



Department of Health

Request for Proposals

RFP # 20506

Medicaid Systems Quality Assurance Services

Issued: June 2, 2025

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Table of Contents

(Hyperlinked; click to go directly to desired topic.)

1	CALENDAR OF EVENTS	4
2	OVERVIEW.....	4
2.1	Introductory Background.....	4
2.1.1	Department Overview.....	4
2.1.2	Office of Health Insurance Programs.....	5
2.2	Important Information.....	7
2.3	Term of the Agreement.....	7
3	BIDDERS' QUALIFICATIONS TO PROPOSE	8
3.1	Minimum Qualifications.....	8
3.2	Preferred Qualifications.....	9
4	SCOPE OF WORK.....	9
4.1	Tasks/Deliverables	9
4.1.1	Procurement Overview.....	9
4.1.2	Current Medicaid Systems Overview.....	11
4.1.3	Scope overview.....	13
4.1.4	Quality Assurance Management Plan.....	18
4.1.5	Communications Management.....	19
4.1.6	Risk Management	19
4.1.7	Contractor Oversight	20
4.1.8	Project Management Oversight.....	23
4.1.9	Technology Oversight.....	26
4.1.10	Compliance Assurance.....	30
4.1.11	Meetings & Meeting Support.....	33
4.1.12	Documentation.....	33
4.1.13	Supplemental Support Services	34
4.2	Staffing	34
4.2.1	Staffing Introduction.....	34
4.2.2	Key and Additional Staff.....	35
4.2.3	Supplemental Staff	36
4.2.4	Staff Management.....	37
4.3	Reporting	39
4.3.1	Department System and Contract Status Reports.....	39
4.3.2	QA Contractor Reports	43
4.4	Information Technology	45
4.4.1	NYS and Department IT Policies.....	45
4.4.2	Provisioning of Workstations and Laptops	45
4.4.3	Networking & Telecommunications.....	46
4.4.4	Workstation and Laptop Maintenance	46
4.4.5	Additional Technology Products.....	46
4.4.6	Technology Ownership.....	46
4.5	Security.....	46
4.6	Transition.....	47
4.6.1	Transition Management.....	47
4.6.2	Transition Plan.....	47
4.7	Payment.....	48
4.7.1	Key and Additional Staff Payment.....	48
4.7.2	Supplemental Staff Payment.....	48
4.7.3	Supplemental Funding Payment	49
4.7.4	IT Equipment Payment.....	49

4.7.5	Invoices	49
4.7.6	Renewal Period.....	49
4.8	Subcontracting	49
4.9	Contract Insurance Requirements.....	50
4.10	Minority & Women-Owned Business Enterprise (M/WBE) Requirements.....	50
4.11	Participation Opportunities for NYS Certified Service-Disabled Veteran-Owned Businesses	51
5	ADMINISTRATIVE INFORMATION.....	52
5.1	Restricted Period.....	52
5.2	Questions.....	52
5.3	Right to Modify RFP.....	53
5.4	DOH’s Reserved Rights.....	53
5.5	Debriefing.....	54
5.6	Protest Procedures.....	54
5.7	Freedom of Information Law (“FOIL”)	54
5.8	Piggybacking.....	54
5.9	Intellectual Property.....	55
6	PROPOSAL CONTENT.....	55
6.1	Administrative Proposal	55
6.1.1	Bidder’s Disclosure of Prior Non-Responsibility Determinations.....	55
6.1.2	Freedom of Information Law – Proposal Redactions	55
6.1.3	Vendor Responsibility Questionnaire.....	55
6.1.4	Vendor Assurance of No Conflict of Interest or Detrimental Effect	56
6.1.5	M/WBE Forms.....	56
6.1.6	Encouraging Use of New York Businesses in Contract Performance.....	56
6.1.7	Bidder’s Certified Statements.....	56
6.1.8	References	56
6.1.9	Diversity Practices Questionnaire.....	56
6.1.10	Executive Order 177 Prohibiting Contracts with Entities that Support Discrimination	57
6.1.11	Executive Order 16 Prohibiting Contracting with Businesses Conducting Business in Russia	57
6.1.12	State Finance Law Consultant Disclosure Provisions.....	57
6.1.13	Sales and Compensating Use Tax Certification (Tax Law, § 5-a)	57
6.2	Technical Proposal.....	58
6.2.1	Title Page.....	58
6.2.2	Table of Contents.....	58
6.2.3	Documentation of Bidder’s Eligibility Responsive to Section 3.0 of RFP.....	58
6.2.4	Technical Proposal Narrative	59
6.3	Cost Proposal.....	62
6.3.1	Special Considerations for Schedule B-Key Staff and Schedule C- Additional Staff	64
7	PROPOSAL SUBMISSION.....	65
7.1	No Bid Form.....	65
8	METHOD OF AWARD.....	66
8.1	General Information.....	66
8.2	Submission Review.....	66
8.3	Technical Evaluation.....	66
8.4	Cost Evaluation.....	67
8.5	Composite Score.....	67
8.6	Interviews	67
8.7	Reference Checks.....	67
8.8	Best and Final Offers.....	67
8.9	Award Recommendation.....	67
9	ATTACHMENTS.....	68

10 ATTACHMENT A..... 69
11 ATTACHMENT B..... 70

1 CALENDAR OF EVENTS

RFP 20506 - MEDICAID SYSTEMS QUALITY ASSURANCE SERVICES	
<u>EVENT</u>	<u>DATE</u>
Issuance of Request for Proposals	June 2 nd , 2025
Deadline for Submission of Written Questions	June 23 rd , 2025 4:00 p.m. ET
Responses to Written Questions Posted by DOH	On or About July 14 th , 2025
Deadline for Submission of Proposals	Proposals Due On Or Before August 1 st , 2025 4:00 p.m. ET
<i>Anticipated</i> Contract Start Date	September 15, 2026

2 OVERVIEW

Through this Request for Proposals (“RFP”), the New York State Department of Health (the “Department”) is seeking competitive proposals from qualified bidders to provide Quality Assurance Services as further detailed in Section 4.0 (Scope of Work). It is the Department’s intent to award one (1) contract from this procurement.

2.1 Introductory Background

2.1.1 Department Overview

The Department is the single State agency responsible for the administration of New York State’s Medicaid Program. The Department administers the Medicaid Program in conjunction with the fifty-eight (58) Local Departments of Social Services (LDSS) and other State agencies including the Office of Temporary and Disability Assistance (OTDA), the Office of Children and Family Services (OCFS), the Office of the Medicaid Inspector General (OMIG), the Office of the Attorney General (OAG), the Office of Mental Health (OMH), the Office for People With Developmental Disabilities (OPWDD), the Office of Alcohol and Substance Abuse Services (OASAS), and the Office of the State Comptroller (OSC).

The Department’s Office of Health Insurance Programs (OHIP) runs one of the largest Medicaid Programs in the United States. New York State’s Medicaid Program provides health insurance coverage to the more than 7.5 million members and totals over \$80 billion annually, as of December 2023. While New York’s existing enrollment and claims processing systems are aging, the current business operations and technology has proven successful in paying providers and Managed Care Organizations (MCOs) and delivering Medicaid services to a significant population eligible for critical healthcare services.

The Department’s administration of the Medicaid Program is subject to oversight from the Centers for Medicare and Medicaid Services (CMS). Policies and Procedures are found on their website: <https://www.cms.gov/Regulations-and-Guidance/Regulations-and-Guidance>.

If required, the Department may seek CMS Certification for the updated Medicaid Enterprise Systems (MES) program. CMS requires that states use Medicaid Information Technology Architecture (MITA) goals and objectives including the conditions specified in 42 CFR § 422.112(b), Conditions and Standards found on their website <https://www.medicaid.gov/medicaid/data-systems/medicaid-information-technology-architecture/index.html>.

2.1.2 Office of Health Insurance Programs

2.1.2.1 Stakeholders

The Office of Health Insurance Programs (OHIP) is responsible for operating the State's Medicaid Program. OHIP is also responsible for administering the Child Health Plus (CHP) program, the Essential Plan (EP), the Medical Indemnity Fund (MIF), the Elderly Pharmaceutical Insurance Coverage (EPIC) program and health care financing programs, including the Disproportionate Share Hospital (DSH) program and the Health Care Reform Act (HCRA).

OHIP is led by the State's Medicaid Director who is responsible for several Divisions, that administer the following functions:

Division of Medical and Dental Directors: This Division provides medical and clinical leadership in advancing the goals of reforming service delivery and ensuring that it meets the needs of the New Yorkers who access services through Medicaid.

Division of Strategic Operations and Planning: This Division coordinates high-priority, cross-divisional projects and consists of two (2) units – the Project Management Unit, and the Waiver Management Unit. The Project Management Unit performs project management for State Budget initiatives. The Waiver Management Unit facilitates processes related to the 1115 demonstrations and Office for People with Developmental Disabilities (OPWDD) Comprehensive 1915c HCBS Waiver.

Division of Finance and Rate Setting: This Division is responsible for all functions within OHIP related to rate setting, including managed care rates. This Division has full oversight of the Medicaid budget; they are the liaison with the Division of Budget and responsible for managing the Medicaid Global Spending Cap. This Division also includes the Bureau of OHIP Administration (OHIP Admin) who is responsible for personnel, contracts, and logistics.

Division of Health Plan Contracting and Oversight: This Division is responsible for regulating the managed care industry and purchasing health insurance for the Medicaid Program. This includes managed care contracting, oversight of health plan compliance with policies, monitoring of financial viability, mergers, acquisitions, and transactions for both government and commercial health plans, provider and management contract review and approval, managed long-term care plans, and operation of the State's Managed Care Complaint line. This Division also performs all provider enrollment functions.

Division of Operations and Systems: This Division is responsible for the oversight of information systems that support the New York Medicaid Program including the Medicaid Management Information System (MMIS), Healthcare Exchange, and Medicaid Data Warehouse, and Department initiatives, including Medicaid Eligibility and Client Management (MECM).

Division of Eligibility and Marketplace Integration: This Division is responsible for eligibility and enrollment policy and operations for Medicaid, the Children's Health Insurance Program (CHIP), Essential Plan, and tax credits for qualified health plans. It is also responsible for disability determinations related to Medicaid eligibility and third-party coverage claims, liens, and recoveries.

Division of Program Development and Management: This Division is responsible for all policy and planning, including policy related to medical, dental, pharmacy (including EPIC), behavioral health and transportation management.

Division of Communications: This Division is responsible for the development, coordination, and management of OHIP and NY State of Health's internal and external communications strategies, including public list servers, websites, social media platforms and consumer outreach and awareness campaigns.

Division of Data Services and Analytics: This Division establishes the mission critical path to achieve the vision of a data driven organization by providing the right data to the right consumer at the right time via the right channel. It executes that mission by providing high quality, insightful data analytics to support internal decision making, budget implementation, and to fulfill external information requests with a focus on transforming our analytics capabilities from descriptive to predictive and prescriptive. This division is also responsible for performance management and quality improvement, as well as Data Governance and Product Management support, within the Medicaid program.

2.1.2.2 Other DOH and NYS Agency Stakeholders

The Office of Health Insurance Programs (OHIP) works with a wide variety of other State Agencies and Offices to ensure that all external stakeholders (see Section 2.1.2.3) receive appropriate and effective services. These Agencies and Offices include:

- Office of Temporary and Disability Assistance (OTDA)
- Office of Mental Health (OMH)
- Office of Children and Family Services (OCFS)
- Office for People with Developmental Disabilities (OPWDD)
- Department of Corrections and Community Services (DOCCS)
- Office of Addiction Services and Supports (OASAS)
- Division of Financial Services (DFS)
- Office of Medicaid Inspector General (OMIG)
- Office of State Comptroller (OSC)
- Office of Attorney General (OAG)
- Department of Motor Vehicles (DMV)
- Department of State Education (State Ed)
- Department of State (DOS) (hearing aids – durable medical equipment)
- Division of Budget (DOB) / Statewide Financial System (SFS)
- Office of Information Technology Services (OITS)
- DOH – New York State of Health
- DOH – Office of Aging and Long-Term Care
- DOH – Office of Health Services Quality and Analytics
- DOH – Office of Public Health
- DOH – Office of Primary Care and Health Systems Management

2.1.2.3 Other External Stakeholders

In addition to State Agencies and Offices, many external stakeholders have mutual interactions with OHIP and the Medicaid Systems. These external stakeholders include but are not limited to:

- Centers for Medicare and Medicaid Services (CMS)
- State Health Information Network New York (SHIN-NY)
- NYC Human Resources Administration
- Social Security Administration (SSA)
- Local Departments of Social Services (LDSS)
- Key Bank
- Healthcare Provider Organizations

2.2 Important Information

The Bidder **must** review, and is requested to have its legal counsel review, [Attachment 8](#), the DOH Agreement (Standard Contract), as the successful Bidder must be willing to enter into the Contract awarded pursuant to this RFP in the terms of [Attachment 8](#), **subject only to any amendments to the Standard Contract agreed by the Department during the Question and Answer Phase of this RFP** (see, [Section 5.2](#)). Please note that this RFP and the awarded Bidder's Bid will become part of the Contract as Appendix B and C, respectively.

It should be noted that Appendix A of [Attachment 8](#), "Standard Clauses for New York State Contracts", contains important information, terms and conditions related to the Contract to be entered into as a result of this RFP and **will be incorporated, without change or amendment**, into the Contract entered into between DOH and the successful Bidder. By submitting a response to this RFP, the Bidder agrees to comply with all the provisions of the Contract, including all of the provisions of Appendix A.

Note, [Attachment 7](#), the Bidder's Certified Statements, **must** be submitted by each Bidder and includes a statement that the Bidder accepts, **without any added conditions, qualifications or exceptions**, the contract terms and conditions contained in this RFP including any exhibits and attachments, including, without limitation, [Attachment 8](#). It also includes a statement that the Bidder acknowledges that, should any alternative proposals or extraneous terms be submitted with its Bid, such alternate proposals or extraneous terms will not be evaluated by the DOH.

Any qualifications or exceptions proposed by a Bidder to this RFP should be submitted in writing using the process set forth in [Section 5.2](#) (Questions) prior to the deadline for submission of written questions indicated in [Section 1](#). (Calendar of Events). Any such qualifications or exceptions that are not proposed prior to the deadline for the submission of written questions will not be considered by DOH after contract award. Any amendments DOH makes to the RFP as a result of questions and answers will be publicized on the DOH web site and will be available and applicable to all Bidders equally.

2.3 Term of the Agreement

The term of the Contract that will be entered into between the Department and the successful Bidder pursuant to this RFP will be for a period of seven (7) years commencing on the date shown on the Calendar of Events in [Section 1](#), subject to the availability of sufficient funding, successful Contractor performance, and approvals from the New York State Attorney General (AG) and the Office of the State Comptroller (OSC).

After the initial contract term expires, at the discretion of DOH, the Contract may be extended for one (1) additional *three (3) year* period by amendment signed by both parties with all required approvals.

The pricing for years eight (8) through ten (10) of the Contract is subject to an annual increase or decrease and as described in [Section 4.7](#) (Payment).

3.0 BIDDERS' QUALIFICATIONS TO PROPOSE

3.1 Minimum Qualifications

Quality Assurance (QA) Services is defined as a systematic process of determining whether an IT product or service meets specified requirements.

The Department will accept proposals from bidders with the following types and levels of experience as a prime contractor.

- As of the proposal due date, the Bidder must have experience providing Quality Assurance (QA) services associated with at least three (3) projects within the past ten (10) years each with a minimum budget of \$5,000,000 (five million dollars) within the Information Technology industry involving integrated information systems, where the QA organization is a separate firm from the organization(s) building the integrated information systems; and
- As of the proposal due date, the Bidder must have a minimum of five (5) years of quality assurance experience evaluating project artifacts and coordinating with a Project Management Office (PMO) or in a Project Management practice setting; and
- As of the proposal due date, the Bidder must have a minimum of five (5) years of experience evaluating and assessing at least two (2) System Development Lifecycle (SDLC) methodologies and their related artifacts.

Experience acquired concurrently is considered acceptable. Projects or services performed that focus solely on System Testing are **not** acceptable.

For the purposes of this RFP, a "prime contractor" is defined as one who has the contract with the owner of a project or job and has full responsibility for its completion. A prime contractor undertakes to perform a complete contract and may employ (and manage) one or more subcontractors to carry out specific parts of the contract.

Bidders **may not** leverage experience of its proposed subcontractors to meet the Minimum Qualifications identified above. Failure to meet these Minimum Qualifications will result in a proposal being found non-responsive and eliminated from consideration.

The following contractors and their subcontractors are excluded from bidding on this contract:

- The current Medicaid Management Information Systems (MMIS) (eMedNY System) Contractor
- The current Medicaid Data Warehouse (MDW) Contractor
- The current New York State of Health (NYSOH) Contractor
- The current Medicaid Eligibility Client Management (MECM) Contractor
- The current Technical Advisory Services (TAS) Contractor

- The current Interoperability and Patient Access (IPA) Contractor
- The future System and Data Integrator (SDI) Contractor

Additionally, the selected contractor awarded this contract will be prohibited from acting as a contractor, subcontractor, or agent for any of the Department's system contractors while they are providing QA oversight as defined in this RFP, for the duration of this contract.

Failure to meet these Minimum Qualifications will result in a proposal being found non-responsive and eliminated from consideration.

3.2 Preferred Qualifications.

Preference will be given to Bidders that demonstrate the following experience:

- A minimum of three (3) years of experience working on a State or Federal funded Information Technology project(s) or system(s).
- A minimum of three (3) years of experience working with Medicaid or similar healthcare programs.
- A minimum of three (3) years of experience using an industry standard Enterprise Architecture framework, such as The Open Group Architecture Framework (TOGAF), to assess an enterprise architecture solution(s), including, hardware, software services and middleware, integration, and information management.

4.0 SCOPE OF WORK

This Section describes the Quality Assurance (QA) Services that are required to be provided by the selected bidder. The selected bidder must be able to provide all services throughout the contract term.

PLEASE NOTE: Bidders will be requested to provide responses that address all of the requirements of this RFP as part of its Technical Proposal.

The terms "bidders", "vendors" and "proposers" are also used interchangeably. For purposes of this RFP, the use of the terms "shall", "must" and "will" are used interchangeably when describing the Contractor's/Bidder's duties.

4.1 Tasks/Deliverables

4.1.1 Procurement Overview

This Request for Proposals (RFP) is for a Quality Assurance (QA) Contractor to support the Department with Quality Assurance services of the NYS Medicaid Systems. OHIPs Division of Operations and Systems (DOS) Quality Assurance Contractor will establish a robust Quality Assurance Management program for the existing Medicaid Systems (collectively referred to as Medicaid Management Information Systems (MMIS)), and future Medicaid Enterprise Systems (MES), of which several are underway.

Strategic Relationships

The QA Contractor must partner with the Department to implement a successful Quality Assurance program. The QA Contractor shall develop a strategic relationship with the Department that will provide mutual benefit in support of a wide array of business initiatives, specifically including growth and transformation.

Throughout the life of the contract, the QA Contractor shall adhere to the following standards of behaviors:

Partnership with the Department: The QA Contractor must be ready to invest in understanding the Department's business drivers and challenges. The QA Contractor shall understand the Department's requirements and unique needs but also be ready to professionally challenge the Department's assumptions and direction with well-reasoned alternatives when doing so is in the best interest of the project and/or the Department's mission and goals

(https://www.health.ny.gov/commissioner/docs/updated_mv_v_presentation.pdf).

As part of the partnership with the Department, the QA Contractor will identify and utilize the staff, including subcontractors where necessary, technology and solutions that best complete requirement(s) requested by the Department.

Collaboration with Other Contractors and Consultants: As the Department moves to embrace the standards of interoperability and modularity, the Department's various Contractors will need to work together to solve problems and provide a variety of solution options. The QA Contractor will seek to implement best practices and responsive QA solutions when evaluating deliverables and contractual obligations of the Department's Contractors.

Consistent Focus on Standards-Based Architecture: The Department's future Contractors will be building new environments and solutions for the Medicaid Enterprise Systems which must allow for integrated, near real-time flows of information and processes within and between systems while effectively providing incident response, policy enforcement, service levels, and security. The QA Contractor must have the technical skills to evaluate the technical platforms and processes created by these Contractors and ensure standards-based architectures are used.

Openness: The QA Contractor is willing to openly share information about its business practices, resource utilization, and performance to foster confidence and trust with the Department. The Contractor must be upfront about risks and issues and transparent about opportunities to gain efficiency.

Flexibility: Health policy and the health information technology industry are subject to the uncertainty and ambiguity that often accompanies change and innovation. Changes in priorities, schedule, and even scope is a reality that should be embraced. The QA Contractor shall be prepared to respond to these factors in an agile and coordinated manner.

Consistent Focus on Documentation: Clear, thorough, readable documentation is critical to success, specifically in a highly regulated environment of the Department and fundamental to solution longevity. The QA Contractor will treat the creation and maintenance of high-quality documentation of their own as well as Department's Contractors, as a core competency.

