • Management Analyst 	\$
SME Level Technical Staff <ul style="list-style-type: none"> • Expert Consultant • Systems Architect/Engineer • Enterprise Architect • Systems Security Architect 	\$
Principal Level Technical Staff <ul style="list-style-type: none"> • Systems Engineer • Software Engineer • Integration & Test Engineer • Network Engineer • Validation and Verification Test Engineer • Information Systems Security Engineer 	\$

Senior Level Technical Staff <ul style="list-style-type: none"> • Systems Administrator • Cyber Security Specialist • Network Administrator • Database Administrator • Programmer • Data Warehouse/Mining Specialist • Help Desk Manager • Configuration/Data Management Analyst 	\$
Basic Level Technical Staff <ul style="list-style-type: none"> • Configuration/Data Management Analyst • Information Systems Security Specialist • Computer Security Systems Specialist • Data Security Specialist • Systems Programmer • Systems Analyst • Programmer Analyst • Communication Specialist • Quality Assurance Analyst • Software Tester • Web Designer • Web Software Developer • Web Content Administrator • Technical Support Specialist • Help Desk Specialist • Training Specialist • Computer Operator • Administrative Specialist • Technical Writer • Graphics Specialist 	\$

Signature

Title

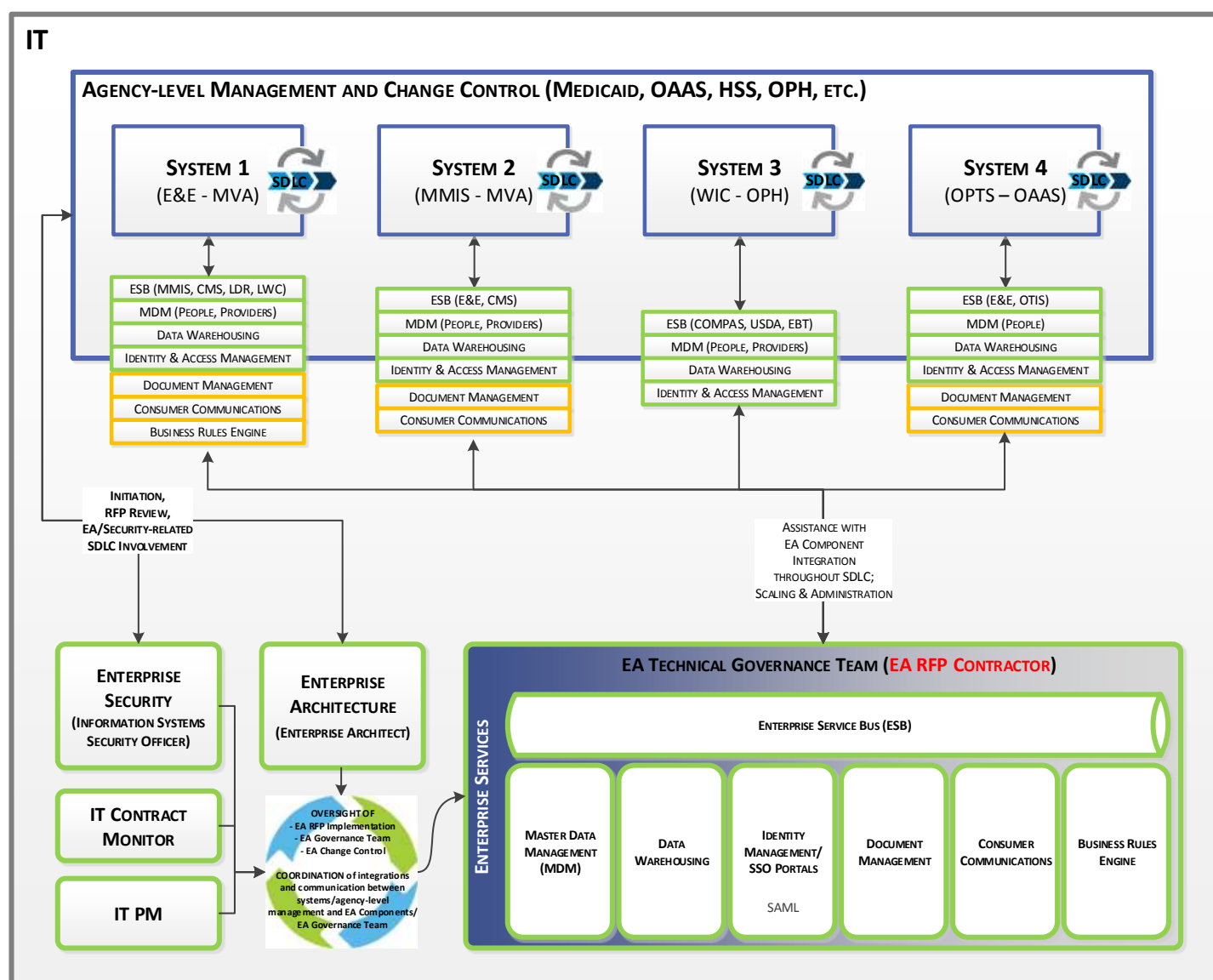
Date

Attachment VI Technical Evaluation Form

TECHNICAL EVALUATION REVIEW FORM		
No.	Question	Score
1	Components & Infrastructure Response <ul style="list-style-type: none"> • Master Data Management (MDM) – 40 pts • Data Warehousing (DWH) – 40 pts • Identity and Access Management/Single Sign-On (IAM/SSO) – 40 pts • Enterprise Service Bus (ESB) – 35 pts • Document Management (EDMS) – 30 pts • Consumer Communications (CC) – 20 pts • Business Rules Engine (BRE) – 25 pts • Scalability & Capacity – 10 pts • Customization/Integration – 10 pts • Security Procedures – 5 pts 	255
2	Governance Requirements & Integration Response	65
3	Development, Maintenance, & Operations Response	25
	TOTAL	345

Appendix A Relationships, Roles, and Responsibilities

Figure 3: Relationships, Roles, and Responsibilities



The diagram above is an overview of the relationship between OTS-IT, EA Technical Governance Team (provided by the Contractor for the lifetime of the contract), and agency-level management.

OTS-IT will provide primary oversight over the design and implementation of the architecture and governance. The core OTS-IT team will be comprised of the Enterprise Architect, Information Systems Security Officer, OTS-IT Contract Monitor, OTS-IT Project Manager, with additional assistants added and removed as needed.

Once the EA has been implemented and governance has been established, the OTS-IT team will participate in the various Software Design Life-cycle (SDLC) stages of every OTS-IT project/system within the Department (initiation, RFP review and proposal scoring, technical and security architecture design and reviews). OTS-IT will coordinate integration and communication between agency-level management, system vendors and the EA Technical Governance Team established by the Contractor.

The EA Technical Governance Team will be responsible for assisting the agencies and their system vendors in integration of their systems with the enterprise architecture components governed by the team, and ensure compliance with the various guidelines and standards established as part of the governance for each individual component. The EA Technical Governance Team provided by the Contractor will also be responsible for daily operations, monitoring, scaling, performance tuning, and reporting on the general status and usage of all enterprise components.

Although the Contractor is responsible for designing both, the Technical and Enterprise Governances for the implemented enterprise components, the EA Technical Governance Team is responsible for executing only the Technical Governance. The OTS-IT team will be responsible for implementing the Enterprise Governance designed by the Contractor as part of this project.

