



REQUEST FOR PROPOSALS

For Takeover and Operation of

Medicaid Decision Support System and Data Warehouse
(DSS/DW)

RFP # 20110318

Contact:

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Due Dates:

Questions & Letter of Intent

E-MAIL or MAIL or HAND DELIVERY

5:00 PM Central Daylight Savings Time, Friday, April 8, 2011

Answers Posted to Internet www.medicaid.ms.gov/bids.aspx

5:00 PM Central Daylight Savings Time, Friday, April 15, 2011

Sealed Proposals

MAIL or HAND DELIVERY ONLY

5:00 PM Central Daylight Savings Time, Friday, April 29, 2011

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1.0 SCOPE OF WORK

1.1 PURPOSE

The State of Mississippi, Office of the Governor, Division of Medicaid (DOM) issues this request for proposals (RFP) from responsible contractors for the takeover, enhancement and operation of the existing Mississippi Medicaid Decision Support System and Data Warehouse (DSS/DW).

The State of Mississippi, Office of the Governor, Division of Medicaid (DOM) requests proposals from organizations with extensive health care experience in the development and deployment of enterprise-wide DSS/DW applications that have the capability and are prepared to:

- Takeover and maintain DOM's current DSS/DW system to meet all needs of DOM, the requirements of State and Federal Government, and DOM MITA goals;
- Operate the DSS/DW on computer hardware as appropriate to support all functions efficiently with all costs being included in the Offeror's bid;
- Provide experienced staff to support all functions in the Offeror's bid;
- Design, develop, test and install such enhancements that may be selected by DOM or required by federal or state regulations; to include but not be limited to: the assessment and remediation of the DSS/DW system to meet HIPAA 5010 and ICD-10 requirements; and separate repositories for other projects, such as Recovery Audits, Mississippi's State Level Repository for the Provider Incentive Payment program, and the federal Medi-Medi project.
- Actively participate in the business efforts of DOM.

DOM will award a firm fixed price Contract to the lowest and best bid based on proposals. The Contract period begins July 1, 2011, with Operations Takeover effective no later than December 31, 2011. The Contract period terminates on June 30, 2014. DOM may have, under the same terms and conditions as the existing contract, an option for two one-year extensions, provided DOM obtains approval from the Personal Services Contract Review Board to allow an extension period.

1.2 PROCUREMENT APPROACH

The following timetable is the estimated and anticipated timetable for the RFP and procurement process.

March 18, 2011	Release RFP
April 8, 2011 (5:00 p.m. CDT)	Deadline for Letter of Intent and Written Questions
April 15, 2011 (5:00 p.m. CDT)	Response to Questions Posted
April 29, 2011 (5:00 p.m. CDT)	Proposal Deadline
May 2 - 4, 2011	Evaluation of Technical Proposal
May 5 - 6, 2011	Evaluation of Business/Cost proposal
May 9 - 13, 2011	Executive Approval and Award of Contract
June 9, 2011	PSCRB Meeting (proposed)
June 10 - 17, 2011	Contracts Signed and Notarized

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July 1, 2011

Contract Start Date

DOM reserves the right to amend the timetable in the best interest of DOM. Potential Offerors who have submitted letters of intent will be notified of any changes to this timetable.

1.2.1 Mandatory Letter of Intent

The Offerors are required to submit a Letter of Intent to bid. This letter will be due by 5:00 p.m. CDT, April 8, 2011, and should be sent to:

Melanie Wakeland
Procurement Officer
Division of Medicaid
550 High St., Suite 1000
Jackson, Mississippi 39201

Email: melanie.wakeland@medicaid.ms.gov.

This letter shall be on the official business letterhead of the Offeror and must be signed by an individual authorized to commit the company to the work proposed. Submission of the Letter of Intent shall not be binding on the prospective Offeror to submit a proposal. However, firms that do not submit a Letter of Intent by 5:00 p.m. CDT, April 8, 2011, will not thereafter be eligible for the procurement.

Prior to April 8, 2011, all RFP amendments will be sent to all organizations that request an RFP, and will be posted on DOM's procurement website, www.medicaid.ms.gov/bids.aspx. After April 8, 2011, RFP amendments will only be distributed to those firms submitting a Letter of Intent.

1.2.2 Procedure for Submitting Questions

Multiple questions may be submitted using the template at www.medicaid.ms.gov/bids.aspx. Written answers will be available not later than 5:00 PM CDT, Friday, April 15, 2011, via DOM's procurement website, www.medicaid.ms.gov/bids.aspx. Questions and answers will become a part of the final contract as an attachment. Written responses provided for the questions will be binding.

Questions should be sent to:

Melanie Wakeland
Procurement Officer
Division of Medicaid
Walter Sillers Building
550 High St., Suite 1000
Jackson, Mississippi 39201

OR EMAIL: melanie.wakeland@medicaid.ms.gov

REF: RFP # 20110318

1.2.3 Proposal Submission Requirements

Proposals must be in writing and must be submitted in two parts: Technical Proposal and Business proposal. The format and content of each are specified in Sections 5 and 6 of this RFP.

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Proposals for this RFP must be submitted in 3-ring binders with components of the RFP clearly tabbed. An original and six (6) copies of the technical proposal under sealed cover and an original and three (3) copies of the business proposal under separate sealed cover must be received by DOM no later than 5:00 p.m. CDT, on Friday, April 29, 2011. Any proposal received after this date and time will be rejected and returned unopened to the Offeror. Proposals should be delivered to:

Melanie Wakeland
Procurement Officer
Division of Medicaid
Walter Sillers Building
550 High St., Suite 1000
Jackson, Mississippi 39201

The outside cover of the package containing the Technical Proposals shall be marked:

REF: RFP # 20110318
Technical Proposal
(Name of Offeror)

The outside cover of the package containing the Business Proposals shall be marked:

REF: RFP # 20110318
Business Proposal
(Name of Offeror)

As the proposals are received, the sealed proposals will be date-stamped and recorded by DOM. The parties submitting proposals are responsible for ensuring that the sealed competitive proposal is delivered by the required time and to the required location and the parties assume all risks of delivery. No facsimile proposals will be accepted. The proposal must be signed in blue ink by an authorized official to bind the Offeror to the proposal provisions. Proposals and modifications thereof received by DOM after the time set for receipt or at any location other than that set forth above will be considered late and will not be considered for award.

1.3 Overview

The DSS/DW System must meet the informational, operational, and administrative needs necessary to support the day-to-day management of the Mississippi Medicaid program and other State health care programs, such as State Children's Health Insurance Program (CHIP) and Mississippi Coordinated Access to Care Network (MississippiCAN).

The DSS/DW System must encompass all the existing functionality in the present DSS/DW System which includes:

- Data Warehouse
- Management and Administrative Reporting system (MARS)
- Data Management Tools

The Data Warehouse consists of six years of Medicaid Management Information System (MMIS) Claims History (with a rolling seventh year based on the state fiscal year.) In addition to claims data, selected data elements from the following MMIS subsystems are included: Beneficiary, Provider, Reference, Medicaid Eligibility Determination (MEDS) for Aged, Blind and Disabled recipients, (MEDSX) Eligibility Determination for Family and Children's programs, Pharmacy Point

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of Sale (POS), and CHIP encounter data. The selected data is loaded into the Data Warehouse on a daily and/or weekly basis as specified by DOM.

The Management and Administrative Report Subsystem (MARS) is a data warehouse-based reporting system. MARS retrieves source data from the Data Warehouse to produce all federally required reports, in addition to creating the Medicaid Statistical Information System (MSIS) extract files in accordance with State and Federal specifications. MARS is an independent component of the DSS and must meet all Centers for Medicare and Medicaid (CMS) requirements for MARS certification.

The DSS/DW provides information retrieval and reporting tools with easy-to-use functional query capability, data mining and ad hoc reporting. The reporting tools support research, fiscal planning, decision support, monitoring and evaluation of program operation and performance. The Data Warehouse gives DOM the ability to query information for provider enrollment, beneficiary participation and claims service analysis. The DSS/DW provides Data Managements tools such as COGNOS and Query Path software in an updated, flexible database environment. These tools are used to assist management and administrative personnel in effectively planning, directing, and controlling the Mississippi Medicaid Program by providing information necessary to support the decision-making process.

1.3.1 Data Warehouse

The Data Warehouse consists of selected *Envision* MMIS subsystem data files, including six years of Claims History data with a rolling seventh year based on the state fiscal year. The MMIS is the source of input for the Data Warehouse. The Data Warehouse is used for information retrieval from the MMIS and for data analysis. Further descriptions of the MMIS subsystems are given below.

1. The Claims subsystem contains all claims history including paid, denied and suspended claims; as well as aggregated claims information.
2. The Beneficiary subsystem contains beneficiary demographic, eligibility and TPL coverage data reflecting the beneficiary's enrollment in the Mississippi Medicaid program.
3. The Provider subsystem contains provider data such as specialty, address, enrollment, facility and group information.
4. The Reference subsystem contains prior authorization, service limit, procedure formulary and Explanation of Benefits Text components.
5. MEDS and MEDSX contain information from various tables and files; including beneficiary income and budgeting data, resource data, and State Regional Office statistics, such as the number of caseworkers per region.
6. The Pharmacy Point of Sale subsystem contains all pharmacy claims.
7. The Financial subsystem contains all financial transactions including payouts, receivables, refunds and voids.
8. The NET subsystem contains Non-Emergency Transportation claims and transaction information. Prior to November 2006, DOM paid claims for NET. However, beginning November 2006, we contracted with a NET broker. While there currently are no new NET claims, the system must retain the ability to store NET claims in the event that the DOM decides to pay its own claims again.

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9. Encounter claims related to CHIP and MississippiCAN.

1.3.2 Management and Administrative Reporting System (MARS)

Mississippi MARS consists of eight reporting modules that assist DOM in monitoring program utilization, overseeing the program budget, and initiating program changes in response to trends identified through analysis of the data. These modules consolidate information from the provider, member, prior authorization, claims processing, reference, and other data warehouse components. The eight reporting modules are as follows:

1. Administrative – supports overall management control, planning, and reporting. Typical functions include policy planning and evaluation, fiscal planning and control reporting.
2. Operations – includes reports that deal with claims receipt, review, adjudication, payment, and processing errors.
3. Beneficiary – includes those activities related to the administration of the Medicaid program with respect to beneficiaries. Information requirements include eligibility and advisement of services reimbursed.
4. Provider – supports activities associated with contact between the providers and DOM. Functions include enrollment and certification, audit and cost settlement, utilization evaluation, payment advisement, and claim filing analysis.
5. Federal Reporting – involves generation of the outputs necessary to meet the Federal reporting requirements for DOM including MSIS requirements.
6. Drug – presents analysis of drug usage by several classifications including frequency, dollars paid, times filled, drug identification, and eligibility data.
7. State Reports – presents the Mississippi DOM specific reports on the Medicaid Program (Title XIX).
8. The Accounting and Finance Bureau uses the MAM reports to produce state-specific management reports from MARS data. Other standard reports include the CMS 64 report, the 21 report, and pull-outs from 64/21 reports.

MARS reports are viewable on-line. Limited ad hoc reporting is currently available.

1.3.3 Data Management Tools

The current DSS/DW Contractor provides ORACLE, COGNOS, J-SURS, Red Hat, NetBackup, Health Explorer Web Portal, Case Management, and Aqua Data Studio for queries. These tools supply users with the following capabilities.

1. Access to the Data Warehouse for ad-hoc analysis and reporting
2. Ability to choose from real-time online queries or batch-mode queries to run at a predetermined time.
3. Easy point-and-click query construction for the use of all DOM staff, from the novice to the technically sophisticated. Data management tools provide the ability to easily access, analyze and share information directly from the user's desktop.

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4. Detailed case tracking and management.

1.3.4 HIPAA 5010 and ICD-10

The Contractor will be required to perform comprehensive assessment and remediation services for the DSS/DW so that DOM will be in full compliance with the final rules for HIPAA 5010 on January 1, 2012 and ICD-10 on October 1, 2013. The Contractor will be required to produce the following deliverables associated with the 5010/ICD-10 project

1. A Work Plan defining the schedule, the tasks, level of effort (in hours), proposed resources and their utilization, scheduled start and end dates, duration and critical path.
2. A list of Assumptions and Constraints upon which the work plan was developed, a Risk Analysis and a Test Plan.
3. A comprehensive Assessment document detailing the findings of the DSS/DW assessment.
4. An implementation plan for remediation of the existing system for compliance.
5. The Contractor will be required to work with Mississippi's current Fiscal Agent to verify that the Data Warehouse can accommodate the interface requirements.
6. Remediation services.

Contractor will be required to participate in quarterly DOM self-assessment updates to provide CMS with a window into DOM's progress towards ICD-10 compliance.

1.4 Technical Requirements

1.4.1 Contractor Responsibilities

The Contractor is responsible for the overall maintenance and operation of the DSS/DW. The major Contractor responsibilities include:

1. Takeover and operate the current DSS/DW System maintaining all current functionality.
2. The DSS/DW should run 24 hours a day, 7 days a week with the exception of DOM-approved maintenance downtimes.
3. Establish connectivity and provide secure file transfers between the MMIS fiscal agent and the Contractor, and between DOM and the Contractor.
4. Supply the DSS/DW software licenses and hardware to support 250 state employees.
5. Maintain accurate, current data for producing State and federally mandated reports; and reports used in fiscal planning and control. Review subsystem output to determine where improvements could be made in report content or format. Review all control reports to verify accuracy and consistency within and between reports. Balance reports as necessary to verify accuracy.
6. Follow established procedures for retention and archiving of data more than seven (7) years old.

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7. The Contractor shall maintain and be prepared to execute a Continuity of Operations Plan (COOP) that defines backup, disaster recovery and contingency processes. This plan will be subject to DOM approval.
8. The Contractor shall maintain and be prepared to execute Contingency Plans if any part of the DSS/DW does not perform according to specification.
9. Perform database analytics to identify performance and inefficiency issues. Recommend changes for system improvements.
10. Develop training materials as necessary to provide on-going DSS/DW systems training as requested by DOM using context based data. Target audience would range from basic to advanced user-oriented training on the use of the DSS/DW, MARS, and other components as requested by DOM.
11. Establish an effective communication process to communicate updates and changes to the DSS/DW.
12. Respond within prescribed timeframes to DOM requests for enhancements, modifications and reports. Maintain current tracking system for managing requests.
13. Meet or exceed performance requirements as set forth in Appendix B.

1.4.2 System Requirements

The DSS/DW must provide the following functionalities:

1. Provide a repository that contains the following data: Claims History (six years with a rolling seventh year based on the state fiscal year), CHIP data, Beneficiary, Provider, Reference, Medicaid Eligibility Determination (MEDS) for Aged, Blind and Disabled recipients, (MEDSX) Eligibility Determination for Family and Children's programs; and Pharmacy Point of Sale (POS).
2. Store data in a retrievable format that is directly accessible by DOM staff using the query reporting tool.
3. Date stamp all records inside the Data Warehouse for audit purposes.
4. Provide appropriate security aligned with DOM security policy, including synchronization of passwords to DOM's active directory.
5. Provide to all users an updated, plain-language, on-line data dictionary, integrated into the data management tool. The dictionary should include field names for all tables.
6. Maintain all files and data necessary to produce all routinely required MARS reports in accordance with the schedule specified by DOM. Maintain the integrity of data element sources used by the subsystem and integrate the necessary data element to produce MARS reports and analyses.
7. Maintain uniformity and comparability of data through the MARS reports and other subsystem reports, including reconciliation of all financial reports with claims processing reports on provider reimbursement.

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8. Provide flexibility to makes changes in response to Medicaid program changes, such as new or revised categories of service, and carry through corresponding changes in affected MARS reports.
9. Provide reporting functions to support all State and Federal program initiatives and meet Federal reporting requirements. Reports should be provided according to schedule requirements defined by DOM and should be created in media requested by DOM.
10. Provide ad hoc reporting capabilities for DOM staff to create user-defined queries and reports. Support all existing ad hoc reports identified by DOM.
11. Provide capability to report on user statistics, as well as performance statistics.
12. Provide trend analyses and reports using historical data to assist the State in forecasting costs and planning budget allocations.
13. Monitor and provide reports concerning claims processing activity for timeliness, processing errors, fiscal controls and ranking.
14. Provide information needed for institutional and capitation rate setting.
15. Provide information required in the review and development of medical assistance policy and regulations.
16. Present geographic analysis of various Medicaid data, such as expenditures, beneficiary data and provider participation.

1.4.3 State Responsibilities

1. Request access for DOM staff using the Decision Support System.
2. Identify and approve changes to be made to the Data Warehouse.
3. Approve training materials prior to presentation and training.
4. Determine frequency, media, and distribution of MARS reports.
5. Review all management reports.
6. Assure all reporting data is transmitted to the Contractor on a predetermined schedule.
7. Initiate and interpret policy and make administrative decision regarding MARS regulations and reporting requirements.
8. Review all reports for accuracy and completeness.

1.4.4 Outputs

The Data Warehouse is primarily a reporting tool, but its output can also be used as the input to other data systems. The Data Warehouse provides capabilities to easily export queries and query results to Excel, PDF, Word or other formats.

A complete listing of the MARS Subsystem reports descriptions, frequency and media is printed in the MARS User and System Manual and the Report Distribution Manual.

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1.5 Project Management

This contract includes both project-based and operations-based activities, each with its own set of requirements for project management. The Contractor must determine the appropriate level and type of management to successfully complete each requirement of the contract. The following are minimum requirements.