4.1.2 Current Medicaid Systems Overview

The existing New York State Medicaid Systems were implemented starting in 1998 and have been continuously updated with new functionalities and enhancements. The current systems reside on multiple technology platforms with multiple Contractors supporting major components.

In OHIP's Division of Systems (DOS), the current Medicaid Systems are primarily composed of three (3) key systems, the Medicaid Management Information System (MMIS) known as "eMedNY", the Medicaid Data Warehouse (MDW), and the Insurance Exchange, known as the New York State of Health (NYSOH) system. These systems' supporting contracts were developed many years ago and have undergone numerous amendments to keep up with technology changes and customer needs. These current solutions and contracts focus on eligibility and enrollment, claims processing, and reporting.

Other components of the Medicaid Systems are managed by separate contracts, or other Divisions within the Department as well as external to the Department. Some of these systems include the Uniform Assessment System, Health Homes, the All-Payer Database (APD), Statewide Health Information Network for New York (SHIN-NY), and Upstate and Downstate Welfare Management System (WMS) which is being replaced by the Integrated Eligibility System (IES) for human services programs and Medicaid Eligibility and Client Management (MECM) system for Non-MAGI Medicaid. All future components of the Medicaid program must operate efficiently as an integrated solution. Figure 1 below is a high-level view of the current system components.

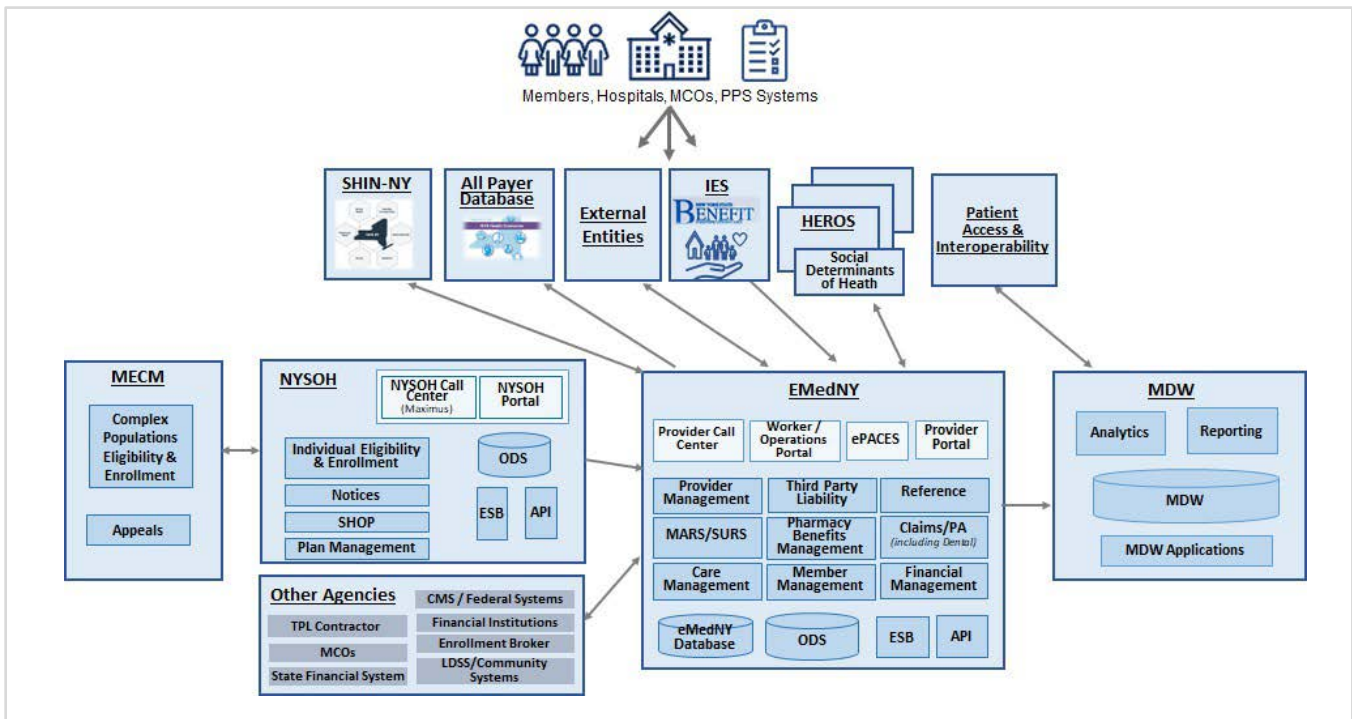


Figure 1: Current Medicaid Systems

The OHIP DOS' existing Project Management Office (PMO) functions encompass multiple structural levels, which includes the Enterprise PMO (EPMO), program and project level, existing DOS PMOs and DOS Medicaid Enterprise Architecture.

At the highest, most strategic level is the EPMO which oversees four (4) major project portfolios each managed by a PMO Director: the NYS of Health (NYSOH), Medicaid Management Information System (MMIS [eMedNY]), Medicaid Data Warehouse (MDW), and Medicaid Eligibility and Client Management (MECM). The next level is the program and project level, where projects are assigned to project managers as shown in Figure 2 below. Each PMO works closely with their respective Contractors. These Contractors have the primary responsibility to manage the program, project work and Software Development Lifecycle (SDLC) teams. The DOS' SDLC methodologies include Waterfall, Agile, and Hybrid. The DOS staff provide oversight to the QA Contractor to ensure their work is performed according to contract and to assist with stakeholder involvement and coordination activities.

DOS established the EPMO to increase their ability to deliver IT solutions consistently and efficiently across OHIP. The EPMO facilitates the management of DOS' IT investments by establishing standardized project portfolio management practices that facilitate the successful coordination and completion of projects within schedule and budget, as well as seamlessly integrate business and IT processes. The EPMO is responsible for establishing portfolio processes, guidelines, policies, and procedures for DOS, including items such as: establishing governance roles and responsibilities; standardized process for project approval, resource allocation; status reporting and performance measurement; developing performance criteria; and identifying and documenting DOS organizational assets (selection decisions, performance, risk and issue management, lessons learned).

The DOS Medicaid Enterprise Architecture (MEA) and Strategy program has been established to provide foundational support that includes architecture advisory services, solution design, identification of shared service opportunities, standardized methodologies, and technology investments. The MEA program operates at multiple levels to facilitate strategic insight and decision from the enterprise viewpoint, as well as program-level consultations for MEA standards, technology strategy, methodology, and shared solutions.

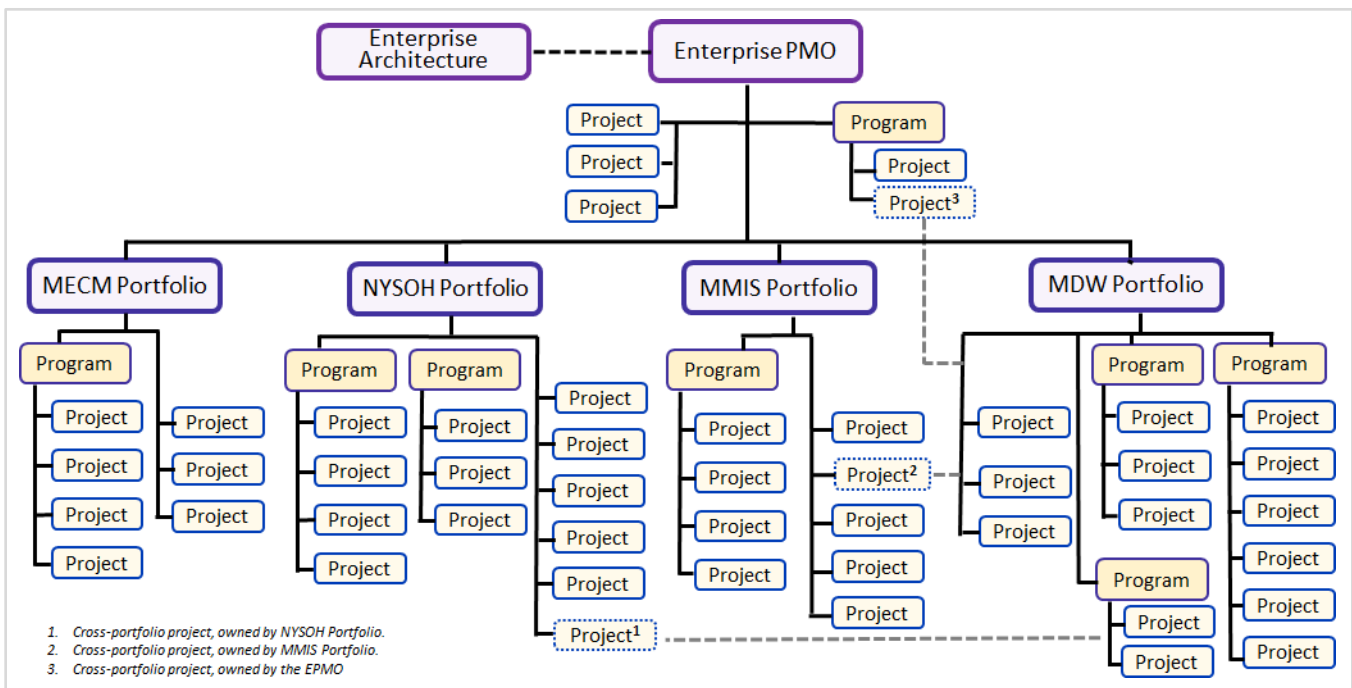


Figure 2: Current DOS Enterprise PMO

4.1.3 Scope overview

The QA Contractor will provide the following QA functions associated with the Department's landscape of Medicaid Systems, existing and evolving, and the Contractors supporting those systems:

1. Establish a robust Quality Management program
2. Contract Oversight, Quality Control, Verification and Validation
3. Project Management and System Lifecycle and Deliverable Verification and Validation
4. Technology, System and Deliverable Evaluation
5. Compliance Assurance
6. Additional supplemental services

The Department's current systems and Contractors include:

eMedNY (MMIS) - eMedNY is a complex system, processing over 2 million transactions per day (1.3 million of which are claims) with application access for the Department, other State agencies, Local Departments of Social Services (LDSS), and providers. Among these transactions are institutional, professional, dental, pharmacy and transportation claims transactions; prior approvals and prior authorizations; and eligibility inquiries. eMedNY is also the State's Medicaid payment system.

Medicaid Data Warehouse - The NYS Medicaid Data Warehouse (MDW) serves as the reporting and analytic platform for NYS Medicaid Enterprise. MDW is a central resource that helps NYSDOH monitor quality and appropriateness of care, measure performance of health delivery systems, set capitation rates for managed care, ensure that the maximum effort is applied to control expenditures, find new ways to deliver care while containing costs, share and exchange data with other agencies, and provide access to selected information for providers, beneficiaries, policymakers, and others.

NYSOH - The New York State of Health (NYSOH) is a web-based health insurance eligibility and enrollment system, created pursuant to the Federal Patient Protection and Affordable Care Act of 2010 (ACA). NYSOH provides a marketplace for those individuals and families who do not receive health insurance from their employer or Medicare. The New York State of Health (NYSOH) provides a valuable resource for New Yorkers to access health insurance programs and determine their eligibility for financial assistance under the Affordable Care Act.

In addition to the major systems above, the Department has begun an extensive undertaking to continue with the modernization of its Medicaid Enterprise Systems (MES), as shown in the figure below.

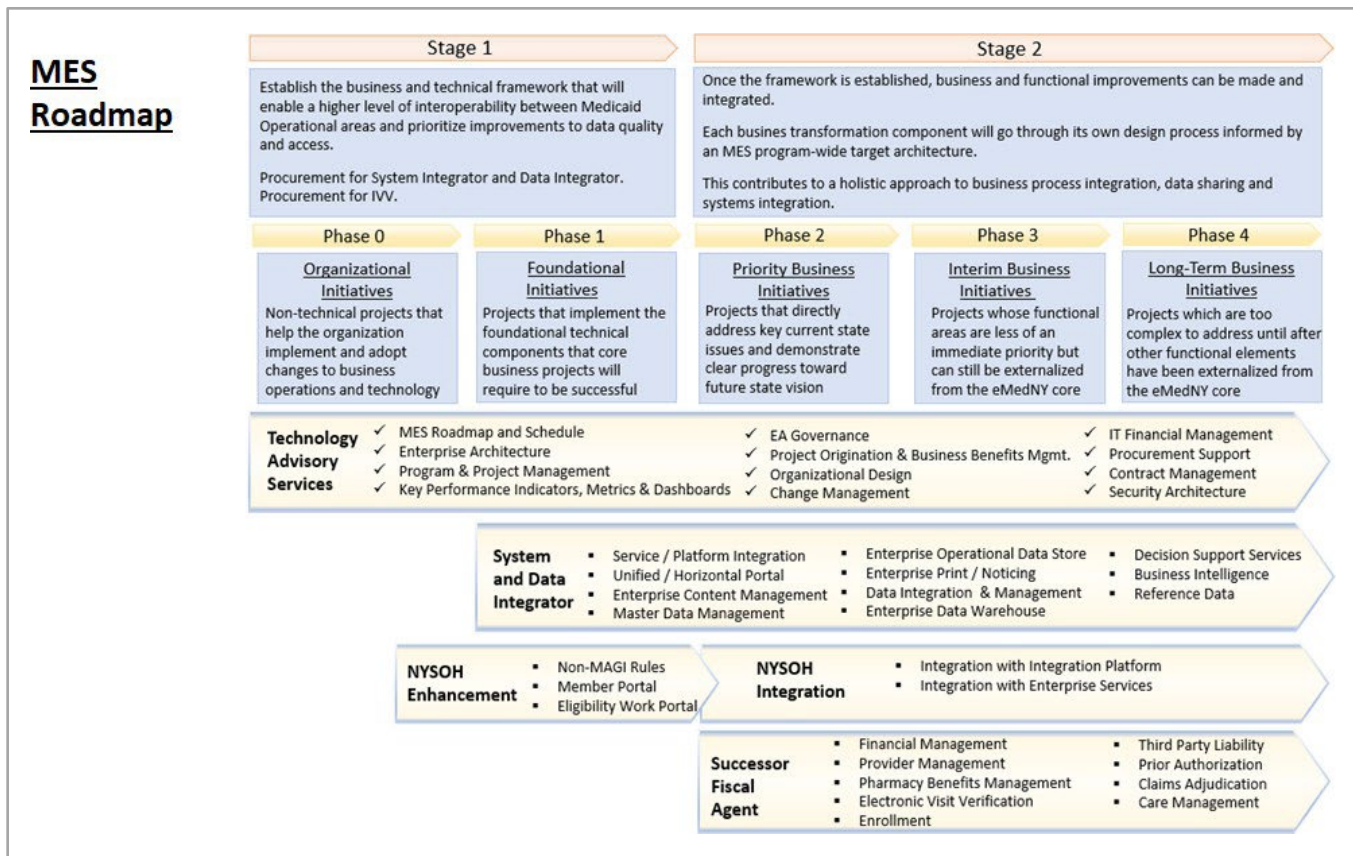


Figure 3: MES Roadmap

Recently awarded contracts requiring QA services, include:

Medicaid Eligibility and Client Management (MECM) System – OHIP’s DOS has procured a Contractor to migrate and modernize the Medicaid complex population processes from its current system to a new system that leverages proven frameworks and modern technology. The complex populations include “Well Duals” initially, followed by supporting the Local Departments of Social Services (LDSS) with administering the program. Next, the project will seek to implement other complex populations, including various Long-Term Care (LTC) initiatives, Adult Homes, Family Planning, to name a few. Additionally, the MECM Project will build an Appeals solution that will allow stakeholders to track and manage an eligibility related appeals in one system from the time an eligibility appeal is requested to the time a decision is issued.

Patient Access (Interoperability Patient Access (IPA)) – OHIP’s DOS has procured a Contractor to provide a modular solution for CMS’ mandate for Patient Access and Interoperability (PAI) in accordance with CMS’ Interoperability and Patient Access (IPA) Final Rule. The CMS Interoperability and Patient Access Final Rule was released in March 2020 to improve interoperability and enhance member engagement with their medical care information, services, and options. The rule focuses on four (4) primary areas of concern related to empowering members:

- **Cost and Outcomes:** Provide transparency into the cost and outcomes of medical care.
- **Convenience:** Enable modern smartphone and mobile access to information.
- **Competition:** Open access to search and find competitive options for medical care.
- **Innovation:** Leverage the “app economy” to provide members, physicians, hospitals, payers,

and employers with new capabilities, third-party solutions, and greater choice in medical care.

Technical Advisory Services (TAS) – OHIP’s DOS has procured a Technical Advisory Services (TAS) Contractor to assist with the management, coordination and alignment of multiple Contractors, systems, and project portfolios; further develop and implement the strategic roadmap for the modernization of both the business processes and the enabling technology of the Medicaid Enterprise Systems (MES); and to establish consistent frameworks and processes that further the effectiveness of the existing Medicaid portfolio and the MES program.

The Technical Advisory Services Team (TAS Team) will assist the Department with enterprise planning, implementation oversight and ongoing support activities that include enterprise architecture, procurement strategies, portfolio management, program contract management, organization planning, and change management.

Additionally, OHIP’s DOS shall procure a **System & Data Integrator (SDI)** to design, develop, and implement a comprehensive Integration Platform on a government cloud, leveraging Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) environments. The Integration Platform will include the implementation of an Enterprise Data Warehouse, along with a flexible longer-term capability for additions, customizations, and extensions such as advanced analytics, Artificial Intelligence, and Machine Learning (AI/ML).

The table below summarizes the contract status of the systems described above. Please note that the contract end dates could change based on future procurements, amendments, or extensions.

Table 1: System & Contract Status

System	Contractor	Contract Start Date	Contract End Date	Status
MDW	CMA	Summer 2012	Summer 2027	System Implemented, ongoing Maintenance and Operations (M&O) and DDI enhancement projects.
eMedNY	GDIT	Spring 2000	Fall 2027	System Implemented, ongoing Maintenance and Operations (M&O) and DDI enhancement projects.
NYSOH	GDIT	Spring 2012	Fall 2026	System Implemented, ongoing Maintenance and Operations (M&O) and DDI enhancement projects.
MECM	Deloitte	Winter 2024	Fall 2026	Design, Development, and Implementation (DDI) Phase.
IPA (Phase 1)	Carahsoft/Gainwell	Spring 2022	Spring 2027	Design, Development, and Implementation (DDI) Phase, with Maintenance and Operations (M&O) to begin late Summer 2024.
TAS	KPMG	June 2024	June 2030	In progress.
MECM	TBD	~ Summer 2026	~ Winter 2031	RFP under development for additional functionality.
SDI	TBD	To be Determined (TBD)	TBD	RFP under development.
IPA (Phase 2)	TBD	TBD	TBD	New Federal CMS ruling requires additional interoperability functionality.

Furthermore, it should be noted that the Department anticipates additional system procurements requiring QA oversight will occur during this QA contract period. Therefore, the QA Contractor will be asked by the Department to allocate resources to the new system(s) and contracts as needed, using a Statement of Work (SOW) Process described in Section 4.2.

As further outlined below, during the term of this contract the QA Contractor will perform activities in the following functional areas for the above contracts and systems, as shown in figure 3:

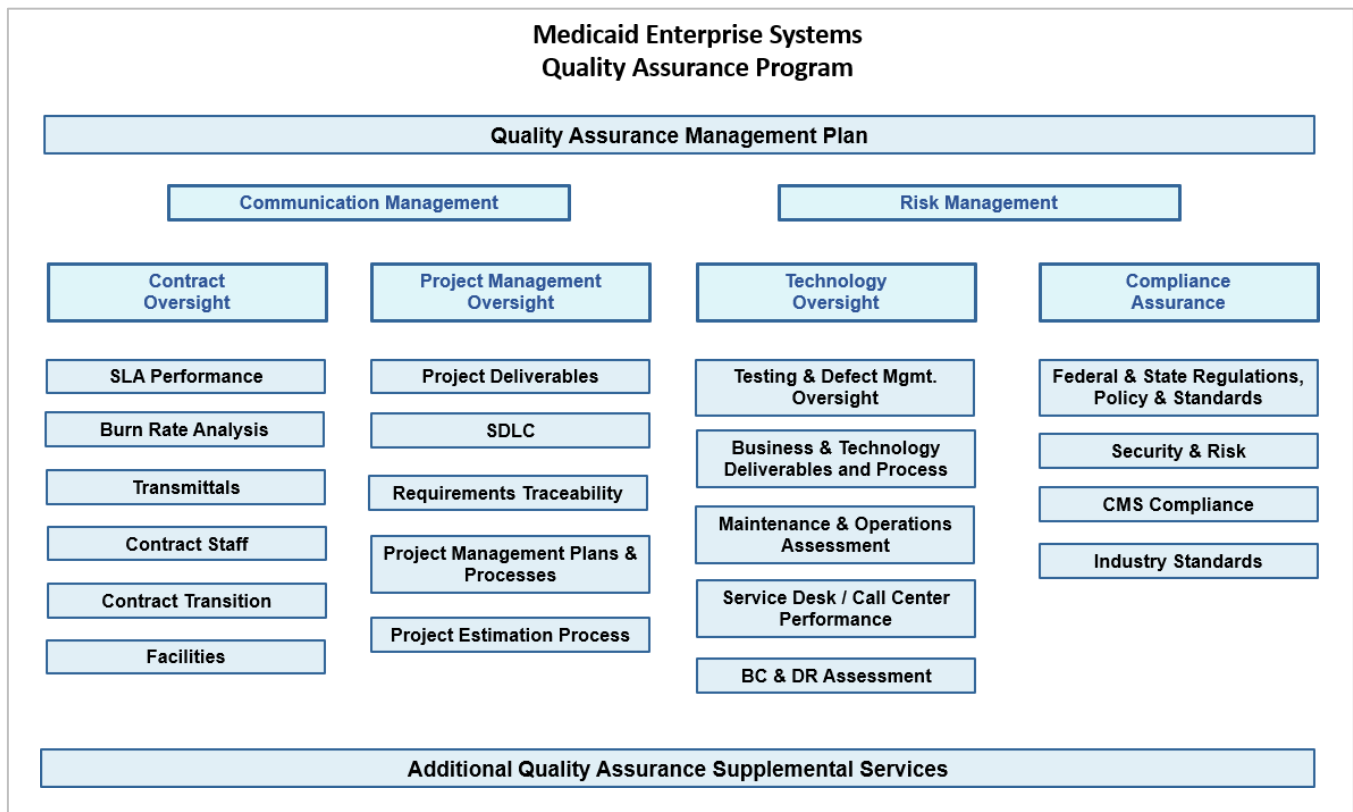


Figure 4: QA Functions

While Section 4.1.5 provides a detailed summary of the QA tasks and responsibilities related to each functional area represented in the diagram above, an overall summary of the QA Contractor’s responsibilities over the duration of the contract is as follows:

1. Develop the Quality Assurance Plan, Communication Plan and Risk Management Plan; and once the Plans are approved by the Department, execute, and maintain the plans.