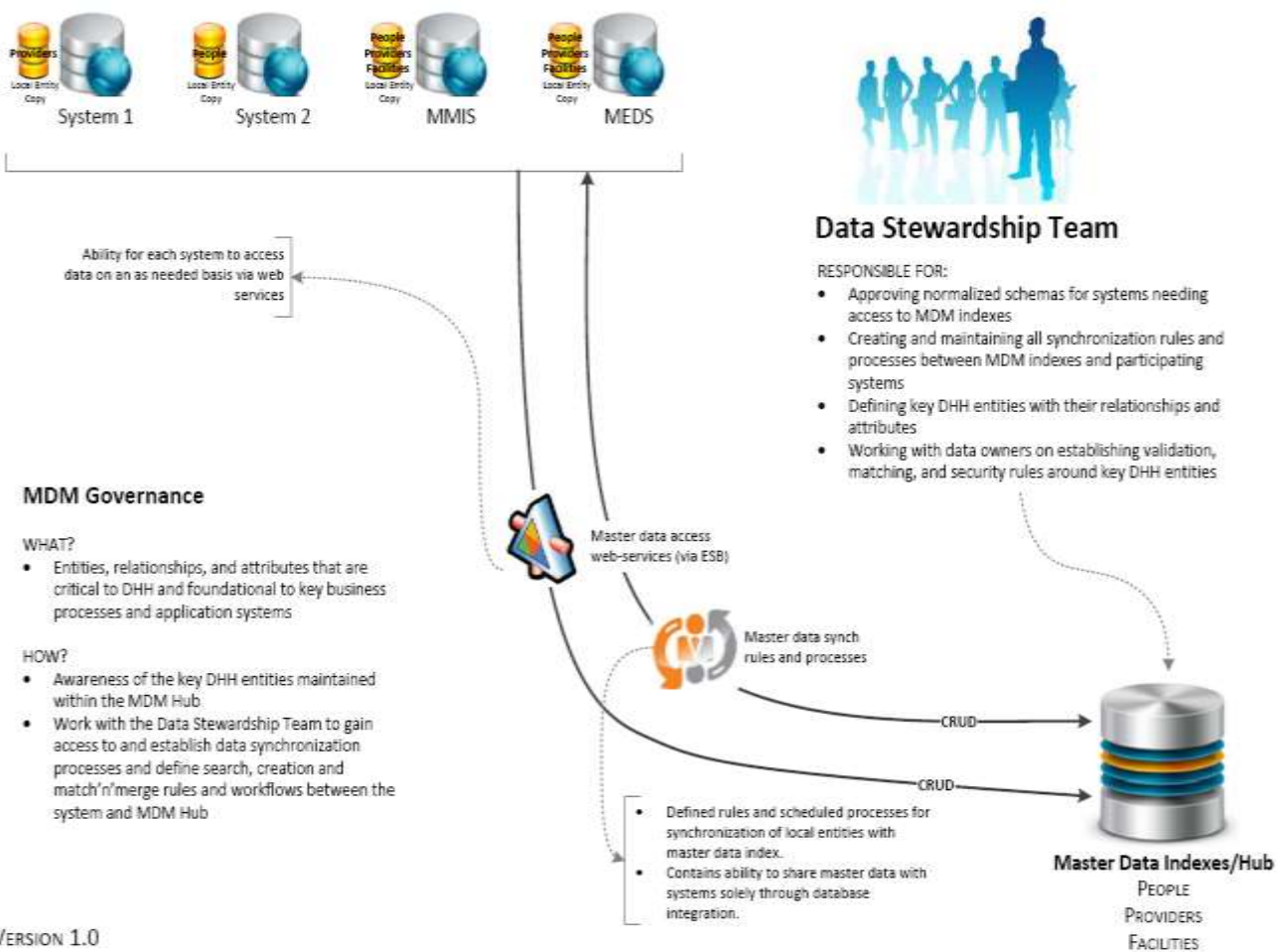
In addition to implementing the Contractor-designed Enterprise Governance, the OTS-IT team will also oversee the integrations and serve as the arbiter of any disputes between the EA Technical Governance Team and agency-level management and their system vendors. The OTS-IT team will also be responsible for cost allocation to the various agencies and their program offices based on their systems' actual component usage statistics (CPU/RAM/bandwidth/disk space and/or per-entity/message/user, depending on the pricing model.)

Appendices below further outline the high-level vision by the Department for all Enterprise Architecture components, including governance and integration requirements and responsibilities.