The Contractor must know and actively apply professional project management standards to every aspect of the work performed under this contract. The Contractor must adhere to the highest ethical standards and exert financial and audit controls and separation of duties consistent with Generally Accepted Accounting Principles (GAAP) and Generally Accepted Auditing Standards (GAAS).

The Contractor must adhere to the American National Standards Institute (ANSI) and Project Management Institute, Inc. (PMI) principles recorded in the latest version of the Project Management Body of Knowledge (PMBOK® Guide). At a minimum, the Project Manager must be a certified Project Management Professional by PMI or a similar credentialing body not affiliated with the Contractor.

1.6 Project Organization and Staffing

The Offeror must propose an adequate level of staffing to ensure the successful takeover and ongoing operation of the DSS/DW including meeting established performance standards. The proposed individuals should possess the necessary skills and certifications for the roles they are filling. All individuals proposed must be proficient in written and spoken English.

The Offeror must propose a project manager who will be solely dedicated to the Mississippi Medicaid DSS/DW and who will be available for the duration of the project. Medicaid experience is preferred.

For ongoing operations, the Offeror must propose at a minimum the following full time key roles: Project Manager, Data Base Analyst, MARS/Cognos Developer, SURS Analyst, Trainer/Analyst, and three (3) DSS Analysts. Additional staff may be proposed for takeover activities.

In the event that a key staff person is found unacceptable by DOM based on performance of duties and deliverable, the Contractor will be expected to replace that staff person with a different individual who meets the required qualifications and is able to perform the required duties within 10 days.

The Contractor may not make any permanent or temporary change in key personnel assigned to this Contract without DOM's prior written approval. DOM reserves the right to approve all key staff persons assigned to this Contract.

The Contractor must disclose other projects, if any, to which key personnel are assigned and indicate the time allocated for each project. As stated above, it is the State's intent that the same individuals be dedicated to the operation of DOM's DSS/DW and be available for the duration of this project.

1.7 Contract Phases

1.7.1 Takeover Phase

This phase includes all activities required to understand the existing Medicaid DSS/DW and operational environment. Transition of the DSS/DW should be seamless. The implementation plan should minimize risks and end with successful assumption of operational responsibilities.

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The Contractor shall be responsible for the preparation and execution of a detailed initial Takeover plan. This plan shall be based upon the requirements of this RFP and shall be coordinated with DOM to ensure readiness to complete required tasks by operation date. The Contractor will develop a takeover plan to be approved by DOM that outlines in detail all steps necessary to maintain program operations.

A draft implementation plan shall be included in the response to the RFP.

The Contractor shall select and establish a secure site(s) at which all Contractor functions will be performed. The Contractor's permanent location must be within 15 miles of DOM's High Street location. The Contractor must obtain DOM acceptance of site selection in writing.

The Contractor will provide twenty-four-hour, seven-day-a-week access to all Jackson, MS, facilities and operations to employees designated by DOM, without prior notice, admission, escort, or other requirements. DOM and the Contractor will establish appropriate protocols to ensure that physical property/facility security and data confidentiality safeguards are maintained. Access to any non-Jackson facility used to support the DSS will be granted within five (5) workdays of the request.

During the Takeover, phase a written report of program progress shall be submitted to DOM no less than weekly. The progress report must specify accomplishments during the report period in a task-by-task format, including whether the planning tasks are being performed on schedule and any administrative problems encountered.

DOM will provide appropriate staff members to work with the Contractor on the takeover of the DSS/DW. DOM staff will work with the Contractor to ensure that the Contractor has an adequate understanding of the system functionality, DOM role, Contractor role and systems requirements for each function.

DOM will review all designs, work plans, requirements documents and other deliverables. DOM shall transmit final documents and deliverables that are subject to review by DOM Executive staff, other State or Federal entities to them for review, and deliver results of any such review to the Contractor.

Upon completion of Takeover activities, DOM will authorize final date for the operation of the DSS/DW. Takeover of the DSS/DW must ensure there is no disruption to State and Federal reporting activities.

1.7.2 Operations Phase

The Operations Phase will begin **on or before December 31, 2011** and end on or about June 30, 2014 or as extended by the exercise of contract provisions or amendments to the contract.

During the operations phase, the Contractor must operate the DSS/DW and perform all responsibilities described in this RFP until each function is turned over to a successor Contractor at the end of the contract, including any optional additional periods or extensions.

The Contractor will be required to adhere to the performance requirements of the contract as well as the requirements of any revisions in federal and state legislation or regulations which may be enacted or implemented during the period of performance of this contract that are directly applicable to the performance requirements of this contract. Such requirements will become a part of this contract effort through execution of a written contract amendment.

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The Contractor must monitor the DSS/DW for quality control and verification that all activities are functioning properly. The Contractor must expeditiously repair or remedy any function that does not meet standards established by DOM. The Contractor must inform DOM within one hour of its awareness of any significant implementation or operational problem.

The Contractor will be required to submit a Corrective Action Plan (CAP) to DOM, subject to DOM approval, within ten (10) working days from notification of any area identified by DOM as being out of compliance with Contractor responsibilities. The Contractor must successfully carry out the DOM approved CAP within the time frames outline in the CAP.

If any part of the DSS/DW does not perform according to specification, the Contractor must execute the appropriate section of its Special Contingency Plan.

1.7.3 Turnover Phase

At the end of the contract term, the Contractor must prepare for transitioning systems responsibilities and operations to the successor DSS/DW Vendor. The Contractor is required to cooperate with the successor DSS/DW Vendor, other contractors and DOM in the planning and transfer of operations. The Contractor must dedicate special additional resources to this phase. This phase will begin about 12 months before the end of the contract period and end about six months after the end of the contract period, or as extended by the exercise of contract provisions or amendments to the contract. For planning purposes, this phase should begin on or about January 1, 2014 and end on or about June 30, 2015.

The Contractor must provide a Turnover Plan to DOM within the time frame specified by DOM. Time lines for turnover activities will be specified by DOM. The Turnover Plan must include, but is not limited to, the following:

1. Proposed approach to turnover
2. Tasks and subtasks for turnover
3. Schedule for turnover
4. Detailed chart depicting the Contractor's total operation
5. Transfer of all DSS/DW production data, program libraries, and documentation, including documentation update procedures to DOM or its designated agent
6. Statement of resource requirements including staff, hardware and software required by DOM or a successor contractor to operate the DSS/DW.

The Contractor must cooperate with the successor DSS/DW Vendor while providing all required turnover services. This will include meeting with the successor and devising work schedules that are agreeable to both DOM and the successor contractor.

When requested by DOM, the Contractor must transfer all source program code on magnetic tape or a medium approved by DOM. The Contractor will be required to supply all magnetic tapes used in the transfer of data and files and will be responsible for all associated shipping charges.

Deliverables must be produced in an organized manner according to reasonable and customary business standards. Deliverables must be turned over to DOM in a form and condition that is satisfactory to DOM and in the time frames specified by DOM. Deliverables include the following:

1. Turnover Plan
2. Detailed organization chart
3. All Medicaid documents
4. Turnover Results Reports

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1.8 Contractor Payment

The total amount payable by DOM to the Contractor under this contract shall be limited to the following:

1.8.1 Initial Takeover Price

The Contractor shall be paid an initial takeover price of no more than the actual takeover costs up to the amount specified in the Contractor's proposal set forth in Appendix A. The incumbent Contractor is not eligible for receipt of this payment, except for actual expenses incurred to support an increase in required services as specified in this RFP and approved by DOM. The payment schedule will be determined within 30 days of the contract signing and based on milestones and deliverables.

Currently DOM owns the DSS hardware that is nearing its end of life. The bid price should include as a separate line item, a pricing option for the provision of new hardware by the Contractor. DOM may at its discretion choose to exercise the option to purchase new hardware. If DOM chooses to operate on the existing hardware, Performance Measures will be adjusted accordingly.

The specification for the existing equipment is located in Appendix C.

1.8.2 Operations Price

Beginning on the program operations start date, the Contractor will be paid on a monthly basis in accordance with the Contractor's bid price proposal set forth in Appendix A.

Contractors shall submit as a component of the business proposal, a schedule of deliverables with associated payments and due dates. This payment schedule will be finalized during contract negotiations. Contractor should be aware that the deliverable-based payments for this project will be made only upon State acceptance of the prescribed deliverables.

Contractor must also include a rate schedule listing the hourly rate for all roles that are proposed for the project. These rates will be used as the definitive rates for change. All expenses associated with change orders are subject to DOM pre-approval and will be negotiated at the time of the change order.

Travel costs, such as lodging, per diem or related expenses must be included in the proposed implementation and operations costs as necessary. All travel performed in conjunction with performing the responsibilities of this contract shall not include any profit for the Contractor.

1.8.3 Turnover Price

No specific or lump-sum payment shall be made by DOM for Turnover Phase services. Payment for such services shall be encompassed in the Operations Phase.

The Contractor shall submit an estimate of the number, type, and salary of personnel to operate the equipment and other functions of the DSS/DW. The estimate shall be separated by type of activity of the personnel.

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2 AUTHORITY

This RFP is issued under the authority of Title XIX of the Social Security Act as amended, implementing regulations issued under the authority thereof and under the provisions of the Mississippi Code of 1972 as amended. All prospective contractors are charged with presumptive knowledge of all requirements of the cited authorities. The submission of a valid executed proposal by any prospective contractor shall constitute admission of such knowledge on the part of each prospective contractor. Any proposal submitted by any prospective contractor which fails to meet any published requirement of the cited authorities may, at the option of DOM, be rejected without further consideration.

Medicaid is a program of medical assistance for the needy administered by the states using state appropriated funds and federal matching funds within the provisions of Title XIX and Title XXI of the Social Security Act as amended.

In addition, Section 1902 (a) (30) (A) of the Social Security Act requires that State Medicaid Agencies provide methods and procedures to safeguard against unnecessary utilization of care and services and to assure “efficiency, economy and quality of care.”

2.1 ORGANIZATIONS ELIGIBLE TO SUBMIT PROPOSALS

To be eligible to submit a proposal, an Offeror must provide documentation for each requirement as specified below:

1. The Offeror has not been sanctioned by a state or federal government within the last 10 years.
2. The Offeror must have experience in contractual services providing the type of services described in this RFP.
3. The Offeror must be able to provide each required component and deliverable as detailed in the Scope of Work.

2.2 PROCUREMENT APPROACH

The major steps of the procurement approach are described in detail in Section 3 of this RFP. Proposals must be submitted in two parts: Technical Proposal and Business Proposal. The format and content are each specified in Sections 5 and 6 of this RFP.

2.3 ACCURACY OF DATA

All information provided by DOM in relation to this RFP represents the best and most accurate information available to DOM from DOM records at the time of the RFP preparation. DOM, however, disclaims any responsibility for the inaccuracy of such data and should any element of such data later be discovered to be inaccurate, such inaccuracy shall not constitute a basis for Contract rejection by any Offeror. Neither shall such inaccuracy constitute a basis for renegotiation of any payment rate after Contract award.

2.4 ELECTRONIC AVAILABILITY

The materials listed below are on the Internet for informational purposes only. This electronic access is a supplement to the procurement process and is not an alternative to official requirements outlined in this RFP.

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This RFP and RFP Questions and Answers (following official written release) will be posted on the bids/proposals page of the DOM web site www.medicaid.ms.gov/bids.aspx.

Information concerning services covered by Mississippi Medicaid and a description of the DOM organization and functions can also be found on the bids/proposals page of the DOM web site.

DOM's website is <http://www.medicaid.ms.gov> and contains Annual Reports, Provider Manuals, Bulletins and other information.

The DOM Annual Report Summary provides information on beneficiary enrollment, program funding and expenditures broken down by types of services covered in the Mississippi Medicaid program for the respective fiscal years.

State financial information is available at <http://merlin.state.ms.us> under the Public Access query section.

The State of Mississippi portal is <http://www.mississippi.gov>

Regulations of the State Personnel Board/Personal Services Contract Review Board can be found at <http://www.mspb.ms.gov>.

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3 PROCUREMENT

3.1 APPROACH

It is the intent of the procurement process to ensure the fair and equitable treatment of all persons and bidders. The procurement process provides for the evaluation of proposals and selection of the winning proposal in accordance with federal law and regulations and state law and regulations, specifically, by appropriate provisions of the State Personal Service Contract Review Board Regulations which are available for inspection at 301 N. Lamar St., Jackson, Mississippi or on the web at www.mspb.ms.gov.

Separate technical and business proposals must be submitted simultaneously but will be opened at different stages of the evaluation process. Technical Proposals will be thoroughly evaluated in order to determine point scores for each evaluation factor. The evaluation and selection process is described in more detail in Section 7 of this RFP.

Submission of a proposal constitutes acceptance of the conditions governing the procurement, including the evaluation factors contained in Section 7 of this RFP, and constitutes acknowledgment of the detailed descriptions of the Mississippi Medicaid Program.

No public disclosure or news release pertaining to this procurement shall be made without prior written approval of DOM. FAILURE TO COMPLY WITH THIS PROVISION MAY RESULT IN THE OFFEROR BEING DISQUALIFIED.

3.2 QUALIFICATION OF OFFERORS

Each corporation shall report its corporate charter number in its transmittal letter or, if appropriate, have attached to its transmittal letter a signed statement to the effect that said corporation is exempt from the above described, and set forth the particular reason(s) for exemption. All corporations shall be in full compliance with all Mississippi laws regarding incorporation or formation and doing business in Mississippi and shall be in compliance with the laws of the state in which they are incorporated, formed, or organized.

DOM may make such investigations as necessary to determine the ability and commitment of the Offeror to adhere to the requirements specified within this RFP and its proposal, and the Offeror shall furnish to DOM all such information and data for this purpose as may be requested. DOM reserves the right to inspect Offeror's physical facilities prior to award to satisfy questions regarding the Offeror's capability to fulfill the requirements of the contract. DOM reserves the absolute right to reject any proposal if the evidence submitted by, or investigations of, such Offeror fail to satisfy DOM that such Offeror is properly qualified to carry out the obligations of the contract and to complete the work or furnish the items contemplated.

The State reserves the right to reject any and all proposals, to request and evaluate "best and final offers" from some or all of the respondents, to negotiate with the best proposed offer to address issues other than those described in the proposal, to award a contract to other than the low Offeror, or not to make any award if it is determined to be in the best interest of the State.

Discussions may be conducted with offerors who submit proposals determined to be reasonably susceptible of being selected for award. Proposals may also be accepted without such discussions.

3.3 RULES OF PROCUREMENT

To facilitate the DOM procurement, various rules have been established and are described in the following paragraphs.

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3.3.1 Restrictions on Communications with DOM Staff

From the issue date of this RFP until a Contractor is selected and the contract is signed, Offerors and/or their representatives are not allowed to communicate with any DOM staff regarding this procurement except the RFP Issuing Officer, Melanie Wakeland.

For violation of this provision, DOM shall reserve the right to reject any proposal.

3.3.2 Amendments

DOM reserves the right to amend the RFP at any time prior to the date for proposal submission. All amendments will be posted to the DOM website at <http://www.medicaid.ms.gov>. After April 29, 2011, Offerors submitting proposals will be notified when amendments are released.

Bidders shall acknowledge receipt of any amendment to the solicitation by signing and returning the amendment with the bid, by identifying the amendment number and date by letter. The acknowledgment must be received by DOM by the time and at the place specified for receipt of bids.

3.3.3 Cost of Preparing Proposal

Costs of developing the proposals are solely the responsibility of the Offerors. DOM will provide no reimbursement for such costs. Any costs associated with any oral presentations to DOM will be the responsibility of the Offeror and will in no way be billable to DOM. If site visits are made, DOM's cost for such visits will be the responsibility of DOM and the Offeror's cost will be the responsibility of the Offeror and will in no way be billable to DOM.

3.3.4 Certification of Independent Price Determination

The Offeror certifies that the prices submitted in response to the solicitation have been arrived at independently and without any consultation, communication, or agreement with any other bidder or competitor.

3.3.5 Acceptance of Proposals

After receipt of the proposals, DOM reserves the right to award the contract based on the terms, conditions, and premises of the RFP and the proposal of the selected Contractor without negotiation.

All proposals properly submitted will be accepted by DOM. However, DOM reserves the right to request necessary amendments from all Offerors, reject any or all proposals received, or cancel this RFP, according to the best interest of DOM.

DOM also reserves the right to waive minor irregularities in bids providing such action is in the best interest of DOM.

Where DOM may waive minor irregularities as determined by DOM, such waiver shall in no way modify the RFP requirements or excuse the Offeror from full compliance with the RFP specifications and other contract requirements if the Offeror is awarded the contract.

DOM reserves the right to exclude any and all non-responsive proposals from any consideration for contract award. DOM will award a firm fixed price contract to the Offeror whose offer is responsive to the solicitation and is most advantageous to DOM in price, quality, and other factors considered. DOM reserves the right to make the award to an Offeror other than the Offeror bidding the lowest price when it can be demonstrated to the satisfaction of DOM, the

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Governor, the State Personal Service Contract Review Board, and to CMS, if necessary, that award to the low Offeror would not be in the best interest of DOM and the State of Mississippi.