The QA, Communication, and Risk Management Plans must include these QA activities:

- a. Provide contract oversight quality assurance activities and oversight services for current DOS Medicaid contracts, ensuring accurate SLA management, burn rate and variances, transmittal management and status, and ensure staff meet target qualifications.
 - b. Provide Project Management oversight services, such as deliverable reviews, requirements maintenance, and process evaluation and assessments.
 - c. Provide Technology oversight, including monitoring for quality in project, (DDI) and operational (M&O) work performed by Department Contractors.
 - d. Ensure Contractors meet required Federal and State Policy and Regulations, industry “Best Practices” are utilized, and accepted standards are followed, as well as auditing the CMS certification activities performed by the Departments Contractors.
2. Additional quality assurance services as requested by the Department as described in the Supplemental Support Services section below.

4.1.4 Quality Assurance Management Plan

The QA Contractor shall provide an **initial** Quality Assurance Management Plan, Communication Plan, and Risk Management Plan as part of their Proposal, as described in Section 6.

The QA Contractor is required to meet with Department designated staff within fifteen (15) business days after the contract start date for feedback on their initial Quality Assurance Management Plan. The Contractor must submit for Department's review and approval, their final detailed Quality Assurance Management Plan within thirty (30) business days following the meeting. The Department will review and provide feedback or approve the Quality Assurance Plan within ten (10) business days of receipt.

This plan must be updated, at a minimum, quarterly, or at the request of the Department. The Quality Assurance Plan must include quality assurance and control activities related to the Design, Development, Implementation (DDI), and Maintenance and Operations (M&O) components of all Medicaid Systems included in this procurement. The overall contractual performance of all Contractors associated with these systems must also be assessed on an ongoing basis.

The Quality Assurance Plan must define an organizational structure and overall approach which promotes information flow among the QA Contractor's team members regardless of their particular system or contract or focus. An important objective is to ensure that the collective Medicaid infrastructure and the system contracts associated with it meet the overarching goals of New York's Medicaid program. The structure must be capable of delivering continuous, cohesive strategic guidance to the Department.

The QA plan must articulate how the QA Contractor will support and provide:

- Continual information sharing among QA Contractor team members on interoperability and alignment of Medicaid systems and services.
- Status reporting on risks, issues, and opportunities related to interoperability, interdependence, and alignment of Medicaid systems, services, and associated contracts.
- Assurance that CMS certification is achievable, and CMS testing attestations completed, as necessary, or any other similar CMS requirements for Medicaid Enterprise Systems.

At a minimum, the QA plan must include how the QA Contractor will provide:

- a. Roles and responsibilities of the QA Team and how they will interact with the Department and system Contractors.
- b. Quality Assurance standards to be used in the evaluation of Medicaid system projects and operations. Examples are listed in section 4.1.11.4.
- c. A high-level schedule or cadence of regular tasks for all Quality Assurance activities across systems and contracts, maintaining the schedule (cadence report), with resource assignments.
- d. Use of corrective action plans and methods to monitor these plans through completion.
- e. Mechanisms to be used to obtain feedback, such as surveys, interviews and when to use these approaches.

The QA Contractor shall work with Department personnel in an ongoing, interactive manner to develop QA controls that will assure that the Department receives quality deliverables from its Contractors while achieving all critical project goals and deadlines.

4.1.5 Communications Management

The QA Contractor will need to communicate on an ongoing basis with a diverse group of stakeholders. The Communications Plan shall be due to the Department fifteen (15) business days after the review and approval of the Quality Assurance Management Plan. The Department will provide feedback or approve the plan within ten (10) business days of receipt.

The Communications Plan must describe the overall approach for communication with the Departments' DOS, Medicaid Contractors, other stakeholders, and within the Contractor's QA team itself. Once approved, this plan must be updated, at a minimum quarterly, or at the request of the Department.

The Communication Plan shall include various focused communication matrices as needed for the various systems, Contractors, and stakeholders. At a minimum, the QA Communication Plan shall define:

- a. The objectives and goals of the plan.
- b. The overall approach of how, when, and why each communication is needed.
- c. The types of communication utilized for each stakeholder, and the triggers for such communication.
- d. Techniques, processes, barriers, and technology for communication flow and channels.
- e. Methods to document and archive communications for future reference.
- f. The stakeholders, Contractors impacted and lines of communication.
- g. Communication and system interdependencies.
- h. Reviews and provides recommendations on reports to CMS, and oversight agencies.
- i. Internal communication reports to leadership within the Department.
- j. A description of how any issue escalation will be performed.

4.1.6 Risk Management

The Risk Management Plan shall be due to the Department fifteen (15) business days after the review and approval of the Quality Assurance Management Plan. The Department will provide feedback or approve the plan within ten (10) business days of receipt.

The Risk Management Plan includes the overall approach for risk management with the Departments' DOS, Medicaid Contractors, external Stakeholders, and within the QA Contractor's team itself. Once approved, this plan must be updated, at a minimum, quarterly, or at the request of the Department.

The Risk Management Plan shall describe the risk identification, analysis and mitigation strategies and techniques to be used for each system and stakeholder group and how rework and issues may be avoided. At a minimum, the QA Risk Plan shall define:

- a. Identification of potential risks and issues between the Department, its current and future Contractors.
- b. Roles and responsibilities for all Risk Management activities.
- c. The methodologies used for monitoring risks, issues, and problem resolution, including but not limited to:
 - i. Establishment of a Risks and Issues Log.
 - ii. Risk identification, owner, triggers, timing, dates, probability, impact, potential resolution(s), involved parties including both systems and Contractors.
 - iii. Dependencies among the Contractor's systems where a risk identified in one system could impact another system.
 - iv. Strengths, weaknesses, opportunities, and threats (SWOT) analysis.

- v. Confidentiality, integrity, and availability (CIA) analysis for system inputs and outputs.
- vi. Gathering information for knowledge transfer to avoid gaps and developing transition plans for staff transitions.
- vii. The impact of major risks on Business Continuity and Disaster Recovery.
- viii. The strategy for communicating issues with DOS.

Risk Management is an ongoing activity. The Risk and Issues Log must be monitored and updated at a minimum every two (2) weeks. Any high impact risks or issues must be brought to the attention of the Department within one (1) business day. The SWOT analysis shall be reviewed quarterly and updated as required.

4.1.7 Contractor Oversight

The QA Contractor shall oversee the performance of the Department's Contractors as it pertains to their respective contracts and amendments to these contracts. The Department will ensure that the QA Contractor has access to the Department's Contractor contracts, amendments, and other relevant attachments such as but not limited to, SLAs, plans, methodologies, etc. The QA Contractor shall establish the processes and strategies for reviewing formal contract correspondence between the Contractors and the Department, communicate findings to improve overall quality, mitigate and avoid risks, defects, and repeat issues.

4.1.7.1 Service Level Agreements (SLA) Performance

The QA Contractor shall define and implement quality control processes and procedures to review and report on the Medicaid Systems Contractor's adherence to its contractual SLAs. Each of the Department's contracts has a list of Service Level Agreements (SLAs), and each SLA describes the level of performance expected by the Department's Contractors, including the metric by which the service is measured and penalties if not achieved.

The QA Contractor shall review the Department's Contractor reported SLAs and ensure each Contractor's report is accurate. The QA Contractor shall evaluate and periodically test through various sampling techniques for selecting a subset of SLAs to verify accuracy. The QA Contractor shall evaluate the data used by the Contractors for determining the performance of the SLA. The QA Contractor shall support the Department and its Contractors on issues related to SLA clarification, interpretation, and ensure roles and responsibilities are clearly defined.

The QA Contractor shall review SLAs based on the contract. Typically, SLAs are reviewed monthly, however, there are instances where the reviews are conducted weekly, biweekly, semi-annually, or annually in addition to monthly.

The QA Contractor shall perform their review of the SLA information within five (5) business days of receipt and prepare their findings and recommendations and send them to the Department. If a response transmittal is sent by the Department to one of its Contractors, the QA Contractor will maintain a record of all transmittal responses from the Department.

4.1.7.2 Burn Rate Analysis

The Department's various contracts contain instructions of what, how and when the Department's Contractor may invoice the Department for their services and deliverables. The QA Contractor will need to become familiar with each contract's reporting section, the associated SLAs, project estimates and the project burn rate.

Working with the Department and Department designated staff, and as requested by the Department, the QA Contractor will establish a process for receiving and reviewing the Department's Contractor's SLAs and determining schedule variances. As reports are submitted by the Contractors, the QA Contractor must review each report for its accuracy and completeness, along with verification of the services rendered. QA Contractor tasks include:

- a. Analyze project schedules against actuals – review and assess how closely project and operational actual schedule is tracking to planned project estimates and proactively advise on any financial risk, anomalies, or issues.
- b. Provide projections – review project burn rates and remaining work and provide project completion projections.
- c. Support tasks related to Advanced Planning Documents (APDs).

The QA Contractor shall provide the Department their findings from the review within five (5) business days. If the reported information requires correction, the QA Contractor will make the recommendation to the Department and the Department will send a response transmittal with the findings to its Contractor to remediate the issue.

If the reported information is correct, the QA Contractor will make the recommendation to the Department to approve the report and associated invoice. The QA Contractor will maintain a record and track the dates and status of any associated correspondence.

4.1.7.3 Transmittals

The Department uses transmittals to formalize the submission and response to Contractor correspondence, deliverables, processes, SLA reports, etc. The transmittal is a cover letter that may have accompanying attachment documents. It is a formal mechanism for communication that is used as the communication record and documentation.

A transmittal letter provides the recipient the context of what is being communicated or shared. It gives the sender and receiver a permanent record of having sent or received the material(s). Transmittal cover letters are brief and describe the attachment.

At the request of the Department, the QA Contractor will draft transmittals on behalf of the Department with their recommended response and the Department will review, finalize, and send the response transmittal to the Contractor. The QA Contractor is responsible for ensuring the Department's response is timely and follows contractual or Department defined timeframes. The QA Contractor is responsible for determining if the content requires immediate action from the Department.

For transmittals sent by the Department's Contractors, the QA Contractor shall complete the initial review of their transmittals within two (2) business days of receipt.

See Attachment C for historical volume of transmittals tracked for various projects.

4.1.7.4 Contract Staff

The QA Contractor shall become familiar with each contract shown in Table 1 above, and its staffing requirements. The QA Contractor shall evaluate the credentials of the staff submission against the Department's defined contract criteria and requirements. For the Department's

contracts that allow for SOWs or Task Orders, the QA Contractor shall review the Department's Contractor's SOW or Task Order for relevant scope, tasks, hours, in addition to the staff submission information.

The QA Contractor shall set up a process that is repeatable and efficient for the assessment of the submission materials (resume, forms, CVs, etc.) and the defined criteria and requirements.

Some of the Department's contracts have commitments from the Department on the turnaround time of the Department's feedback. The QA Contractor must be aware of these time commitments and ensure a timely response from the Department.

QA staff are responsible for the initial review and evaluation however, the Department , determines whether to hire the proposed staff. For each contract the QA Contractor shall track all staff submissions, decision dates, hiring dates, end dates, hours (if applicable), Contractor name, candidate name, role, and title. Additional tracking data elements may be requested by the Department.

4.1.7.5 Contract Transition

Contract Transition occurs when the contract between the Department and its Contractor have identified a formal end-date for the contract. This end date could be the contractual end date (defined by the term of the contract) or a Department-imposed end date. The contract transition activities occur to transfer tasks, knowledge, and documentation from the existing Contractor to Department staff or to another successor Contractor.

Several of the Department's contracts contain requirements for each contract's transition. The QA Contractor shall become familiar with the requirements of the contracts and ensure the Department's Contractor follows the requirements and timing for contract transition. Several contracts that were established through the RFP process require the Contractor to provide a Transition Plan deliverable and regular updates to that plan. Transition Plan contractual requirements could also be impacted by contract amendments.

The QA Contractor shall perform an assessment of the various contracts and establish a process and work plan for each contract's transition plan review and related activities. Where transition plans or other transition-related documentation or assessments are needed, the QA Contractor is responsible for evaluating that the Department's Contractors are performing their contractual obligations and are reporting status to the Department.

4.1.7.6 Facilities

The Department's various contracts may contain requirements for the Contractor to acquire Facilities, which may include office space, equipment, and parking for the Contractor staff. In some cases, the facility will also include NY State staff.

The QA Contractor shall become familiar with each contract and ensure that the Contractor follows the requirements for the facility. Many of these contracts require the Contractor to create and maintain a Facility Management Plan and Physical Space Security Plan.

The QA Contractor shall perform an initial assessment of the various contracts and establish a process and work plan for each contract's Facility requirements to ensure the Department's

Contractors continue to meet their facility requirements, and to ensure the facilities plans are updated per the contract and SLAs.

The QA Contractor shall complete their review of the Contractors' facility-related deliverables within five (5) business days of receipt and prepare their findings and recommendations and send it to the Department.

4.1.8 Project Management Oversight

The QA Contractor shall review the project management activities and performance of the Department's Contractors. The QA Contractor shall establish the processes, check points, and standards to evaluate the project management lifecycle is performed using the agreed upon processes, forms, tools, standards, checkpoints, approvals, etc., and according to contract requirements including amendments. The QA Contractor shall establish a process for how review and monitoring activities will take place in all projects throughout all phases of a project.

4.1.8.1 Project Deliverables

The QA Contractor shall review and evaluate the project management processes and deliverables associated with the contracts described in this RFP.

At a minimum, the review and evaluation criteria shall include:

- a. The approach to monitoring and evaluating Contractor's project deliverables, including adherence to schedules, achievement of milestones, quality, accuracy and timeliness for design, development, and implementation of the solutions.
- b. The process of managing the completion, acceptance, or rejection of Contractor deliverables. Review and evaluation approach must include, but is not limited to:
 - i. Procedural guidelines.
 - ii. Acceptance criteria and measures, for each deliverable shall include, but it not limited to:
 - required content.
 - format.
 - supporting documentation.
 - process and measures to be used in the event of problem identification.
 - iii. Checklists.
 - iv. Schedules and turnaround times.
 - v. Sign-off procedures for decision making control gates.
 - vi. Standardized reporting forms.
 - vii. Identification of deliverables and fit for use based on requirements.
 - viii. Other materials deemed necessary by the Department.
 - ix. Risks and issues appropriately identified and management.

See Section 4.3, Reporting, for a list of representative system deliverables. Note, the Contractor's project schedules are created and maintained using MS Project.

The QA Contractor shall complete their review of the Contractors' project management deliverables within five (5) business days of receipt and prepare their findings and

recommendations and send it to the Department. If needed, the Department will send a response transmittal to the Contractor. The QA Contractor will maintain a record of all transmittals.

4.1.8.2 System Development Lifecycle (SDLC)

The QA Contractor shall review and evaluate the system development lifecycle (SDLC) standards, stage gates, deliverables, communication, etc. associated with Department's projects and contracts. Currently the Department is using Waterfall, Agile and Hybrid methodologies and may also use the DevSecOps framework to facilitate SDLC processes with the System and Data Integration contract. See Attachments D1-D4 for SDLC methodologies.

Attachment D1 - DOS PMO MDW Waterfall Methodology
Attachment D2 - DOS PMO MMIS Waterfall and Agile SDLC
Attachment D3 - DOS PMO NYSOH Methodology
Attachment D4 - MECM SDLC and Timeline

At a minimum, the review and evaluation criteria shall include:

- a. Identification and appropriateness of the SDLC method used (waterfall, agile, hybrid) along with use of frameworks, like DevSecOps, DataOps, and MLOps.
- b. Adherence to the chosen methodology and framework.
- c. Artifacts produced and quality for all SDLC phases including Initiation and Planning, Requirements Definition, Design, Development, Testing, Implementation, Deployment, Post Deployment Verification, etc.
- d. Delivery timeliness of the methodology execution.
- e. Reviews and approvals by the Department for the SDLC artifacts.
- f. Project completion and close out activities.

The QA Contractor shall complete their review of the Contractors' SDLC reports, processes, templates (when appropriate) and other SDLC deliverables, within five (5) business days of receipt and prepare their findings and recommendations and send them to the Department. The QA Contractor will maintain a record of any and all transmittals.

4.1.8.3 Requirements Traceability

The QA Contractor shall review and evaluate each Contractor's requirements list, associated tests, test data, test cases and results. The QA Contractor shall ensure that the requirements traceability matrix establishes a clear and traceable relationship between requirements and test cases, if there are missed requirements, and that all interfaces are identified. At a minimum, the review and evaluation criteria shall include:

- a. Verify requirements are documented.
- b. Review requirements and evaluate for gaps.
- c. Ensure requirements are grouped, functional and non-functional.
- d. Ensure requirements break-down by function.
- e. Verify test plans are produced, and test results align with test plans.
- f. Requirements are traced to test cases, and test data.
- g. Test data results are created, validated, and approved.
- h. End User testing and User Acceptance testing results validated.
- i. Non-functional test results verified, validated, and approved.
- j. Defects identified, with description of defect, and retest approach defined, until test results are approved.

The QA Contractor shall complete their review of the Contractors' Requirements List, Traceability Matrices, processes, templates (when appropriate) and other Requirement's document deliverables, within five (5) business days of receipt and prepare their findings and recommendations and send them to the Department.

4.1.8.4 Project Management Plans and Processes

The QA Contractor shall review and evaluate the Contractor's project management plans, charters, timelines, change requests, objectives and metrics, project controls, estimated hours and burn rate, and related project management artifacts, to ensure that projects are well managed, and objectives are met. The QA Contractor shall ensure that the project objectives can be measured and monitored to inform future course of action and overall project success. At a minimum, the QA Contractor shall review and evaluate the following:

- a. Contractor's ability to follow Department project management business processes, including but not limited to project approval, business case development, project data/metadata for tracking portfolios, currency and accuracy of dashboards, and ability to consistently have the appropriate staff attend and participate in all relevant governance, committee, and other project meetings.
- b. Project plans, schedules, and processes in place to track risks, issues, action items and decisions.
- c. Adherence to Project Management standards, including standards established by the Department as well as industry standards and best practices.
- d. Adherence to project scope and scope change control processes.
- e. Project metrics used to inform estimation methodology, forecast hours remaining and used hours by phase and/or by deliverable.
- f. Individual project schedules, including but not limited to detailed tasks and deliverables, predecessors/successors, internal and external dependencies, and resource assignments.
- g. Use of SDLC methodologies and how they are applied, including the effective use of SDLC control gates.
- h. Stakeholder involvement throughout project plan execution, including in business requirements gathering, development of detailed functional design documents, users guides and manuals, testing artifacts and data, and approvals.

The above reviews, evaluations, and project audits shall have pre-defined success criteria defined by the QA Contractor.

The QA Contractor shall complete their review of the Contractors' Project Management Plan, processes, templates (when appropriate) and other project management deliverables, within five (5) business days of receipt and prepare their findings and recommendations and send them to the Department. If needed, the Department will send a response transmittal to its Contractor.

4.1.8.5 Project Estimation Process

The QA Contractor shall review and evaluate the Contractor's estimation methodology and individual estimations for projects and other work. The QA Contractor shall ensure that the appropriate data is collected, used, and Contractors adhere to the approved estimation methodology.