Appendix B Master Data Management Vision

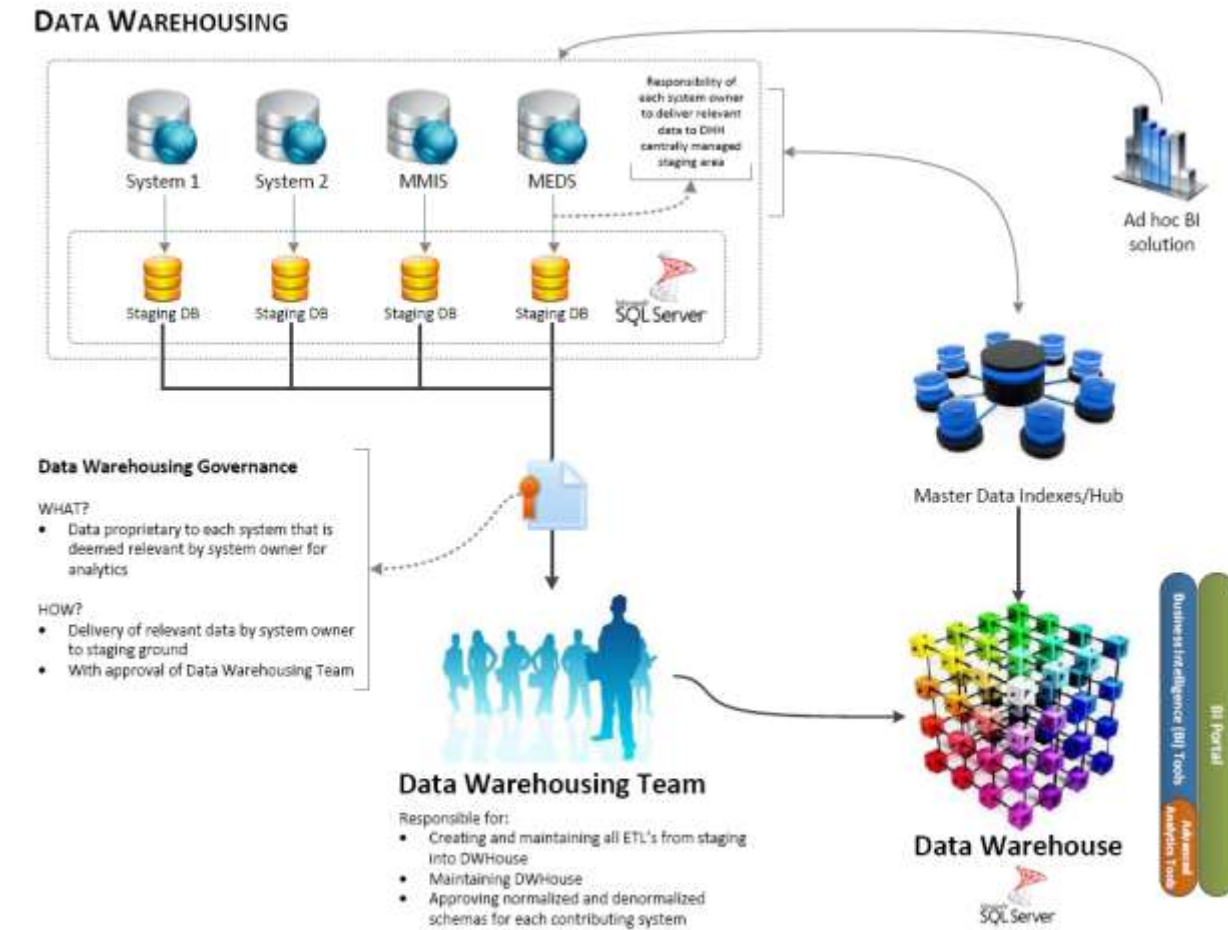
MASTER DATA MANAGEMENT

TRANSACTIONAL MDM



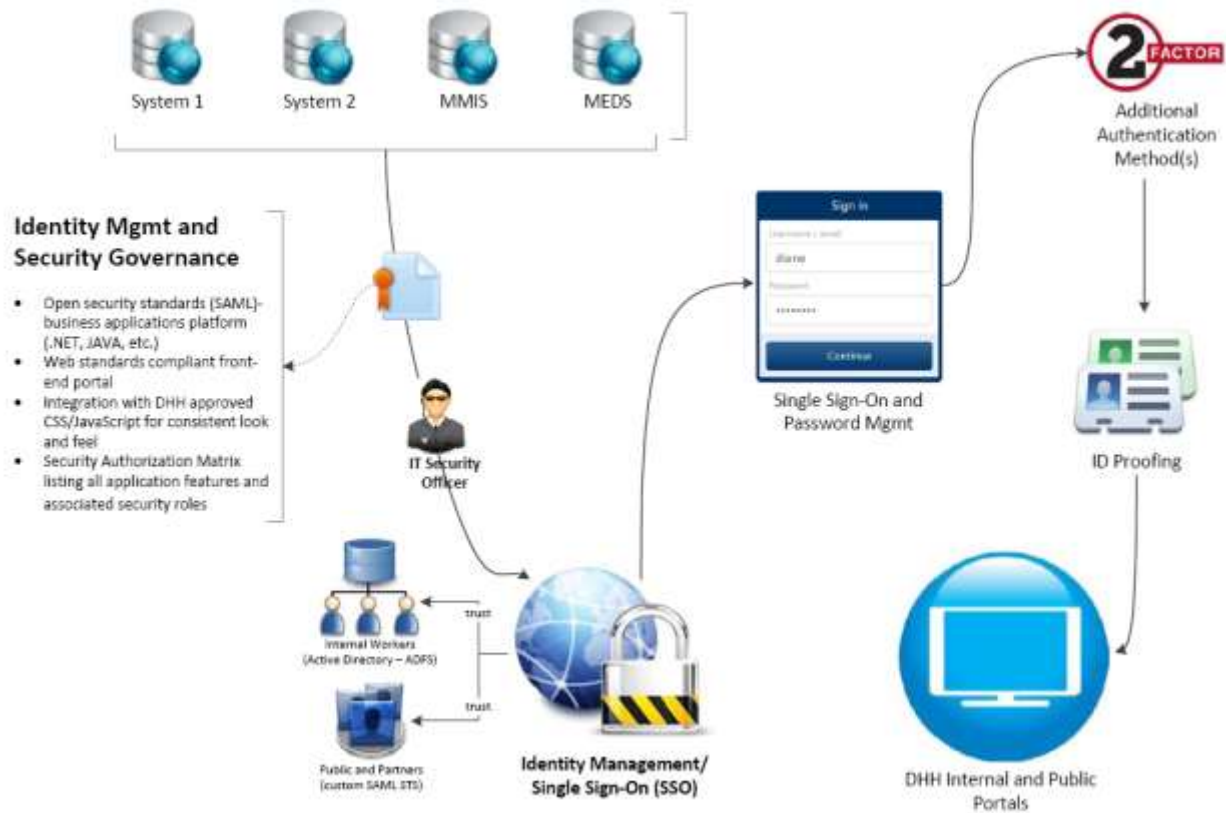
VERSION 1.0

Appendix C Data Warehousing Vision



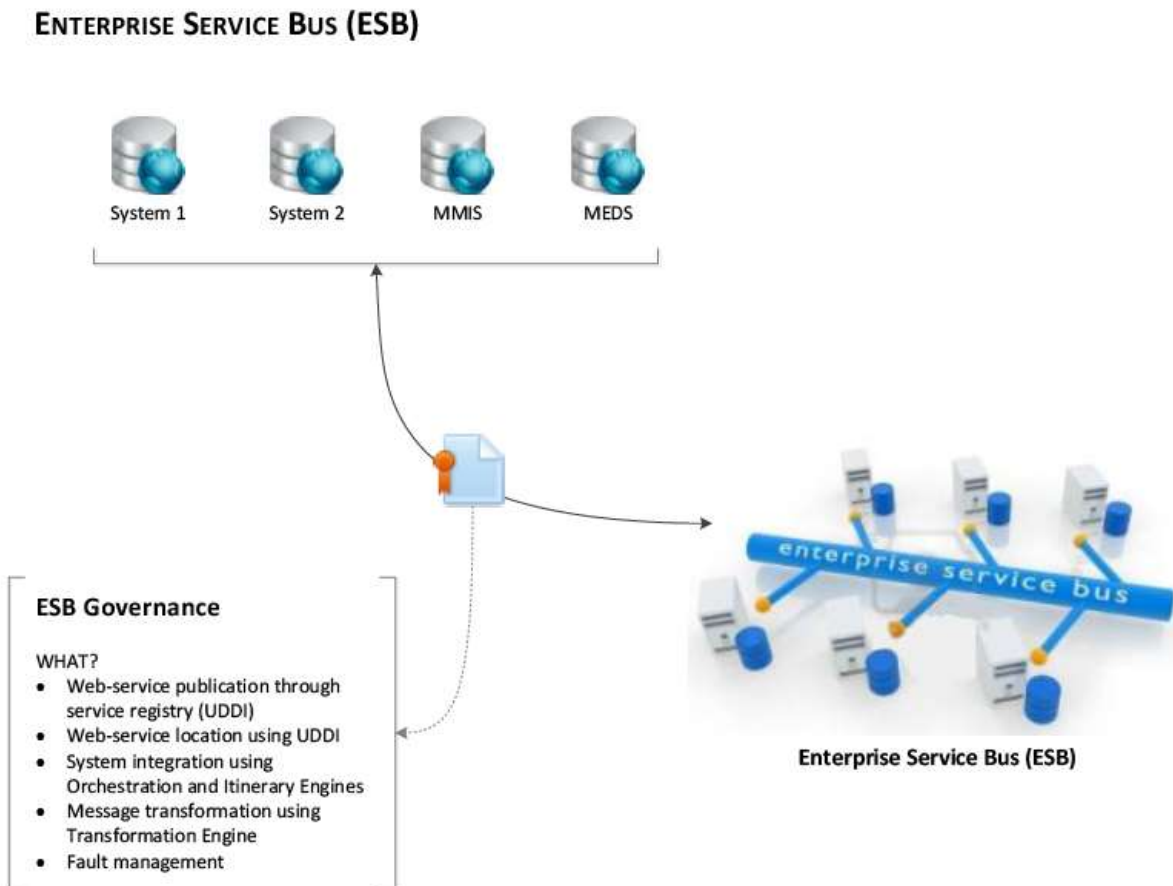
Appendix D Identity Management/Single Sign-on (IAM/SSO) Vision