3.3.6 Rejection of Proposals

A proposal may be rejected for failure to conform to the rules or the requirements contained in this RFP. Proposals must be responsive to all requirements of the RFP in order to be considered for contract award. DOM reserves the right at any time to cancel the RFP, or after the proposals are received to reject any of the submitted proposals determined to be non-responsive. DOM further reserves the right to reject any and all proposals received by reason of this request. Reasons for rejecting a proposal include, but are not limited to

1. The proposal contains unauthorized amendments to the requirements of the RFP.
2. The proposal is conditional.
3. The proposal is incomplete or contains irregularities that make the proposal indefinite or ambiguous.
4. An authorized representative of the party does not sign the proposal.
5. The proposal contains false or misleading statements or references.
6. The Offeror is determined to be non-responsible as specified in Section 3-401 of the Personal Services Contract Review Board Regulations.
7. The proposal ultimately fails to meet the announced requirements of the State in some material aspect.
8. The proposal price is clearly unreasonable.
9. The proposal is not responsive, i.e., does not conform in all material respects to the RFP.
10. The supply or service item offered in the proposal is unacceptable by reason of its failure to meet the requirements of the specifications or permissible alternates or other acceptability criteria set forth in the RFP.
11. The Offeror does not comply with the Procedures for Delivery of Proposal as set forth in the RFP.
12. The Offeror currently owes the State money.

3.3.7 Alternate Proposals

Each Offeror, its subsidiaries, affiliates or related entities shall be limited to one proposal which is responsive to the requirements of this RFP. Failure to submit a responsive proposal will result in the rejection of the Offeror's proposal. Submission of more than one proposal by an Offeror will result in the summary rejection of all proposals submitted

3.3.8 Proposal Amendments and Withdrawal

Prior to the proposal due date, a submitted proposal may be withdrawn by submitting a written request for its withdrawal to DOM, signed by the Offeror.

An Offeror may submit an amended proposal before the due date for receipt of proposals. Such amended proposal must be a complete replacement for a previously submitted proposal and must be clearly identified as such in the Transmittal Letter. DOM will not merge, collate, or assemble proposal materials.

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Unless requested by DOM, no other amendments, revisions, or alterations to proposals will be accepted after the proposal due date.

Any submitted proposal shall remain a valid proposal for 180 days from the proposal due date.

3.3.9 Disposition of Proposals

The proposal submitted by the successful Offeror shall be incorporated into and become part of the resulting contract. All proposals received by DOM shall upon receipt become and remain the property of DOM. DOM will have the right to use all concepts contained in any proposal and this right will not affect the solicitation or rejection of the proposal.

3.3.10 Responsible Contractor

DOM shall contract only with a responsible contractor who possesses the ability to perform successfully under the terms and conditions of the proposed procurement and implementation. In letting the contract, consideration shall be given to such matters as Contractor's integrity, performance history, financial and technical resources, and accessibility to other necessary resources.

3.3.11 Oral Presentations

Oral presentations are part of the technical proposal evaluation. If desired by DOM, Offerors whose technical proposals score a minimum of 70% (490 points) of the total technical score will be given the opportunity to make an oral presentation. The purpose of the oral presentation is to provide an opportunity for the Offeror to present its proposal, product demonstration and credentials of proposed staff; and to respond to any questions from DOM. The original proposal cannot be supplemented, changed or corrected either in writing or orally.

The determination to hold oral presentations is strictly at the discretion of DOM and may be cancelled if deemed unnecessary. The presentations will occur at a State office location in Jackson, MS. The determination of participants, location, order, and schedule for the presentations is at the sole discretion of DOM and will be provided during the Evaluation process. The presentation may include slides, graphics and other media selected by the Offeror to illustrate the Offeror's Proposal.

The Offeror's presentation team shall include, at a minimum, the proposed Project Manager, Medical Director and other key management staff necessary to implement the contract requirements. However, DOM reserves the right to limit the number of participants in the Offeror's presentation. Questions and answers will be recorded and transcribed. DOM reserves the right to limit the time period for the presentation.

3.3.12 Best and Final Offers

The Executive Director of DOM may make a written determination that it is in the State's best interest to conduct additional discussions or change the State's requirements and require submission of best and final offers. The Procurement Officer shall establish a date and time for the submission of best and final offers. Otherwise, no discussion of or changes in the bids shall be allowed prior to award. Offerors shall also be informed that if they do not submit a notice of withdrawal or another best and final offer, their immediate previous offer will be construed as their best and final offer.

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3.4 STATE APPROVAL

Approval from the State Personal Services Contract Review Board must be received before contract signing. Every effort will be made by DOM to facilitate rapid approval and an early start date.

3.5 AWARD NOTICE

The notice of intended contract award shall be sent by carriers that require signature upon receipt, by fax with voice confirmation, or by email with reply confirmation to the winning Offeror.

Consistent with existing state law, no Offeror shall infer or be construed to have any rights or interest to a contract with DOM until final approval is received from all necessary entities and until both the Offeror and DOM have executed a valid contract.

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4 TERMS AND CONDITIONS

4.1 GENERAL

The contract between the State of Mississippi and the Contractor shall consist of 1) the contract and any amendments thereto; 2) this request for proposals (RFP) and any amendments thereto; 3) the Contractor's proposal submitted in response to the RFP by reference and as an integral part of this contract; 4) written questions and answers. In the event of a conflict in language among the four documents referenced above, the provisions and requirements set forth and/or referenced in the contract and its amendments shall govern. In the event that an issue is addressed in one document that is not addressed in another document, no conflict in language shall be deemed to occur.

However, DOM reserves the right to clarify any contractual relationship in writing, and such written clarification shall govern in case of conflict or ambiguity with the applicable requirements stated in the RFP or the Contractor's proposal. In all other matters not affected by the written clarification, if any, the RFP and its amendments shall govern.

The contract shall be governed by the applicable provisions of the Personal Service Contract Review Board Regulations, a copy of which is available for inspection at 301 North Lamar Street, Jackson, Mississippi, or on the web at www.mspsb.ms.gov.

No modification or change of any provision in the contract shall be made, or construed to have been made, unless such modification or change is mutually agreed upon in writing by the Contractor and DOM. The agreed upon modification or change will be incorporated as a written contract amendment and processed through DOM for approval prior to the effective date of such modification or change. In some instances, the contract amendment must be approved by CMS before the change becomes effective.

The only representatives authorized to modify this contract on behalf of DOM and the Contractor are shown below:

Contractor: Person(s) designated by the Contractor

Division of Medicaid: Executive Director

4.2 PERFORMANCE STANDARDS, ACTUAL DAMAGES, LIQUIDATED DAMAGES, AND RETAINAGE

DOM reserves the right to assess actual or liquidated damages, upon the Contractor's failure to provide timely services required pursuant to this contract. Actual or liquidated damages for failure to meet specific performance standards as set forth in the scope of work may be assessed as specifically set forth in each performance standard. The Contractor shall be given 15 days notice to respond before DOM makes the assessment. The assessments will be offset against the subsequent monthly payments to the Contractor. Assessment of any actual or liquidated damages does not waive any other remedies available to DOM pursuant to this contract or state or federal law. If liquidated damages are known to be insufficient then DOM has the right to pursue actual damages.

If the Contractor's failure to perform satisfactorily exposes DOM to the likelihood of contracting with another person or entity to perform services required of the Contractor under this contract, upon notice setting forth the services and retainage, DOM may withhold from the Contractor payments in an amount commensurate with the costs anticipated to be incurred. If costs are incurred, DOM shall account to the Contractor and return any excess to the Contractor. If the

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retainage is not sufficient, the Contractor shall immediately reimburse DOM the difference or DOM may offset from any payments due the Contractor. The Contractor will cooperate fully with the retained Contractor and provide any assistance it needs to implement the terms of its agreement for services for retainage.

4.3 TERM OF CONTRACT

DOM will award a Contract based on proposals. The Contract period begins the day the contract is executed by both parties. The Contract operational period begins July 1, 2011, and shall terminate on June 30, 2014. DOM may have, under the same terms and conditions as the existing contract, an option for two one-year extensions, provided DOM obtains approval from the Personal Services Contract Review Board to allow an extension period.

4.3.1 Stop Work Order

1. Order to Stop Work - DOM Contract Administrator may, by written order to the Contractor at any time and without notice to any surety, require the Contractor to stop all or any part of the work called for by this contract. This order shall be for a specified period not exceeding ninety (90) days after the order is delivered to the Contractor, unless the parties agree to an extension. Any such order shall be identified specifically as a stop work order issued pursuant to this clause. Upon receipt of such an order, the Contractor shall forthwith comply with its terms and take all reasonable steps to minimize the occurrence of costs allowable to the work covered by the order during the period of work stoppage. Before the stop work order expires, or within an extension to which the parties shall have agreed, the Contract Administrator shall either
 - a. Cancel the stop work order; or
 - b. Terminate the work covered by such order as provided in the "Termination for Default Clause" or the "Termination for Convenience Clause" of this contract.
2. Cancellation or Expiration of the Order - If a stop work order issued under this clause is canceled at any time during the period specified in the order, or if the period of the order or any extension thereof expires, the Contractor shall have the right to resume work. An appropriate adjustment shall be made in the delivery schedule or Contractor price, or both, and the contract shall be modified in writing accordingly, only if
 - a. The stop work order or extension results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - b. The Contractor asserts a claim for such an adjustment within 30 days after the end of the stop work order or extension.
3. Termination of Work - If a stop work order or extension is not canceled and the work covered by such stop work order or extension is terminated for default or convenience, adjustment to the contract price will be negotiated between DOM and the Contractor.

4.3.2 Termination of Contract

The Contract resulting from this RFP may be terminated by DOM as follows:

1. For default by the Contractor
2. For convenience
3. For the Contractor's bankruptcy, insolvency, receivership, liquidation

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4. For non-availability of funds

At DOM's option, termination for any reason listed herein may also be considered termination for convenience.

4.3.2.1 Termination for Default by the Contractor

DOM may immediately terminate this contract in whole or in part whenever DOM determines that the Contractor has failed to satisfactorily perform its contractual duties and responsibilities and is unable to resolve such failure within a period of time specified by DOM, after considering the gravity and nature of the default. Such termination shall be referred to herein as "Termination for Default."

Upon determination by DOM of any such failure to satisfactorily perform its contractual duties and responsibilities, DOM may notify the Contractor of the failure and establish a reasonable time period in which to resolve such failure. If the Contractor does not resolve the failure within the specified time period, DOM will notify the Contractor that the contract in full or in part has been terminated for default. Such notices shall be in writing and delivered to the Contractor by certified mail, return receipt requested, or in person.

If, after Notice of Termination for default, it is determined that the Contractor was not in default or that the Contractor's failure to perform or make progress in performance was due to causes beyond the control and without error or negligence on the part of the Contractor or any subcontractor, the Notice of Termination shall be deemed to have been issued as a termination for the convenience of DOM, and the rights and obligations of the parties shall be governed accordingly.

In the event of Termination for Default, in full or in part as provided by this clause, DOM may procure, upon such terms and in such manner as DOM may deem appropriate, supplies or services similar to those terminated, and the Contractor shall be liable to DOM for any excess costs for such similar supplies or services for the remainder of the contract period. In addition, the Contractor shall be liable to DOM for administrative costs incurred by DOM in procuring such similar supplies or services.

In the event of a termination for default, the Contractor shall be paid for those deliverables which the Contractor has delivered to DOM. Payments for completed deliverables delivered to and accepted by DOM shall be at the contract price.

The rights and remedies of DOM provided in this clause shall not be exclusive and are in addition to any other rights and remedies provided by law or under the contract.

4.3.2.2 Termination for Convenience

DOM may terminate performance of work under the contract in whole or in part whenever for any reason DOM shall determine that such termination is in the best interest of DOM.

In the event that DOM elects to terminate the contract pursuant to this provision, it shall notify the Contractor by certified mail, return receipt requested, or delivered in person. Termination shall be effective as of the close of business on the date specified in the notice, which shall be at least 30 days from the date of receipt of the notice by the Contractor.

Upon receipt of Notice of Termination for convenience, the Contractor shall be paid the following:

- The contract price(s) for completed deliverables delivered to and accepted by DOM;
- A price commensurate with the actual cost of performance for partially completed

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deliverables.

4.3.2.3 Termination for the Contractor Bankruptcy

In the event that the Contractor shall cease conducting business in the normal course, become insolvent, make a general assignment for the benefit of creditors, suffer or permit the appointment of a receiver for its business or its assets, or shall avail itself of, or become subject to, any proceeding under the Federal Bankruptcy Act or any other statute of any state relating to insolvency or the protection of the rights of creditors, DOM may, at its option, terminate this contract in whole or in part.

In the event DOM elects to terminate the contract under this provision, it shall do so by sending Notice of Termination to the Contractor by certified mail, return receipt requested, or delivered in person. The date of termination shall be the close of business on the date specified in such notice to the Contractor. In the event of the filing of a petition in bankruptcy by or against a principal subcontractor, the Contractor shall immediately so advise DOM.

The Contractor shall ensure and shall satisfactorily demonstrate to DOM that all tasks related to the subcontract are performed in accordance with the terms of this contract

4.3.2.4 Availability of Funds

It is expressly understood and agreed that the obligation of DOM to proceed under this agreement is conditioned upon the appropriation of funds by the Mississippi State Legislature and the receipt of state and/or federal funds. If the funds anticipated for the continuing fulfillment of the agreement are, at any time, not forthcoming or insufficient, either through the failure of the federal government to provide or the State of Mississippi to appropriate funds, or the discontinuance, or material alteration of the program under which the funds were provided or if funds are not otherwise available to the State, the State shall have the right upon 10 working days written notice to the Contractor, to terminate this agreement without damage, penalty, cost, or expense to the State of any kind whatsoever. The effective date of termination shall be as specified in the notice of termination.

4.3.3 Procedure on Termination

4.3.3.1 Contractor Responsibilities

Upon delivery by certified mail, return receipt requested, or in person to the Contractor a Notice of Termination specifying the nature of the termination, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective, the Contractor shall:

Stop work under the contract on the date and to the extent specified in the Notice of Termination;

Place no further orders or subcontracts for materials, services or facilities, except as may be necessary for completion of such portion of the work in progress under the contract until the effective date of termination;

Terminate all orders and subcontracts to the extent that they relate to the performance of work terminated by the Notice of Termination;

Deliver to DOM within the time frame as specified by DOM in the Notice of Termination, copies of all data and documentation in the appropriate media and make available all records required to assure continued delivery of services to beneficiaries and providers at no cost to DOM;

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Complete the performance of the work not terminated by the Notice of Termination;

Take such action as may be necessary, or as DOM may direct, for the protection and preservation of the property related to the contract which is in the possession of the Contractor and in which DOM has or may acquire an interest;

Fully train DOM staff or other individuals at the direction of DOM in the operation and maintenance of the process;

Promptly transfer all information necessary for the reimbursement of any outstanding claims; and

Complete each portion of the Turnover Phase after receipt of the Notice of Termination. The Contractor shall proceed immediately with the performance of the above obligations notwithstanding any allowable delay in determining or adjusting the amount of any item of reimbursable price under this clause.

The Contractor has an absolute duty to cooperate and help with the orderly transition of the duties to DOM or its designated contractor following termination of the contract for any reason.

4.3.3.2 DOM Responsibilities

Except for Termination for Contractor Default, DOM will make payment to the Contractor on termination and at contract price for completed deliverables delivered to and accepted by DOM. The Contractor shall be reimbursed for partially completed deliverables at a price commensurate with actual cost of performance.

In the event of the failure of the Contractor and DOM to agree in whole or in part as to the amounts to be paid to the Contractor in connection with any termination described in this RFP, DOM shall determine on the basis of information available the amount, if any, due to the Contractor by reason of termination and shall pay to the Contractor the amount so determined.

The Contractor shall have the right of appeal, as stated under Disputes (Paragraph 3.9.6) from any such determination made by DOM.

4.3.4 Assignment of the Contract

The Contractor shall not sell, transfer, assign, or otherwise dispose of the contract or any portion thereof or of any right, title, or interest therein without written consent of DOM. Any such purported assignment or transfer shall be void. If approved, any assignee shall be subject to all terms and conditions of this contract. No approval by DOM of any assignment may be deemed to obligate DOM beyond the provisions of this contract. This provision includes reassignment of the contract due to change in ownership of the Contractor. DOM shall at all times be entitled to assign or transfer its rights, duties, and/or obligations under this contract to another governmental agency in the State of Mississippi upon giving prior written notice to the Contractor.

4.3.5 Excusable Delays

The Contractor and DOM shall be excused from performance under this contract for any period that they are prevented from performing any services under this Contract as a result of an act of God, war, civil disturbance, epidemic, court order, government act or omission, or other cause beyond their reasonable control.

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4.3.6 Applicable Law

The contract shall be governed by and construed in accordance with the laws of the State of Mississippi, excluding its conflict of law provisions, and any litigation with respect thereto shall be brought in the courts of the State of Mississippi. The Contractor shall comply with applicable federal, state and local laws and regulations.

4.4 NOTICES

Whenever, under this RFP, one party is required to give notice to the other, except for purposes of Notice of Termination under Section 4.3, such notice shall be deemed given upon delivery, if delivered by hand, or upon the date of receipt or refusal, if sent by registered or certified mail, return receipt requested or by other carriers that require signature upon receipt. Notice may be delivered by facsimile transmission, with original to follow by certified mail, return receipt requested, or by other carriers that require signature upon receipt, and shall be deemed given upon transmission and facsimile confirmation that it has been received. Notices shall be addressed as follows:

In case of notice to the Contractor:

Project Manager
Contractor
Street Address
City, State Zip Code

In case of notice to DOM:

Executive Director
Division of Medicaid
550 High St., Suite 1000
Jackson, Mississippi 39201

Copy to Contract Administrator, DOM

4.5 COST OR PRICING DATA

If DOM determines that any price, including profit or fee, negotiated in connection with this RFP was increased because the Contractor furnished incomplete or inaccurate cost or pricing data not current as certified in the Contractor's certification of current cost or pricing data, then such price or cost shall be reduced accordingly and this RFP shall be modified in writing and acknowledged by the Contractor to reflect such reduction.