Any Department Contractor anomalies shall be communicated to the Department, with recommendations of a corrective action or other such remedies. Additionally, the QA Contractor shall document the root cause for anomalies and identify the impact to the estimation methodology and recommend to the Department changes to improve the estimation methodology as information (or anomalies) become known. At a minimum, the QA Contractor shall review and evaluate the following:

- a. Contractor's input data, project parameters, configurations items, and documentation that derives the Rough Order of Magnitude (ROM) and Assessment (Basis of Estimate, (BOE) estimates and share findings with the Department.
- b. Estimation techniques are appropriately used and documented and share findings with the Department.
- c. Appropriateness of weighting factors used in the estimation methodology, if any.
- d. Risks or issues that impact the resulting estimate which may be caused by new technologies, new processes, or inexperienced staff.
- e. Contractor's non-adherence to the estimation methodology.
- f. Contractor's process for maintaining and communicating the estimation methodology, data, project parameters, configuration items, and progress on corrective action plans.

The QA Contractor shall complete their review of the Contractors' Estimation Methodology, the Contractor's adherence to its use, any anomalies, and if known, root cause of issues within five (5) business days of receipt and prepare their findings and recommendations and send them to the Department. If needed, the Department will send a response transmittal to its Contractor.

4.1.9 Technology Oversight

The QA Contractor shall have a comprehensive range of responsibilities which will support the Department's need to ensure the highest standards in technology and operational efficiency are maintained across the defined Medicaid systems and contractors. Technology Oversight includes:

- a. Testing and Defect Management, ensuring system robustness.
- b. Business and Technology Deliverables and Process, ensuring alignment with project objectives and meet defined quality criteria.
- c. Operations Assessment, focusing on operational efficiency.
- d. Service Desk/Call Center Performance Assessment, to maintain high service standards, and make recommendations for improvements.
- e. Business Continuity and Disaster Recovery (BC/DR) Assessment, ensuring preparedness for emergencies.

4.1.9.1 Testing & Defect Management Oversight

The QA Contractor shall perform a variety of testing and defect management tasks across the Medicaid landscape as systems evolve and are enhanced. Tasks fall into three general categories:

- a. Review and assess Contractor testing artifacts and test results.
 - i. Review and assess Contractor test plans to ensure all aspects of system functionality are covered.
 - ii. Review and assess Contractor test cases, scenarios, scripts, and results.
 - iii. Review and assess Contractor testing tools and technologies.

- iv. Identify any potential risks in the test plans that could lead to system failure.
 - v. Advise the Department on system readiness for production release.
- b. Perform independent testing to verify Contractor work and system functionality. The QA Contractor shall utilize various sampling approaches to identify a representative subset of a system's functionalities to be independently tested to infer overall quality. At a minimum, the QA Contractor shall perform one (1) test per system per quarter, or as directed by Department. The QA Contractor will initially be using the Contractor's test environment. Automated testing tools with AI support should be utilized where appropriate for task efficiency. Tool selection will occur after contract award following collaboration with Department and its Contractors with final approval by the Department. The testing includes:
- i. Functional Testing - verifying system features work as intended.
 - ii. Integration Testing - verifying system integrations work seamlessly.
 - iii. Performance Testing - verifying systems perform under various loads.
 - iv. Security Testing - testing for vulnerabilities to prevent data breaches and ensure compliance with HIPAA and other relevant regulations.
 - v. User Acceptance Testing (UAT) - working with actual system users to ensure systems meet their needs and is user-friendly.
 - vi. Accessibility Testing - ensuring the system is accessible to all users, including those with disabilities.
 - vii. Compliance Testing - verifying the system adheres to all relevant Federal and State regulations.
 - viii. Post Deployment Verification – verifying the system is working as required right after deployment.
 - ix. Provide CMS with Independent Verification & Validation (IV&V) Attestation – CMS requires attestations from States for various system performance and outcomes. As needed, the Department may request QA to perform specific test scenarios to validate the system performs as required.
- c. Review and assess Contractor system defect management. Tasks related to Defect Management Oversight include:
- i. Oversight of Defect Identification - ensure Contractors have robust mechanisms in place for identifying defects.
 - ii. Validation of Defect Logging Practices - oversee the defect logging process of Contractors.
 - iii. Guidance on Defect Prioritization - advise the Department and Contractors on defect resolution prioritization.
 - iv. Quality Control and Verification - conduct spot checks to verify fixes are effective and meet quality standards.
 - v. Performance and Trend Analysis - analyze defect trends and patterns to identify systemic issues.
 - vi. Advisory Role in Continuous Improvement - provide expert advice on improving defect management processes and practices.

The QA Contractor shall complete their review of the Contractors' test plans, test cases and testing results and Defect Management results and retesting, (items a and c above) within five (5) business days of receipt. The QA Contractor shall prepare their findings and

recommendations and send them to the Department. If needed, the Department will send a response transmittal to its Contractor.

When the QA Contractor has conducted their own independent testing, the QA Contractor shall prepare a report of their test data, test cases, test results, and conclusions. If needed, Department will send a response transmittal to its Contractor.

4.1.9.2 Business and Technology Deliverables & Processes

The QA Contractor shall conduct reviews and assessments of the business and technology deliverables and processes associated with Contractor system implementations and upgrades. QA tasks include, but are not limited to:

- a. Review and Assess Business Requirement Documentation - examine Contractor business requirement documentation to ensure it accurately reflects the desired system functionality based on Department requirements.
- b. Review and Assess Technical Documentation - examine the technical specifications provided by Contractors for completeness, accuracy, and feasibility. Check for consistency with the business requirement and technical standards.
- c. Process Evaluation - analyze Contractors' development and implementation processes for adherence to industry best practices. Recommend improvements to optimize efficiency and effectiveness.
- d. Code Review – conduct code reviews for selected applications following the approach in the Code Review Plan, described below.
- e. Support Continuous Improvement Initiatives - identify and support Contractor continuous improvement opportunities associated business and technology deliverables and processes.

The QA Contractor shall complete their review of the Contractors' business and technology deliverables within five (5) business days of receipt and prepare their findings and recommendations and send them to the Department. If needed, the Department will send a response transmittal to its Contractor.

Additionally, the QA Contractor shall develop a Code Review Plan which outlines the QA Contractor's strategy, methodology, and staffing requirements for conducting sampled application code reviews of critical software associated with Contractor systems utilizing automated code review tools with AI support, where appropriate, for task efficiency. The plan must outline how the sampling technique(s) are chosen, such as random sampling or other more targeted methods, and how the QA Contractor will interact with all the system Contractors and the Department for determining the optimal approach for conducting such code reviews for each system. Different approaches and code review tools may be needed for different systems. Tool selection will occur after contract award following collaboration with the Department and its Contractors with final approval by the Department. The initial Code Review Plan shall be completed and delivered to the Department 9 months after contract start date and updated annually or within 30 calendar days of a request from the Department.

See Section 4.3 Reporting, Table 5, for a representative list of deliverables.

4.1.9.3 Maintenance and Operations Assessment

The QA Contractor shall conduct reviews and assessment of Contractors' operational readiness and processes associated with the systems they have implemented to ensure effective performance, maintenance, and continuous improvement of these systems. QA tasks include, but are not limited to:

- a. Monitoring System Performance - monitor the performance of Contractor's systems to ensure they meet the required standards. Identify any performance issues or degradation over time.
- b. Incident Management Review – review and assess how effectively the Contractors handle and resolve system incidents. Ensure incidents are logged, tracked, and resolved in a timely manner.
- c. Support Continuous Improvement Initiatives – identify and support Contractor continuous improvement opportunities.
- d. System Change Management Oversight – assess the system change management process to ensure changes are implemented smoothly without disrupting system functionality. Verify that all changes are documented, tested and have back-out plans before deployment.
- e. Track identified maintenance and operational needs as well as performance issues and monitor that fixes and updates are applied in future releases or deployments.
- f. Track Contractor deferred maintenance per their respective contractual requirements and provide this information to the Department for decision making on system performance and operations.

The QA Contractor shall complete their review of the Contractors' Maintenance and Operations deliverables within five (5) business days of receipt and prepare their findings and recommendations and send them to the Department. If needed, the Department will send a response transmittal to its Contractor.

4.1.9.4 Service Desk & Call Center Performance

The QA Contractor shall review and assess the performance of Service Desk and Call Centers associated with Contractor systems to ensure support services effectively meet the needs of users. QA tasks include, but are not limited to:

- a. Monitoring and Evaluating Response Times - regularly assess how quickly Service Desk and Call Center staff respond to user inquiries and support requests.
- b. Assessment of Resolution Rates - evaluate the effectiveness of Service Desk and Call Center staff are resolving user issues. Track resolution rates and time-to-resolution metrics. Identify aging open tickets and incident trends.
- c. Quality Control of Interactions - monitor the quality of interactions between Service Desk and Call Center staff and system users.
- d. Training and Skill Assessment - review and assess the skill level of Service Desk and Call Center staff and the training provided.
- e. Review of Support Documentation – review and evaluate the knowledge base and support documentation provided to users. Identify and report when irrelevant or outdated.
- f. Incident Management Process Review - assess the effectiveness of Incident Management Processes, including ticket logging, tracking, and escalation procedures.
- g. Capacity and scalability analysis - analyze the Service Desk and Call Center capacity to handle current and projected volumes of user inquiries and support requests.

The QA Contractor shall complete their review of the Contractors' submitted reports of the service desk metrics within five (5) business days of receipt. Additionally, the QA Contractor shall extract data from the Contractor's service desk systems to perform their own independent evaluation of the data, and analyzing it for aging open tickets, trends, and improvement opportunities and shall prepare a report of their findings, conclusions, and recommendations and send them to the Department. If needed, the Department will send a response transmittal to its Contractor.

4.1.9.5 Business Continuity/Disaster Recovery Assessment

The QA Contractor shall review and assess Contractors' Business Continuity and Disaster Recovery (BC/DR) plan(s), focusing on ensuring the resilience and reliability of IT services, as well as clear roles and responsibilities. QA tasks include, but are not limited to:

- a. BC/DR Plan Reviews - thoroughly review the business continuity and disaster recovery plans of the Contractors to ensure they are comprehensive and up to date. Confirm there are clear definitions of critical operations and systems.
- b. Recovery Strategies Analysis - analyze the proposed recovery strategies for adequately restoring operations within acceptable contractually mandated timeframes.
- c. Data Backup and Recovery Procedures - review the data backup recovery procedures. Verify backups are completed per respective contractual requirements and ensure that data can be restored quickly and accurately.
- d. Testing and Simulation - assess whether Contractors are conducting regular testing and simulation exercises per respective contractual requirements.
- e. Resource Availability and Allocation – review the Contractor's resource allocations to ensure adequate coverage is designated to disaster recovery, including hardware, software, and personnel.
- f. Training and Awareness - assess whether all applicable Contractor's personnel have been adequately trained and are aware of their roles related to business continuity and disaster recovery scenarios.

The QA Contractor shall complete their review of the Contractors' Business Continuity and Disaster Recovery Plan deliverable within five (5) business days of receipt and prepare their findings and recommendations and send them to the Department. If needed, the Department will send a response transmittal to its Contractor. The QA Contractor will maintain a record of all transmittal responses from the Department.

4.1.10 Compliance Assurance

The Department will rely on the QA Contractor to keep them informed of Contractor's compliance with all Federal, State regulations and policies, as well as industry best practices and emerging technologies that would benefit the Medicaid Systems. For all items below, the QA Contractor shall establish a regular schedule or cadence for ensuring systems are up to date with the latest compliance requirements.

4.1.10.1 Federal, State Regulations, Policy, and Standards

The QA Contractor shall conduct a comprehensive compliance review to ensure all relevant solutions provided by all Contractors are in strict alignment with Federal and State regulations, policies, and standards. The QA Contractor will provide crucial oversight to ensure the integrity,

security, and efficiency of Medicaid infrastructure and services. QA tasks include, but are not limited to:

- a. Verify and monitor the Departments' Contractors are abiding by NYS ITS policies, regulations and standards found at the following site: <https://its.ny.gov/policies>.
- b. Verify and monitor the Departments' Contractors are abiding by Department policies and regulations as it relates to Medicaid and the contracts for Medicaid systems. See <https://www.health.ny.gov/regulations/>
- c. Verify and monitor the Departments' Contractors are in compliance with data privacy and archiving policies of the Health Insurance Portability and Accountability Act (HIPAA). See <https://www.hhs.gov/hipaa/for-professionals/index.html> and <https://www.totalhipaa.com/wp-content/uploads/2017/02/StateDocumentRetentionAgencyMedical.pdf>.
- d. Verify and monitor the Departments' Contractors comply with New York State Department of Health (NYSDOH) Data retention policies and guidelines. <https://www.health.ny.gov/professionals/ems/policy/08-03.htm>
- e. Verify and monitor the Departments' Contractors comply with Center for Medicaid and Medicare (CMS) Data retention and policy guidelines. <https://www.cms.gov/Regulations-and-Guidance/Guidance/CMSRecordsSchedule>
- f. Verify and monitor the Departments' Contractors are in compliance with HIPAA Compliance <https://www.totalhipaa.com/wp-content/uploads/2017/02/StateDocumentRetentionAgencyMedical.pdf>
- g. Monitor Federal, State and other policies and standards applicable within the Medicaid environment, along with emerging technology trends and areas of impact to the Medicaid systems such as, future AI/ML technologies and evolving interoperability standards (i.e., FHIR).

Any incidents of non-compliance or failure to adopt required policies, regulations, and standards, shall be reported to the Department by the QA Contractor.

4.1.10.2 Security & Risk

The QA Contractor shall conduct a comprehensive compliance review to ensure all relevant solutions provided by all Department Contractors operate within a secure and compliant framework, effectively safeguarding sensitive health information against any potential threats or vulnerabilities. QA tasks include, but are not limited to:

- a) Review Security Audits and Assessments - review existing security audits and assessments related to the Contractors and their systems. Provide the Department with an independent assessment of these findings and results along with any identified risks.
- b) Incident Monitoring and Assessment - review any security incidents related to Contractor's system(s). Assess and track any identified risks and provide the Department and the Contractors with advice on how to mitigate and/or prevent risks.

Any incidents of non-compliance or failure to adopt required security related policies, regulations, and standards, shall be reported to the Department by the QA Contractor.

4.1.10.3 CMS Compliance

The Department's TAS Contractor is responsible for establishing and executing the CMS certification plan. The QA Contractor shall support the Department's Contractors with obtaining

CMS certification of the MES. As the various MES systems become operational, successful completion of the CMS Federal certification process of the MES will require the QA Contractor to evaluate and validate the MES subsystems to ensure the MES attains CMS certification for the Department to continue to receive Federal Financial Participation (FFP).

The current CMS certification process is comprised of a series of activities set forth by CMS. The CMS Certification Process is available at the following web site.

<https://www.medicaid.gov/medicaid/data-systems/certification/streamlined-modular-certification/index.html>

The QA Contractor must be aware of any new or upcoming changes to the CMS certification process and must be prepared to assist the Department and its Contractors in achieving certification in accordance with current and any revised CMS guidelines.

QA Contractor's support must include, but not be limited to:

- a. Review, evaluate, and validate mandatory MES systems and subsystems to determine if they meet core CMS Federal certification requirements.
- b. Coordinate certification activities with Department's Contractors and Department staff.
- c. Establish checklists for CMS' onsite visits.
- d. Attend meetings with Department and CMS staff. Prepare agenda, meeting notes, decision lists and follow up action items.
- e. Support of CMS Federal certification review team/CMS Regional Office staff briefings and pre-certification meetings and calls.
- f. Assist with preparations for CMS onsite visits.
- g. Analyze data, reports, and deliverables, as needed.
- h. Assist with resolution of any CMS Federal certification issues.
- i. Review of CMS Federal certification report(s) and provide additional guidance to Department and its Contractors.
- j. Support the preparation of Department responses to CMS.
- k. Ensure all current and future CMS policies and requirements are met for system testing and attestations, as required.

In addition to CMS Federal certification activities, CMS also requires that New York submit Medicaid and CHIP data on a regular basis through a process called the Transformed Medicaid Statistical Information System (T-MSIS). New York's submitted data, which is extracted from the MDW, is evaluated by CMS on several key areas, including timeliness, completeness, and accuracy. The QA Contractor shall track New York's T-MSIS compliance, and report any issues, risks, and mitigation plans in QA status reports and proactively notify the Department of any concerns. The QA Contractor will also review all the Federal rules governing the T-MSIS data submission and provide actionable plans to the Department to ensure that the compliance status is maintained.

Any incidents of non-compliance or risks to CMS certification for the MES shall be reported to the Department by the QA Contractor.

4.1.10.4 Industry Standards & Best Practices

The QA Contractor shall review and assess the Department's Contractors' use and compliance with Information Technology and Healthcare industry standards, frameworks, and best practices, which includes, but is not limited, to the following:

- a. The Information Technology Infrastructure Library (ITIL)
- b. Information Systems Audit and Control Association (ISACA)
(<https://www.iso.org/ics/35.020/x/>)
- c. Capability Maturity Model Integration (CMMI)
- d. International Organization for Standards (ISO)
 - i. ISO 27001
 - ii. ISO 27002, ISO 27799
- e. Project Management Body of Knowledge (PMBOK)
- f. Business Analysis Body of Knowledge (BABOK)
- g. Enterprise Architecture Body of Knowledge (EABOK)
- h. Software Engineering Institute (SEI)
- i. National Institute of Standards and Technology (NIST)
- j. HITRUST Alliance
- k. Control Objectives for Information and Related Technology (COBIT)
- l. Health Level Seven International (HL7)
- m. Federal Risk and Authorization Management Program (FedRAMP)
- n. The Open Group Architecture Framework (TOGAF)
- o. American National Standards Institute, Accredited Standards Committee, electronic data interchange (EDI) healthcare standard (ANSI ASC X12)
- p. Fast Healthcare Interoperability Resources (FHIR) <https://fhir.org/>

Any incidents of non-compliance or failure to adopt required standards, best practices, or frameworks shall be reported to the Department by the QA Contractor.

4.1.11 Meetings & Meeting Support

QA Contractor's team members who plan and conduct team meetings with Department staff shall have an agenda prepared with meeting logistics, invited attendees, purpose of the meeting, meeting topics, and past action items, if any. The QA Contractor shall ensure that meeting agendas are sent out 24 hours prior to the meeting and attach the agenda and any needed supporting documents to the meeting invitation. After each meeting, within one business day of the meeting date, the QA Contractor shall send draft meeting notes with brief highlights of discussion, any decisions, and action items, to Department staff member(s) for feedback. When approved, the QA Contractor will distribute the final version to the invitees/attendees, and store the agenda, action items and meeting minutes in the Department's designated QA document repository. Risks and Issues shall be updated in the QA Risk and Issues log, as needed, after team meetings.

The Department may ask the QA Contractor to support them with attending meetings, taking notes, recording actions items, and documenting risks and issues.

4.1.12 Documentation

All QA documentation, deliverables, and work products (data, files, reports, plans, diagrams, historical versions of data and documents, and records generated, etc.) must be saved in an identified Department repository designated for the QA Contractor ("QA Document Repository"). The QA Contractor shall always keep the QA Document Repository current. At its discretion, the Department will perform an audit of the QA repository to ensure all appropriate documents are up-to-date and have been stored.

All QA related draft and final document deliverables, acceptance criteria, and any associated documents shall be stored in the QA Document Repository. Items in the repository must clearly indicate its status by including “draft” or “final” and the version history of changes, as well as the date and named person(s) who provided feedback and approval.

The QA Contractor shall provide easy, navigable access to documentation at the system and functional area (refer to Figure 4), providing comprehensive, searchable documentation in a user-friendly, portable, and printable format, minimizing embedded documents and links to external sources. The documentation shall be understandable by users at various skill levels and kept up to date, including version control history. For software used by the QA Contractor, the QA Contractor will ensure that the technical documentation, such as data, tools, routines, configurations, program code, test use cases, and schemas are stored in the Department supplied QA Document Repository.

The QA Contractor shall ensure that the repository is set up in a way that access controls can be established for various types of documents. The QA Contractor shall prepare a QA Documentation Management Plan that will be used by the QA Contractor and State staff who store items in the QA Document Repository.

All QA artifacts are the property of the Department, per CMS Federal funding requirements. Additionally, all processes, criteria, tools, and templates shall be transferable to the Department and its future vendor during contract transition as stated in Section 4.6.

4.1.13 Supplemental Support Services

The QA Contractor shall provide Supplemental Quality Assurance (QA) staff to perform supplemental support services for quality assurance work that is identified after initial contract award. See section 4.2.4 Supplemental Staff for the process to be used for adding supplemental support services and staff.

4.2 Staffing

4.2.1 Staffing Introduction

The focus of the QA Contractor’s team will be to provide Quality Assurance services for critical Department systems. The QA Contractor’s team must be experienced with quality assurance, contract oversight and contract compliance. Medicaid systems are large and complex, where new implementations and ongoing operations are faced with issues, replanning, and at times, rework.