IDENTITY MANAGEMENT/SINGLE SIGN-ON (SSO) PORTALS



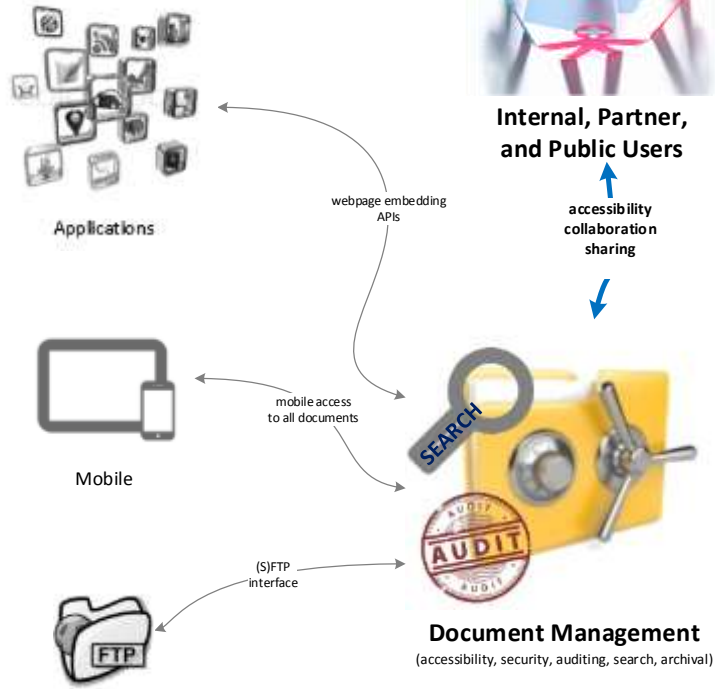
VERSION 1.0

Appendix E Enterprise Service Bus (ESB) Vision



Appendix F Document Management (EDMS) Vision

DOCUMENT MANAGEMENT (EDMS)



Document Management Governance

WHAT?

- Documents & files
- Metadata
- Workflows
- Access points (embedding, APIs, mobile, etc.)

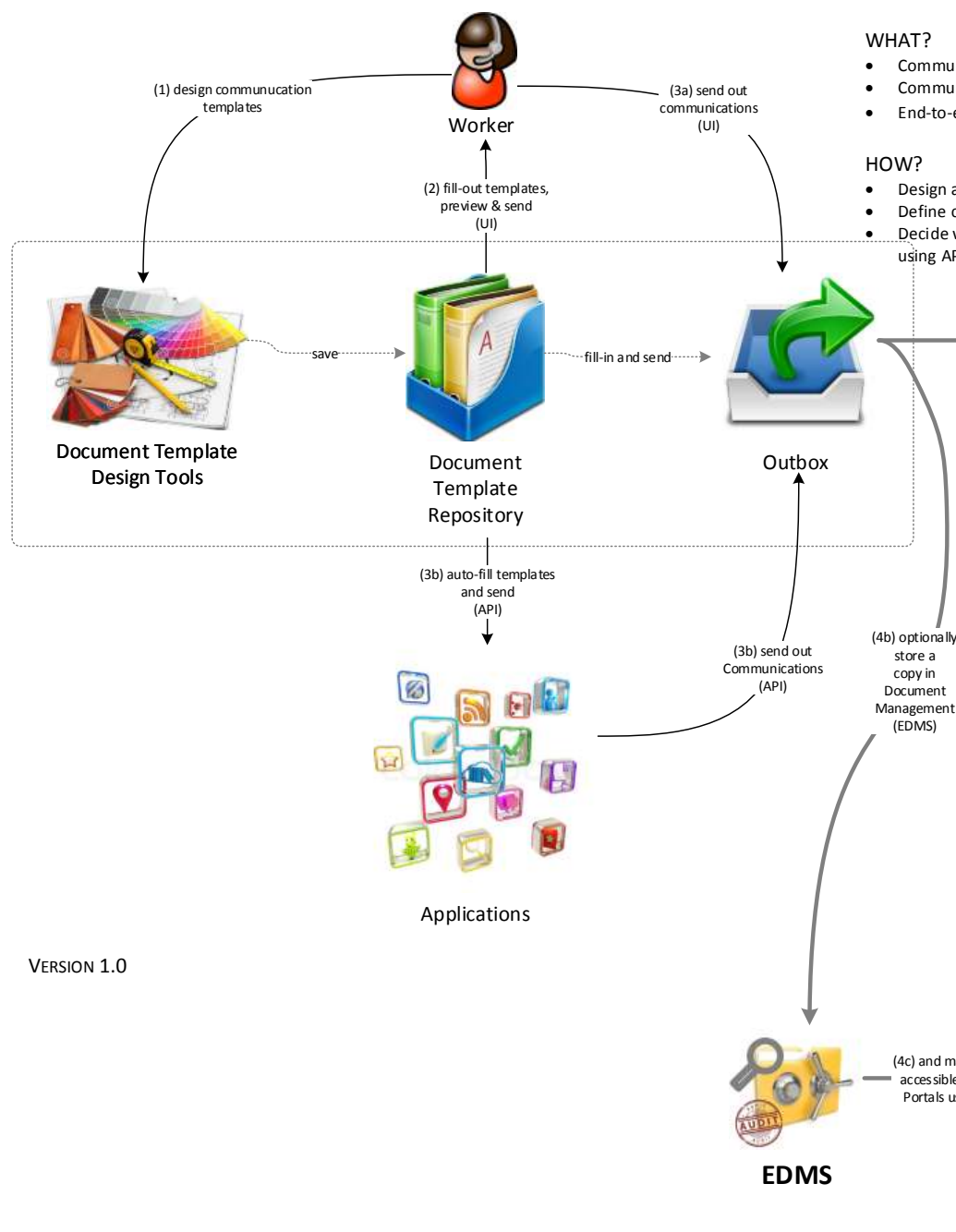
HOW?

- Define document types & metadata
- Compute document storage requirements
- Create workflows around documents
- Establish security requirements for the documents

VERSION 1.0

Appendix G Consumer Communications (CC) Vision

CONSUMER COMMUNICATIONS



Consumer Communications Governance

WHAT?

- Communication document templates
- Communication destinations
- End-to-end tracing of communications

HOW?

- Design and publish communication document templates
- Define communication mediums (mail, email, etc.)
- Decide whether communications can be automated and sent using APIs, or workers will be worker initiated

VERSION 1.0

Appendix H Business Rules Engine (BRE) Vision

BUSINESS RULES ENGINE (BRE)



BRE Governance

WHAT?

- Rules around business entities and processes modelled by an application
- Shared and application-specific catalogs of rules

HOW?

- Use BRE's rule authoring tools to create, test, and deploy business rules
- Use BRE API's to execute rules against the facts (data) at runtime

VERSION 1.0

Appendix I Staff Augmentation Services Labor Categories

Program/Project Manager

Responsible for all contract activities. Sets policies and procedures, technical standards and methods, and priorities. Coordinates the management of all work performed on tasks under the contract. Coordinates the efforts of subcontractors, team members, and vendors. Acts as the central point of contact with the State staff and officials. Exercises full authority to act for the company in the performance of the required work and services under all task orders. Works independently, or under the general direction of senior level company management, on all phases of performance including contract management, project/task order management, coordination of resource needs, coordination with corporate resources and management. Reports to senior company management on contract and task performance and issues. Has direct accountability for the technical correctness, timeliness and quality of deliverables, and the implementation and measurement of corporate and State quality standards and methodologies. Has a broad and deep knowledge of the IT industry, business administration, and human resource management and has excellent oral and written communications skills.

