

## Attachment A

### Forms

#### Request for Proposal Number 4611 Z1

**Bidders are required to complete all forms provided in this attachment.**

**Forms A.1-A.4 are to be included as part of the Technical proposal.**

**Forms A.5-A.7 are to be submitted as the Cost Proposal.**

- Form A.1: Functional Requirements Traceability Matrix
- Form A.2: Technical Requirements Traceability Matrix
- Form A.3: Deliverables
- Form A.4: Contractor Host Facility Form
- Form A.5: DBH Equipment. The RFP response must include all hardware, software, tools, equipment, and licenses that DBH would be required to have to support the proposed CDS. ALL software licenses, both one-time and on-going, must be included on this sheet.
- Form A.6: Deliverable Fixed Cost Breakdown
- Form A.7: Total Costs for proposal. Costs for optional renewal periods are to be listed. DBH is not committing to renewing the contract by requiring this information.

**Form A.8 will not be scored.**

- Form A.8: Fixed Hourly Rates. Every job title identified in RFP Section V.A.2.i. SUMMARY of BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH and fixed, all-inclusive hourly rates assigned must be listed.

**Forms A.9 and A.10 are for the OPTIONAL FUNCTIONALITY and will not be scored.**

- Form A.9: OPTIONAL FUNCTIONALITY
- Form A.10: OPTIONAL FUNCTIONALITY Cost Proposal

# Form A.1 Functional Requirements Traceability Matrix (FRTM)

## Request for Proposal Number 4611 Z1

Bidders are instructed to complete a Functional Requirements Traceability Matrix for the DBH CDS. Bidders are required to describe in detail how their proposed solution meets the conformance specification outlined within each Functional Requirement.

The RTM is used to document and track the project requirements from the proposal through to testing to verify that the requirement has been completely fulfilled. The contractor will be responsible for maintaining the contract set of Baseline Requirements. The RTM will form one of the key artifacts required for testing and validation that each requirement has been complied with (i.e., 100% fulfilled).

The RTM must indicate how the bidder intends to comply with the requirement and the effort required to achieve that compliance. It is not sufficient for the bidder to simply state that it intends to meet the requirements of the RFP. DBH will consider any such response to the requirements in this RFP to be non-responsive. The narrative should provide DBH with sufficient information to differentiate the bidder's technical solution from other bidders' solutions.

The bidder must ensure that the original requirement identifier and requirement description are maintained in the RTM as provided by DBH. Failure to maintain these elements may be grounds for disqualification.

How to complete the RTM:

RTM Column Description	Bidder Responsibility
FRTM #	The unique identifier for the requirement as assigned by DBH. This column is dictated by this RFP and must not be modified by the Bidder.
Requirement Description	The statement of the requirement to which the Bidder must respond. This column is dictated by the RFP and must not be modified by the Bidder.
Compliant	<p>Bidder to indicate "Y" (Yes) or "N" (No) whether their solution is compliant with the requirement. If "N", the bidder must address the gap in Bidder Comments. The bidder must also address the following:</p> <ul style="list-style-type: none"> <li>• Capability does not currently exist in the proposed DBH-CDS as indicated by an Availability of "B", "C", or "D" as defined below</li> <li>• Capability not available, is not planned, or requires extensive source-code design and customization to be considered part of the Bidder's standard Commercial Off-the-Shelf (COTS) capability as indicated by Availability of "N/A"</li> <li>• Requires a significant integration effort of more than 500 hours</li> </ul>