The QA Contractor’s team will need to be highly experienced with relevant QA work, and they must also possess the experience, knowledge, and skills necessary to fulfill the scope of this contract. It is also important to the Department that the QA contractor use the team as efficiently and effectively as possible, therefore, these staff shall be cross trained to provide QA services on multiple systems and minimize staff turnover to the extent possible.

This RFP describes three staff types, Key, Additional, and Supplemental Staff. Key staff are the minimal number staff deemed by the Department as necessary to apply Quality Assurance services in a consistent manner across the Department’s contracts and systems named in Section 4.1. Additional staff may be added along with the Key staff to meet all the requirements of this RFP. Both Key and Additional staff are fixed price in the contract. Supplemental staff shall be added to the QA Contractor’s

team only on an as needed basis and are added to the team after contract award as described below in Section 4.2.3.

Detailed descriptions of the three staff types including titles, tasks, and staff qualifications may be found in the attachments listed below:

- Attachment E – QA Key Staff Responsibility and Experience Descriptions.
- Attachment F – QA Additional and Supplemental Staff Responsibility and Experience Descriptions.

Note: No new Labor Categories or titles shall be added to this contract

The QA Contractor's team and any future replacement team members or supplemental staff engaged in this contract must clearly understand their assignments, roles and responsibilities, understand relevant Department policies and how they relate to the overall Quality Assurance needs of the Department as described in this RFP.

The QA Contractor shall be responsible for ensuring all staff possess:

- Oral and written communication skills commensurate with QA consulting.
- Ability to perform assigned role and corresponding tasks and responsibilities with minimal management.
- Strong analytical, organizational, and problem-solving abilities.
- Complete all mandatory NYS training.

The Department encourages that QA Contractor to compensate their team at current market rate(s) and be offered a benefits package including but not limited to health care, paid time off for vacation and sick time.

4.2.2 Key and Additional Staff

The QA Contractor shall employ one (1) full time dedicated Engagement Manager for the term of the QA services contract. The Engagement Manager must be employed by the Prime Contractor. The QA Contractor's Key and any Additional staff may be employed by the QA Contractor (Prime Contractor) or any of their DOH approved subcontractors.

4.2.2.1 Key Staff

The Key staff are full time dedicated staff who shall be the core QA Contractor team who will participate from the start date and continually throughout the contract term.

Key staff resources are responsible for providing leadership, ensuring a comprehensive Quality Assurance approach, creating, and enforcing standards, participating in defining and improving processes, and evaluating and assessing the deliverables and other contractual outputs of the Department's Contractors.

Each system shall have, at a minimum, these Key staff positions:

Table 2: Key Staff Titles and Number of Positions

Key Staff per System	eMedNY	NYSOH	MDW and IPA ¹	MECM	TAS	SDI ²	IPA ² Phase 2
QA Senior Project Manager	1	1	1	1	1	1	1
QA Senior Technical Analyst	1	1	1	1	1	2	1
QA Senior Business Analyst	2	2	2	1	1	1	1
QA Senior System Tester		1		1		1	
QA Senior Data Analyst				1		1	
QA Senior Security Analyst				1			

- (1) Note: The Key staff for the MDW and IPA systems assumes one Senior Business Analyst working on the IPA system and the remaining staff assigned to the MDW.
(2) Note: SDI and IPA Phase 2 require staff for contract years 3-7 and optional years 8-10.

The Engagement Manager and Key staff listed in Table 2 are the minimum level of Key staff the Department requires for the oversight of each contract and associated system for the life of the QA contract. However, this minimum level of Key staff does not necessarily represent the optimal staffing levels necessary to fulfill the contractual scope of work.

4.2.2.2 Additional Staff

Additional staff may be added to the QA Contractor’s team based upon the Bidder’s assessment of the required level of staff needed to meet the day-to-day requirements of this RFP.

The number of Additional Staff and the specific roles for these staff are determined by a thorough review of the requirements in this RFP. Additional staff must use the Titles (Labor Categories) listed in Table 3 and must meet the minimum education and experience levels that correlates to the responsibilities and experience descriptions described in Attachment F – QA Additional and Supplemental Staff Responsibility and Experience Descriptions. Additional Staff Title, System Name and Annual Contract Amount are submitted as part of the Cost Proposal. Actual named staff are submitted approximately three months prior to contract award. Additional staff positions must be full time dedicated staff and may be shared among the systems listed in Section 4.1.10.

Table 3: Allowable Additional Staff Titles (Labor Categories)

Senior-Level Titles	Mid-Level Titles	Entry-Level Titles
QA Senior Project Manager	QA Project Manager - mid-level	
QA Senior Technical Analyst	QA Technical Analyst - mid-level	QA Technical Analyst – entry-level
QA Senior Business Analyst	QA Business Analyst - mid-level	QA Business Analyst – entry-level
QA Senior Data Analyst	QA Data Analyst - mid-level	QA Data Analyst – entry-level
QA Senior System Tester	QA System Tester- mid-level	QA System Tester – entry-level
QA Senior Security Analyst	QA Admin Support - mid-level	QA Admin Support – entry-level
QA Senior Technical SME	QA Technical SME - mid-level	QA Intern – entry-level

4.2.3 Supplemental Staff

The QA Contractor must provide Supplemental staff as needed by the Department. Supplemental staff provide the flexible, scalable workforce required to support additional quality assurance and work needed by the Department which are above and beyond the requirements falling under the fixed price portion of the contract. Either the Department or the QA Contractor may request to add Supplemental staff to the QA Contractor’s team based on the quality assurance needs of the Medicaid systems, see

Section 4.1.10. Supplemental staff positions are hourly based and may be full time or part time and may be employees of the QA Contractor or their DOH approved subcontractor(s).

Supplemental staff may be added to the QA Contractor's team after the contract start date depending on a Department-approved Statement of Work (SOW). Supplemental staff titles and levels are the same as the Additional Staff, as shown in Table 3. Detailed Supplemental Staff requirements are in Attachment F – QA Additional and Supplemental Staff Responsibility and Experience Descriptions.

To add Supplemental staff, the Department will send a transmittal and SOW form containing the request number, title, request date, estimated start and end date and a brief description of the work being requested.

The QA Contractor shall have 5 days to complete the SOW, which shall include further elaboration of the work tasks and activities, deliverables, milestones, schedule, and cost. The completed SOW shall be transmitted to the Department.

The Department shall respond with their approval or with comments for why the SOW is not approved. If approved the QA contractor shall prepare the appropriate staff submission forms for the approved titles. The supplemental staff submission forms are found in Attachment G – QA SOW and Supplemental Staff Form and candidate resumes. The QA Contractor shall transmit the completed staff forms to the Department.

The Department will conduct interviews of the submitted staff. If the Department accepts the candidate, the Department shall transmit their approval and authorization for the staff to commence work. If the Department rejects the candidate(s), the QA Contractor will submit new candidate staff forms and resumes for interviews.

Note: The Department and QA Contractor may reuse the Key staff titles (Labor Categories) for Supplemental staff; however, these staff are considered as Supplemental staff when onboarded via a SOW.

For a listing of Labor Categories and Metrics in the current QA contract and related systems, see Attachment C – QA Historical Volume Data and Metrics.

4.2.4 Staff Management

4.2.4.1 Staff Management Plan (SMP)

The QA Staff Management Plan (SMP) shall describe the staff reporting structure for the various roles and systems. The Department would like a flexible staffing approach, where for example, the eMedNY Senior Business Analyst can also fill-in and support the MDW system should a need arise. Therefore, the Department requires the QA Contractor to cross train their staff across multiple systems. The QA Contractor's Staff Management Plan shall provide a description of how they will ensure that the team is adequately staffed with experienced, knowledgeable personnel who can meet the responsibilities outlined in this RFP and the criteria defined in the staffing tables. Additionally, the Contractor's Staff Management Plan shall include a description of the Contractor's ability to recruit, hire, onboard, train, cross-train, and support staff for the positions required in this RFP.

The initial staff management plan is due 45 calendar days after OSC contract approval. The QA Contractor's staffing plan shall be reviewed for approved by the Department and updated as needed on

a quarterly schedule or within 5 business days of a request from the Department. The Contractor's staff roster shall be updated within five (5) business days when Supplemental staff are added or have left the QA Contractor's team. A current, up to date staff roster shall be submitted with monthly QA Contractor's invoices.

4.2.4.2 Staff Vacancies, Performance, and Replacements

The Department will rely heavily on the presence and advice of the QA Contractor and wants to mitigate any potential risks associated with absences of Key, Additional, and Supplemental staff. The QA Contractor shall designate back-up staff to provide coverage when staff are unavailable for more than two (2) business days due to situations, such as vacation, illness, etc.

If the Department determines that any QA Contractor's team member is perceived to be unqualified, nonproductive, not adhering to behavior standards as described in Section 2.3, unable to fully perform the job duties, is disruptive, or has work performance that the Department finds unacceptable, the Department, at its sole discretion, may direct the QA Contractor to either immediately remove the QA team member, remove the QA team member with advance notice, or remediate the QA team member's performance issues.

If the Department determines to remediate, the Department will request that a Remediation Plan be developed to improve the performance of the QA team member. The QA Contractor shall produce the Remediation Plan within five (5) business days of notification and shall immediately implement the Remediation Plan upon acceptance of the plan by the Department. Should performance issues persist despite the approved Remediation Plan, the Department may ask for a revised Remediation Plan or replacement of the QA team member.

The QA Contractor shall provide for the continuity of the responsibilities for any Key, Additional and Supplemental staff position that must be replaced with a qualified replacement to be made available within forty-five (45) business days from the vacancy date, subject to the review and approval of the Department. The Department reserves the right to request a replacement for any of the Key, Additional, or Supplemental staff. The Department may assess the QA Contractor, at its sole discretion, a penalty for each Key, Additional, or Supplemental staff position that remains as vacant beyond the forty-five (45) business days from the date of the Department request to fill a position regardless of the reason for the vacancy, unless otherwise agreed to by the Department.

The QA Contractor shall not transfer, reassign, or replace any staff person who is proposed or defined in the QA SMP without the written approval of the Department. Department approval shall not be unreasonably withheld. If the Department gives written approval of the transfer, reassignment, or replacement of Key, Additional, and Supplemental staff, to the extent possible such personnel shall remain assigned to perform their duties under this contract until replacement personnel approved by the Department are in place.

The QA Contractor will not be paid for unfilled Key, Additional, or previously approved Supplemental Staff positions. The QA Contractor shall provide a credit to the Department for the total number of business days any position(s) are vacant.

The Department reserves the right to request a replacement for any staff throughout the life of the contract. In the event the Department does not approve the replacement staff member, the Contractor shall re-submit a replacement for Department approval within 45 business days.

If a QA staff member must be replaced at any time during the engagement, the QA Contractor shall submit the proposed replacement staff member resume and the associated staff proposal form contained in either QA Attachment H, - Key Staff Proposal Form or Attachment I – QA Additional Staff Proposal Form for Department review and approval.

4.2.4.3 Staff Location

The Department's DOS staff are located at 11 Corporate Woods Blvd., Albany, NY. The Department anticipates the Contractor's QA staff will work at the QA Contractor's site, or remotely, and be at the Department's site as requested by Department.

The QA Contractor's staff must be able to travel to the Department's various locations. These locations may be subject to change over time; however, they will remain within a of 35-miles radius of Albany. Currently these locations are:

- 11 Corporate Woods Blvd, Albany, NY
- 327 Columbia Turnpike, Rensselaer NY
- Riverview Center, 150 Broadway, Menands, NY
- Corning Tower, Empire State Plaza, Albany NY
- 1 Commerce Plaza in downtown Albany, NY

All staff and their work products must reside in the Continental United States at all times.

4.3 Reporting

The QA Contractor will provide the Department with regular status reports which cover associated QA activities tied to the relevant systems and Contractors defined in Table 1 in Section 4.1 and their own QA activities associated with the QA scope defined in this RFP. Additionally, staffing reports and time keeping reports are required. Occasionally, the Department will request an ad hoc report.

The Department has the right to reject any status report that is either incomplete in content or poor quality. If the status report is rejected, the QA Contractor shall remediate the report within three (3) business days and resubmit to the Department. For report types, the Department reserves the right to modify the format and content of report items.

4.3.1 Department System and Contract Status Reports

The QA Engagement Manager and QA Senior Project Managers will prepare regular status reports. Status reports will be provided in PowerPoint format, include necessary attachments, and may also require presenting to Department Stakeholders. The QA Engagement Manager shall ensure that the monthly system status reports contain uniform reporting among the various systems, include summary metrics, have a consistent level of detail provided for each system, and minimize links to other sources from within the QA status reports. The final format of the QA reports will be decided upon between the Department and QA Contractor within the first few months of the contract. The Department reserves the right to modify the format when needed throughout the term of the contract.

4.3.1.1 System and Contract Monthly Status Reports

QA status reports are required monthly or on an interval determined by the Department and will be prepared and submitted by either the QA Engagement Manager or Senior Project Managers for their assigned systems and contracts. Status reports shall be shared with DOS designated stakeholders as directed by the Department.

- a. The status reports for the QA activities performed on systems and contracts shall include, at a minimum, the following information:
 - i. The system and contract of QA focus and the date range the status report covers.
 - ii. QA's status of contractor system development, operations, maintenance.
 - iii. Status of the system in the areas of Contract Oversight, Project Management Oversight, Technology Oversight, and Compliance Assurance, which may include items such as:
 - Associated transmittals
 - Deliverable status
 - Estimation methodology and other processes
 - Other system artifacts
 - Additional Activities
 - QA findings and recommendations
 - Items that are pending Department decisions
- b. QA assessment of relevant Supplemental Services tied to the system and Contractor. Including but not limited to:
 - i. SOWs associated with Department Task Order requests
 - ii. Summary of Supplemental Service (from SOW)
 - iii. Affected system(s) - (eMedNY, MDW, NYSOH, IPA, TAS, SDI, MECM)
 - iv. Status
 - v. Associated transmittals
 - vi. Deliverables
 - vii. Other system artifacts
 - viii. Activities
 - ix. QA findings and recommendations
 - x. Pending Department decisions
- c. Risks and Issues that are high-priority items identified by the QA Contractor for the system or contract(or) in focus. Also include any issues or high priority risks that may have been reported by the Contractors. Note, any issue with immediate or detrimental impact to the success of the Medicaid Program or the QA work must be reported to DOS leadership within one business day.
- d. Contract Staffing Status
Including but not limited to:
 - i. Staff Roster. Location, Contact information.
 - ii. Status of recruitment of key, core, additional, subcontract staff, including credentialing.
 - iii. Status of supplemental staff, if an approved position is vacant provide remaining SOW hours for supplemental staff.
- e. Systems Testing, including but not limited to
 - i. Type of testing: e.g., UAT, SIT, Regression, Post Deployment Verification
 - ii. Duration of testing period, start and finish dates.
 - iii. Overall Status Summary

- iv. # Use cases
 - v. # Defects
- f. Contractual Compliance Status, including but not limited to:
- i. CMS Certification activities, Required Testing and Attestations, and required supporting documents.
 - ii. Federal, State Regulations, Policies, Standards
 - iii. Security & Risk
 - iv. Industry Standards
- g. QA Assessment of Contractual Obligations, including but not limited to:
- i. Burn Rate Analysis
 - ii. Transmittals
 - iii. SLA, list, status of each, pass / fail and damages or penalties.
- h. Summary Statistics, including but not limited to:
- i. Number of Project and Technical Deliverables (See Spreadsheet), and their status (approved, failed, in progress)
 - ii. Number of Technical Deliverables, and their Status (approved, failed, in progress)
 - iii. Number of Transmittals prepared on behalf of Department.
 - iv. Status of Monthly project burn rates and projected project completion.
 - v. Status of SLAs, passed, failed, in progress.
 - vi. Number of staff credentialed, onboarded, and off boarded.
- i. Continuous Improvement Items, including but not limited to:
- i. Contractor System or Process Name
 - ii. Current issue, Problem description (symptoms – how do you know you have a problem or gap?)
 - iii. What are potential solutions?
 - iv. What is the selected solution?
 - v. If implemented, how would the solution be monitored to demonstrate success?

The table below provides representative examples of the various deliverables and artifacts that shall be evaluated by the QA Contractor and reported upon in the QA status reports. Over time, new systems, other methodologies, and contracts may introduce new artifacts and some artifacts may be unnecessary.

Table 4: Representative Examples of the Department’s Contractor Deliverables & Artifacts

Contract Oversight	Project Management Oversight	Technology Oversight	Compliance Assurance
SLAs	PM Plans (PMBOK) Governance Plans Training Plans OCM Plans Continuous Improvement Plans Document Mgmt. Plans	Business and Technical Deliverables, such as: Technical Design Documents (TDDs), Architecture Diagrams, Data Lineage Maps, Analytics Guide, Data Models, System Documentation API guides, Functional & Non-functional Requirements	Certification Artifacts & Repository Certification Plans

Contract Oversight	Project Management Oversight	Technology Oversight	Compliance Assurance
Burn rates, ROMS, Assessments, BOEs, Variance Reports	SDLC Processes, Frameworks, and Governance Processes	Testing Plans Test Result documents Test Cases Testing Defects	Reports on adherence to Fed/State Policy, Regs, Stnds. Findings
Transmittals	Requirements, Requirements Traceability Matrix (RTM)	System Capacity and Performance Reports Systems Operations Reports <ul style="list-style-type: none"> • Availability Reports • System Events and Notifications • System Monitoring Reports 	Data Usage Rights and Policies Report
Staffing Plans Staff Rosters Time Keeping Records	Estimation Process Rough Order of Magnitude (ROM), Basis of Estimate (BOE) (may be referred to as "Assessment".)	Service Desk/Call Center Reports (weekly) <ul style="list-style-type: none"> • Incidents • Problems • Service Requests • Call Information 	EA Standards document
Facilities Plans	Project Deliverables, Business Documents and Workflow Diagrams, Stakeholder Signoffs Closeout documents	BC/DR Reports, Plans and Test Results, Recommendations.	Coding Best Practices Enterprise Best Practices document
Facility Physical Security Plans	Organizational Change Management Plans	Software & Hardware versions, (no more than 2 versions from current version) Maintenance and Operations Plan	Reference Architecture Documents
Staff Knowledge Capture and Transition Plans	Training and "How to" guides Course Materials	Plans such as: Governance Plans, Data Quality Plans Knowledge Management Plans Continuous Improvement Plans Master Data Management Plans Configuration Management Plans Data Retention and Archiving Plans	Regulatory Impact Report

Contract Oversight	Project Management Oversight	Technology Oversight	Compliance Assurance
		System Monitoring Plan	
SOWs	Project Schedules	Cloud Usage Reports	System Security Plans
Contract Transition Plans	Portfolio Status Reports	Asset Inventory Reports	
	Deliverable Expectations Documents (DEDs)	Strategic Management Plans	
		Standard Operating Procedures	

4.3.1.2 System-Wide Monthly Status Reports

Additionally, as part of the System and Contract monthly status report, the QA Contractor must report on risks, issues, and opportunities related to the collective interoperability, interdependence, and alignment of all the Medicaid systems and contracts covered under the QA contract work. This reporting should be proactive enabling the Department to make optimal decisions on risks, issues, and opportunities as soon as possible.

4.3.2 QA Contractor Reports

The QA Contractor shall provide the Department with status reports for their own QA contract activities on an ongoing basis throughout the life of the contract. The Engagement Manager is responsible for preparing and delivering these reports to the Department on a timely basis. The following sections describe the reports required.

4.3.2.1 QA Contract Monthly Status Report

The QA Engagement Manager will plan, execute, and monitor and control all QA staff and activities necessary to perform the work described in this RFP. The QA monthly status reports will be provided in PowerPoint format, include necessary attachments, and may also require presenting to Department Stakeholders. The QA Engagement Manager shall, at a minimum, report on the following for the monthly QA contract status:

- a. QA Business Processes Updates
 - i. Summarize any changes to QA internal processes, gaps, critical, changes to tools or techniques used.
- b. QA Risks and Issues
 - i. Describe QA Contractor team’s own risks and issues, and mitigation plans (e.g., loss of staff, system Contractor issue has downstream impact on QA’s ability to meet their work objectives). Include issues and only high-priority risk items.
- c. QA Staffing
 - i. Current QA staff roster, assigned system, role, contact info.

- ii. Counts for number of QA staff credentialed, onboarded, and departed.
 - iii. Status of any vacancies, and recruitment efforts.
- d. QA Deliverable Status and next due date
 - i. QA Plan
 - ii. Risk Plan
 - iii. Communication Plan
 - iv. QA Transition Plan
- e. QA SLA Report – See Attachment J – QA Service Level Agreement (SLAs)
 - i. Indicate SLAs that have been met.
 - ii. Indicate SLAs that are unmet and provide an explanation and resolution plan.
- f. CMS Compliance
 - i. Summary status of all Medicaid systems for CMS Certification activities and required documents, and any issues, or risks and potential resolution.
 - ii. Identification and impact of any CMS regulatory and guideline changes, if any.
 - iii. Status of any required CMS testing activities.
- g. Continuous Improvement Items
 - i. QA System or Process Name
 - ii. Current issue, Problem description (symptoms – how do you know you have a problem or gap?)
 - iii. What are potential solutions?
 - iv. What is the selected solution?
 - v. If implemented, how would the solution be monitored to demonstrate success?
- h. Monthly schedule or cadence report
 - i. Include routine schedules/cadence activities.
 - ii. Include non-routine events that occurred last month and any forecasted non-routine events.