Task Manager

Serves as the task manager for a large, complex task order and shall assist the Program Manager in working with the State's personnel. Responsible for assembling the task team, assigning individual responsibilities, identifying appropriate resources needed, and developing the schedule to ensure the timely completion of the task milestones and final acceptance. Must be familiar with the systems scope and project objectives, as well as the role and function of each team member, in order to effectively coordinate the activities of the team. Monitors each assigned task, implements and assures adherence to task level quality and methodology standards, and keeps the program manager abreast of all problems and accomplishments. Anticipates problems and works to mitigate the anticipated problems. As a task leader, provides technical direction for the complete task effort.

Reviews and evaluates work of subordinate staff and prepares performance reports. May serve as a technical authority for a particular task area. As a staff specialist or consultant, resolves unique and unyielding systems problems using new technology. Can complete tasks within estimated time frames and budget constraints.

Interacts with the State's management personnel. Prepares activity and progress reports regarding all assigned tasks. Reports in writing and orally to company and the State's representatives.

Business Analyst/ Process Specialist

Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Duties include activity and data modeling, developing modern business methods, identifying best practices and creating and assessing performance measurements. Responsible for effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

Program Management Specialist

Analyzes management, business, and technical issues related to program management and information systems.

Provides guidance on management processes and procedures, the business implications of various systems, and the technical considerations. Collaborates on feasibility studies and systems planning. Assists in formulating scope and objectives. Provides consulting on management concerns and priorities. Devises and/or modifies procedures for managing complex programs. Assists in research and development and presentation activities that may advance the users information knowledge base. May have quality assurance and risk management responsibilities.

Enterprise Architect

Establishes system information requirements using analysis of the information engineer in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection and International Standards

Organization reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers Open Systems Environment reference model - as they apply to the implementation and specification of information management solution of the application platform, across the application program interface, and the external environment/software application. Evaluates analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action.

Configuration/Data Management Analyst

Responsible for the effective development and implementation of programs to ensure that all information systems products and services meet minimum company standards and end-user requirements. Administers the change control process for zero defects software development. Responsible for configuration management of requirements, design, and code. Evaluates and selects configuration management tools and standards.

Prepares configuration management plans and procedures. Administers problem management process including monitoring and reporting on problem resolution. Ensures adequate product testing prior to implementation.

Coordinates with users and systems development personnel on releases of software. Verifies the completeness and accuracy of release libraries before implementation and ensures that correct versions of programs are included in specified releases. Makes recommendations to superiors regarding the acquisition and/or implementation of software to increase information systems efficiency, configuration management activities including product identification, change control, status accounting, operation of the program support library, and development and monitoring of equipment/system acceptance plans. Operates and manages program support library. Monitors library structure and procedures to assure system integrity, including procedures for collection, release, production, test, and emergency libraries and the movement/migration of components between libraries. Monitors end-item acceptance plans. May supervise lower level personnel. Must have demonstrated capability for oral and written communications.

Information Systems Security Specialist

Provides technical support in the areas of vulnerability assessment, risk assessment, network security, product evaluation, and security implementation. Responsible for designing and implementing solutions for protecting the confidentiality, integrity, and availability of sensitive information. Provides technical evaluations of customer systems and assists with making security improvements. Participates in design of information system contingency plans that maintain appropriate levels of protection and meet time requirements for minimizing operations impact to customer organization. Conducts security product evaluations, and recommends products, technologies, and upgrades to improve the State's security posture. Conducts testing and audit log reviews to evaluate the effectiveness of current security measures.

Computer Security Systems Specialist

Analyzes and defines security requirements. Designs, develops, engineers, and implements solutions to requirements. Gathers and organizes technical information about mission goals and needs, existing security products, and emergent trends. Performs risk analyses and risk assessment. Uses tools and techniques to implement security policies, procedures, and architectures. Includes developers who implement identity management through software tools or implement public key infrastructure.

Data Security Specialist

Provides support to plan, coordinate, and implement information security. Provides support for facilitating and identifying current security infrastructure and define future programs, design, and implementation of firewall and other related security issues on LANs/WANs. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products, and current Internet/EC technology.

Information Systems Security Engineer

Provides the expertise to conduct systems analysis, certification, and accreditation, integration of secure products, security test, and evaluation, and development of complex information systems to meet information system security requirements.

Cyber Security Specialist

Performs assessment of present levels of cyber security, defines acceptable levels of risk, trains all personnel in proper cyber hygiene, and establishes formal maintenance procedures. Performs privacy impact assessments and provides PII data security and monitoring, and migration strategies. Identifies potential vulnerabilities to cyber and information security using penetration testing and red teams. Provides technologies for identification, modeling, and predictive analysis of cyber threats.

Systems Security Architect

Leads developing, implementing, and maintaining enterprise-wide information security capabilities. Analyzes the enterprise business models and IT systems to determine security risks and risk management considerations.

Defines enterprise and system level security requirements. Proposes technical solutions for systems and applications-level security architecture and design. Develops security plans, policies, and procedures.

Systems Engineer

Highly specialized in one or more phases of software systems development, systems integration, or network engineering. Acts independently under general direction. Provides technical assistance and advice on complex activities. Formulates / defines specifications, develops / modifies / maintains complex systems and subsystems, using vendor engineering releases and utilities for overall operational systems. Applies analytical techniques when gathering information from users, defining work problems, designing technology solutions, and developing procedures to resolve the problems. Develops complete specifications to enable computer programmers to prepare required programs. Analyzes methods of approach. Reviews task proposal requirements, gathers information, analyzes data, prepares project synopses, compares alternatives, prepares specifications, resolves processing problems, coordinates work with programmers and engineers, and orients users to new systems.

Works with considerable freedom to make decisions on the techniques and approaches to be used. Prepares recommendations for system improvement for management and user consideration.

Systems Programmer

Under general direction, responsible for systems programming functions dealing with the overall operating system or complex subsystems of the operating system. Develops specifications for systems programming activities. Develops and modifies software programs for the operating system. Develops logic for and encodes tests, modifies and debugs software packages to suit the operating environment. Designs, codes, tests, and implements systems related modifications. Installs and maintains software products on the computer system.

Analyzes and fixes problems associated with the software packages and forwards them to appropriate vendors for problem resolution. Monitors systems and corrects any errors or inconsistencies.

Systems Analyst

Under general direction, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Exercises analytical techniques when gathering information from users, defining work problems, designing a system of computer programs, and developing procedures to resolve the problems. Prepares detailed specifications from which programs will be written.

Develops and modifies complex systems and develops subsystems to enhance the overall operational system.

Analyzes and revises existing system logic difficulties and documentation as necessary. Analyzes methods of approach. Reviews task proposal requirements, gathers information, analyzes data, prepares project synopses, compares alternatives, prepares specifications for programs, resolves processing problems, coordinates work with programmers, and orients users to new systems.

Software Engineer

Designs, develops, and provides customization of various applications to meet a series of pre-defined requirements. Requirements will be met through the use of various programming languages and possibly

machine and assembly languages.

Programmer

Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency.

Programmer Analyst

Designs, develops, implements, and maintains complex business, accounting, and management information systems. Works on complex assignments. Works with users to define existing or new system scope and objectives. Performs modifications to and maintenance of operational programs and procedures. Assists users in the operation of the application.