4.6 SUBCONTRACTING

The Contractor is solely responsible for fulfillment of the Contract terms with DOM. DOM will make Contract payments only to the Contractor.

The Contractor shall not subcontract any portion of the services to be performed under this Contract without the prior written approval of DOM. The Contractor shall notify DOM not less than thirty (30) days in advance of its desire to subcontract and include a copy of the proposed subcontract with the proposed subcontractor.

Approval of any subcontract shall neither obligate DOM nor the State of Mississippi as a party to that subcontract nor create any right, claim, or interest for the subcontractor against the State of Mississippi or DOM, their agents, their employees, their representatives, or successors.

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Any subcontract shall be in writing and shall contain provisions such that it is consistent with the Contractor's obligations pursuant to this Contract.

The Contractor shall be solely responsible for the performance of any subcontractor under such subcontract approved by DOM.

The Contractor shall give DOM immediate written notice by certified mail, facsimile, or any other carrier that requires signature upon receipt of any action or suit filed and prompt notice of any claim made against the Contractor or Contractor which in the opinion of the Contractor may result in litigation related in any way to the Contract with DOM.

4.7 PROPRIETARY RIGHTS

4.7.1 Ownership of Documents

Where activities supported by this contract produce original writing, sound recordings, pictorial reproductions, drawings, or other graphic representation and works of any similar nature, DOM shall have the right to use, duplicate, and disclose such materials in whole or in part, in any manner, for any purpose whatsoever and to have others do so. If the material is qualified for copyright, the Contractor may copyright such material, with approval of DOM, but DOM shall reserve a royalty-free, non-exclusive, and irrevocable license to reproduce, publish, and use such materials, in whole or in part, and to authorize others to do so.

4.7.2 Ownership of Information and Data

DOM, The Department of Health and Human Services (DHHS), The Centers for Medicare and Medicaid Services (CMS), the State of Mississippi, and/or their agents shall have unlimited rights to use, disclose, or duplicate, for any purpose whatsoever, all information and data developed, derived, documented, or furnished by the Contractor under any contract resulting from this RFP.

The Contractor agrees to grant in its own behalf and on behalf of its agents, employees, representatives, assignees, and contractors to DOM, DHHS, CMS and the State of Mississippi and to their officers, agents, and employees acting in their official capacities a royalty-free, non-exclusive, and irrevocable license throughout the world to publish, reproduce, translate, deliver, and dispose of all such information now covered by copyright of the proposed Contractor.

Excluded from the foregoing provisions in this Section 4.7.2, however, are any pre-existing, proprietary tools owned, developed, or otherwise obtained by Contractor independently of this Contract. Contractor is and shall remain the owner of all rights, title and interest in and to the Proprietary Tools, including all copyright, patent, trademark, trade secret and all other proprietary rights thereto arising under federal and state law, and no license or other right to the Proprietary Tools is granted or otherwise implied. Any right that DOM may have with respect to the Proprietary Tools shall arise only pursuant to a separate written agreement between the parties.

4.7.3 Public Information

Offerors must bind separately those provisions of the proposal which contain trade secrets or other proprietary data which they believe may remain confidential in accordance with Sections 25-61-9 and 79-23-1, et seq. of the Mississippi Code Annotated of 1972, as amended.

4.7.4 Right of Inspection

DOM, the Mississippi Department of Audit, The Department of Health and Human Services (DHHS), The Centers for Medicare and Medicaid Services (CMS), the Office of Inspector General

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(OIG), the General Accounting Office (GAO), or any other auditing agency prior-approved by DOM, or their authorized representative shall, at all reasonable times, have the right to enter onto the Contractor's premises, or such other places where duties under this contract are being performed, to inspect, monitor, or otherwise evaluate (including periodic systems testing) the work being performed. The Contractor must provide access to all facilities and assistance for DOM and Mississippi Audit Department representatives. All inspections and evaluations shall be performed in such a manner as will not unduly delay work. Refusal by the Contractor to allow access to all documents, papers, letters or other materials, shall constitute a breach of contract. All audits performed by persons other than DOM staff will be coordinated through DOM and its staff.

4.7.5 Licenses, Patents and Royalties

DOM does not tolerate the possession or use of unlicensed copies of proprietary software. The Contractor shall be responsible for any penalties or fines imposed as a result of unlicensed or otherwise defectively titled software.

The Contractor, without exception, shall indemnify, save, and hold harmless DOM and its employees from liability of any nature or kind, including cost and expenses for or on account of any copyrighted, patented, or non-patented invention, process, or article manufactured by the Contractor. The Contractor has no liability when such claim is solely and exclusively due to the combination, operation or use of any article supplied hereunder with equipment or data not supplied by the Contractor or is based solely and exclusively upon DOM's alteration of the article. DOM will provide prompt written notification of a claim of copyright or patent infringement.

Further, if such a claim is made or is pending, the Contractor may, at its option and expense, procure for DOM the right to continue use of, replace or modify the article to render it non-infringing. If none of the alternatives is reasonably available, the Contractor agrees to take back the article and refund the total amount DOM has paid the Contractor under this contract for use of the article.

If the Contractor uses any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the proposed prices shall include all royalties or costs arising from the use of such design, device, or materials in any way involved in the work.

4.7.6 Records Retention Requirements

The Contractor shall maintain detailed records evidencing all expenses incurred pursuant to the Contract, the provision of services under the Contract, and complaints, for the purpose of audit and evaluation by DOM and other federal or State personnel. All records, including training records, pertaining to the Contract must be readily retrievable within three (3) workdays for review at the request of DOM and its authorized representatives. All records shall be maintained and available for review by authorized federal and State personnel during the entire term of the Contract and for a period of five (5) years thereafter, unless an audit is in progress. When an audit is in progress or audit findings are unresolved, records shall be kept for a period of five (5) years or until all issues are finally resolved, whichever is later.

4.8 REPRESENTATION REGARDING CONTINGENT FEES

The Contractor represents by executing this contract that it has not retained a person to solicit or secure a State contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee except as disclosed in the contractor's bid or proposal.

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4.9 INTERPRETATIONS/CHANGES/DISPUTES

In the event of a conflict in language among any of the components of the contract, the Contract shall govern. DOM reserves the right to clarify any contractual relationship in writing and such clarification will govern in case of conflict with the requirements of the RFP. Any ambiguity in the RFP shall be construed in favor of DOM.

The contract represents the entire agreement between the Contractor and DOM and it supersedes all prior negotiations, representations, or agreements, either written or oral between the parties hereto relating to the subject matter hereof.

4.9.1 Conformance with Federal and State Regulations

The Contractor shall be required to conform to all federal and state laws, regulations, and policies as they exist or as amended.

In the event that the Contractor requests that the Executive Director of DOM or his/her designee issue policy determinations or operating guidelines required for proper performance of the contract, DOM shall do so in a timely manner. The Contractor shall be entitled to rely upon and act in accordance with such policy determinations and operating guidelines unless the Contractor acts negligently, maliciously, fraudulently, or in bad faith.

4.9.2 Waiver

No covenant, condition, duty, obligation, or undertaking contained in or made a part of this contract will be waived except by the written agreement of the parties, and forbearance or indulgence in any other form or manner by either party in any regard whatsoever shall not constitute a waiver of the covenant, condition, duty, obligation, or undertaking to be kept, performed, or discharged by the party to which the same may apply; and until complete performance or satisfaction of all such covenants, conditions, duties, obligations, and undertakings, the other party shall have the right to invoke any remedy available under law or equity, notwithstanding any such forbearance or indulgence.

4.9.3 Contract Variations

If any provision of the contract (including items incorporated by reference) is declared or found to be illegal, unenforceable, or void, then both DOM and the Contractor shall be relieved of all obligations arising under such provision; if the remainder of the contract is capable of performance, it shall not be affected by such declaration or funding and shall be fully performed.

4.9.4 Headings

The headings used throughout the contract are for convenience only and shall not be resorted to for interpretation of the contract.

4.9.5 Change Orders and/or Amendments

The Executive Director of DOM or designated representative may, at any time, by written order delivered to the Contractor at least thirty (30) days prior to the commencement date of such change, make administrative changes within the general scope of the contract. If any such change causes an increase or decrease in the cost of the performance of any part of the work under the contract an adjustment commensurate with the costs of performance under this contract shall be made in the contract price or delivery schedule or both. Any claim by the Contractor for equitable adjustment under this clause must be asserted in writing to DOM within thirty (30) days from the date of receipt by the Contractor of the notification of change. Failure to

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agree to any adjustment shall be a dispute within the meaning of the Dispute Clause of this Contract. Nothing in this case, however, shall in any manner excuse the Contractor from proceeding diligently with the contract as changed.

If the parties are unable to reach an agreement within thirty (30) days of DOM receipt of the Contractor's cost estimate, the Executive Director of DOM shall make a determination of the revised price, and the Contractor shall proceed with the work according to a schedule approved by DOM subject to the Contractor's right to appeal the Executive Director's determination of the price pursuant to the Disputes Section. Nothing in this clause shall in any manner excuse the Contractor from proceeding diligently with the contract as changed.

The rate of payment for changes or amendments completed per contract year shall be at the rates specified by the Contractor's proposal.

At any time during the term of this contract, DOM may increase the quantity of goods or services purchased under this contract by sending the Contractor a written amendment or modification to that effect which references this contract and is signed by the Executive Director of DOM. The purchase price shall be the lower of the unit cost identified in the Contractor's proposal or the Contractor's then-current, published price. The foregoing shall not apply to services provided to DOM at no charge. The delivery schedule for any items added by exercise of this option shall be set by mutual agreement.

4.9.6 Disputes

Any dispute concerning the contract which is not disposed of by agreement shall be decided by the Executive Director of DOM who shall reduce such decision to writing and mail or otherwise furnish a copy thereof to the Contractor. The decision of the Executive Director shall be final and conclusive unless within thirty (30) days from the date of receipt of such copy, the Contractor mails or otherwise furnishes to the Attorney General a written request to render an interpretation addressed to the Office of the Attorney General, 550 High St., Suite 1200, Jackson, Mississippi 39205. The interpretation of the Attorney General or his duly authorized representative shall be final and conclusive. The Contractor and DOM shall be afforded an opportunity to be heard and to offer evidence in support of their interpretations. Nothing in this paragraph shall be construed to relieve the Contractor of full and diligent performance of the contract.

4.9.7 Cost of Litigation

In the event that DOM deems it necessary to take legal action to enforce any provision of the contract, the Contractor shall bear the cost of such litigation, as assessed by the court, in which DOM prevails. Neither the State of Mississippi nor DOM shall bear any of the Contractor's cost of litigation for any legal actions initiated by the Contractor against DOM regarding the provisions of the contract. Legal action shall include administrative proceedings.

4.9.8 Attorney Fees

The Contractor agrees to pay reasonable attorney fees incurred by the State and DOM in enforcing this agreement or otherwise reasonably related thereto.

4.10 INDEMNIFICATION

The Contractor agrees to indemnify, defend, save, and hold harmless DOM, the State of Mississippi, their officers, agents, employees, representatives, assignees, and contractors from any and all claims and losses accruing or resulting to any and all the Contractor employees, agents, subcontractors, laborers, and any other person, association, partnership, entity, or corporation furnishing or supplying work, services, materials, or supplies in connection with

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performance of this contract, and from any and all claims and losses accruing or resulting to any such person, association, partnership, entity, or corporation who may be injured, damaged, or suffer any loss by the Contractor in the performance of the contract.

The Contractor agrees to indemnify, defend, save, and hold harmless DOM, the State of Mississippi, their officers, agents, employees, representatives, assignees, and contractors against any and all liability, loss, damage, costs or expenses which DOM may sustain, incur or be required to pay: 1.) by reason of any person suffering personal injury, death or property loss or damage of any kind either while participating with or receiving services from the Contractor under this contract, or while on premises owned, leased, or operated by the Contractor or while being transported to or from said premises in any vehicle owned, operated, leased, chartered, or otherwise contracted for or in the control of the Contractor or any officer, agent, or employee thereof; or 2.) by reason of the Contractor or its employee, agent, or person within its scope of authority of this contract causing injury to, or damage to the person or property of a person including but not limited to DOM or the Contractor, their employees or agents, during any time when the Contractor or any officer, agent, employee thereof has undertaken or is furnishing the services called for under this contract.

The Contractor agrees to indemnify, defend, save, and hold harmless DOM, the State of Mississippi, their officers, agents, employees, representatives, assignees, and contractors against any and all liability, loss, damages, costs or expenses which DOM or the State may incur, sustain or be required to pay by reason of the Contractor, its employees, agents or assigns: 1.) failing to honor copyright, patent or licensing rights to software, programs or technology of any kind in providing services to DOM, or 2.) breaching in any manner the confidentiality required pursuant to federal and state law and regulations.

The Contractor agrees to indemnify, defend, save, and hold harmless DOM, the State of Mississippi, their officers, agents, employees, representatives, assignees, and contractors from all claims, demands, liabilities, and suits of any nature whatsoever arising out of the contract because of any breach of the contract by the Contractor, its agents or employees, including but not limited to any occurrence of omission or commission or negligence of the Contractor, its agents or employees.

If in the reasonable judgment of DOM a default by the Contractor is not so substantial as to require termination and reasonable efforts to induce the Contractor to cure the default are unsuccessful and the default is capable of being cured by DOM or by another resource without unduly interfering with the continued performance of the Contractor, DOM may provide or procure such services as are reasonably necessary to correct the default. In such event, the Contractor shall reimburse DOM for the reasonable cost of those services. DOM may deduct the cost of those services from the Contractor's monthly administrative invoices. The Contractor shall cooperate with DOM or those procured resources in allowing access to facilities, equipment, data or any other Contractor resources to which access is required to correct the default. The Contractor shall remain liable for ensuring that all operational performance standards remain satisfied.

4.10.1 No Limitation of Liability

Nothing in this contract shall be interpreted as excluding or limiting any liability of the Contractor for harm caused by the intentional or reckless conduct of the Contractor, or for damages incurred in the negligent performance of duties by the Contractor, or for the delivery by the Contractor of products that are defective, or for breach of contract or any other duty by the Contractor. Nothing in the contract shall be interpreted as waiving the liability of the Contractor for consequential, special, indirect, incidental, punitive or exemplary loss, damage, or expense related to the Contractor's conduct or performance under this contract.

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4.11 STATUS OF THE CONTRACTOR

4.11.1 Independent Contractor

It is expressly agreed that the Contractor is an independent Contractor performing professional services for DOM and is not an officer or employee of the State of Mississippi or DOM. It is further expressly agreed that the contract shall not be construed as a partnership or joint venture between the Contractor and DOM.

The Contractor shall be solely responsible for all applicable taxes, insurance, licensing and other costs of doing business. Should the Contractor default on these or other responsibilities jeopardizing the Contractor's ability to perform services effectively, DOM, in its sole discretion, may terminate this contract.

The Contractor shall not purport to bind DOM, its officers or employees nor the State of Mississippi to any obligation not expressly authorized herein unless DOM has expressly given the Contractor the authority to do so in writing.

The Contractor shall give DOM immediate notice in writing of any action or suit filed, or of any claim made by any party which might reasonably be expected to result in litigation related in any manner to this contract or which may impact the Contractor's ability to perform.

No other agreements of any kind may be made by the Contractor with any other party for furnishing any information or data accumulated by the Contractor under this contract or used in the operation of this program without the written approval of DOM. Specifically, DOM reserves the right to review any data released from reports, histories, or data files created pursuant to this Contract.

In no way shall the Contractor represent itself directly or by inference as a representative of the State of Mississippi or the Division of Medicaid except within the confines of its role as a contractor for the Division of Medicaid. DOM's approval must be received in all instances in which the Contractor distributes publications, presents seminars, presents workshops, or performs any other outreach.

The Contractor shall not use DOM's name or refer to the contract directly or indirectly in any advertisement, news release, professional trade or business presentation without prior written approval from DOM.

4.11.2 Employment of DOM Employees

The Contractor shall not knowingly engage on a full-time, part-time, or other basis during the period of the contract, any professional or technical personnel who are or have been at any time during the period of the contract in the employ of DOM, without the written consent of DOM. Further, the Contractor shall not knowingly engage in this project, on a full-time, part-time, or other basis during the period of the contract, any former employee of DOM who has not been separated from DOM for at least one year, without the written consent of DOM.

The Contractor shall give priority consideration to hiring interested and qualified adversely affected State employees at such times as requested by DOM to the extent permitted by this contract or state law.

4.11.3 Conflict of Interest

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No official or employee of DOM and no other public official of the State of Mississippi or the Federal Government who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of the project shall, prior to the completion of the project, voluntarily acquire any personal interest, direct or indirect, in the contract or proposed contract. A violation of this provision shall constitute grounds for termination of this contract. In addition, such violation will be reported to the State Ethics Commission, Attorney General, and appropriate federal law enforcement officers for review.