4.3.2.2 QA Contract Staff Roster List

The QA Engagement Manager shall maintain an updated staff roster, with Key, Additional, and Supplemental staff names, start and end dates, title on the project, prime or subcontractor, assigned system, cross-trained system(s), a shared resource assigned to multiple systems, onboarding and offboarding status dates, filled or vacant position, full time or part time, reporting relationship (supervisor name), and SOW # if supplemental staff. Additionally, the QA Engagement Manager shall track and report on QA Contractor team members with assigned software licenses owned by the Department. The staff roster shall be kept current along with the reporting structure diagram. These reports are to be provided to the Department as part of the monthly status reporting, or upon request of the Department, within 5 business days.

4.3.2.3 QA Contract Time Tracking Reports

The QA Contractor must describe how resource time tracking is managed. The time tracking must include a consolidated report with appropriate details (names, title, hours, project/programs, pay and bill rates, and mark up percentage, etc.) on a weekly basis, to allow appropriate Department resources to review, reconcile and approve billable time. The contractors time tracking report is subject to the

approval of the Department. This information is part of the monthly status reporting. The QA contractor may be required to submit these reports biweekly.

4.3.2.4 QA Contract Service Level Reports

The Department considers service level agreements (SLAs) to play an important role in defining and managing the relationship between the QA Contractor and DOS management. SLAs define the service requirements and expectations as to how the QA Contractor will meet RFP requirements and ensures the QA function operates smoothly.

This RFP has numerous QA Contractor activities to review the Department Contractors' artifacts, deliverables, processes, performance, and their SLAs. The QA Team shall meet the service levels defined in detail in Attachment J – QA Service Level Agreement (SLAs).

The QA Contractor shall provide monthly SLA status reports.

4.3.2.5 QA Contractor Quarterly Reports

The Quarterly status reports shall be a consolidated report and higher-level report of the above listed items. The audience for this report shall be DOS Leadership, other Department Division Leadership and CMS. As determined appropriate, this report will be used by DOS for reporting progress to CMS or other Federal and State officials. Any contract changes, staffing changes, and critical risks and issues are to be included in this report. The QA Engagement Manager will be responsible for the content and quality of quarterly reports.

4.4 Information Technology

4.4.1 NYS and Department IT Policies

The QA services, tools, technology components, applications, and all systems and components supporting it, including, but not limited to, any forms and databases that include Personal Health, Personal Identification or other New York State information, must comply with all NYS security policies and standards listed at <http://its.ny.gov/tables/technologypolicyindex.htm> and Attachment K – QA Division of Operations and Systems Security and Privacy Requirements.

4.4.2 Provisioning of Workstations and Laptops

The QA Contractor shall be responsible for procuring the QA Key, Additional, and Supplemental staff IT equipment, workstations, laptops, and other components necessary for the QA Contractor to perform the responsibilities and meet requirements of this RFP. (See Section 6.3 Cost Proposal.) Laptops must have enough processor speed, memory, and hard drive space to operate and support the current release of Microsoft's operating system and Microsoft Office Suite software as well as any additional equipment and software necessary to meet the requirements of this RFP. All laptops will be imaged by the Department to facilitate access to Departmental assets. Installation of any software that is not part of the Department's imaging process shall have prior approval from the Department.

The QA Contractor must protect any Department-provisioned equipment from physical risks, including but not limited to power failures and other electrical anomalies. On an annual basis, the QA Contractor shall provide the Department an inventory list of all IT equipment and who it is assigned to.

4.4.3 Networking & Telecommunications

The QA Contractor shall connect to the NYS network using networking and communication tools provided through the Department's workstation and laptop imaging process. Such networking tools include VPN and two-factor authentication. The Contractor shall ensure that any other IT equipment used during the contract period requires approval by the Department.

4.4.4 Workstation and Laptop Maintenance

The QA Contractor shall be responsible for maintenance and replacement of all personal computer-based workstations and laptops. The Contractor shall replace the workstations and laptop computers, and software every three (3) years with the most current technology available unless otherwise agreed to with the Department.

4.4.5 Additional Technology Products

During the life of the contract, the Department or QA Contractor may identify technology products or services (hardware, software, licenses, etc.) external to the Contract that must be procured. Any additional hardware, software, related maintenance, communications services, or other product or services components necessitated and acquired as the result of related work initiatives, may be supplied when requested and approved by the Department. These items or services will be funded through line item identified as "Supplemental Funding" within Schedule A of the Cost Proposal. The Supplemental Funding is a predetermined amount and remains fixed in the cost proposal. The QA Contractor will use best efforts to obtain three (3) quotations for the items or services to be procured. The QA Contractor shall provide substantiation for the pricing elements to the satisfaction of the Department. The QA Contractor will be reimbursed for the cost of items procured. Any amounts not used in any contract year may be available for use in subsequent years. All purchases are considered the property of the Department.

4.4.6 Technology Ownership

The QA Contractor shall ensure that any system, framework, platform, workstations, laptops, other IT equipment, software licenses, artifacts, process, or service provided or created will be fully transferrable to the Department or its successor entity during contract transition (Section 4.6) and by the end of the contract term. The Centers for Medicare and Medicaid (CMS) Standards and Conditions for Medicaid IT require that the State owns any software that is designated, developed, installed, or improved using CMS (90%) FFP funding. See regulation: <https://www.govregs.com/regulations/42/433.112>. Additionally, Section 5.22 describes the Department's ownership of artifacts developed during the contract period.

4.5 Security

The selected Contractor shall comply with all privacy and security policies and procedures of the Department (<https://its.ny.gov/policies>) and applicable State and Federal law and administrative guidance with respect to the performance of the Contract. The Contractor is required, if applicable, to execute a number of security and privacy agreements with the Department including a Business Associate Agreement (Appendix H) and a Data Use Agreement (DUA) at contract signing.

The Contractor is expected to provide secure and confidential backup, storage and transmission for hard copy and electronically stored information. Under no circumstances will any records be released to any person, agency, or organization without specific written permission of the Department. The Contractor is

obligated to ensure any Subcontractor hired by Contractor who stores, processes, analyzes or transmits MCD on behalf of Contractor has the appropriate security requirements in place. Contractor is required to include in all subcontracts and Business Associate Agreements with their Subcontractors language surrounding the security and privacy requirements as well as the language contained in the Confidentiality Language for Third Parties section of the DUA. If any breach or suspected breach of the data or confidentiality occurs, whether the breach occurred with the Contractor or Subcontractor, the Department must be notified immediately.

The Contractor is required to maintain and provide to the Department upon request their data confidentiality plans and procedures for meeting security requirements as they relate to the deliverables and services within this RFP, including all plans as they relate to subcontractor work where applicable.

Contractor will develop and maintain adequate fully trained staff to respond to all stakeholder inquiries while protecting confidentiality and maintaining the security and integrity of all systems. Staff must be trained to understand and observe requirements related to confidentiality and operating guidelines for functions included in this RFP.

The Contractor will comply fully with all current and future updates of the security procedures of the Department as well as with all applicable State and Federal requirements, in performance of the Contract.

4.6 Transition

The transition represents a period when the current contract activities performed by the current Contractor must be turned over to the Department, or successor Contractor during or at the end of the QA contract. During this time, the current QA Contractor shall collaborate with the successor entity to seamlessly transfer all roles and responsibilities, in progress work, and repository artifacts. Throughout the life of the contract the QA Contractor activities must be conducted and documented in such a way that the successor entity can take over with a reasonable transition period, no longer than four (4) months, and that the Department can reasonably conduct future procurements on a level playing field.

4.6.1 Transition Management

The QA Contractor shall ensure that knowledge transfer and transition to the Department, or successor Contractor will be done in a way that provides the Department with uninterrupted Quality Assurance Services and without incident. This includes a complete and total transfer of all solutions, data, files, reports, plans, processes, diagrams, historical versions of data and documents, and records generated from the inception of the contract through the end of the contract, to the Department or successor Contractor should that be required during or upon expiration of this contract.

The QA Contractor shall manage and retain all staff to meet all requirements listed in the RFP during the transition, this includes Key, Additional, and Supplemental staff, unless otherwise agreed to by the Department. All staffing, reporting and record requirements, security standards and requirements, and performance standards are still in effect during the transition period, unless otherwise stated by the Department. The Contractor may anticipate a gradual release of staff as approved by the Department during the Transition period.

4.6.2 Transition Plan

An initial QA Transition Plan shall be submitted to the Department within 180 calendar days from the start date of the contract. The Department will provide feedback and the transition plan will be updated accordingly and approved by the Department when all updates are satisfactory. From then on, the QA

Transition Plan will be updated and submitted annually from the approval date to the Department for annual review and approval.

Each year, with the updated QA Transition Plan, all documentation, deliverables, and work products (solutions, data, files, reports, plans, processes, diagrams, historical versions of data and documents, Quality Assurance Management Plans, and records generated) must be verified that they are stored in the Department's repository for QA artifacts, in order ensure the repository is kept up to date.

Upon identification of a contract end date or the expiration date of the contract, the QA Contractor will update the QA Transition Plan and submit it to the Department no later than four (6) months before the identified last day or expiration date of the contract. If the identified end date is less than four months from today's date, the QA Contractor shall immediately commence transition activities while updating the transition plan. The plan must be kept current and tracked, along with weekly transition status reporting during the remaining four months of the contract. To meet SLAs, the QA Contractor shall store all weekly transition status reports in the QA Document Repository. Attachment J – QA Service Level Agreement (SLAs) includes the transition SLAs.

4.7 Payment

Payment of invoices and/or vouchers submitted by the successful Bidder pursuant to the terms of the Contract entered into pursuant to this RFP by the Department shall be made in accordance with Article XI-A of the New York State Finance Law. Payment terms will be:

4.7.1 Key and Additional Staff Payment

Key and Additional Staff payments are based on fixed price amount provided in Schedules B and C of the Contractor's Attachment B – Cost Proposal for the labor categories identified in section 4.2 Staffing. Key and Additional staff will be required to record their time using the Contractor's proposed time tracking solution which should be used to report all staff time for approval by the Department for payment.

The QA Contractor shall credit the Department for any Key and Additional staff vacancies. The credit amount shall be calculated by the hourly rate multiplied by the number of business days the position is vacant (which assumes an 8-hour workday). The hourly rate is calculated by the annual salary for the contract year (provided in Schedules B and C of the Cost Proposal) divided by 2000 hours per year.

Note: The Contractor may begin invoicing for payment upon the actual start date of SDI QA work and actual business days of work.

4.7.2 Supplemental Staff Payment

The Department will use a SOW process to define scope for Supplemental staff needs. Payment is based upon actual hours worked and at the rates supplied in Schedule D of the Contractor's Attachment B – Cost Proposal for the labor categories identified in Attachment F - QA Additional and Supplemental Staff Responsibility and Experience Descriptions. These payments will be variable and based on the actual hours by Contractor's Supplemental Staff working on Department approved assignments in the SOW.

The QA Contractor shall credit the Department for Supplemental staff vacancies. The credit amount shall be calculated using the number of vacant hours that was in the approved SOW Cost section and the hourly rate in Schedule D of the Cost Proposal.

Supplemental Staff will be required to record their time using the Contractor's proposed time tracking solution. The QA Contractor must report Contractor's time to the Department for approval. Once approved, the Contractor may submit an invoice for payment based on the actual hours worked.

The Department has budgeted a maximum number of hours for Supplemental staff for each contract year. If there is remaining unused hours in any contract year, the Department may use the unused hours in subsequent years.

4.7.3 Supplemental Funding Payment

Payment for purchases as described in Section 4.4 Information Technology, is based on actual cost and delivery of components and services.

4.7.4 Invoices

Monthly invoices will be due thirty (30) calendar days after the end of the month and must be accompanied by the current staff roster and timesheet records. Invoices that are submitted without this supporting documentation will not be processed for payment. Additional information, including but not limited to, subcontractor's invoices and timesheets must be made available upon request of the DOH. The QA Contractor will have to pay the subcontractor within 30 calendar days of the submission of the invoice to DOH.

The monthly invoice shall include credit for vacancies over 45 days, and any other documents and reports that are not within their SLA shall be credited on the invoice, as described in Attachment J – QA Service Level Agreement (SLAs).

If the invoice and supporting documentation are not received within the thirty (30) calendar days from the close of the preceding month, a 10% reduction penalty will be enacted on the subject invoice(s). If an invoice is rejected due to a material issue and a revision is required by the Contractor, a 0.5 penalty of the invoice amount may be assessed at the Department's discretion. In the event the invoice is rejected a second time for any material issue that requires resubmission, then DOH may reduce the invoice by an additional 2% of the invoice amount. The revised invoice must be provided within thirty (30) calendar days following notification from the Department.

The Contractor shall submit invoices and/or Claim for Payment to the State's designated payment office:

Preferred Method: Email a .pdf copy of your signed Claim for Payment to the Business Service Center (BSC) at: AccountsPayable@ogs.ny.gov and cc to your Contract Manager with a subject field as follows:

Subject: Unit **3450420**; Contract Number **TBD**

Alternate Method: Mail signed, original Claim for Payment at the following U.S. postal address:

NYS Department of Health
Unit ID **3450420**; Contract Number **TBD**
c/o NYS OGS BSC Accounts Payable
Building 5, 5th Floor
1220 Washington Ave.
Albany, NY 12226-1900

Payment for invoices and/or vouchers submitted by the CONTRACTOR shall only be rendered

electronically unless payment by paper check is expressly authorized by the Commissioner, in the Commissioner's sole discretion, due to extenuating circumstances. Such electronic payment shall be made in accordance with ordinary State procedures and practices. The CONTRACTOR shall comply with the State Comptroller's procedures to authorize electronic payments. Authorization forms are available at the State Comptroller's website at www.osc.state.ny.us/epay/index.htm, by email at epayments@osc.state.ny.us or by telephone at 518-474-6019. CONTRACTOR acknowledges that it will not receive payment on any invoices and/or vouchers submitted under this Contract if it does not comply with the State Comptroller's electronic payment procedures, except where the Commissioner has expressly authorized payment by paper check as set forth above.

In addition to the Electronic Payment Authorization Form, a Substitute Form W-9 must be on file with the Office of the State Comptroller, Bureau of Accounting Operations. Additional information and procedures for enrollment can be found at <http://www.osc.state.ny.us/epay>. Completed W-9 forms should be submitted to the following address:

NYS Office of the State Comptroller Bureau of Accounting Operations Warrant & Payment Control Unit
110 State Street, 9th Floor
Albany, NY 12236

4.7.5 Renewal Period

If the Department elects to exercise the one 3-year renewal period, the Contractor's rates for years seven through ten (7-10) will be based upon a one-time price adjustment as detail below and all required approvals.

Price Adjustment Clause

The pricing for years eight through ten (8-10) of the Contract will be subject to an annual increase or decrease of the lesser of three percent (3%) or the percent increase or decrease in the National Consumer Price Index for All Urban Consumers (CPI-U) (CUUR0000SA0), as published by the United States Bureau of Labor Statistics, Washington, D.C. 20212, for the 12 month period ending ninety (90) days prior to the commencement date for years eight through ten (8-10) of the Contract.

4.8 Subcontracting

Bidder's may propose the use of a subcontractor. The Contractor shall obtain prior written approval from the Department before entering into an agreement for services to be provided by a subcontractor. The Contractor is solely responsible for assuring that all the requirements of this RFP is met. All subcontracts shall contain provisions specifying that the work performed by the subcontractor must be in accordance with the terms of the prime contract, and that the subcontractor specifically agrees to be bound by the confidentiality provisions set forth in the agreement between the Department and the Contractor. The Department reserves the right to request removal of any Bidder's staff or subcontractor's staff if, in the Department's discretion, such staff is not performing in accordance with the Contract.

NOTE: Subcontractors whose contracts are valued at or above \$100,000 will be required to submit the Vendor Responsibility Questionnaire upon selection of the prime Contractor.

4.9 Contract Insurance Requirements

Prior to the start of work under the Contract, the Contractor shall procure, at its sole cost and expense, and shall maintain in force at all times during the term of the Contract, insurance of the types and in the

amounts set forth in [Attachment 8](#), the New York State Department of Health Contract, Section IV. Contract Insurance Requirements as well as below.

Professional Liability

Crime Insurance

Data Breach and Privacy/Cyber Liability including Technology Errors and Omissions

4.10 Minority & Women-Owned Business Enterprise (M/WBE) Requirements

Pursuant to New York State Executive Law Article 15-A, the Department recognizes its obligation to promote opportunities for maximum feasible participation of **certified** minority-and woman-owned business enterprises and the employment of minority group members and women in the performance of the Department's contracts.

Business Participation Opportunities for M/WBEs

For purposes of this RFP, the Department hereby establishes an overall goal of **30%** for M/WBE participation, **15%** for Minority-Owned Business Enterprises ("MBEs") participation and **15%** for Women-Owned Business Enterprises ("WBEs"), based on the current availability of qualified MBEs and WBEs and outreach efforts to certified M/WBE firms. The successful Bidder who becomes the Contractor under the Contract entered into with the Department pursuant to this RFP must document good faith efforts to provide meaningful participation by M/WBEs as subcontractors or suppliers in the performance of the Contract consistent with the M/WBE participation goals established for this procurement, and Contractor must agree that the Department may withhold payment pending receipt of the required M/WBE documentation. For guidance on how the Department will determine "good faith efforts," refer to 5 NYCRR §142.8.

The directory of New York State Certified M/WBEs can be viewed at: <https://ny.newnycontracts.com>. The directory is found in the upper right-hand side of the webpage under "Search for Certified Firms" and accessed by clicking on the link entitled "MWBE Directory". Engaging with firms found in the directory with like product(s) and/or service(s) is required, and all communication efforts and responses should be well documented to establish Contractor's "good faith efforts".

By submitting a Bid in response to this RFP, for contracts with an MWBE goal above, a Bidder agrees to complete an M/WBE Utilization Plan ([Attachment 5](#), Form #1) prior to award. The Department will review the submitted M/WBE Utilization Plan. If the Plan is not accepted, the Department may issue a notice of deficiency. If a notice of deficiency is issued, Bidder agrees that it shall respond to the notice of deficiency within seven (7) business days after Bidder's receipt of such notice.

The Department may disqualify a Bidder as being non-responsive to this RFP under the following circumstances:

- a) If a Bidder fails to submit a M/WBE Utilization Plan;
- b) If a Bidder fails to submit a written remedy to a notice of deficiency;
- c) If a Bidder fails to submit a request for waiver (if applicable); or
- d) If the Department determines that the Bidder has failed to document good-faith efforts to provide meaningful participation by M/WBEs under the Contract in accordance with the goals for this RFP established by the Department;

The Contractor will be required to attempt to utilize, in good faith, any MBE or WBE identified in its M/WBE Utilization Plan, during the performance of the Contract. Requests for a partial or total waiver of

established goal requirements made subsequent to Contract Award may be made at any time during the term of the Contract to the Department but must be made no later than prior to the submission of a request for final payment on the Contract.

The Contractor will be required to submit a Contractor's Quarterly M/WBE Contractor Compliance & Payment Report to the Department, by the 10th day following each end of quarter over the term of the Contract documenting the progress made toward achievement of the M/WBE goals of the Contract.

If (a) the Department determines that the Contractor is not in compliance with the M/WBE requirements of the Contract and the Contractor refuses to comply with such requirements, or (b) the Department finds that the Contractor has willfully and intentionally failed to comply with the M/WBE participation goals established in the Contract, the Contractor may be required to pay to the Department liquidated damages and will be considered during future Vendor Responsibility Profile reviews should the bidder bid on future opportunities with the Department.

Such liquidated damages shall be calculated as an amount equaling the difference between: (1) all sums identified for payment to M/WBEs had the Contractor achieved the contractual M/WBE goals; and (2) all sums actually paid to M/WBEs for work performed or materials supplied under the Contract.

A New York State certified Minority- and Women-Owned Businesses (M/WBE) may request that their firm's contact information be included on a list of M/WBE firms interested in serving as a subcontractor for this procurement. The listing will be publicly posted on the Department's website for reference by the bidding community. A firm requesting inclusion on this list should send contact information and a copy of its NYS M/WBE certification to OHIPContracts@health.ny.gov before the Deadline for Questions as specified in [Section 1](#). (Calendar of Events). Nothing prohibits an M/WBE Vendor from proposing as a prime Contractor.

Please Note: Failure to comply with the foregoing requirements may result in a finding of non-responsiveness, non-responsibility and/or a breach of the Contract, leading to the withholding of funds, suspension or termination of the Contract or such other actions or enforcement proceedings as allowed by the Contract.)