Availability	<p>Bidder to indicate one of the following:</p> <ul style="list-style-type: none"> <li>• A = Capability Operating in Bidder’s Solution</li> <li>• B = Capability Available in the Bidder’s Solution Next Scheduled Release and proposed for DBH-CDS</li> <li>• C = Capability Under Development: New Release / Upgrade Version (Resources Committed) Provide Availability Date Published to Bidder’s Solution</li> <li>• D = Capability Defined and Committed to Availability in 12 Months in the Bidder’s Solution</li> <li>• N/A = Not Available, Not Planned, or Requires Extensive Effort to be Made Part of Baseline Capability</li> </ul>
Availability Date	<p>Provide date capability will be available as published / release to Bidder Baseline Capability (e.g., available to Installed Customer Base). Note: For an Availability value of “A”, use date of proposal submission.</p>
Contractor or Subcontractor	<p>Indicate whether the hardware, software or service is provided by Contractor (C) or Subcontractor (S).</p>
Testing Methodology	<p>Provide a brief description on how the requirement will be validated.</p>
Bidder Comments	<p><b>Bidder Responsibility</b>  Provide a short description for each requirement that Compliant? = “Y”:</p> <ol style="list-style-type: none"> <li>1. Describe briefly how compliance will be established, highlighting the following: <ol style="list-style-type: none"> <li>a. Is compliance established through rules-based modifications to the product/system (e.g., table changes, workflow updates)?</li> <li>b. Is compliance established through a combination of system automation and manual processes/procedures?</li> </ol> </li> <li>2. Provide an estimate of the effort needed during integration to achieve compliance using the final criteria: <ol style="list-style-type: none"> <li>a. Minor = less than 10 man hours.</li> <li>b. Moderate = less than 100 man hours.</li> <li>c. Extensive = more than 100, less than 500 man hours.</li> <li>d. Significant = more than 500 man hours.</li> </ol> </li> </ol> <p>A restatement of the requirement is not considered a substantive response.</p>

Functional Requirements Traceability Matrix						
FRTM #	Analytics and Reporting Requirements Description	Compliant	Availability	Availability Date	Contractor or Subcontractor	Testing Methodology
FRTM-1	Ability to have a standardized, overarching data meta structure into which it maps data, including the flexibilities to store, rationalize and normalize data from disparate systems, thus eliminating duplicity					
Bidder Comments:						
FRTM -2	Ability to self-administer and produce required reports, ad-hoc reports, and reports that meet both current and emerging HITECH / ARRA provisions with varying levels of permission depending on user type					
Bidder Comments:						
FRTM -3	Ability to aggregate data from multiple sources and to present dynamic or consolidated dashboard views including trend lines, box plots, etc.					
Bidder Comments:						
FRTM -4	Ability to provide visual analysis (graphs, charts)					
Bidder Comments:						
FRTM -5	Interactive features with drill downs, filters, aggregation, and performance measures					
Bidder Comments:						

FRTM -6	Microsoft Office integration with ability to export and import data from standard MS Office applications such as Access, Excel, etc					
Bidder Comments:						
FRTM -7	Flexible report output options which must include CSV, XML Excel, PDF, and HTML					
Bidder Comments:						
FRTM -8	Error checking functionality with real-time alerts when specified business conditions are met or are not met including exception reporting where information is zero, or missing, a response to reviewer indicating whether response is acceptable or a change is needed					
Bidder Comments:						
FRTM -9	Information and flexible reporting archival capability that allow for offline data analysis and automatic refresh of the most recently updated data when a report is opened, meeting HIPAA data retention requirements of seven (7) years, including ability to interface with practice management systems as needed for historical data					
Bidder Comments:						
FRTM-10	Development of defined DBH reports as listed and described in Exhibit 1 and 2. Include and describe reporting examples from each Exhibit.					
Bidder Comments:						

FRTM-11	Robust predictive analytics capabilities to enhance decision making and further support quality improvement efforts					
Bidder Comments:						
FRTM-12	Report scheduler - ability to specify events to trigger report distribution					
Bidder Comments:						
FRTM-13	Ability to generate a complete consumer listing with available contact information to be used for a consumer survey or other data analytics as needed					
Bidder Comments:						
FRTM-14	The contractor must make modifications to the data set, drop down menus, and data entry choices during the term of the contract to reflect changes in the Nebraska Behavioral Health System (NBHS) and/or federal reporting requirements. Such updates shall be considered maintenance updates available at quarterly intervals with no additional cost and notice of such updates given to system users at least 45 days ahead of implementation					
Bidder Comments:						
FRTM-15	Ability to easily review and modify to data as security permissions allow					
Bidder Comments:						