The Contractor covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of its services hereunder. The Contractor further covenants that in the performance of the contract no person having any such known interests shall be employed including subsidiaries or entities that could be misconstrued as having a joint relationship, and to employment by the Contractor of immediate family members of Medicaid providers.

4.11.4 Personnel Practices

All employees of the Contractor involved in the Medicaid function will be paid as any other employee of the Contractor who works in another area of their organization in a similar position. The Contractor shall develop any and all methods to encourage longevity in Contractor's staff assigned to this contract.

Employees of the Contractor shall receive all benefits afforded to other similarly situated employees of the Contractor.

The Contractor must agree to sign the Drug Free Workplace Certificate (Exhibit 1).

4.11.5 No Property Rights

No property rights inure to the Contractor except for compensation for work that has already been performed.

4.12 EMPLOYMENT PRACTICES

The Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, gender, national origin, age, marital status, political affiliations, or disability. The Contractor must act affirmatively to ensure that employees, as well as applicants for employment, are treated without discrimination because of their race, color, religion, gender, national origin, age, marital status, political affiliation, or disability.

Such action shall include, but is not limited to the following: employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment notices setting forth the provisions of this clause.

The Contractor shall, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, marital status, political affiliation, or disability, except where it relates to a bona fide occupational qualification or requirement.

The Contractor shall comply with the non-discrimination clause contained in Federal Executive Order 11246, as amended by Federal Executive Order 11375, relative to Equal Employment Opportunity for all persons without regard to race, color, religion, sex, or national origin, and the implementing rules and regulations prescribed by the Secretary of Labor and with Title 41, Code

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of Federal Regulations, Chapter 60. The Contractor shall comply with related state laws and regulations, if any.

The Contractor shall comply with the Civil Rights Act of 1964, and any amendments thereto, and the rules and regulations thereunder, and Section 504 of Title V of the Rehabilitation Act of 1973, as amended, and the Mississippi Human Rights Act of 1977.

If DOM finds that the Contractor is not in compliance with any of these requirements at any time during the term of this contract, DOM reserves the right to terminate this contract or take such other steps as it deems appropriate, in its sole discretion, considering the interests and welfare of the State.

4.13 RISK MANAGEMENT

The Contractor may insure any portion of the risk under the provision of the contract based upon the Contractor's ability (size and financial reserves included) to survive a series of adverse experiences, including withholding of payment by DOM, or imposition of penalties by DOM.

On or before beginning performance under this Contract, the Contractor shall obtain from an insurance company, duly authorized to do business and doing business in Mississippi, insurance as follows:

4.13.1 Workers' Compensation

The Contractor shall take out and maintain, during the life of this contract, workers' compensation insurance for all employees employed at the project in Mississippi. Such insurance shall fully comply with the Mississippi Workers' Compensation Law. In case any class of employees engaged in hazardous work under this contract at the site of the project is not protected under the Workers' Compensation Statute, the Contractor shall provide adequate insurance satisfactory for protection of his or her employees not otherwise protected.

4.13.2 Liability

The Contractor shall ensure that professional staff and other decision making staff shall be required to carry professional liability insurance in an amount commensurate with the professional responsibilities and liabilities under the terms of this RFP.

The Contractor shall obtain, pay for and keep in force during the contract period general liability insurance against bodily injury or death in an amount commensurate with the responsibilities and liabilities under the terms of this RFP; and insurance against property damage and fire insurance including contents coverage for all records maintained pursuant to this contract in an amount commensurate with the responsibilities and liabilities under the terms of this RFP. The Contractor shall furnish to DOM certificates evidencing such insurance is in effect on the first working day following contract signing.

4.14 CONFIDENTIALITY OF INFORMATION

4.14.1 Confidentiality of Beneficiary Information

All information as to personal facts and circumstances concerning Medicaid beneficiaries obtained by the Contractor shall be treated as privileged communications, shall be held confidential, and shall not be divulged without the written consent of DOM and the written consent of the enrolled beneficiary, his attorney, or his responsible parent or guardian, except as may be required by DOM.

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The use or disclosure of information concerning beneficiaries shall be limited to purposes directly connected with the administration of the contract.

All of the Contractor officers and employees performing any work for or on the contract shall be instructed in writing of this confidentiality requirement and required to sign such a document upon employment and annually thereafter.

The Contractor shall notify DOM promptly of any unauthorized possession, use, knowledge or attempt thereof, of DOM's data files or other confidential information. The Contractor shall promptly furnish DOM full details of the attempted unauthorized possession, use or knowledge, and assist in investigating or preventing the recurrence thereof.

4.14.2 Confidentiality of Proposals and Contract Terms

After award of the contract, all Offeror's proposals, including those terms bid in the Business Proposal, are subject to disclosure under the State's Access to Public Records Act and the Federal Freedom of Information Act. Information specified by an Offeror as proprietary information shall be available for disclosure as provided by State statute.

In the event that either party to this agreement receives notice that a third party requests divulgence of confidential or otherwise protected information and/or has served upon it a subpoena or other validly issued administrative or judicial process ordering divulgence of confidential or otherwise protected information, that party shall promptly inform the other party and thereafter respond in conformity with such subpoena to the extent mandated by State law. This provision shall survive termination or completion of this agreement. The parties agree that this provision is subject to and superseded by Miss. Code Ann. Section 25-61-1, et seq. regarding Public Access to Public Records.

4.15 THE CONTRACTOR COMPLIANCE ISSUES

The Contractor agrees that all work performed as part of this contract will comply fully with administrative and other requirements established by federal and state laws, regulations and guidelines, and assumes responsibility for full compliance with all such laws, regulations and guidelines, and agrees to fully reimburse DOM for any loss of funds, resources, overpayments, duplicate payments or incorrect payments resulting from noncompliance by the Contractor, its staff, or agents, as revealed in any audit.

4.15.1 Federal, State, and Local Taxes

Unless otherwise provided herein, the contract price shall include all applicable federal, state, and local taxes.

The Contractor shall pay all taxes lawfully imposed upon it with respect to this contract or any product delivered in accordance herewith. DOM makes no representation whatsoever as to exemption from liability to any tax imposed by any governmental entity on the Contractor.

4.15.2 License Requirements

The Contractor shall have, or obtain, any license/permits that are required prior to and during the performance of work under this contract.

4.15.3 HIPAA Compliance

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The Contractor must ensure that all work supports the HIPAA Security Rules and sign a HIPAA Business Associate Agreement.

4.15.4 Site Rules and Regulations

The Contractor shall use its best efforts to ensure that its employees and agents, while on DOM premises, shall comply with site rules and regulations.

4.15.5 Environmental Protection

The Contractor shall be in compliance with all applicable standards, orders or requirements issued under Section 306 of the Clean Air Act (45 USC 1857 [h]), Section 508 of the Clean Water Act (33 USC 1368), Executive Order 11738, and Environmental Protection Agency regulation (40 CFR Part 15) which prohibit the use under non-exempt federal contracts, grants, or loans of facilities included on the EPA list of Violating Facilities. The Contractor shall report violations to the applicable grantor federal agency and the U. S. EPA Assistant Administrator for Enforcement.

4.15.6 Lobbying

The Contractor certifies, to the best of its knowledge and belief, that no federal appropriated funds have been paid or will be paid, by or on behalf of the Contractor to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, member of Congress, an officer or employee of Congress or an employee of a member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the Contractor shall complete and submit "Disclosure Form to Report Lobbying," in accordance with its instructions.

This certification is a material representation of fact upon which reliance is placed when entering into this contract. Submission of this certification is a prerequisite for making or entering into this contract imposed under Title 31, Section 1352, U.S. Code. Failure to file the required certification shall be subject to civil penalties for such failure.

The Contractor shall abide by lobbying laws of the State of Mississippi.

4.15.7 Bribes, Gratuities and Kickbacks Prohibited

The receipt or solicitation of bribes, gratuities and kickbacks is strictly prohibited.

No elected or appointed officer or other employee of the Federal Government or of the State of Mississippi shall benefit financially or materially from this contract. No individual employed by the State of Mississippi shall be permitted any share or part of this contract or any benefit that might arise there from.

The Contractor represents that it has not violated, is not violating, and promises that it will not violate the prohibitions against gratuities set forth in Section 7-204 (Gratuities) of the Mississippi Personal Service Contract Procurement Regulations.

4.15.8 Small and Minority Businesses

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DOM encourages the employment of small business and minority business enterprises. Therefore, the Contractor shall report, separately, the involvement in this contract of small businesses and businesses owned by minorities and women. Such information shall be reported on an invoice annually on the contract anniversary and shall specify the actual dollars contracted to-date with such businesses, actual dollars expended to date with such businesses, and the total dollars planned to be contracted for with such businesses on this contract.

4.15.9 Suspension and Debarment

The Contractor certifies that it is not suspended or debarred under federal law and regulations or any other state's laws and regulations.

4.15.10 Compliance with the Mississippi Employment Protection Act

The Contractor represents and warrants that it will ensure its compliance with the Mississippi Employment Protection Act (Senate Bill 2988 from the 2008 Regular Legislative Session) and will register and participate in the status verification system for all newly hired employees. The term "employee" as used herein means any person that is hired to perform work within the State of Mississippi. As used herein, "status verification system" means the Illegal Immigration Reform and Immigration Responsibility Act of 1996 that is operated by the United States Department of Homeland Security, also known as the E-Verify Program, or any other successor electronic verification system replacing the E-Verify Program. Contractor agrees to maintain records of such compliance and, upon request of the State, to provide a copy of each such verification to the State. Contractor further represents and warrants that any person assigned to perform services hereunder meets the employment eligibility requirements of all immigration laws of the State of Mississippi. Contractor understands and agrees that any breach of these warranties may subject Contractor to the following: (a) Termination of this Agreement and ineligibility for any state or public contract in Mississippi for up to three (3) years with notice of such cancellation/termination being made public, or (b) The loss of any license, permit, certification or other document granted to Contractor by an agency, department or governmental entity for the right to do business in Mississippi for up to one (1) year, or (c) Both.

In the event of such termination/cancellation, Contractor would also be liable for any additional costs incurred by the State due to contract cancellation or loss of license or permit.

The Contractor certifies that it is not suspended or debarred under federal law and regulations or any other state's laws and regulations.

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5 TECHNICAL PROPOSAL

5.1 INTRODUCTION

All proposals must be typewritten on standard 8 ½ x 11 paper (larger paper is permissible for charts, spreadsheets, etc.) with tabs delineating each section. One copy of the proposal must be submitted in electronic form using Microsoft Word or Adobe Acrobat (.PDF) format.

The Technical Proposal must include the following sections:

1. Transmittal Letter
2. Executive Summary
3. Corporate Background and Experience
4. Project Organization and Staffing
5. Methodology
6. Project Management and Control
7. Work Plan and Schedule

Items to be included under each of these headings are identified in the paragraphs below. Each section within the Technical Proposal should include all items listed in the paragraphs below. The evaluation of proposals will be done on a section-by-section basis. A format that easily follows the requirements and order of the RFP should be used.

Any proposal that does not adhere to these requirements may be deemed non-responsive and rejected on that basis.

5.2 TRANSMITTAL LETTER

The Transmittal Letter shall be in the form of a standard business letter on letterhead of the proposing company and shall be signed by an individual authorized to legally bind the Offeror. It shall be included in each Technical Proposal. The letter should identify all material and enclosures being submitted in response to the RFP. The transmittal letter shall include

1. A statement indicating that the Offeror is a corporation or other legal entity;
2. A statement confirming that the Contractor is registered to do business in Mississippi and providing their corporate charter number to work in Mississippi, if applicable;
3. A statement that the Contractor agrees that any lost or reduced federal matching money resulting from unacceptable performance of a contractor task or responsibility, as defined in this RFP, shall be accompanied by reductions in state payments to the Contractor;
4. A statement identifying the Offeror's Federal tax identification number;
5. A statement that no attempt has been made or will be made by the Offeror to induce any other person or firm to submit or not to submit a proposal;
6. A statement that the Contractor has not violated, is not violating, and promises that it will not violate the prohibition against gratuities set forth in Section 7-204 of the Mississippi Personal Service Contract Procurement Regulations.
7. A statement of Affirmative Action, that the Offeror does not discriminate in its employment practices with regard to race, color, religion, age (except as provided by law), sex, marital status, political affiliation, national origin, or disability;

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8. A statement that no cost or pricing information has been included in this letter or any other part of the technical proposal;
9. A statement identifying by number and date all amendments to this RFP issued by DOM which have been received by the Offeror. Also, include a signed copy of each RFP amendment with your technical proposal. If no amendments have been received, a statement to that effect should be included;
10. A statement that the Offeror has read, understands and agrees to all provisions of this RFP without reservation;
11. Certification that the Offeror's offer will be firm and binding for 180 days from the proposal due date;
12. A statement naming any outside firms responsible for writing the proposal;
13. A statement agreeing that the Contractor and all subcontractors will sign the Drug Free Workplace Certificate (Exhibit 1);
14. A statement that the Offeror has included the signed DHHS Certification Regarding Debarment, Suspension, and Other Responsibility Matters for Primary Covered Transactions (Exhibit 2) with the Transmittal letter;
15. All proposals submitted by corporations must contain certifications by the secretary or other appropriate corporate official other than the corporate official signing the corporate proposal that the corporate official signing the corporate proposal has the full authority to obligate and bind the corporation to the terms, conditions, and provisions of the proposal; and,
16. All proposals submitted must include a statement that the bidder presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services under this contract, and it shall not employ, in the performance of this contract, any person having such interest.
17. If the proposal deviates from the detailed specifications and requirements of the RFP, the transmittal letter must identify and explain these deviations. DOM reserves the right to reject any proposal containing such deviations or to require modifications before acceptance.

5.3 EXECUTIVE SUMMARY

The Executive Summary shall condense and highlight the contents of the Technical Proposal in such a way as to provide a broad understanding of the entire proposal. The Executive Summary shall include a summary of the proposed technical approach, the staffing structure, and the task schedule, including a brief overview of

1. Proposed work plan
2. Staff organizational structure
3. Key personnel
4. A brief discussion of the Offeror's understanding of the Mississippi environment and the Medicaid program requirements.

Also, Offerors may designate those provisions of the proposal which contain trade secrets or other proprietary data which they believe may remain confidential in accordance with Section 25-61-9 and 79-23-1 of the Mississippi Code.

The Executive Summary should be no more than four single-spaced typed pages in length.

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5.4 CORPORATE BACKGROUND AND EXPERIENCE

The Corporate Background and Experience Section shall include for the Offeror details of the background of the company, its size and resources, details of corporate experience relevant to the proposed contract, financial statements, and a list of all current or recent Medicaid or related projects. The time frame to be covered should begin, at a minimum, in January 2005 through present date.

5.4.1 Corporate Background

The details of the background of the corporation, its size, and resources, shall cover

1. date established
2. location of the principal place of business
3. location of the place of performance of the proposed contract
4. ownership (e.g.: public company, partnership, subsidiary)
5. average number of employees over the last three years
6. number of personnel currently engaged in project operations
7. computer resources
8. performance history and reputation
9. current products and services
10. professional accreditations pertinent to the services provided by this RFP

5.4.2 Financial Statements

Financial statements for the contracting entity shall be provided for each of the last five (5) years, including at a minimum

1. statement of income
2. balance sheet
3. statement of changes in financial position during the last five (5) years
4. statement of cash flow
5. auditors' reports
6. notes to financial statements
7. summary of significant accounting policies

The State reserves the right to request any additional information to assure itself of an Offeror's financial status.

5.4.3 Corporate Experience

The corporate experience section must present the details of the Offeror's experience with the type of service to be provided by this RFP and Medicaid experience. A minimum of one corporate reference is required for each type of experience. DOM will check references at its option. Each reference must include the client's name and address and the current telephone number of the client's responsible project administrator or of a senior official of the client who is familiar with the Offeror's performance and who may be contacted by DOM during the evaluation

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process. DOM reserves the right to contact officials of the client other than those indicated by the Offeror. Overlapping responsibilities on the same client's contract should be depicted so that they are easily recognized.

The Offeror must provide for each experience:

1. customer name;
2. customer references (including phone numbers);
3. description of the work performed;
4. time period of contract;
5. staff months expended;
6. personnel requirements;
7. publicly funded contract cost; and
8. any contractual termination within the past five (5) years.

5.5 PROJECT ORGANIZATION AND STAFFING

The Project Organization and Staffing section shall include project team organization, charts of proposed personnel and positions, estimates of the staff-hours by major task(s) to be provided by proposed positions, and if known, résumés of all management and key professional personnel as required in this RFP.

5.5.1 Organization

The organization charts shall show

1. Organization and staffing during each phase as described in the RFP; and
2. Full-time, part-time and temporary status of all employees.

5.5.2 Staff References

Offerors must submit three references for each proposed key staff member. Each reference must include the name of the contact person, current address, telephone number and date and description of the service provided. Current DOM staff shall not be submitted for any reference for the above requirements.

5.5.3 Résumés

Offerors must submit résumés of all proposed key staff persons - Project Manager, and other key management staff. Experience narratives shall be attached to the résumés describing specific experience with the type service to be provided by this RFP, a Medicaid program, and professional credentials, including any degrees, licenses and recent and relevant continuing education.

The résumés of proposed personnel shall include:

1. experience with Offeror;
2. experience in working with Medicaid program;
3. experience in the type of services to be provided by this RFP;

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4. relevant education and training, including college degrees, dates of completion, and institution name and address; and
5. names, positions, and phone numbers of a minimum of three persons who can give information on the individual's experience and competence.