4.11 Participation Opportunities for NYS Certified Service-Disabled Veteran-Owned Businesses

Article 17-B of the New York State Executive Law provides for more meaningful participation in public procurement by NYS-certified Service-Disabled Veteran-Owned Businesses ("SDVOBs"), thereby further integrating such businesses into New York State's economy. The Department recognizes the need to promote the employment of service-disabled veterans and to ensure that certified service-disabled veteran-owned businesses have opportunities for maximum feasible participation in the performance of the Department' contracts.

In recognition of the service and sacrifices made by service-disabled veterans and in recognition of their economic activity in doing business in New York State, Bidders/Contractors are strongly encouraged and expected to consider SDVOBs in the fulfillment of the requirements of the Contract. Such participation may be as subcontractors or suppliers, as protégés, or in other partnering or supporting roles.

For purposes of this procurement, DOH conducted a comprehensive search and determined that the Contract does not offer sufficient opportunities to set specific goals for participation by SDVOBs as subcontractors, service providers, and suppliers to Contractor. Nevertheless, Bidder/Contractor is encouraged to make good faith efforts to promote and assist in the participation of SDVOBs on the

Contract for the provision of services and materials. The directory of New York State Certified SDVOBs can be viewed at: <https://ogs.ny.gov/veterans/>

Bidders are encouraged to contact the Office of General Services' Division of Service-Disabled Veteran's Business Development at 518-474-2015 or VeteransDevelopment@ogs.ny.gov to discuss methods of maximizing participation by SDVOBs on the Contract.

5.0 ADMINISTRATIVE INFORMATION

The following administrative information will apply to this RFP. Failure to comply fully with this information may result in disqualification of your proposal.

5.1 Restricted Period

"Restricted period" means the period of time commencing with the earliest written notice, advertisement, or solicitation of a Request for Proposals ("RFP"), Invitation for Bids ("RFP"), or solicitation of proposals, or any other method for soliciting a response from bidders intending to result in a procurement contract with DOH and ending with the final contract award and approval by DOH and, where applicable, final contract approval by the Office of the State Comptroller.

Pursuant to State Finance Law §§ 139-j and 139-k, the Department of Health identifies designated contacts on face page of this RFP to whom all communications attempting to influence this procurement must be made.

This prohibition applies to any oral, written, or electronic communication under circumstances where a reasonable person would infer that the communication was intended to influence this procurement. Violation of any of the requirements described in this Section may be grounds for a determination that the bidder is non-responsible and therefore ineligible for this contract award. Two (2) violations within four (4) years of the rules against impermissible contacts during the "restricted period" may result in the violator being debarred from participating in DOH procurements for a period of four (4) years.

5.2 Questions

Potential Bidders may submit written questions and requests for clarification pertaining to this RFP between the issuance of this RFP and the deadline for the submission of written questions specified in [Section 1](#) (Calendar of Events). All questions and requests for clarification of this RFP should cite the relevant RFP, including the RFP number and title RFP #20506 - Medicaid Systems Quality Assurance (QA) Services the section and paragraph number of this RFP or of the Attachment to this RFP to which the question relates, where applicable, and must be submitted via email to OHIPContracts@health.ny.gov no later than the Deadline for Submission of Written Questions specified in [Section 1](#). (Calendar of Events). Questions received after the deadline **may not** be answered.

If a potential Bidder discovers any ambiguity, conflict, discrepancy, omission, or other apparent error in this RFP, the Bidder shall immediately notify DOH of such error in writing at OHIPContracts@health.ny.gov and request that DOH clarify or modify the Terms of this RFP. If, prior to the deadline for the Submission of Bids, a Bidder fails to notify DOH of a known error or an error that reasonably should have been known, the Bidder shall assume the risk of bidding notwithstanding such apparent ambiguity, conflict, discrepancy, omission or other error. If awarded the Contract pursuant to the terms of this RFP, the Bidder shall not be entitled to an amendment to the terms of the Contract to correct or clarify any such ambiguity, conflict, discrepancy, omission or other error nor to any additional

compensation by reason of the error or its correction.

5.3 Right to Modify RFP

DOH reserves the right to modify any part of this RFP, including but not limited to, the date and time by which proposals must be submitted and received by DOH, at any time prior to the Deadline for Submission of Proposals specified in [Section 1.0](#) (Calendar of Events). Modifications to this RFP shall be made by issuance of amendments and/or addenda.

Prior to the Deadline for Submission of Proposals, any such clarifications or modifications as deemed necessary by DOH will be posted to the DOH website.

If a prospective bidder discovers any ambiguity, conflict, discrepancy, omission, or other error in this RFP, the bidder shall immediately notify DOH of such error in writing at OHIPContracts@health.ny.gov and request clarification or modification of the RFP.

If, prior to the Deadline for Submission of Proposals, a bidder fails to notify DOH of a known error or an error that reasonably should have been known, the bidder shall assume the risk of proposing. If awarded the Contract, the bidder shall not be entitled to additional compensation by reason of the error or its correction.

5.4 DOH's Reserved Rights

The Department of Health reserves the right to:

1. Reject any or all proposals received in response to the RFP;
2. Withdraw the RFP at any time, at the Department's sole discretion;
3. Make an award under the RFP in whole or in part;
4. Disqualify any bidder whose conduct and/or proposal fails to conform to the requirements of the RFP;
5. Seek clarifications and revisions of proposals;
6. Use proposal information obtained through site visits, management interviews and the State's investigation of a bidder's qualifications, experience, ability or financial standing, and any material or information submitted by the bidder in response to the Department's request for clarifying information in the course of evaluation and/or selection under the RFP;
7. Prior to the bid opening, amend the RFP specifications to correct errors or oversights, or to supply additional information, as it becomes available;
8. Prior to the bid opening, direct bidders to submit proposal modifications addressing subsequent RFP amendments;
9. Change any of the scheduled dates;
10. Eliminate any mandatory, non-material specifications that cannot be complied with by all of the prospective bidders;
11. Waive any requirements that are not material;
12. Negotiate with the successful bidder within the scope of the RFP in the best interests of the State;
13. Conduct contract negotiations with the next responsible bidder, should the Department be unsuccessful in negotiating with the selected bidder;
14. Utilize any and all ideas submitted in the proposals received;
15. Every offer shall be firm and not revocable for a period of three hundred and sixty-five days from the bid opening, to the extent not inconsistent with section 2-205 of the uniform commercial code. Subsequent to such three hundred and sixty- five days, any bid is subject to withdrawal

- communicated in a writing signed by the bidder; and,
16. Require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of a bidder's proposal and/or to determine a bidder's compliance with the requirements of the solicitation.

5.5 Debriefing

Pursuant to Section 163(9)(c) of the State Finance Law, once an award has been made, any unsuccessful bidder may request a debriefing regarding the reasons that the proposal or bid submitted by the Bidder was not selected for award. The debriefing will be limited solely to the Bidder's own Bid and will not include any discussion of other bids. Requests for a debriefing must be made within fifteen (15) calendar days of release of the written or electronic notice by the Department that the Bid submitted by the Bidder was not selected for award. Requests should be submitted in writing to a designated contact identified in the award/non-award letter.

5.6 Protest Procedures

In the event an unsuccessful Bidder wishes to protest the award resulting from this RFP, the protesting Bidder must follow the protest procedures established by the Office of the State Comptroller (OSC). These procedures can be found in Chapter XI Section 17 of the OSC's Guide to Financial Operations, which is available on-line at: <http://www.osc.state.ny.us/agencies/guide/MyWebHelp/>

5.7 Freedom of Information Law ("FOIL")

All Bids may be disclosed or used by the Department to the extent permitted by law. The Department may disclose a Bid to any person for the purpose of assisting in evaluating the Bid or for any other lawful purpose. All Bids will become State agency records, which will be available to the public in accordance with the New York State Freedom of Information Law. **Any portion of the Bid that a Bidder believes constitutes proprietary information entitled to confidential handling, as an exception to the Freedom of Information Law, must be clearly and specifically designated in the Bid as specified in Section 6.1.2. of this RFP.** If the Department agrees with the proprietary claim, the designated portion of the Bidder's Bid will be withheld from public disclosure. Blanket assertions of proprietary material will not be accepted, and failure to specifically designate proprietary material may be deemed a waiver of any right to confidential handling of such material.

5.8 Piggybacking

New York State Finance Law section 163(10)(e) (see also <https://ogs.ny.gov/procurement/piggybacking-using-other-existing-contracts-0>) allows the Commissioner of the NYS Office of General Services to consent to the use of the Contract entered into pursuant to this RFP by other New York State Agencies, and other authorized purchasers, subject to conditions and the Contractor's consent.

5.9 Intellectual Property

Any work product created pursuant to this RFP and the Contract awarded hereunder and any subcontract shall become the sole and exclusive property of the New York State Department of Health, which shall have all rights of ownership and authorship in such work product.

6.0 PROPOSAL CONTENT

The following includes the format and information to be provided by each Bidder. Bidders responding to this RFP must satisfy all requirements stated in this RFP. All Bidders are requested to submit complete Administrative and Technical Proposals and are required to submit a complete Cost Proposal. A proposal that is incomplete in any material respect may be rejected.

To expedite review of the proposals, Bidders are requested to submit proposals in separate Administrative, Technical, and Cost packages inclusive of all materials as summarized in Attachment A, Proposal Documents. This separation of information will facilitate the review of the material requested. No information beyond that specifically requested is required, and Bidders are requested to keep their submissions to the shortest length consistent with making a complete presentation of qualifications. Evaluations of the Administrative, Technical, and Cost Proposals received in response to this RFP will be conducted separately. Bidders are therefore cautioned not to include any Cost Proposal information in the Technical Proposal documents.

DOH will not be responsible for expenses incurred in preparing and submitting the Administrative, Technical, or Cost Proposals.

6.1 Administrative Proposal

The Administrative Proposal should contain all items listed below. An Administrative Proposal that is incomplete in any material respect may be eliminated from consideration. The information requested should be provided in the prescribed format. Responses that do not follow the prescribed format may be eliminated from consideration. All responses to the RFP may be subject to verification for accuracy. Please provide the forms in the same order in which they are requested.

6.1.1 Bidder’s Disclosure of Prior Non-Responsibility Determinations

Submit a completed and signed [Attachment 1](#), “Prior Non-Responsibility Determinations.”

6.1.2 Freedom of Information Law – Proposal Redactions

Bidders must clearly and specifically identify any portion of their proposal that a Bidder believes constitutes proprietary information entitled to confidential handling as an exception to the Freedom of Information Law. See [Section 5.7](#), (Freedom of Information Law)

6.1.3 Vendor Responsibility Questionnaire

Complete, certify, and file a New York State Vendor Responsibility Questionnaire. DOH recommends that bidders file the required Vendor Responsibility Questionnaire online via the New York State VendRep System. To enroll in and use the New York State VendRep System, see the VendRep System Instructions at <http://www.osc.state.ny.us/vendrep/index.htm> or go directly to the VendRep System online at www.osc.state.ny.us/vendrep.

Bidders must provide their New York State Vendor Identification Number when enrolling. To request assignment of a Vendor ID or for VendRep System assistance, contact the OSC Help Desk at 866-370-4672 or 518-408-4672 or by email at ciohelpdesk@osc.state.ny.us.

Bidders opting to complete and submit a paper questionnaire can obtain the appropriate questionnaire from the VendRep website, www.osc.state.ny.us/vendrep, or may contact the Office of the State Comptroller’s Help Desk for a copy of the paper form. Bidders should complete and submit the Vendor Responsibility Attestation, [Attachment 3](#).

6.1.4 Vendor Assurance of No Conflict of Interest or Detrimental Effect

Submit [Attachment 4](#), Vendor Assurance of No Conflict of Interest or Detrimental Effect, which includes information regarding the Bidder, members, shareholders, parents, affiliates and subcontractors. [Attachment 4](#) must be signed by an individual authorized to bind the Bidder contractually.

6.1.5 M/WBE Forms

Submit completed Form #1 and/or Form #2, Form #4 and Form #5 as directed in [Attachment 5](#), "Guide to New York State DOH M/WBE RFP Required Forms."

6.1.6 Encouraging Use of New York Businesses in Contract Performance

Submit [Attachment 6](#), "Encouraging Use of New York State Businesses in Contract Performance" to indicate the New York Businesses you will use in the performance of the Contract.

6.1.7 Bidder's Certified Statements

Complete, sign and submit [Attachment 7](#), "Bidder's Certified Statements", which includes information regarding the Bidder. [Attachment 7](#) must be signed by an individual authorized to bind the Bidder contractually. Please indicate the title or position that the signer holds with the Bidder.

6.1.8 References

Provide at least three (3) references using [Attachment 9](#), (References) that substantiates the Bidder's QA types and levels of experience provided that meet minimum requirements as described in section 3.1. Provide firm names, addresses, contact names, telephone numbers, and email addresses.

6.1.9 Diversity Practices Questionnaire

The Department has determined, pursuant to New York State Executive Law Article 15-A, that the assessment of the diversity practices of respondents to this procurement is practical, feasible, and appropriate. Accordingly, respondents to this procurement should include as part of their response to this procurement, [Attachment 10](#) "Diversity Practices Questionnaire". Responses will be formally evaluated and scored.

6.1.10 Executive Order 177 Prohibiting Contracts with Entities that Support Discrimination

Bidder should complete and submit [Attachment 11](#) certifying that it does not have institutional policies or practices that fail to address the harassment and discrimination of individuals on the basis of their age, race, creed, color, national origin, sex, sexual orientation, gender identity, disability, marital status, military status, or other protected status under the Human Rights Law.

6.1.11 Executive Order 16 Prohibiting Contracting with Businesses Conducting Business in Russia

Bidder should complete and submit [Attachment 12](#) certifying the status of their business operations in Russia, if any, pursuant to Executive Order 16.

6.1.12 State Finance Law Consultant Disclosure Provisions

In accordance with New York State Finance Law Section 163(4)(g), State agencies must require all Contractors, including subcontractors, that provide consulting services for State purposes pursuant to a contract to submit an annual employment report for each such contract.

The successful bidder for procurements involving consultant services must complete a "State Consultant Services Form A, Contractor's Planned Employment From Contract Start Date through End of Contract Term" in order to be eligible for a contract.

The successful bidder must also agree to complete a "State Consultant Services Form B, Contractor's Annual Employment Report" for each state fiscal year included in the resulting contract. This report must be submitted annually to the Department, the Office of the State Comptroller, and Department of Civil Service.

Submit State Consultant Services Form A: Contractor's Planned Employment and Form B: Contractor's Annual Employment Report , available at:

<http://www.osc.state.ny.us/agencies/forms/ac3271s.doc> and

<http://www.osc.state.ny.us/agencies/forms/ac3272s.doc>.

6.1.13 Sales and Compensating Use Tax Certification (Tax Law, § 5-a)

Section 5-a of the Tax Law, as amended, effective April 26, 2006, requires certain Contractors awarded state contracts for commodities, services and technology valued at more than \$100,000 to certify to the Department of Tax and Finance (DTF) that they are registered to collect New York State and local sales and compensating use taxes. The law applies to contracts where the total amount of such Contractor's sales delivered into New York State are in excess of \$300,000 for the four quarterly periods immediately preceding the quarterly period in which the certification is made, and with respect to any affiliates and subcontractors whose sales delivered into New York State exceeded \$300,000 for the four quarterly periods immediately preceding the quarterly period in which the certification is made.

This law imposes upon certain Contractors the obligation to certify whether or not the Contractor, its affiliates, and its subcontractors are required to register to collect state sales and compensating use tax and Contractors must certify to DTF that each affiliate and subcontractor exceeding such sales threshold is registered with DTF to collect New York State and local sales and compensating use taxes. The law prohibits the State Comptroller, or other approving agencies, from approving a contract awarded to an offeror meeting the registration requirements but who is not so registered in accordance with the law.

The successful Bidder must file a properly completed Form ST-220-CA with the Department and Form ST-220-TD with the DTF. These requirements must be met before a contract may take effect. Further information can be found at the New York State Department of Taxation and Finance's website, available through this link: <http://www.tax.ny.gov/pdf/publications/sales/pub223.pdf>.

Submit these Forms, available through these links:

- ST-220 CA: http://www.tax.ny.gov/pdf/current_forms/st/st220ca_fill_in.pdf
- ST-220 TD: http://www.tax.ny.gov/pdf/current_forms/st/st220td_fill_in.pdf

6.2 Technical Proposal

The purpose of the Technical Proposal is to demonstrate the qualifications, competence, and capacity of the Bidder to perform the services contained in this RFP. The Technical Proposal should demonstrate

the qualifications of the Bidder and the staff to provide all services and requirements included in this RFP.

A Technical Proposal that is incomplete in any material respect may be eliminated from consideration. The following outlines the information requested to be provided by Bidders. The information requested should be provided in the prescribed format. Responses that do not follow the prescribed format may be eliminated from consideration. All responses to the RFP may be subject to verification for accuracy.

While additional data may be presented, the following should be included. Please provide the information in the same order in which it is requested. Your proposal should contain sufficient information to assure DOH of its accuracy. Failure to follow these instructions may result in disqualification.

Pricing information contained in the Cost Proposal cannot be included in the Technical Proposal documents.

6.2.1 Title Page

Submit a Title Page providing the RFP subject and number; the Bidder's name and address, the name, address, telephone number, and email address of the Bidder's contact person; and the date of the Proposal.

6.2.2 Table of Contents

The Table of Contents should clearly identify all material (by section and page number) included in the Bidder's proposal.

6.2.3 Documentation of Bidder's Eligibility Responsive to Section 3.0 of RFP

Bidders must be able to meet all the requirements stated in Section 3.1 of the RFP. Bidders must submit documentation that provides sufficient evidence of meeting the criterion/criteria set forth in Section 3.1. This documentation shall be provided by Bidders using Attachment L – QA Minimum Bidder Qualifications Proposal Form.

Bidders should describe their experience, if any, for the preferred requirements described in Section 3.2. Bidders should use the Attachment L – QA Minimum Bidder Qualifications Proposal Form for preferred requirements.

6.2.4 Technical Proposal Narrative

The Technical Proposal should provide satisfactory evidence of the Bidder's ability to meet, and expressly respond to the scope of this RFP as described in Section 4.

Elements of the Technical Proposal are as follows:

6.2.4.1 Experience

A. Executive Summary

- 6.2.4.1.1 Please provide a narrative description that incorporates the following and when responding, please describe how your quality assurance experience is beneficial to the Department's Medicaid program.
- 6.2.4.1.2 The bidder should provide an executive summary overview that describes how their unique experience, and any subcontractor partnerships will provide the quality assurance services described in the RFP over the life of the contract.
- 6.2.4.1.3 Describe how you will establish and maintain a partner relationship with the Department.
- 6.2.4.1.4 Describe how you will facilitate information sharing among your staff members so that the Department receives continual comprehensive QA assessments per system contract as well as the collective Medicaid enterprise.

B. Quality Assurance Approach

- 6.2.4.1.5 Quality Assurance Plan – Bidder should provide their proposed initial draft Quality Assurance Plan including how your organization meets the requirements listed in Section 4.1.4.
- 6.2.4.1.6 Communication Management Plan – Please provide your initial draft Communication Management Plan including how your organization meets the requirements listed in Section 4.1.5.
- 6.2.4.1.7 Risk Management Plan – Please provide your initial draft Risk Management Plan including how your organization meets the requirements listed in Section 4.1.6.

C. Quality Assurance Techniques

- 6.2.4.1.8 Contract Oversight – Bidders should describe, in narrative form, their experience, tools, techniques, processes, and strategies intended to be used that will meet the requirements described in Section 4.1.7.
- 6.2.4.1.8.1 Describe the risks and issues you have encountered, and mitigation strategies applied, or if you have not encountered any risks or issues, explain why.
- 6.2.4.1.9 Project Management Oversight – Bidders should describe, in narrative form, their experience, tools, techniques, processes, and strategies intended to be used that will meet the requirements described in Section 4.1.8.
- 6.2.4.1.9.1 Describe the risks and issues you've encountered, and mitigation strategies applied, or if you have not encountered any risks or issues, explain why.
- 6.2.4.1.10 Technology Oversight – Bidders should describe, in narrative form, their experience, tools, techniques, processes, and strategies intended to be used that will meet the requirements described in Section 4.1.9.
- 6.2.4.1.10.1 Describe the risks and issues you've encountered, and mitigation strategies applied, or if you have not encountered any risks or issues, explain why.
- 6.2.4.1.10.2 Software Support – Bidders should describe in narrative form, your experience with using automated code review software and automated testing software.