Management Analyst

Analyzes various aspects of organizational functioning, including management, processes, structure, culture, and performance. Conducts organizational or process analysis, utilizing qualitative and quantitative analysis tools and techniques. Identifies sources of problems, makes recommendations for solutions, including designing and implementing appropriate organizational interventions. Applies organizational and management theory and principles to understand and improve organizational effectiveness and efficiency in achieving business goals.

Works with all levels of the organization, from leadership and senior management to the workforce; interactions may include coaching, interviewing, workshop facilitation, training, and surveys. Focus is on understanding why and how effectively an organization, program, process or group of people, function in the present manner; how function or performance could be improved; and what should be done to bring about improvements.

Integration & Test Engineer

Highly specialized in one or more phases of systems engineering and development. Acts independently under general direction. Advises technical personnel on the conceptualization, development, and implementation of a broad range of information systems issues, including hardware/software integration, compatibility and multiple platforms. Performs feasibility analysis on potential future projects to management. Plans strategies for improvement of information systems and services. Communicates current innovations and trends in information systems development to technical staff. Prepares justification for selection of new technology. May serve as the chief architect for complex information systems development. Designs and develops proposed solutions to business problems and requirements. Performs high-level system analysis and directs technical strategy for accomplishing new objectives. Maintains knowledge of current systems and system development actions and analyzes for data redundancies and system/program overlap.

Communications Specialist

Assists in the planning, design, and implementation of communications networks. Assesses and optimizes network design by review and assessment of user needs. Conducts feasibility studies, prepares specifications, evaluates vendor products, and makes recommendations on selection for data communication equipment systems or networks. Assists in the design, development, and installation of unique data transmission systems.

Develops procedures for the operation and management of data communications programs and systems.

Reviews and develops telecommunication policies, procedures, and standards.

Network Engineer

Designs, configures, tests, implements, and maintains telecommunications capabilities, including wide area and local area networks. Performs operations and support activities. Assists applications programmers working in the telecommunications environment. Evaluates network changes for operational impact. Evaluates network performance and resolves network and processor problems.

Network Administrator

Acquires, installs, and maintains local area networks. Studies vendor products to determine solutions that best meet user needs and presents information to management for acquisition approval. Purchases and installs new products. Manages local area network performance and troubleshoots problems. Ensures that security procedures are implemented and enforced. Establishes and implements local area network policies, procedures, and standards. Maintains distributed processing databases on the local area network. Trains users on local area network operation and use.

Quality Assurance Analyst

With limited direction, carries out procedures to ensure that all information systems products and services meet company and The State's standards and end-user requirements. Thoroughly tests software to ensure proper operation and freedom from defects and/or supports testing as a witness to testing requirements. Reviews all documentation for completeness, accuracy, and correctness. Organizes and maintains all quality assurance documentation. Documents all problems and works to resolve them. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements.

Software Tester

Performs formal software testing activities for complex software applications. Reviews user requirements documentation; assists in development of test plans; develops test data to be used in performing tests; and transforms test plans into test scripts. Ensures proper execution of test scripts and documentation of test results in

tracking systems. Analyses test results, documents conclusions, and makes recommendations that are fully supported by test results.

Validation and Verification Test Engineer

Performs the Independent Validation and Verification of various IT systems installations. Responsible for regression testing and ensuring the system built matches the requirements of the environment.

Systems Administrator

Responsible for server operations inclusive of hardware, operating system (OS), and utilities on the servers. Has expertise in one or more operating systems and is responsible for configuration, patch management, version and sub-version upgrades, and all aspects of the availability of servers, with the exception of COTS / GOTS applications.

Database Administrator

Under general direction, provides highly technical expertise and guidance in the design, implementation, operation, and maintenance of database management systems. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Evaluates and recommends available DBMS products after matching requirements with system capabilities. Defines required database administration policies, procedures, standards, and guidelines. Prepares and delivers presentations on DBMS concepts.

Web Designer

Designs and builds web sites using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's on-line offerings. Designs the website to support the organization's strategies and goals relative to external communications. Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, XML, and Javascript) for components of the website. Works with graphic designers and members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Requires strong navigation and site design instincts.

Web Software Developer

Provides support to develop Web based applications including online customer service for The State's components to be able to deliver their services online. Provide support in developing the site concept, interface design, and architecture of the web site. Provide support for the implementation of interfaces to applications.

Working knowledge and experience coding in Java is required. Knowledge of several of the following areas is desirable: Active Server Pages (ASP), JavaScript, and SQL Server, Visual Basic, JavaScript, MS Access, HTML, DBMSs.

Web Content Administrator

Provides support for developing and providing Web-site content that will motivate and satisfy user's needs so that they will regularly access the site and utilize it as a major source for information, decision-making and benefits delivery. Provides support in the location and pursuit of content and surveying customers to gather feedback for site improvement and enhancements. Working knowledge of several of the following is required: graphic design or a related field, Web-site management, web servers, intranet site structures, and Web-related software.

Data Warehousing/Mining Specialist

Designs, implements, and supports data warehousing. Implements business rules via stored procedures, middleware, or other technologies. Defines user interfaces and functional specifications. Responsible for verifying accuracy of data, and the maintenance and support of the data warehouse. Experienced in database design, particularly in the integration of multiple data sources into a single repository. Experienced in applying data analysis and statistical techniques on large data sets, to develop predictive models that address and targeted problems. Experienced in utilizing data that is multi-channel (web, email, direct mail and call center) in origin and application. Ability to perform sophisticated statistical analysis and also interprets the data and communicate results to technical and non-technical audiences.

Technical Support Specialist

Provides technical support to staff and customers by testing software and hardware products, maintains software documentation, responds, and follows-up on internal and external customer support problems.

Provides support to end-users.

Help Desk Manager

Provides daily supervision and direction to staff that are responsible for phone and in-person support to users for the applications developed or deployed under this contract. These personnel serve as the first point of contact for troubleshooting.

Help Desk Specialist

Provides phone and in-person support to users for the applications developed or deployed under this contract.

Serves as the first point of contact for troubleshooting problems.

Training Specialist

Organizes and conducts moderately complex training and educational programs. May develop instructional curriculum and materials; gathers and assimilates information on subject matter, organizes and condenses material, and prepares course outline, handouts, and visual aid materials. Coordinates with subject matter experts to ensure that prepared courses meet stated objectives. Maintains records of training activities and program effectiveness. May be required to instruct or to prepare/arrange for the preparation of automated training materials.

Computer Operator

Monitors and controls one or more mini or mainframe computers by operating the central console or on-line terminals. Studies program operation instructions to determine equipment setup and run operations.

Continuously observes the operation of the console panel, storage devices, printers, and the action of the console printer to monitor the system and determine the point of equipment or program failure. Manipulates controls in accordance with standard procedures to continue operations when individual units of the system malfunction. Confers with software systems engineering or applications programming personnel in the event errors require a change of instructions or sequence of operations. Maintains operating records such as machine performance and production reports.

Administrative Specialist

Performs office administration, contract administration, and facility operation activities. Assists in all business, cost containment, and accounting activities. Provides cost control advice to management. Prepares correspondence and

maintains filing and tracking system for easy retrieval. Maintains calendar of management activities and assists in preparing management reports.

Technical Writer

Researches, writes, edits, and proofreads technical data for use in documents or sections of documents such as manuals, procedures, specifications, special reports, and any other customer deliverables and documents.

Ensures technical documentation is accurate, complete, meets editorial specifications, and adheres to standards for quality, graphics, coverage, format, and style. Assists in establishing style guidelines and standards for texts and illustrations used in written communications. Excellent written communication skills are required.