The résumés of proposed managers shall include:

1. experience in managing large-scale contractual services projects;
2. other management experience; and
3. supervisory experience including details and number of people supervised.

If project management responsibilities will be assigned to more than one individual during the project (i.e., management may be changed following implementation), résumés must be provided for all persons concerned.

Each project referenced in a résumé should include the customer name, the time period of the project, and the time period the person performed, as well as a brief description of the project and the person's responsibilities.

5.5.4 Responsibilities

This section should discuss the anticipated roles of personnel during all phases of the contract. All proposed key technical team leaders, including definitions of their responsibilities during each phase of the contract, should be included.

5.5.5 Backup Personnel Plan

If additional staff is required to perform the functions of the contract, the Contractor should outline specifically its plans and resources for adapting to these situations. The Contractor should also address plans to ensure the longevity of staff in order to allow for effective DOM support.

5.6 METHODOLOGY

The Methodology Section should describe the Contractor's approach to providing the services described in the scope of work, Section 1, of the RFP. This section should contain a comprehensive description of the proposed work plan. The narrative descriptions within this section must include the following:

1. The description shall encompass the requirements of this RFP as outlined in Scope of Work.
2. The proposal must describe the methodology to be followed in sufficient detail to demonstrate the Offeror's direction and understanding of this RFP.
3. The proposal must include a high-level project plan for the project. This project plan must be at the level of major tasks and milestones and be submitted in Microsoft Project or comparable tool.
4. The proposal must summarize how State of Mississippi agency staff will be used as resources in this project. It is the State's desire that agency staff be advised of all aspects of the engagement.
5. The proposal should include information about past performance results and a plan for evaluating the proposed project.

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5.7 PROJECT MANAGEMENT AND CONTROL

The Project Management and Control Section shall include details of the methodology to be used in management and control of the project, project activities, and progress reports. This section will also supervise correction of problems. Specific explanation must be provided if solutions vary from one phase to another. This section covers:

1. Project management approach;
2. Project control approach;
3. Manpower and time estimating methods;
4. Sign-off procedures for completion of all deliverables and major activities;
5. Management of performance standards, milestones and/or deliverables;
6. Assessment of project risks and approach to managing them;
7. Anticipated problem areas and the approach to management of these areas, including loss of key personnel, loss of technical personnel;
8. Internal quality control monitoring;
9. Approach to problem identification and resolution;
10. Project status reporting, including examples of types of reports; and
11. Approach to DOM's interaction with contract management staff.

5.8 WORK PLAN AND SCHEDULE

The Work Plan and Schedule must include a detailed work plan broken down by tasks and subtasks and a schedule for the performance of each task included in each phase of the contract. The schedule should allow fifteen (15) working days for DOM approval of each submission or re-submission of each deliverable. The work plan to be proposed should include all responsibilities, milestones, and deliverables outlined previously in this RFP. This section shall cover:

1. Any assumptions or constraints identified by the Offeror, both in developing the work plan and in completing the work plan.
2. Person-weeks of effort for each task or subtask, showing Contractor personnel and DOM personnel efforts separately.
3. A network diagram, showing the planned start and end dates for all tasks and subtasks, indicating the interrelationships of all tasks and subtasks, and identifying the critical path.
4. A Gantt chart, showing the planned start and end dates of all tasks and subtasks.
5. A discussion of how the work plan provides for handling of potential and actual problems.
6. A schedule for all deliverables providing a minimum of five (5) days review time by DOM.

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6 BUSINESS/COST PROPOSAL

6.1 GENERAL

All Offerors must certify in the transmittal letter that their offer shall be binding upon the Offeror for a period of 180 days following the proposal due date. Pricing will be considered as a separate criteria of the overall bid package.

Offerors must propose a firm fixed price for each of the requirements contained on the pricing schedule (Appendix A).

6.2 BID MODIFICATION IN THE EVENT OF A FEDERAL AND/OR STATE LAW, REGULATION OR POLICY

In the event any change occurs in federal law, federal regulations, state law, state regulations, state policies, or state Medicaid plan coverage, and DOM determines that these changes impact materially on proposal pricing, DOM reserves the right to require the Offerors to amend their proposals. The failure of an Offeror to negotiate these required changes will exclude such Offeror from further consideration for contract award. All proposals shall be based upon the provisions of federal and state laws and regulations and DOM's approved Medicaid State Plan coverage in effect on the issuance date of this RFP, unless this RFP is amended in writing to include changes prior to the closing date for receipt of proposals.

6.3 PROPOSAL CONTENT

The Business Proposal shall include only the following:

1. A detailed worksheet by line item of all costs as it pertains to the Contractor Responsibilities and Deliverables as found in Section 1.0 of the RFP.
2. Each pricing schedule must be signed and dated by an authorized corporate official.
3. All proposals submitted by corporations must contain certification by the secretary or other appropriate corporate official, other than the signer of the corporate proposal, that the corporate official signing the corporate proposal has the authority to obligate and bind the corporation to the terms, conditions and provisions of the proposal.

Proposals received that do not include the above items will be rejected. Proposals that contain any material other than the above will be rejected.

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7 PROPOSAL EVALUATION

7.1 GENERAL

An Evaluation Committee comprised of DOM staff will be established to judge the merits of eligible proposals. The committee will be appointed by the Executive Director of the Division of Medicaid and will include members who have extensive experience in the Medicaid program. The committee will be responsible for the evaluation of the technical and business proposals.

7.2 EVALUATION OF PROPOSALS

A standard evaluation form will be utilized by the evaluation committee to ensure consistency in evaluation criteria.

A maximum of 1,000 points will be available for each proposal which shall be comprised of a technical and a business proposal. The points awarded per phase by the evaluation committee will be totaled to determine the points awarded per proposal.

Evaluation of eligible proposals will be conducted in five phases. The Procurement Officer will complete Phase One, the technical proposal evaluation committee will complete Phase Two, and the business proposal evaluation committee will complete Phase Three. In Phase Four, the Procurement Officer will compile the results of the technical and business evaluations and make a recommendation to the Executive Director of Medicaid based on the results of the evaluation. The fifth phase is the award decision of the Executive Director.

At its option, the State may request an interview from Contractors in a competitive range in the evaluation. Contractors must be prepared to meet with DOM staff within five (5) days of notification. All costs associated with the interview will be the responsibility of the Contractor.

7.2.1 Phase 1 - Evaluation of Bidders' Response to RFP

In this phase, the Procurement Officer reviews each proposal to determine if each proposal is sufficiently responsive. Each proposal will be evaluated to determine if it is complete and whether it complies with the instructions to bidders in the RFP. Each proposal that is incomplete will be declared non-responsive and may be rejected with no further evaluation.

The Procurement Officer will determine if an incomplete proposal is sufficiently responsive to continue to Phase Two.

7.2.2 Phase 2 - Evaluation of Technical Proposal

Only those proposals which meet the requirements in Phase One will be considered in Phase Two.

Any technical proposal that is incomplete or in which there are significant inconsistencies or inaccuracies will be rejected by the Division of Medicaid. The Division of Medicaid reserves the right to waive minor variances or reject any or all proposals. In addition, the Division of Medicaid reserves the right to request clarifications or enter into discussions with all Offerors.

The evaluation committee will review the bidder's response to each requirement in order to determine if the bidder sufficiently addresses all of the requirements and that the bidder has developed a specific approach to meeting each requirement.

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Maximum number of points that may be awarded for the technical evaluation:

Maximum Points per Section

1. Corporate Background and Experience	140
2. Organization and Staffing	70
3. Methodology	280
4. Project Management and Control	70
5. Work Plan and Schedule	<u>140</u>
Total Points	700

Proposals must score a minimum of 70% (490 points) of the total score in order to proceed to the Business/Cost phase of the evaluation. Proposals receiving less than 70% will not be considered for the Business/Cost evaluation or contract award.

Technical proposal evaluations may be adjusted based on information gathered during the oral presentations.

7.2.2.1 Executive Summary

The Evaluation Committee will review the Executive Summary to determine if it provides all information required in Section 5.3 of this RFP and is five pages or less in length.

7.2.2.2 Corporate Background and Experience

The Evaluation Committee will evaluate the experience, performance on similar contracts, resources, and qualifications of the Offeror to provide the services required by the RFP. The evaluation criteria will address:

1. Experience of Offeror in providing the requested services.
2. Corporate experience providing similar services.
3. Amount and level of resources proposed by the Offeror.
4. Specific qualifications that evidence the Offeror's ability to provide the services requested.
5. Current financial position and cash flow of the Offeror and evidence that the Offeror has a history of financial solvency.
6. Any contract terminations or non-renewals within the past five years.

7.2.2.3 Methodology

The Evaluation Committee will evaluate the approach and process offered to provide services as required by this RFP. In addition to the information required in Section 1.0 of this RFP, the evaluation criteria will address at a minimum the following (if applicable):

1. Processes and requirements for completion of the project.
2. Data management plan, including hardware, software, communications links, and data needs and proposed coordination plan.
3. Processes for maintaining confidentiality of protected health information.
4. Processes for development and submission of required deliverables.

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5. Scope of services provided through partnerships or subcontractors.
6. Relevant experience that indicates your organizational qualifications for the performance of the potential contract.
7. Quality Assurance processes.

7.2.2.4 Organization and Staffing

The Evaluation Committee will review this section of the Offeror's proposal to determine if the proposed organizational structure and staffing level are sufficient to accomplish the requirements of the RFP. The committee will review the organizational chart(s), time lines, the job descriptions including job qualifications, the resumes of staff and their qualifications for the positions they will hold, and the relationship of their past experience to their proposed responsibilities under this contract. The committee will evaluate the explanation of the Offeror regarding the relationship between the Offeror and the Project Manager to determine if they will have sufficient autonomy to make management decisions to improve the Offeror's delivery of services to DOM.

7.2.2.5 Project Management and Control

The evaluation committee will evaluate the Offeror's proposal to determine if all of the elements required by Section 5.7 of the RFP are addressed. Specifically, the committee will evaluate

1. the Offeror's approach to the management of the project and ability to keep the project on target and to ensure that the requested services are provided;
2. the Offeror's control of the project to ensure that all requests are being met and that the Offeror is able to identify and resolve problems which occur;
3. the Offeror's methods for estimating and documenting personnel hours spent by staff on project activities to be sure they are sound and fair;
4. the Offeror's plans to comply with the reporting requirements of the contract, including the provision of status reports to DOM, and whether the reports are appropriate and sufficient to keep DOM informed of all aspects of the implementation and operation of the project; and
5. the Offeror's understand of the importance of interacting with DOM management staff and presenting a plan to do so appropriately.

7.2.2.6 Work Plan and Schedule

The committee will review and evaluate the work plan and schedule to determine if all tasks are included and if, for each task, a timeline and an identification of staff responsible for the task's accomplishment are indicated. The work plan must provide a logical sequence of tasks and a sufficient amount of time for their accomplishment.

7.2.3 Phase 3 - Evaluation of Business/Cost Proposal

Only those proposals that satisfactorily completed Phase 2 will be considered for Phase 3. DOM reserves the right to waive minor variances or reject any or all proposals.

Any bid price determined by DOM to be unrealistically or unreasonably low may not be considered acceptable, as such a proposal has a high probability of not being accomplished for the cost proposed. The Offeror may be required to produce additional documentation to authenticate the proposal price.

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The maximum 300 points will be assigned to the lowest and best acceptable proposal. All other proposals will be assigned points based on the following formula:

$$\frac{X}{Y} * 300 = Z$$

X = lowest bid price

Y = Offeror's bid price

Z = assigned points

7.3 SELECTION

After the evaluation committee has completed the evaluation of the proposals, a summary report including all evaluations will be submitted to the Executive Director of DOM. The Executive Director will make the final decision regarding the winning proposal.

7.4 AWARD NOTICE

The notice of intended contract award shall be sent by mail, email or fax to all Offerors.

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Appendix A - Budget Summary

Section 1.8 and Section 6.0 address submission of the Budget Summary. Failure to follow the submittal instructions will immediately disqualify the Offeror.

MEDICAID DECISION SUPPORT SYSTEM AND DATA WAREHOUSE (DSS/DW) RFP #20110318				
Budget Summary for Takeover and Operation of the current DSS/DW. Offeror should include as separate line items the price of replacement hardware, software and implementation costs.				
Contract Phase	FY 2012 (07/2011-06/2012)	FY 2013 (07/2012-06/2013)	FY 2014 (07/2013-06/2014)	Total
Takeover				
Operation				
Hardware/Software Purchase and Implementation				
Total:				
I certify that I am legally obligating the above named Offeror to the conditions of this contract.				
Signature:			Date:	
Printed Name:			Title:	

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Appendix B – Performance Standards

	Description	Metric/Measure	Target	Bidders Response Yes/No/ Acknowledge
1a	Data Reconciliation and Quality to Source Systems – The DSS/DW Contractor will operate the DSS/DW in accordance with the established guidelines as approved by DOM. The DSS/DW system database will remain current with the MMIS. Data reconciliation and validation must occur between the DSS/DW and the following source systems: MMIS, MEDS/MEDSX, and POS.	(RX053 Net Total Claims – RX140 Total Paid Amount) – RX141 Total Paid Amount	\$0.00	
1b	License and Hardware – The DSS/DW Contractor must supply the license and hardware to be able to support the State defined number of employees.	Yes/No (Nominal)	100%	
2	MSIS - The DSS/DW Contractor will produce CMS 2082 In Federal and State hardcopy format for the verification and DOM use and in federal Medicaid Statistical Information System (MSIS) in electronic format for submission to CMS. The reports must be available online in a timely and accurate manner. Documentation, tracking ability, history, and an audit trail must also be available.	(Total Reports Run as Scheduled/Total Reports)*100	100%	
3a	Reporting – The following reports must be produced in a timely and accurate manner: MARS, SURS, FADS, and other reports requested by DOM. Ad hoc reports must be produced in 48 hours unless otherwise agreed to by DOM. Current reports and history must be available online.	(Total Reports Run on Time/Total Reports Requested)*100	100%	
3b	Reporting - The DSS/DW must produce monthly MARS reports by Wednesday of the week following the last payment cycle of the previous month in media as prescribed.	(Total Reports Run as Scheduled/Total Reports)*100	100%	
3c	Reporting –The DSS/DW Contractor must maintain the most accurate and current data for producing the State and Federally mandated reports. The DSS/DW Contractor must review all control reports to verify the accuracy and consistency within and between reports. The DSS/DW Contractor must balance reports as necessary to verify accuracy of the reports.	Yes/No (Nominal)	100%	
3d	Reporting - The DSS/DW Contractor must report information to assist management in fiscal planning and control.	(Total Reports Run/Total Reports Requested)*100	100%	
4	CSRs – CSRs, SOUs and associated documentation must be completed by the agreed upon dates.	(CSRs Completed in a Timely Manner/Total CSRs)	95%	

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		*100		
5a	System Availability - The DSS/DW must consist of a single data warehouse from which all the data management tools must be run to produce Federal and State mandated reports.	Total system unavailable time < 3.65 hours	99.5%	
5b	System Availability – All of the records inside the DSS/DW must be date stamped.	(# Date Stamped Records/Total Records) *100	100%	
6	Documentation - The DSS/DW Contractor will maintain comprehensive record documentation to include, but not limited, to report number, report name field, data source; and to enable data to be cross-walked. The DSS/DW Contractor will maintain the integrity of data element sources used by the subsystem and integrate the necessary data elements to produce MARS reports and analyses.	(Document Updates Completed on Time/Total Document Updates Due) *100	100%	
7	Security - The DSS/DW Contractor will tie security to classes and update user profiles according to user needs as specified by DOM. Security to the various databases and data elements inside the databases and data warehouse will be on a need to know bases, rather than by title or position of the DO staff.	Yes/No (Nominal)	100%	
8	Training - Training must be provided to DOM staff in the following areas: Query tools, MARS, SURS, FADS, and report writing.	(Training Classes Delivered Within 10 days of Request/Total Number of Training Requests)	100%	
9	Staffing - The DSS/DW Contractor must maintain specified staffing levels and fill vacancies within 30 calendar days. Staff shall not be filled with employees who are acting in a temporary capacity while maintain responsibilities for another position, unless agreed to by DOM. The DSS/DW Contractor must keep DOM informed of all staffing changes in a timely manner, including new hires, terminations, and promotions.	Yes/No (Nominal)	100%	
10	Corrective Action Plans (CAPs) - The DSS/DW Contractor must comply with all CAP requirements and timeframes. If approved, the CAP must be implemented within the timeframe outlined in the CAP. DOM and the DSS/DW Contractor may mutually agree to change any of the dates referenced within the performance measure.	(Number of CAPs submitted within ten work days in the reporting month/Total number of CAPs IN THE REPORTING MONTH) *100	100%	

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Appendix C – Milestones

Tasks below are shown as a percentage of Line 1, Column 1 of Appendix A – Budget Summary. This schedule will be the basis for payments during the Operation of the DSS/DW.

#	Milestones	Percentage of price	Price
1	Operation of the DSS/DW in accordance with requirements of RFP	30%	
2	Produce required MSIS reports	10%	
3	MARS and DW reporting	20%	
4	CSR's	5%	
5	System Availability	10%	
6	Documentation	3%	
7	Security	5%	
8	Training	5%	
9	Staffing	8%	
10	Corrective Action Plans	4%	

Post total Line 1 in column labeled DDI to Schedule A, Line 1.