- 6.2.4.1.10.2.1 Without specifying a software product, describe the software features for code reviews that would support meeting the requirements for automated code reviews. Include the benefits that make these features a good choice.
- 6.2.4.1.10.2.2 Without specifying a software product, describe the software features for automated testing that would support meeting the requirements for testing reviews. Include the benefits that make these features a good choice.
- 6.2.4.1.10.3 Compliance Assurance – Please describe in narrative form your experience, tools, techniques, processes, and strategies intended to be used that will meet the requirements described in Section 4.1.10.
- 6.2.4.1.10.4 Describe the risks and issues you've encountered, and mitigation strategies applied, or if you have not encountered any risks or issues, explain why.
- 6.2.4.1.11 Meetings & Meeting Support– Please describe in narrative form your approach to preparing, holding, managing, and following up on meetings to meet the requirements described in Section 4.1.11.
- 6.2.4.1.12 Documentation – Please describe in narrative form your approach to organizing and maintaining the QA Document Repository to meet requirements described in section 4.1.12.

6.2.4.2 Staffing

A. Staffing and Support

- 6.2.4.2.1 Staffing – Please describe in narrative form how your organization will meet the staffing requirements, including any subcontractors if utilized, described in Section 4.2.
 - 6.2.4.2.1.1 Describe the approach used to recruit, onboard, retain and support staff throughout the contract term.
 - 6.2.4.2.1.2 Describe the management structure and staff utilization strategy.
 - 6.2.4.2.1.3 Describe how the proposed staff will understand their roles and responsibilities.
 - 6.2.4.2.1.4 Describe how staff will be cross trained among the various systems and contracts.
 - 6.2.4.2.1.5 Describe how continuity of responsibilities will occur should a staff member need to be replaced.
 - 6.2.4.2.1.6 In the event a staff remediation plan is requested by the Department, describe how you will provide oversight and manage the remediation plan.
- 6.2.4.3 **Reporting** – Please describe in narrative form how your organization will meet the Reporting requirements described in Section 4.3.

A. Department's Systems and Contracts Status Reports

- 6.2.4.3.1 Describe the various inputs and/or processes to be used to develop the status reports described in Section 4.3.

- 6.2.4.3.2 Describe how the Engagement Manager and Senior Project Managers will ensure status reports are uniform and have consistent level of detail.
- 6.2.4.3.3 Describe how you will identify and report on opportunities for continuous improvement.
- 6.2.4.3.4 Describe how you will prepare the System-wide Monthly Status Report.

B. QA Contract Reporting

- 6.2.4.3.5 Describe how you will prepare the status report on your performance with this RFP/Contract.
- 6.2.4.3.6 Describe how staff time tracking will be managed and reported.
- 6.2.4.3.7 Describe what is included in the time tracking system and report.
- 6.2.4.3.8 Describe how you will determine key information to share with the Department in the Quarterly Status Report.

6.2.4.4 Information Technology – Please describe in narrative form how your organization will meet the Information Technology requirements described in Section 4.4.

- 6.2.4.4.1 Describe how you will meet the NYS security policies and standards listed at <http://its.ny.gov/tables/technologypolicyindex.htm>.
- 6.2.4.4.2 Describe how IT equipment will be tracked, managed, and maintained.
- 6.2.4.4.3 Describe the basic technical specifications of the IT equipment that will be provided to the QA Staff. Such as, but not limited to, processor, Random-Access Memory (RAM), monitor resolution, and storage, etc.
- 6.2.4.5 **Security** – Please describe in narrative form how your organization will meet the security requirements described in Section 4.5 and Attachment K.
 - 6.2.4.5.1 Describe how all privacy and security policies and procedures of the Department (<https://its.ny.gov/policies>) will be met throughout the contractual engagement. Include how you will ensure all staff, including subcontractors, will protect all sensitive data.
 - 6.2.4.5.2 Describe how you will provide secure and confidential backup, storage and transmission for any hard copy and electronically stored information, including any hard copy or electronically stored documentation of subcontractors, where applicable.
 - 6.2.4.5.3 If subcontractor(s) are hired, describe how you will ensure all subcontractors who store, process, analyze or transmit Medicaid Confidential Data (MCD) on behalf of you, as the Prime Contractor, have the appropriate Security requirements in place.
 - 6.2.4.5.4 Describe how you will ensure data confidentiality. At a high-level, describe your data confidentiality plans and procedures for meeting security requirements as they relate to the deliverables and services within this RFP, including all plans as they relate to subcontractor work, where applicable.

- 6.2.4.5.5 Describe how you will develop and maintain fully trained staff (including subcontractor staff, where applicable) to respond to any stakeholder inquiries while protecting confidentiality and maintaining the security and integrity of all systems, include how you will train staff to ensure they understand and observe requirements related to confidentiality and operating guidelines for functions included in this RFP.
- 6.2.4.5.6 Describe your processes and procedures, as it relates to this RFP, if a security breach(es) were to occur.
- 6.2.4.6 **Transition** – Please describe in narrative form how your organization will meet the contract Transition requirements described in Section 4.6.
 - 6.2.4.6.1 Describe the activities and methodologies to be included in the Transition Plan.
 - 6.2.4.6.2 Describe the staff responsible for transition.
 - 6.2.4.6.3 Describe how the training or transition activities will be performed and provided to the successor Contractor(s) or Department staff.
 - 6.2.4.6.4 Describe your approach to maintaining the QA documentation repository during Transition.

6.3 Cost Proposal

Submit a completed and signed [Attachment B – Cost Proposal](#). The Cost Proposal shall comply with the format and content requirements as detailed in this RFP and in Attachment B. Failure to comply with the format and content requirements may result in disqualification.

The bid price is to cover the cost of furnishing all product(s) and services sought to be procured, including but not limited to travel, materials, IT equipment, overhead, profit and labor to the satisfaction of the Department and the performance of all work set forth in said specifications.

Offerors must use the Microsoft Excel spreadsheet titled “**Attachment B – Cost Proposal**” in the form and content provided with this RFP. Deviations from this format are not permitted. Offerors **MUST** also submit the Excel spreadsheet in electronic form in accordance with Section 7, Proposal Submission. Failure to submit in this required format will result in disqualification.

Pricing schedules are provided in Attachment B – Cost Proposal. The cost proposal includes Pricing Schedule A, B, C, and D. Schedule E is a QA Cost Proposal Signature page.

Descriptions and instructions for the Pricing Schedules contained in Attachment B – Cost Proposal are as follows:

- **Pricing Schedule A – Summary** - provides a total cost summary for the Key and Additional staff, Supplemental Staff and the Department’s Supplemental Funding, through year 7, and Department approved option contract years 8-10. **Do not edit or change any values for this form. This is automatically updated from other Pricing Schedules.**
- **Pricing Schedule B – Key Staff** – provides the cost for Key staff that is based on an annual

billing amount. Offeror should enter their company name and annual billing rates for each labor category for each contract year. These rates are fully loaded annual rates.

Note: QA Bidders should submit rates for Contract Years 3-7 for IPA Phase 2 and SDI systems.

- **Pricing Schedule C – Additional Staff** – provides the cost for Additional staff that is based on an annual billing amount. Offeror should enter the annual billing rates for each proposed labor category for each contract year. These rates are fully loaded annual rates.

Note: QA Bidders should submit rates for Contract Years 3-7 for IPA Phase 2 and SDI systems.

- **Pricing Schedule D – Supplemental Staff** – provides the cost for Supplemental staff that is based on the hourly rate proposed. Offeror should enter the hourly billing rates for each labor category. These rates are fully loaded hourly rates and there is no guarantee of actual hours.

Fully Loaded Rates

The hourly or annual rate(s) for staff is an all-inclusive rate. It includes all personnel, overhead, indirect, travel, profit, and any other miscellaneous costs, including workstations & laptops and IT equipment. These rates will be used in the event the Department determines the need to adjust for staff vacancies, or to add supplemental staff as set forth under Attachment B.

- **Schedule E – QA Cost Proposal Signature** – the offer should “sign” the Cost Proposal by entering the information requested on the signature page.

Schedules B, and C are the fixed price components of the cost proposal. Schedule D – Supplemental Staff provides the fixed hourly rates which are applied to approved SOWs and actual hours worked.

Unused funding from any year can be moved to subsequent years and may be reallocated to any of the above schedules described above.

6.3.1 Special Considerations for Schedule B-Key Staff and Schedule C- Additional Staff

At the time of proposal submission, named Key staff and Additional staff are not required.

However, Bidders should review **Attachment E – QA Key Staff Responsibility and Experience Descriptions** for the target and preferred specifications to fulfill Key Staff positions. If Bidders choose to add Additional Staff, Bidders should review **Attachment F – QA Additional and Supplemental Staff Responsibility and Experience Descriptions** for the Additional Staff target and preferred specifications.

Approximately 90 days prior to anticipated contract start date, the Bidder receiving the tentative award will be instructed to complete proposal forms for Key and Additional Staff with actual staff names along with their experience and qualifications, and resumes.

These staff proposal forms are:

- Attachment H – QA Key Staff Proposal Form, and
- Attachment I – QA Additional Staff Proposal Form.

7.0 PROPOSAL SUBMISSION

A proposal consists of three distinct parts: (1) the Administrative Proposal, (2) the Technical Proposal, and (3) the Cost Proposal. Proposals should be submitted in all formats as prescribed below.

1. Submit three (3) separate, searchable, and open and permission password protected, PDF proposals in three (3) separate emails to: OHIPContracts@health.ny.gov. Use this naming convention for the subject line of each email: <Type of Proposal Submission, Bidder Name, RFP# 20506>.
2. Include, as attachment to each email, the distinct PDF file labeled "Administrative Proposal", "Technical Proposal", or "Cost Proposal" followed by Company name and RFP number. Example: "Technical Proposal Submission, ABC Company, RFP# 12345".
3. All electronic bid submissions should be clear and include page numbers at the bottom of each page.
4. All electronic bid submissions should be in PDF Optical Character Recognition (OCR) searchable format.
5. The body of the email should also include the password to the file, contact information, and indicate the total number of pages intended, and, where indicated, each subset of pages listed. **Example: Administrative Proposal 14 pages total, Attachment 3 – 1 page.**
6. A font size of eleven (11) points or larger should be used. All submitted documents should contain appropriate header and footer information.
7. In the event an electronic submission cannot be read by the Department, the Department reserves the right to request a hard copy and/or electronic resubmission of any unreadable files. Offeror shall have 2 business days to respond to such requests and must certify the resubmission is identical to the original submission.
8. Where signatures are required, the proposals should have a handwritten signature (wet ink) and be signed in blue ink. A scan of the handwritten (wet ink) signature can be used for electronic submission in the PDF. The Department reserves the right to request hard copy originals of all signature pages at any time.
9. The Department discourages overly lengthy Bids. Therefore, marketing brochures, user manuals or other materials beyond that sufficient to present a complete Bid, are not desired and will not be reviewed or evaluated. Elaborate artwork or expensive paper is not necessary or desired. In order for the Department to evaluate bids fairly and completely, all Bids should follow the format described in this IFB and provide all requested information and no extraneous or additional information or material.
10. Audio and/or videotapes are not allowed. Any submitted audio or videotapes will be ignored by the evaluation teams.

Submission of proposals in a manner other than as described in these instructions (e.g., fax) will not be accepted.

The proposal must be received by the NYSDOH, no later than the Deadline for Submission of Proposals specified in [Section 1.0](#), (Calendar of Events). Late bids will not be considered.

7.1 No Bid Form

Bidders choosing not to bid are requested to complete the No-Bid form, [Attachment 2](#). Although not mandatory, such information helps the Department direct solicitations to the correct bidding community.

8.0 METHOD OF AWARD

8.1 General Information

DOH will evaluate each proposal based on the “Best Value” concept. This means that the proposal that best “optimizes quality, cost, and efficiency among responsive and responsible offerors” shall be selected for award (State Finance Law, Article 11, §163(1)(j)).

DOH, at its sole discretion, will determine which proposal(s) best satisfies its requirements. DOH reserves all rights with respect to the award. All proposals deemed to be responsive to the requirements of this procurement will be evaluated and scored for technical qualities and cost. Proposals failing to meet the requirements of this RFP may be eliminated from consideration. The evaluation process will include separate technical and cost evaluations, and the result of each evaluation shall remain confidential until evaluations have been completed and a selection of the winning proposal is made.

The evaluation process will be conducted in a comprehensive and impartial manner, as set forth herein, by an Evaluation Committee. The Technical Proposal and compliance with other RFP requirements (other than the Cost Proposal) will be weighted **70%** of a proposal’s total score and the information contained in the Cost Proposal will be weighted **30%** of a proposal’s total score.

Bidders may be requested by DOH to clarify the contents of their proposals. Other than to provide such information as may be requested by DOH, no Bidder will be allowed to alter its proposal or add information after the Deadline for Submission of Proposals listed in [Section 1.0](#) (Calendar of Events).

In the event of a tie, the determining factors for award, in descending order, will be:

- (1) lowest cost and
- (2) proposed percentage of M/WBE participation.

8.2 Submission Review

DOH will examine all proposals that are received in a proper and timely manner to determine if they meet the proposal submission requirements, as described in [Section 6.0](#) (Proposal Content) and [Section 7.0](#) (Proposal Submission), including documentation requested for the Administrative Proposal, as stated in this RFP. Proposals that are materially deficient in meeting the submission requirements or have omitted material documents, in the sole opinion of DOH, may be rejected.

8.3 Technical Evaluation

The evaluation process will be conducted in a comprehensive and impartial manner. A Technical Evaluation Committee comprised of Program Staff of DOH will review and evaluate all proposals.

Proposals will undergo a preliminary evaluation to verify Minimum Qualifications to Propose (Section 3.0).

The Technical Evaluation Committee members will independently score each Technical Proposal that meets the submission requirements of this RFP. The individual Committee Member scores will be averaged to calculate the Technical Score for each responsive Bidder.

The Technical Proposal evaluation is **70% (up to 70 points)** of the final score.

8.4 Cost Evaluation

The Cost Evaluation Committee will examine the Cost Proposal documents. The Cost Proposals will be opened and reviewed for responsiveness to cost requirements. If a cost proposal is found to be non-responsive, that proposal may not receive a cost score and may be eliminated from consideration.

The Cost Proposals will be scored based on a maximum cost score of 30 points. The maximum cost score will be allocated to the Cost Proposal with the lowest all-inclusive not-to-exceed maximum price. All other responsive proposals will receive a proportionate score based on the relation of their Cost Proposal to the Cost Proposal(s) offered at the lowest final cost, using this formula:

$$C = (A/B) * 30\%$$

A is Total price of lowest Cost Proposal;

B is Total price of Cost Proposal being scored; and

C is the Cost score.

The Cost Proposal evaluation is **30% (up to 30 points)** of the final score.

8.5 Composite Score

A composite score will be calculated by the DOH by adding the Technical Proposal points and the Cost Proposal points awarded. Finalists will be determined based on composite scores.

8.6 Interviews

For all bids, and as part of the bid review process, the Department reserves the right to interview proposed project participants. The purpose of an interview is to allow the evaluators to validate the Bidder's experience and qualifications.

Each Finalist will be notified of the date, place, and time of their interview to be held not earlier than the Interview date designated in [Section 1.0](#) (Calendar of Events) at offices to be determined at a later date. The interview should confirm the Bidder's ability to provide the required product(s) or services. The Bidders, including any key personnel, should be present and participate in the interview.

No new material will be permitted to be introduced during the interview.

8.7 Reference Checks

The Bidder should submit references using [Attachment 9](#) (References). At the discretion of the Evaluation Committee, references may be checked at any point during the process to verify Bidder's qualifications to propose (Section 3.0).

8.8 Best and Final Offers

The Department reserves the right to request best and final offers. In the event NYSDOH exercises this right, all Bidders that submitted a proposal that are susceptible to award will be asked to provide a best and final offer. Bidders will be informed that should they choose not to submit a best and final offer, the offer submitted with their proposal will be construed as their best and final offer.

8.9 Award Recommendation

The Evaluation Committee will submit a recommendation for award to the Bidder(s) with the highest composite score(s) whose experience and qualifications have been verified.

The Department will notify the awarded Bidder(s) and Bidders not awarded. The awarded Bidder(s) will enter into a Contract substantially in accordance with the terms of [Attachment 8](#), DOH Agreement, to provide the required product(s) or services as specified in this RFP. The resultant Contract shall not be binding until fully executed and approved by the New York State Office of the Attorney General and the Office of the State Comptroller.

9.0 ATTACHMENTS

The following attachments are included in this RFP and are available via hyperlink or can be found at: <https://www.health.ny.gov/funding/forms/>.

1. [Bidder's Disclosure of Prior Non-Responsibility Determinations](#)
2. [No-Bid Form](#)
3. [Vendor Responsibility Attestation](#)
4. [Vendor Assurance of No Conflict of Interest or Detrimental Effect](#)
5. [Guide to New York State DOH M/WBE Required Forms & Forms](#)
6. [Encouraging Use of New York Businesses in Contract Performance](#)
7. [Bidder's Certified Statements](#)
8. [DOH Agreement](#) (Standard Contract)
9. [References](#)
10. [Diversity Practices Questionnaire](#)
11. [Executive Order 177 Prohibiting Contracts with Entities that Support Discrimination](#)
12. [Executive Order 16 Prohibiting Contracting with Business Conducting Business in Russia](#)

The following attachments are attached and included in this RFP:

- A. Proposal Document Checklist
- B. Cost Proposal
- C. Historical Volume Data and Metrics
- D. SDLC Methodologies:
 - D.1 DOS PMO MDW Waterfall Methodology
 - D.2 DOS PMO MMIS Waterfall and Agile SDLC
 - D.3 DOS PMO NYSOH SDLC Methodology
 - D.4 MECM SDLC and Timeline
- E. QA Key Staff Responsibility and Experience Descriptions
- F. QA Additional and Supplemental Staff Responsibility and Experience Descriptions
- G. QA SOW And Supplemental Staff Form
- H. QA Key Staff Proposal Form
- I. QA Additional Staff Proposal Form
- J. QA Service Level Agreement (SLAs)
- K. QA Division of Operations and Systems Security Requirements
- L. QA Minimum Bidder Qualifications Proposal Form
- M. QA Acronyms and Glossary of Terms

ATTACHMENT A

PROPOSAL DOCUMENT CHECKLIST

Please reference Section 7.0 for the appropriate format and quantities for each proposal submission.

RFP 20506 – Medicaid Systems Quality Assurance Services		
FOR THE ADMINISTRATIVE PROPOSAL		
RFP §	SUBMISSION	INCLUDED
§ 6.1.1	Attachment 1 - Bidder's Disclosure of Prior Non-Responsibility Determinations	<input type="checkbox"/>
§ 6.1.2	Freedom of Information Law – Proposal Redactions (If Applicable)	<input type="checkbox"/>
§ 6.1.3	Attachment 3 - Vendor Responsibility Attestation	<input type="checkbox"/>
§ 6.1.4	Attachment 4 - Vendor Assurance of No Conflict of Interest or Detrimental Effect	<input type="checkbox"/>
§ 6.1.5	M/WBE Participation Requirements:	<input type="checkbox"/>
	Attachment 5 - Form 1	<input type="checkbox"/>
	Attachment 5 - Form 2 (If Applicable)	<input type="checkbox"/>
	Attachment 5 - Form 4	<input type="checkbox"/>
	Attachment 5 - Form 5 (If Applicable)	<input type="checkbox"/>
§ 6.1.6	Attachment 6 - Encouraging Use of New York Businesses	<input type="checkbox"/>
§ 6.1.7	Attachment 7 - Bidder's Certified Statements	<input type="checkbox"/>
§ 6.1.8	Attachment 9 - References	<input type="checkbox"/>
§ 6.1.9	Attachment 10 - Diversity Practices Questionnaire	<input type="checkbox"/>
§ 6.1.10	Attachment 11 - EO 177 Prohibiting Contracts with Entities that Support Discrimination	<input type="checkbox"/>
§ 6.1.11	Attachment 12 – EO 16 Contracting with Businesses Conducting Business in Russia	<input type="checkbox"/>
§ 6.1.12	State Finance Law Consultant Disclosure	<input type="checkbox"/>
§ 6.1.13	Sales and Compensating Use Tax Certification	<input type="checkbox"/>
FOR THE TECHNICAL PROPOSAL		
RFP §	SUBMISSION	INCLUDED
§ 6.2.1	Title Page	<input type="checkbox"/>
§ 6.2.2	Table of Contents	<input type="checkbox"/>
§ 6.2.3	Documentation of Bidder's Eligibility (Requirement) – Attachment L - QA Minimum Bidder Qualifications Proposal Form	<input type="checkbox"/>

§ 6.2.4	Technical Proposal Narrative	<input type="checkbox"/>
FOR THE COST PROPOSAL REQUIREMENT		
RFP §	REQUIREMENT	INCLUDED
§ 6.3	Attachment B - Cost Proposal	<input type="checkbox"/>

ATTACHMENT B

COST PROPOSAL

RFP #: 20506

Offerors must use the Microsoft Excel spreadsheet titled “**Attachment B – Cost Proposal.xls**” as described in section 6.3. Deviations from this format are not permitted. Offerors should submit the Excel spreadsheet in electronic form in accordance with Section 7, Proposal Submission. Failure to submit in this required format may result in disqualification.

The cost proposal template within **Attachment B – Cost Proposal** includes Pricing Schedule A, B, C, D, and E. Offerors should follow the instructions described in section 6.3.