Graphics Specialist

Performs graphics design; plans, lays out, and illustrates technical or scientific materials. Interfaces with users to determine scope of project and best graphic medium for use within a project. Executes graphic projects and coordinates and schedules production. Performs production or coordinates production with outside vendors as needed. Operates and sets up computer graphic systems. Familiar with commonly used art media and commercially available graphics packages.

Expert Consultant

Highest level technical or business area expert in one or more disciplines called upon to address a particular task or environment need. As a technical expert, provides advice and assistance in state-of-the-art software/hardware solutions involving hardware of various capacities, multiple operating environments, database management systems, specialized software, data communications facilities and protocols, and complex software tools or packages. As a business expert, works with senior State officials to identify enterprise improvement goals, assess organizational and process effectiveness, and implement change strategies. Designs technical and business solutions, mentors and trains State staff, and oversees implementation. Has a high level of diverse technical and industry experience related to studying and analyzing system's needs, systems development, and systems process analysis, design and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically has specialization in a particular technology or business application.

Appendix J Data Center Requirements for Remotely Hosted Solution

Hosting Environment

- A. The Contractor shall provide redundant, fault-tolerant, stable, clustered, scalable, and load-balanced application and database hosting in a datacenter environment physically located within the continental United States. The data center shall be physically secure, including, but not limited to, video surveillance, motion detection systems, secure access card systems, and security guards. The Contractor shall limit physical and administrative access to all State data. The data center shall have multiple power feeds with generator backup and multiple network bandwidth providers. The datacenter shall be capable of providing at least two sources of power and bandwidth to the physical server level. The data center environment shall be protected by a redundant infrastructure. The data center shall have fire and smoke detection systems covering all physical server locations.
 - a. The State reserves the right to request that the physical server infrastructure supporting its services be dedicated solely for its use. The bid response should quote as a separate item any costs associated with this configuration if selected by the State.
 - b. The Contractor shall utilize a Tier 1 Internet service provider.
 - c. The Contractor shall provide initial capacity in accordance with Table 1: Component Scaling with the understanding that capacity must be expandable to accommodate all systems added during the system's lifecycle while maintaining SLA response times.
 - d. The Contractor shall provide at least 16 megabits per second of sustained bandwidth.
 - e. The Contractor shall manage and maintain all hardware used to host this service in a proactive manner.
 - i. Active monitoring of system activity for hardware failures, software failures, abnormal events, exceeded utilization, and performance thresholds shall be performed and explained in detail in the bid response.
 - ii. The Contractor shall manage, tune, upgrade, or add virtual and/or physical servers to ensure continual and efficient service.
 - iii. Equipment failures shall receive immediate attention and the problem shall be corrected in 95% of all cases within four (4) hours.
 - iv. State personnel shall be notified of all equipment failures within one (1) hour.
 - v. Any planned scheduling of system or infrastructure improvements that may require a disruption of service shall be scheduled according to the State's priorities.
 - f. The Contractor shall provide the State with the latest backups and data necessary for the State to continue the service at a State site at any time at no additional cost.

Security

- A. "Outsourced Service" shall be defined as a technology or software infrastructure, performed function, process, or intellectual asset that is provided to the State by an organization not under its direct authority for a fee or as a free service.
- B. "Protected information" shall be defined as data that have been designated as private or confidential by law or by the State of Louisiana Office of Technology Services. Protected information includes, but is not limited to, employment records, medical records, personal financial records (or other personally identifiable information), research data, trade secrets, and classified government information. Protected information shall not include public records that by law must be made available to the general public. To the extent

there is any uncertainty as to whether any data constitute protected information, the data in question shall be treated as protected information until a determination is made by the State of Louisiana Office of Technology Services or other proper legal authority.

- C. The Contractor agrees to allow the State to establish logon IDs and passwords for users of the hosting service and the Contractor shall be responsible for validation of logon IDs and passwords provided by the State.
- D. The Contractor shall agree at all times to maintain network security that, at a minimum, includes: network firewall provisioning, intrusion detection/prevention, and periodic third party penetration testing. Likewise, the Contractor agrees to maintain network security that conforms to one of the following:
 - a. Those standards that the State is required to apply to its own network, as found at <http://doa.louisiana.gov/oit/Policies.htm>;
 - b. Current standards set forth and maintained by the National Institute of Standards and Technology, including those at: <http://checklists.nist.gov/repository/1023.html> and <http://checklists.nist.gov/repository/>; or
 - c. Any generally recognized, comparable standard that the Contractor then applies to its own network (e.g., ISO 27002).
- E. Data Security
 - a. The Contractor agrees to protect and maintain the security of data with protection security measures that include maintaining secure environments that are patched and up-to-date with all appropriate security updates as designated by a relevant authority. (e.g., Canonical Landscape, Microsoft notifications, etc.). Likewise, the Contractor agrees to conform to the following measures to protect and secure data:
 - i. Data Transmission
 - 1. The Contractor agrees that any and all transmission or exchange of system application data with the State and/or any other parties shall take place via secure means, e.g., HTTPS, FTPS, SFTP or equivalent means.
 - ii. Data Storage and Backup
 - 1. The Contractor agrees that any and all State data will be stored, processed, and maintained solely on designated servers and that no State data at any time will be processed on or transferred to any portable or laptop computing device or any portable storage medium, unless that storage medium is in use as part of the Contractor's designated backup and recovery processes. All servers, storage, backups, and network paths utilized in the delivery of the service shall be contained within the continental United States, unless specifically agreed to in writing by an State officer with designated data, security, or signature authority. An appropriate officer with the necessary authority can be identified by the State Chief Information Security Officer for any general or specific case.
 - 2. The Contractor agrees to store all State backup data stored as part of its backup and recovery processes in encrypted form, using no less than 128-bit key encryption.
 - iii. Data Re-Use
 - 1. The Contractor agrees that any and all data exchanged shall be used expressly and solely for the purposes enumerated in the Agreement. Data shall not be distributed, repurposed or

shared across other applications, environments, or business units of the Contractor. As required by federal law, the Contractor further agrees that no State data of any kind shall be revealed, transmitted, exchanged or otherwise passed to other vendors or interested parties except on a case-by-case basis as specifically agreed to in writing by a State officer with designated data, security, or signature authority.

- iv. The Contractor shall implement appropriate measures designed to ensure the confidentiality and security of protected information, protect against any anticipated hazards or threats to the integrity or security of such information, protect against unauthorized access or disclosure of information, and prevent any other action that could result in substantial harm to the State or an individual identified with the data or information in the vendor's custody. The Contractor agrees to comply with all applicable state and federal laws and regulations, including the **Health Information Privacy and Accountability Act (HIPAA) and all state security policies of State as defined by the state's Chief Security Officer**. Likewise, the Contractor agrees to provide an SSL certificate for the encryption of user logins with public and private session keys, and all sensitive data shall be encrypted when stored and transferred via network traffic.

F. Data Breach

- a. The Contractor agrees to comply with the Louisiana Database Breach Notification Law (Act 499 of 2005), (<http://www.legis.la.gov/legis/ViewDocument.aspx?d=320093>), the HIPAA Breach Notification Rule (45 C.F.R. §§ 164.400 et seq.), and all applicable laws that require the notification of individuals in the event of unauthorized release of personally identifiable information or other event requiring notification. In the event of a breach of any of vendor's security obligations or other event requiring notification under applicable law ("Notification Event"), the Contractor agrees to notify the State immediately and assume responsibility for informing all such individuals in accordance with applicable law and to indemnify, hold harmless and defend the State and its trustees, officers, and employees from and against any claims, damages, or other harm related to such Notification Event, unless released in writing by a State officer with designated data, security, or signature authority.