AN AUTHORIZED CORPORATE OFFICIAL OF THE VENDOR MUST SIGN THIS FORM.
THE OFFICIAL'S TITLE AND THE DATE THIS FORM WAS SIGNED MUST BE ENTERED.

Signature of Corporate Official

Title

Date

**Medicaid Decision Support System and Data Warehouse (DSS/DW)
RFP# 20110318**

Office of the Governor – Division of Medicaid

EXHIBIT 1

DHHS CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS:

GRANTEES OTHER THAN INDIVIDUALS

Instructions for Certification

By signing and/or submitting this application or grant agreement, the grantee is providing the certification set out below.

1) This certification is required by regulations implementing the Drug-Free Act of 1988, 45 CFR Part 76, Subpart F. The regulations, published in the May 25, 1990, Federal Register, require certification by grantees that they will maintain a drug-free workplace. The certification set out below is a material representation of fact upon which reliance will be placed when the Department of Health and Human Services (HHS) determines to award the grant. If it is later determined that the grantee knowingly rendered a false certification, or otherwise violates the requirements of the Drug-Free Workplace Act, HHS, in addition to any other remedies available to the Federal Government, may take action authorized under the Drug-Free Workplace Act.

2) Workplaces under grants, for grantees other than individuals, need not be identified on the certification. If known, they may be identified in the grant application. If the grantee does not identify the workplaces at the time of application, or upon award, if there is no application, the grantee must keep the identity of the workplace(s) on file in its office and make the information available for Federal inspection. Failure to identify all known workplaces constitutes a violation of the grantee's drug-free workplace requirements.

3) Workplace identifications must include the actual address of buildings (or parts of buildings) or other sites where work under the grant takes place. Categorical descriptions may be used (e.g., all vehicles of a mass transit authority or State highway department while in operation, State employees in each local unemployment office, performers in concert halls or radio studios).

4) If the workplace identified to DOM changes during the performance of the grant, the grantee shall inform DOM of the change(s), if it previously identified the workplaces in question (see above).

5) Definitions of terms in the Nonprocurement Suspension and Debarment common rule and Drug-Free Workplace common rule apply to this certification. Grantees' attention is called, in particular, to the following definitions from these rules:

"Controlled substance" means a controlled substance in Schedules I through V of the Controlled Substances Act (21 U.S.C. 812) and as further defined by regulation (21 CFR 1308.11 through 1308.15);

"Conviction" means a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes;

"Criminal drug statute" means a Federal or non-Federal criminal statute involving the manufacture, distribution, dispensing, use, or possession of any controlled substance;

"Employee" means the employee of a grantee directly engaged in the performance of work under a grant, including (i) all direct charge employees; (ii) all indirect charge employees unless their impact or involvement is insignificant to the performance of the grant; and (iii) temporary personnel and consultants who are directly engaged in the performance of work under the grant and who are on the grantee's payroll. This definition does not include workers not on the payroll of the grantee (e.g., volunteers, even if used to meet a matching requirement; consultants or independent contractors not on the grantee's payroll; or employees of subrecipients or subcontractors in covered workplaces).

The grantee certifies that it will or will continue to provide a drug-free workplace by

a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or

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use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;

b) Establishing an ongoing drug-free awareness program to inform employees about

1) The dangers of drug abuse in the workplace; 2) the grantee's policy of maintaining a drug-free workplace; 3) any available drug counseling, rehabilitation, and employee assistance programs; and 4) the penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;

c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);

d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will

1) Abide by the terms of the statement; and 2) notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;

e) Notifying DOM in writing, within ten calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

f) Taking one of the following actions, within 30 calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted:

1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or 2) requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;

g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).

The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant (use attachments if needed):

Place of Performance (street address, city, county, state, zip code)

Check if there are workplaces on file that are not identified here.

---->NOTE: Sections 76.630(c) and (d)(2) and 76.635(a)(1) and (b) provide that a Federal agency may designate a central receipt point for STATE-WIDE AND STATE AGENCY-WIDE certifications, and for notification of criminal drug convictions. For HHS, the central receipt point is Division of Grants Management and Oversight, Office of Management and Acquisition, HHS, Room 517-D, 200 Independence Ave, S.W., Washington, D.C. 20201

Signature

Date

Title

Organization

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EXHIBIT 2

DHHS Certification Regarding Debarment, Suspension, and Other Responsibility Matters
Primary Covered Transactions
45 CFR Part 76, Appendix A

(1) The prospective primary participant certifies to the best of its knowledge and belief that it and its principals:

- a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;
- b. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- c. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
- d. Have not within a three-year period preceding this proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

(2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

_____	_____
Signature	Date
_____	_____
Title	Organization

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Exhibit 3 – HIPAA Business Associate Agreement

Business Associate Agreement

This Business Associate Agreement (“Agreement”) is entered into between Mississippi Division of Medicaid, a State Agency (“DOM”) and Contractor, a corporation qualified to do business in Mississippi (“Business Associate”).

I. RECITALS

- a. DOM is a State Agency that acts both as an employer and as a health plan for public benefit with a principal place of business at 550 High Street, Suite 1000, Jackson, MS 39201.
- b. Business Associate is a corporation qualified to do business in Mississippi that will act to perform **(type of service)** for DOM with a principal place of business at **(contractor address)**.
- c. DOM, as a Covered Entity defined herein under the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) is required to enter into this Agreement to obtain satisfactory assurances that Business Associate, a Business Associate under HIPAA, will appropriately safeguard all Protected Health Information (“PHI”) as defined herein, disclosed, created or received by Business Associate on behalf of, DOM.
- d. DOM desires to engage Business Associate to perform certain functions for, or on behalf of, DOM involving the disclosure of PHI by DOM to Business Associate, or the creation or use of PHI by Business Associate on behalf of DOM, and Business Associate desires to perform such functions, as set forth in the contracts or agreements which involve the exchange of information, and wholly incorporated herein.
- e. The terms used in this Agreement shall have the same meaning as those terms in the Privacy Rule.

In consideration of the mutual promises below and the exchange of information pursuant to this agreement and in order to comply with all legal requirements for the protection of this information, the parties therefore agree as follows:

II. OBLIGATIONS AND ACTIVITIES OF BUSINESS ASSOCIATE

- a. Business Associate agrees to not use or disclose Protected Health Information other than as permitted or required by this Agreement or as Required by Law.
- b. Business Associate agrees to use appropriate safeguards to prevent use or disclosure of the Protected Health Information other than as provided for by this Agreement.
- c. Business Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a use or disclosure of Protected Health Information by Business Associate in violation of the requirements of this Agreement.
- d. Business Associate agrees to report to DOM any use or disclosure of the Protected Health Information not provided for by this Agreement of which it becomes aware.
- e. Business Associate agrees to ensure that any agent, including a subcontractor, to whom it provides Protected Health Information received from, or created or received by Business Associate on behalf of DOM agrees to the same restrictions and conditions that apply through this Agreement to Business Associate with respect to such information.
- f. Business Associate agrees to provide access, at the request of DOM, and in the time and manner determined by DOM, to Protected Health Information in a Designated Record Set, to DOM or, as directed by DOM, to an Individual in order to meet the requirements under 45 CFR § 164.524.

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- g. Business Associate agrees to make any amendment(s) to Protected Health Information in a Designated Record Set that DOM directs or agrees to pursuant to 45 CFR § 164.526 at the request of DOM or an Individual.
- h. Business Associate agrees to make internal practices, books, and records, including policies and procedures and Protected Health Information, relating to the use and disclosure of Protected Health Information received from, or created or received by Business Associate on behalf of, and available to DOM, or to the Secretary of the Department of Health and Human Service, in a time and manner designated by the Secretary, for purposes of the Secretary determining DOM's compliance with the Privacy Rule.
- i. Business Associate agrees to document such disclosures of Protected Health Information and information related to such disclosures as would be required for DOM to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with 45 CFR § 164.528.
- j. Business Associate agrees to provide to DOM or an Individual, an accounting of disclosures of Protected Health Information in accordance with 45 CFR § 164.528.

III. PERMITTED USES AND DISCLOSURES BY BUSINESS ASSOCIATE

General Use and Disclosure Provisions

Refer to underlying agreements and contracts:

Except as otherwise limited in this Agreement, Business Associate may use or disclose Protected Health Information to perform functions, activities, or services for, or on behalf of, DOM as specified in the service agreements and contracts, provided that such use or disclosure would not violate the Privacy Rule if done by DOM or the minimum necessary policies and procedures of DOM.

IV. OBLIGATIONS OF DOM

- a. **Provisions for DOM to Inform Business Associate of Privacy Practices and Restrictions**
 - i. DOM shall notify Business Associate of any limitation(s), as set forth in the Notice of Privacy Practices attached hereto as Exhibit "A" and wholly incorporated herein, in accordance with 45 CFR § 164.520, to the extent that such limitation may affect Business Associate's use or disclosure of Protected Health Information.
 - ii. DOM shall notify Business Associate of any changes in, or revocation of, permission by Individual to use or disclose Protected Health Information, to the extent that such changes may affect Business Associate's use or disclosure of Protected Health Information.
 - iii. DOM shall notify Business Associate of any restriction to the use or disclosure of Protected Health Information that DOM has agreed to in accordance with 45 CFR § 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of Protected Health Information.
- b. **Permissible Requests by DOM**

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DOM shall not request Business Associate to use or disclose Protected Health Information in any manner that would not be permissible under the Privacy Rule if done by DOM.

V. TERM AND TERMINATION

- a. Term. The Term of this Agreement shall be effective as of the effective date of the agreements and contracts entered into between DOM and Business Associate, and shall terminate when all of the Protected Health Information provided by DOM to Business Associate, or created or received by Business Associate on behalf of DOM, is destroyed. If it is infeasible to destroy Protected Health Information, protections are extended to such information, in accordance with the termination provisions in this Section.
- b. Termination for Cause. Upon DOM's knowledge of a material breach by Business Associate, DOM shall, at its discretion, either:
 - i. Provide an opportunity for Business Associate to cure the breach or end the violation and terminate this Agreement and the associated Contracts or Agreements. If Business Associate does not cure the breach or end the violation within the time specified by DOM; or
 - ii. Immediately terminate this Agreement and the associated Contracts or Agreements if Business Associate has breached a material term of this Agreement and cure is not possible; and
 - iii. In either event, DOM shall report the violation to the Secretary of Health and Human Services as required.
- c. Effect of Termination.
 - i. Except as provided in paragraph (2) of this section, upon termination of this Agreement, for any reason, Business Associate shall destroy all Protected Health Information received from DOM, or created or received by Business Associate on behalf of DOM. This provision shall apply to Protected Health Information that is in the possession of subcontractors or agents of Business Associate. Business Associate shall retain no copies of the Protected Health Information.
 - ii. In the event that Business Associate determines that destroying the Protected Health Information is infeasible, Business Associate shall provide to DOM notification of the conditions that make destruction infeasible. Upon notification in writing that destruction of Protected Health Information is infeasible, Business Associate shall extend the protections of this Agreement to such Protected Health Information and limit further uses and disclosures of such Protected Health Information to those purposes that make the return or destruction infeasible, for so long as Business Associate maintains such Protected Health Information.

VI. MISCELLANEOUS

- a. Regulatory References. A reference in this Agreement to a section in the Privacy Rule means the section as in effect or as amended.
- b. Amendment. The Parties agree to take such action as is necessary to amend this Agreement as is necessary to effectively comply with the terms of any agreements or contracts, or for DOM to comply with the requirements of the Privacy Rule and the Health Insurance Portability and Accountability Act of 1996, Pub. L. No. 104-191. Such modifications signed by the parties shall be attached to and become part of this Agreement.
- c. Survival. The respective rights and obligations of Business Associate under the Section, "Effect of Termination" of this Agreement shall survive the termination of this Agreement.
- d. Interpretation. Any ambiguity in this Agreement shall be resolved to permit DOM to comply with the Privacy Rule.

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- e. Indemnification. Business Associate will indemnify and hold harmless DOM to this Agreement from and against all claims, losses, liabilities, costs and other expenses incurred as a result of, or arising directly or indirectly out of or in conjunction with:
 - i. Any misrepresentation, breach of warranty or non-fulfillment of any undertaking on the part of the party under this Agreement; and
 - ii. Any claims, demands, awards, judgments, actions and proceedings made by any person or organization arising out of or in any way connected with the performance of the Business Associate under this Agreement.
- f. Business Associate's Compliance with HIPAA. DOM makes no warranty or representation that compliance by Business Associate with this Agreement, HIPAA or the HIPAA regulations will be adequate or satisfactory for Business Associate's own purposes or that any information in Business Associate's possession or control, or transmitted or received by Business Associate, is or will be secure from unauthorized use or disclosure. Business Associate is solely responsible for all decisions made by Business Associate regarding the safeguarding of PHI.
- g. Notices. Any notice required to be given pursuant to the terms and provisions of this Agreement shall be in writing and may be either personally delivered or sent by registered or certified mail in the United States Postal Service, Return Receipt Requested, postage prepaid, addressed to each party at the addresses which follow or to such other addresses as the parties may hereinafter designate in writing:

DOM:

**Office of the Governor
Division of Medicaid
550 High Street, Suite 1000
Jackson, MS. 39201**

Business Associate:

Contractor's Address

Any such notice shall be deemed to have been given, if mailed as provided herein, as of the date mailed.

- h. Change in Law. In the event that there are subsequent changes or clarifications of statutes, regulations or rules relating to Agreement, DOM shall notify Business Associate of any actions it reasonably deems are necessary to comply with such changes, and Business Associate promptly shall take such actions. In the event that there shall be a change in the federal or state laws, rules or regulations, or any interpretation or any such law, rule, regulation or general instructions which may render any of the material terms of this Agreement unlawful or unenforceable, or materially affects the financial arrangement contained in this Agreement, Business Associate may, by providing advanced written notice, propose an amendment to this Agreement addressing such issues.
- i. Severability. In the event any provision of this Agreement is held to be unenforceable for any reason, the unenforceability thereof shall not affect the remainder of this Agreement, which shall remain in full force and effect and enforceable in accordance with its terms.
- j. Counterparts. This Agreement may be executed in counterparts, any of which is considered to be an original agreement.
- k. Governing Law. This Agreement shall be construed broadly to implement and comply with the requirements relating to the HIPAA laws and regulations. All other aspects of this Agreement shall be governed under the laws of the State of Mississippi.
- l. Assignment/Subcontracting. This Agreement shall inure to the benefit of and be binding upon the parties hereto and their respective legal representatives, successors and assigns. Except as

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otherwise provided in the Contract and any proposal or RFP related thereto and agreed upon between the parties, Business Associate may not assign or subcontract the rights or obligations under this Agreement without the express written consent of DOM. DOM may assign its rights and obligations under this Agreement to any successor or affiliated entity.

- m. Entire Agreement. This Agreement contains the entire agreement between parties and supersedes all prior discussions, negotiations and services for like services.
- n. No Third Party Beneficiaries. Nothing express or implied in this Agreement is intended to confer, nor shall anything herein confer, upon any person other than DOM, Business Associate and their respective successors or assigns, any rights, remedies, obligations or liabilities whatsoever.
- o. Assistance in Litigation or Administrative Proceedings. Business Associate shall make itself and any agents, affiliates, subsidiaries, subcontractors or employees assisting Business Associate in the fulfillment of its obligations under this Agreement, available to DOM, at no cost to DOM, to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings being commenced against DOM, its directors, officers or employees based upon claimed violation of HIPAA, the HIPAA regulations or other laws relating to security and privacy, except where Business Associate or its agents, affiliates, subsidiaries, subcontractors or employees are a named adverse party.

IN WITNESS WHEREOF, the parties hereto have duly executed this agreement to be effective on the date first herein written.