G. End of Agreement Data Handling

- a. The Contractor agrees that upon termination of this Agreement it shall return all data to the State in a useable electronic form, and erase, destroy, and render unreadable all State data in their entirety in a manner that prevents their physical reconstruction through the use of commonly available file restoration utilities, and certify in writing that these actions have been completed within 30 days of the termination of this Agreement or within 7 days of the request of an agent of the State, whichever shall come first.

H. Termination Clause

- a. In the event that the Contractor commits a material breach of a term or condition of this Agreement, the State retains the right, solely at its own discretion, to terminate this Agreement. Upon termination, the Contractor shall comply with section G.a (above) with regards to End of Agreement Data Handling.

I. Right to Audit

- a. Vendor agrees that, as required by applicable state and federal law, auditors from state, federal, State of Louisiana Office to Technology Services, or other agencies so designated by the State or the State of Louisiana Office to Technology Services shall have the option to audit the outsourced service. Records pertaining to the service shall be made available to auditors and the OTS during normal working hours for this purpose.

J. Binding Agreement

- a. This Agreement shall be binding upon and inure to the benefit of the Parties and their respective successors and assigns, but neither Party shall have the right to assign or otherwise transfer its rights under this Agreement without receiving the express prior written consent of the other Party. Any attempt to assign the rights, duties, or obligations under this Agreement by Member without such consent shall be considered a breach of this Agreement and shall be rendered null and void.

Disaster Recovery & COOP

- A. Nightly full database backups of all State instances shall be completed using a hot backup solution. Nightly backups shall be stored off-site and kept for a minimum of seven (7) days.
- B. Weekly full database backups of all State instances shall be completed using a hot backup solution. Weekly backups shall be stored off-site and kept for a minimum of one (1) month.
- C. The Contractor shall have, at a minimum, backups stored in a completely separate secure physical location.
- D. The Contractor shall provide the State with a disaster recovery plan, to include but not limited to, all information regarding contingencies and recovery protocols relating to loss of data or data center due to power or connectivity outage, natural disaster, terrorist threat or attack, act of God, war, criminal enterprise, any state of war that may exist, and other exigent situation.
- E. The Contractor shall perform bi-annual disaster recovery exercise/drills.

Service, Support, and Maintenance

- A. The Contractor shall be responsible for the delivery of service levels up to the boundary of their Internet service provider.
- B. The State seeks competitive, guaranteed service levels that will provide the best service to its constituents, with minimal, yet reasonable, scheduled maintenance windows. The Contractor shall offer the following:
 - a. System Availability
 - i. The Contractor shall provide an average uptime percentage of 99.9% per year. The maximum planned "maintenance window" shall not exceed 96 hours per year and shall not be included in the uptime percentage.
 - ii. All maintenance and downtime must be scheduled and preapproved by DHH and/or OTS a minimum seven (7) business days in advance. The Contractor shall agree that planned maintenance will not occur between 7:00 a.m. CT and 11:00 p.m. CT, or last to such an extent that daily usage is impaired. The date and time at which maintenance will commence shall be mutually agreed upon by both State Information Technology Services and the Contractor. The Contractor shall provide detailed updates to a designee of the State during planned and unplanned maintenance and outages as to the nature of and progress on the work being performed. Unplanned or unannounced maintenance shall be deducted from the System Availability uptime percentage. Unscheduled outages must be reported to OTS-IT within 7 calendar days along with a root cause analysis and a risk mitigation plan.
 - b. Response Time
 - i. The Contractor shall accommodate an average response time of 2 seconds per atomic transaction. The bid response shall specify how the Contractor internally tests and measures the response time

of multiple aspects of the system and how they adjust accordingly. Response times of the following features shall be included:

1. Login
2. Page-Turns
3. File Server Performance

- c. The Contractor shall ensure that they deliver 95% of all packets that reach the ISP. A 5% or greater packet loss in a one-hour period shall be considered an interruption of service. The Contractor shall utilize multiple network paths.
- C. All service interruptions shall incur a monetary penalty equal to $1/365^{\text{th}}$ of the annual hosting costs and fees per hour of service interruption, as defined above.
- D. The Contractor shall provide a dedicated Technical Services Manager.
 - a. The dedicated Technical Services Manager shall respond to emails within one hour during normal business hours.
 - b. The dedicated Technical Services Manager shall respond to phone calls within one (1) hour. This level of response shall be kept up twenty-four (24) hours per day, three hundred sixty-five (365) days per year.
 - c. The dedicated Technical Services Manager will conduct regular online meetings as agreed upon by the State.
 - d. The dedicated Technical Services Manager shall focus on the current status of State Enterprise Components, the needs and issues pertaining to the State, and participate in planning and assessment with State designees.
 - e. The dedicated Technical Services Manager shall focus on the current status of all State Enterprise Components, the needs and issues pertaining to the State, and participate in all planning and assessment with State designees.
- E. The Contractor shall provide a dedicated Client Liaison for management of the system and the relationship with the State.
 - a. The dedicated Client Liaison shall respond to emails within one hour during normal business hours.
 - b. The dedicated Client Liaison shall respond to phone calls within one (1) hour. This level of response shall be kept up twenty-four (24) hours per day, three hundred sixty-five (365) days per year.
 - c. The dedicated Client Liaison will conduct regular online meetings as agreed upon by the State.
- F. The State will provide a main technical contact liaison with the proposer. This individual will be the equivalent of an Information Technology Technical Support Specialist 2 or 3 as outlined on the Louisiana Civil Service Website. This position requires in-depth knowledge of installation, maintenance and administration of complex software/hardware that has Department-wide impact in the areas of systems software/hardware, database software and network software/hardware for enterprise system support. The person filling this position will perform as consultant and advisor on particular areas of software/hardware; interfacing with vendors in problem resolution and optimization; and assisting in evaluation and recommendation of software and/or hardware, particularly in areas concerning the Department's program.

Appendix K Administrative Checklist

Office of Technology Services

Title of RFP: Enterprise Architecture
Agency: DHH – Medicaid Management Information Systems
RFP #: 815200-20150506001
Prepared By:

Proposer:

Title:

Contact Name:

Submittal Requirements

GENERAL REQUIREMENTS	RFP REF
Prime contractor 2 projects/10 years	I.D.1
2 references as prime contractor	I.D.2
10 years' experience with EA implementation	I.D.3

ADMINISTRATIVE REQUIREMENTS	RFP REF
RFP Blackout Communications	II.A.2

PROPOSAL REQUIREMENTS	RFP REF
Received by due date/time	IV.M.1
1 original hard copy w/signed Certification Statement	IV.M.2
1 Electronic Copy	IV.M.2
8 hard copies	IV.M.2
Cost proposal/FI Statement separate	IV.M.2
Trade secrets marked confidential	IV.N.4
Proposal follows mandatory outline	IV.P
Section 1: Qualifications (cf I.D)	Q.Sect1
Section 2: Introduction	Q.Sect2
Section 3: Technical Response	Q.Sect3
Section 4: EA Work Plan	Q.Sect4
Section 5: Project Staffing	Q.Sect5
Section 6: Corporate Financial Condition	Q.Sect6
• Financial Statements	
Section 7: Cost & Pricing	Q.Sect7
• Formatting requirement	