**Division of Medicaid
Office of the Governor
State of Mississippi**

Contractor's Information

By: _____
**Robert L. Robinson
Executive Director**

By: _____

Date: _____

Date: _____

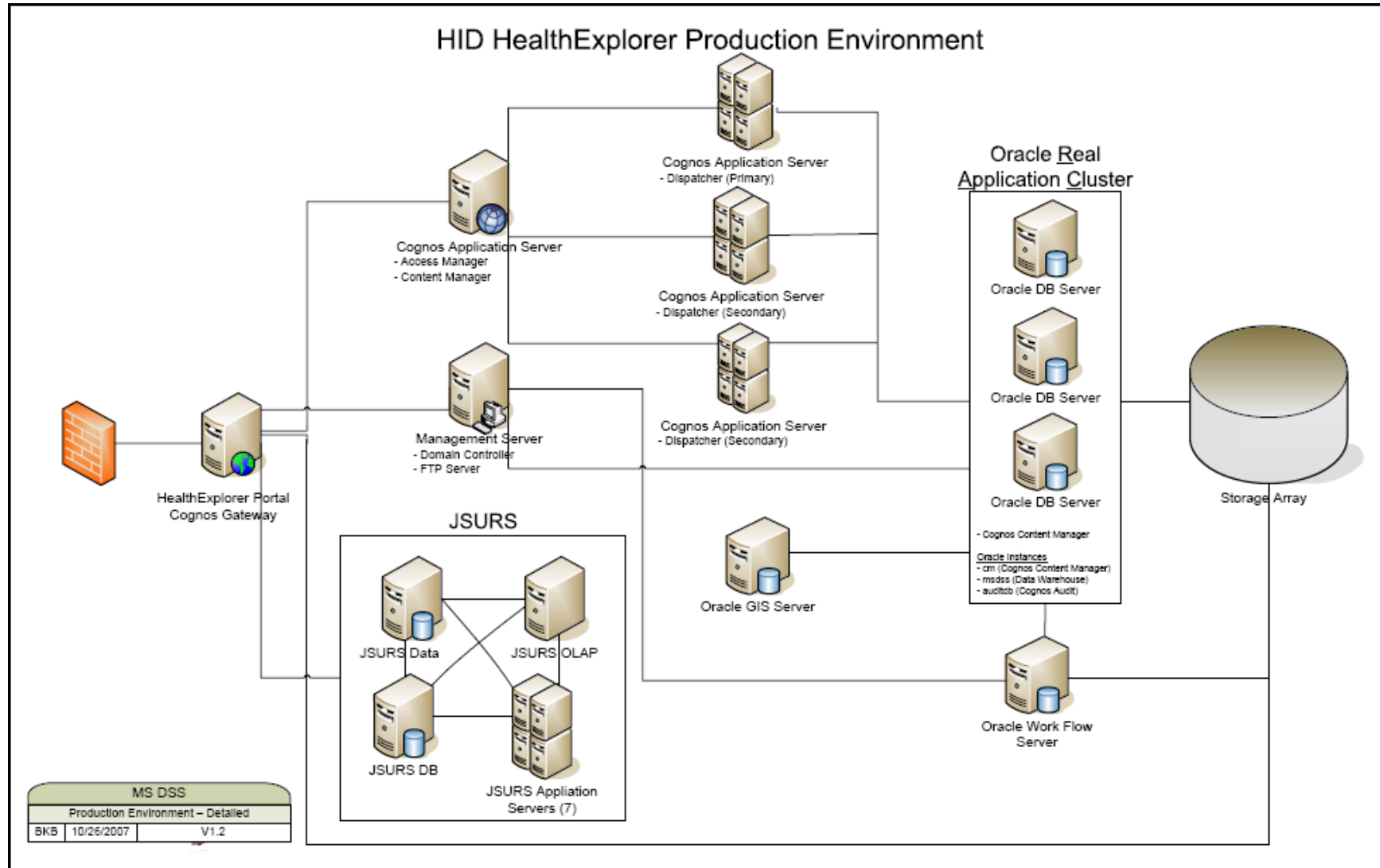


Figure 2 - Production/Training Environment Configuration

In order to implement the configuration specified above, a number of servers, system software components, and application software components were procured and implemented. The environment was developed to be redundant through the use of multiple servers to store the content and the use of the NAS to house management information. This allows new servers to be implemented quickly and easily. The following components are included in the Production/Training Environment:

- Presentation tier – this tier is implemented through the use of a dedicated server that handles the user interface with all application components. The user interface with the reporting application is handled by Cognos Gateway, which provides the mechanism for users to utilize the Cognos tools. In addition to providing access to Cognos, the presentation tier also provides a connection point for access to J-SURS[™] and the Case Management System. Both of these applications run under their own set of servers, but access is controlled by the management tier and connection through the presentation tier.
- Management tier – this tier is implemented in the production region through the use of a number of servers. Most are configured to provide the functionality for this tier as well as serving as application servers. Access to all aspects of the system, including the Web portal and role-based security, occurs through this tier. A connection to the J-SURS third-party application, Case Management System, and Report Repository is also controlled through the management tier. In addition, the management tier continues to handle domain control and access to the production FTP sites.
- Application tier – this tier is implemented in a redundant fashion through the use of four servers, each providing primary and secondary functions. HID has architected this tier to provide load balancing and automatic failure cutover in the event of critical error. The application tier is made up of a number of servers that are configured with the Cognos suite of tools, the GIS components, and Oracle Workflow. The tools run from the various servers in a primary, secondary, or backup mode. This configuration provides enhanced performance to system users as well as the redundancy needed in the production environment. The J-SURS application also runs under this tier.
- Database tier – this tier has been specially configured by HID to provide maximum performance and redundancy. The tier is composed of three Oracle database servers that are configured using the Oracle Real Application Clusters (RAC) feature. This configuration allows various Oracle instances to be implemented across the various servers to balance load and increase performance. The J-SURS application has its own database that also runs in this tier; however, it is not configured in the same manner, and it utilizes its own respective architecture.
- Storage tier – this tier is made up of a storage array that provides the primary storage capability for HEARS. The main DW databases are stored on this array. J-SURS utilizes a proprietary configuration and uses storage included as part of its database servers.

The following table lists the hardware components included as part of the Production/Training environment. It provides details about each of the servers included in the environment and the specific operating and application software installed on each. It also includes a short description of the use of the hardware. This

environment, including all hardware and software listed, is fully implemented — with the exception of the disaster and recovery NAS, which is being procured. The remaining hardware and software is being used by HID in system development efforts and preparation for testing and training.

All components of the Production/Training environment are resident in the Jackson, Mississippi Network Operations Facility operated by Venture Technologies. This facility is a fully-configured operations data center with state-of-the-art infrastructure, operations staff, and facility utilities.

Server Name	Service Tag	Platform	Loc	CPU	RAM	Storage	# NICs	Size	OS	Software Installed	Purpose
HIDRAC1	1WGPNB1	Dell PowerEdge 2950	Colo-Jackson	Intel Xeon Dual Core 3.73GHz (2)	16GB	146GB SAS 15k (4)	5	2U	RedHat® Linux AS4	Oracle 10g (10.2.0.2) Enterprise Edition	Part of Oracle Real Application Clusters. Used for load balancing of requests/queries to the database instance and high availability / Cognos Content Manager for Cognos Content
HIDRAC2	3WGPNB1	Dell PowerEdge 2950	Colo-Jackson	Intel Xeon Dual Core 3.73GHz (2)	16GB	146GB SAS 15k (4)	5	2U	RedHat Linux AS4	Oracle 10g (10.2.0.2) Enterprise Edition	Part of Oracle Real Application Clusters. Used for load balancing of requests/queries to the database instance and high availability / Cognos Content Manager for Cognos Content
HIDRAC3	4WGPNB1	Dell PowerEdge 2950	Colo-Jackson	Intel Xeon Dual Core 3.73GHz (2)	16GB	146GB SAS 15k (4)	5	2U	RedHat Linux AS4	Oracle 10g (10.2.0.2) Enterprise Edition	Part of Oracle Real Application Clusters. Used for load balancing of requests/queries to the database instance and high availability / Cognos Content Manager for Cognos Content

Server Name	Service Tag	Platform	Loc	CPU	RAM	Storage	# NICs	Size	OS	Software Installed	Purpose
HIDJPCGGW00	B8CYLB1	Dell PowerEdge 1950	Colo-Jackson	Intel Xeon Dual Core 3.73GHz (2)	4GB	146GB SAS 10k (2)	2	1U	Windows Server 2003 Standard Edition	>Cognos 8 BI Server 8.1.2 MR2	Cognos Gateway Server. Used as a load balancer for the Cognos Application servers.
HIDJPAPP00	12FQKB1	Dell PowerEdge 2950	Colo-Jackson	Intel Xeon Dual Core 3.20GHz (2)	8GB	36GB SAS 15K (5)	2	2U	Windows Server 2003 Standard x64 Edition	>Cognos 8 BI Server 8.1.2 MR2	Primary Cognos Dispatcher - process SQL from Cognos application to Oracle database
HIDJPAPP01	JPR3LB1	Dell PowerEdge 2950	Colo-Jackson	Intel Xeon 5160 Dual Core 3.00GHz (2)	8GB	146GB SAS 15k (4)	2	2U	Windows Server 2003 Enterprise x64 Edition	>Cognos 8 BI Server 8.1.2 MR2 >Cognos Supplementary Software 7.3 MR2	Access Manager for Cognos Security / Secondary Cognos Dispatcher for load balancing and high availability / Backup Cognos Gateway / Backup Content Manager for Cognos Content
HIDJPWF00	3KYZ0C1	Dell PowerEdge 1950	Colo-Jackson	Intel Xeon 2.00GHz (2)	12GB	73GB SAS 10K (4)	2	1U	Windows Server 2003 Enterprise Edition	Oracle 10g (10.2.0.2) Enterprise Edition; Oracle WorkFlow (2.6.4)	Oracle Workflow Server. Used to process ETLs.

Server Name	Service Tag	Platform	Loc	CPU	RAM	Storage	# NICs	Size	OS	Software Installed	Purpose
HIDJPMGNT00	5SRKYB1	Dell PowerEdge 1950	Colo-Jackson	Intel Xeon 1.86Ghz (2)	4GB	73GB SAS 10K (3)	2	1U	Windows Server 2003 Standard Edition		Domain controller / Management Server
HIDJPGIS00		Dell PowerEdge 1950	Colo-Jackson	Intel Xeon 2.00Ghz (2)	12GB	73GB SAS 10K (4)	2	1U	Windows Server 2003 Enterprise Edition	Oracle Application Server® 10g Release 3 (10.1.3.1.0) Enterprise Edition; Oracle MapViewer 10.1.2.0.2)	Application server for GIS component. Used to create visual representations of data.
HIDJPAPP03		Dell PowerEdge 1950	Colo-Jackson	Intel Xeon 2.00Ghz (2)	8GB	73GB SAS 10K (4)	2	1U	Windows Server 2003 Enterprise Edition		Application server
NetApp FAS3020	N/A	NetApp FAS3020	Colo-Jackson								Enterprise Storage
Dell PowerVault MD1000		Dell PowerVault MD1000 External Storage Device	Colo-Jackson	Intel Xeon 2.00Ghz (2)	4GB	6.5 TB Usable – RAID5 with hot spare			Windows Server 2003 Enterprise Edition		Disaster Recovery

Table 5 - Production/Training Environment Hardware and Software Components

The J-SURS application requires a custom configuration of hardware and software due to the nature of the application. While this hardware is also located at the Jackson, Mississippi Network Operations Facility, it is broken out separately in order to fully describe the use of each server and the software that it includes.

Machine ID Serial #	Model	Form factor or dimensions	OS License	NetOp Host Installed/ License	Remotely Anywhere Installed/License	Microsoft Office	Comments
Windows Servers							
MS-SURS-01 7TGXB1	Dell PowerEdge 2950	2U, 19" rack	Windows Server 2003 Standard Edition, 15 CALs	NetOp® Host v9.0 UK00900- SRH1-1DEF00- DE22-B7N528	Server Edition, 8- computer license and Network Console. See associated license files.		PowerEdge 2950, Xeon 5160 3.0GHz, 4GB RAM, 6x1 HD Bays. 2x80GB SATA drives as RAID 1 array, 3x500GB SATA drives as RAID 5 array. Dell Universal Rapid/Versa rails. Connect network cable to Gb1 port.
MS-OLAP-01 36KWB1	Dell PowerEdge 1950	1U, 19" rack	Windows Server 2003 Standard Edition, 5 CALs	NetOp Host v9.0 UK00900- SRH1-1DEF00- D622-B7J524	Server Edition, 8- computer license. See associated license file.		PowerEdge 1950, 2x Xeon 5160 3.0GHz, 4GB RAM, 2x1 HD Bays. 2x500GB SATA drives as RAID 1 array. Dell Universal Rapid/Versa rails. Connect network cable to Gb1 port.

Machine ID Serial #	Model	Form factor or dimensions	OS License	NetOp Host Installed/ License	Remotely Anywhere Installed/License	Microsoft Office	Comments
MS-JRDB-01 BTGHXB1	Dell PowerEdge 2950	2U, 19" rack	Windows Server 2003 Standard Edition, 15 CALs	NetOp Host v9.0 UK00900- SRH1-1DEF00- B662-B7J522	Server Edition, 8- computer license. See associated license file.	Basic Edition 2003	PowerEdge 2950, 2x Xeon 5160 3.0GHz, 4GB RAM, 6x1 HD Bays. 2x80GB SATA drives as RAID 1 array, 4x500GB SATA drives as RAID 5 array. Dell Universal Rapid/Versa rails. MySQL® 4.1 installed and licensed under MySQL Network Basic to the state of Mississippi. Connect network cable to Gb1 port.
Windows Application Servers							
MS-APP-01 5KWXB1	Dell PowerEdge 1950	1U, 19" rack	Windows Server 2003 Standard Edition, 5 CALs	NetOp Host v9.0 UK00900- SRH1-1DEF00- A1E4-B7J523	Server Edition, 8- computer license. See associated license file.		PowerEdge 1950, Xeon 5160 3.0GHz, 4GB RAM, 2x500GB SATA drives as RAID 1 array. Dell Universal Rapid/Versa rails. Connect network cable to Gb1 port.

Machine ID Serial #	Model	Form factor or dimensions	OS License	NetOp Host Installed/ License	Remotely Anywhere Installed/License	Microsoft Office	Comments
MS-APP-02 76HXXB1	Dell PowerEdge 1950	1U, 19" rack	Windows Server 2003 Standard Edition, 5 CALs	NetOp Host v9.0 UK00900- SRH1-1DEF00- 9A68-B7J530	Server Edition, 8- computer license. See associated license file.		PowerEdge 1950, Xeon 5160 3.0GHz, 4GB RAM, 2x500GB SATA drives as RAID 1 array. Dell Universal Rapid/Versa rails. Connect network cable to Gb1 port.
MS-APP-03 B6HXXB1	Dell PowerEdge 1950	1U, 19" rack	Windows Server 2003 Standard Edition, 5 CALs	NetOp Host v9.0 UK00900- SRH1-1DEF00- 1005-B7J528	Server Edition, 8- computer license. See associated license file.		PowerEdge 1950, Xeon 5160 3.0GHz, 4GB RAM, 2x500GB SATA drives as RAID 1 array. Dell Universal Rapid/Versa rails. Connect network cable to Gb1 port.
MS-APP-04 56HXXB1	Dell PowerEdge 1950	1U, 19" rack	Windows Server 2003 Standard Edition, 5 CALs	NetOp Host v9.0 UK00900- SRH1-1DEF00- BC9D-B7J532	Server Edition, 8- computer license. See associated license file.		PowerEdge 1950, Xeon 5160 3.0GHz, 4GB RAM, 2x500GB SATA drives as RAID 1 array. Dell Universal Rapid/Versa rails. Connect network cable to Gb1 port.

Machine ID Serial #	Model	Form factor or dimensions	OS License	NetOp Host Installed/ License	Remotely Anywhere Installed/License	Microsoft Office	Comments
MS-APP-05 66HXXB1	Dell PowerEdge 1950	1U, 19" rack	Windows Server 2003 Standard Edition, 5 CALs	NetOp Host v9.0 UK00900- SRH1-1DEF00- 8E5E-B7J531	Server Edition, 8- computer license. See associated license file.		PowerEdge 1950, Xeon 5160 3.0GHz, 4GB RAM, 2x500GB SATA drives as RAID 1 array. Dell Universal Rapid/Versa rails. Connect network cable to Gb1 port.
J-SURS Viewer/OLAP PCs							
MS-PC-01 HG442C1	Dell OptiPlex GX520	12.45"x3.65"x 13.4"	Windows XP Professional®	NetOp Host v9.0 UK00900- SRH1-1DEF00- AA1B-B7J533	Workstation Edition, 6-computer license. See associated license file.	Basic Edition 2003	OptiPlex GX520, SFF, Pentium D 950, 3.4GHz, 1GB RAM, 80GB HD
MS-PC-02 DG442C1	Dell OptiPlex GX520	12.45"x3.65"x 13.4"	Windows XP Professional	NetOp Host v9.0 UK00900- SRH1-1DEF00- 0E5F-B7J529	Workstation Edition, 6-computer license. See associated license file.	Basic Edition 2003	OptiPlex GX520, SFF, Pentium D 950, 3.4GHz, 1GB RAM, 80GB HD
MS-PC-03 7H442C1	Dell OptiPlex GX520	12.45"x3.65"x 13.4"	Windows XP Professional	NetOp Host v9.0 UK00900- SRH1-1DEF00- E1E4-B7J527	Workstation Edition, 6-computer license. See associated license file.	Basic Edition 2003	OptiPlex GX520, SFF, Pentium D 950, 3.4GHz, 1GB RAM, 80GB HD
MS-PC-04 4H442C1	Dell OptiPlex GX520	12.45"x3.65"x 13.4"	Windows XP Professional	NetOp Host v9.0 UK00900- SRH1-1DEF00- C1FC-B7J525	Workstation Edition, 6-computer license. See associated license file.	Basic Edition 2003	OptiPlex GX520, SFF, Pentium D 950, 3.4GHz, 1GB RAM, 80GB HD

Machine ID Serial #	Model	Form factor or dimensions	OS License	NetOp Host Installed/ License	Remotely Anywhere Installed/License	Microsoft Office	Comments
MS-PC-05 1H442C1	Dell OptiPlex GX520	12.45"x3.65"x 13.4"	Windows XP Professional	NetOp Host v9.0 UK00900- SRH1-1DEF00- BA43-A0U111	Workstation Edition, 6-computer license. See associated license file.	Basic Edition 2003	OptiPlex GX520, SFF, Pentium D 950, 3.4GHz, 1GB RAM, 80GB HD
MS-PC-06 2WV32C1	Dell OptiPlex GX620	12.45"x3.65"x 13.4"	Windows XP Professional	NetOp Host v9.0 UK00900- SRH1-1DEF00- E7A5-A0U112	Workstation Edition, 6-computer license. See associated license file.	Basic Edition 2003	OptiPlex GX620, SFF, Pentium D 950, 3.4GHz, 1GB RAM, 80GB HD

Table 6 - J-SURS Production/Training Environment Hardware and Software Components