FRTM-16	Ability to report on consumers who moved between programs in a provider agency and between provider agencies in a given episode of care will be transferred between providers and/or programs. Once an episode of care has concluded a new admission will start a new episode of care with that episode containing appropriate transfers.					
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Bidder Comments:

Functional Requirements Traceability Matrix						
FRTM #	Authorizations	Compliant	Availability	Availability Date	Contractor or Subcontractor	Testing Methodology
FRTM-17	Ability to receive authorization requests from providers for high level of care services					
Bidder Comments:						
FRTM-18	Automated rules-based authorization functionality to assist or replace call center interactions					
Bidder Comments:						
FRTM-19	Updating of the data base records on an immediate, daily or weekly schedule depending on the level of services being provided and authorization environment					
Bidder Comments:						
FRTM-20	Automatically detect potential duplicate authorization requests upon entry, and generate alerts or restrictions on duplicate request. Duplication is here defined as having another provider agency with the same service; or a pair of services that are not permitted either in the NBHS or other authorizing environments.					
Bidder Comments:						
FRTM-21	Provide workflow-related rules to direct the flow of service authorizations, and ability to override (based on user security permissions) and to follow referrals and authorization for approved services funded by DBH					
Bidder Comments:						

Functional Requirements Traceability Matrix						
FRTM #	Authorizations	Compliant	Availability	Availability Date	Contractor or Subcontractor	Testing Methodology
FRTM-22	Provide capability to verify authorized services against benefit plan					
Bidder Comments:						
FRTM-23	Provide automatic verification of client eligibility at time of authorization request					
Bidder Comments:						
FRTM-24	Automatically verify provider contract status at time of authorization request					
Bidder Comments:						
FRTM-25	Authorized services can be stipulated by most current: procedure code groupings; HCPCS groupings; ICD-9, ICD-10, DSM-IV or DSM-V codes; State, or Regional taxonomy; and place of service					
Bidder Comments:						
FRTM-26	Allow entry of appeal level information for authorization requests					
Bidder Comments:						
FRTM-27	Provide reporting capability to capture statistics for submissions; approvals; denials; provider type; status of authorization					
Bidder Comments:						
FRTM-28	Produce reports on authorization turnaround documents (TADs), authorization activity by user, and trending of authorizations					
Bidder Comments:						

Functional Requirements Traceability Matrix						
FRTM #	Billing Reconciliation	Compliant	Availability	Availability Date	Contractor or Subcontractor	Testing Methodology
FRTM-29	Capture, consolidate, and analyze billing and payment data from various data sources and include encounter information					
Bidder Comments:						
FRTM-30	Provide interface to analyze billing data to facilitate grants management					
Bidder Comments:						
FRTM-31	Reconcile services provided with provider billing data					
Bidder Comments:						
FRTM-32	Verify billing accuracy with respect to payment basis (per unit or cost reimbursement)					
Bidder Comments:						
FRTM-33	Verify billing accuracy with respect to service authorizations					
Bidder Comments:						
FRTM-34	Utilize reconciled data to prepare payment information by Region for DBH funded services and provide information to provider, region, and State.					
Bidder Comments:						
FRTM-35	Exchange data with fiscal management system using a fully compliant XML file format					
Bidder Comments:						
FRTM-36	Billing reconciliation interfaces with the Authorization module during processing					
Bidder Comments:						

Functional Requirements Traceability Matrix

FRTM #	Billing Reconciliation	Compliant	Availability	Availability Date	Contractor or Subcontractor	Testing Methodology
FRTM-37	Provide logic to automatically match claim to open authorization based on DBH approved criteria					

Bidder Comments:

Functional Requirements Traceability Matrix							
FRTM #	Web-based User Interface Requirements	Compliant	Availability	Availability Date	Contractor or Subcontractor	Testing Methodology	
FRTM-38	Simple, intuitive design, requiring minimal technical training to use						
Bidder Comments:							
FRTM-39	Ability to capture data via text field entry. For example, instead of court clerks submitting commitments data via paper, they will be able to enter that data in to the DBH CDS. (Use of free text fields should be limited. Drop down menu selection is highly preferred.)						
Bidder Comments:							
FRTM-40	Ability to add DHHS branding/logo to entry and reporting screens as provided by the DBH						
Bidder Comments:							
FRTM-41	Common report selection navigation tools, enabling users to select predetermined options						
Bidder Comments:							
FRTM-42	User verification screen for confirmation and printing of data entries prior to submission						
Bidder Comments:							
FRTM-43	Role-based secure sign-ons through the use of active directory users and groups						
Bidder Comments:							
FRTM-44	Web-based, and must support Internet Explorer 7, 8, and 9						
Bidder Comments:							

FRTM-45	Allow customizable views by Region, service type, and other grouping variable options					
Bidder Comments:						

## Form A.2 Technical Requirements Traceability Matrix (TRTM)

### Request for Proposal Number 4611 Z1

Bidders are instructed to complete a Technical Requirements Traceability Matrix for the DBH CDS. Bidders are required to describe in detail how their proposed solution meets the conformance specification outlined within each Technical Requirement.

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The bidder must ensure that the original requirement identifier and requirement description are maintained in the RTM as provided by DBH. Failure to maintain these elements may be grounds for disqualification.

How to complete the RTM:

RTM Column Description	Bidder Responsibility
TRTM #	The unique identifier for the requirement as assigned by DBH. This column is dictated by this RFP and must not be modified by the Bidder.
Requirement Description	The statement of the requirement to which the Bidder must respond. This column is dictated by the RFP and must not be modified by the Bidder.
Compliant	<p>Bidder to indicate "Y" (Yes) or "N" (No) whether their solution is compliant with the requirement. If "N", the bidder must address the gap in Response section. The bidder must also address the following:</p> <ul style="list-style-type: none"> <li>• Capability does not currently exist in the proposed DBH CDS as indicated by an Availability of "B", "C", or "D" as defined below</li> <li>• Capability not available, is not planned, or requires extensive source-code design and customization to be considered part of the Bidder's standard Commercial Off-the-Shelf (COTS) capability as indicated by Availability of "N/A"</li> <li>• Requires an extensive integration effort of more than 500 hours</li> </ul>

Availability	<p>Bidder to indicate one of the following:</p> <ul style="list-style-type: none"> <li>• A = Capability Operating in Bidder’s Solution</li> <li>• B = Capability Available in the Bidder’s Solution Next Scheduled Release and proposed for DBH CDS</li> <li>• C = Capability Under Development: New Release / Upgrade Version (Resources Committed) Provide Availability Date Published to Bidder’s Solution</li> <li>• D = Capability Defined and Committed to Availability in 12 Months in the Bidder’s Solution</li> <li>• N/A = Not Available, Not Planned, or Requires Extensive Effort to be Made Part of Baseline Capability</li> </ul>
Availability Date	<p>Provide date capability will be available as published / release to Bidder Baseline Capability (e.g., available to Installed Customer Base). Note: For Availability value of “A”, use date of proposal submission.</p>
Contractor or Subcontractor	<p>Indicate whether the hardware, software or service is provided by the Contractor (C) or Subcontractor (S).</p>
Testing Methodology	<p>Provide a brief description on how the requirement will be validated.</p>
Bidder Comments	<p><b>Bidder Responsibility</b>  Provide a short description for each requirement that is Compliant = “Y”:</p> <ol style="list-style-type: none"> <li>1. Describe briefly how compliance will be established, highlighting the following: <ol style="list-style-type: none"> <li>a. Is compliance established through rules-based modifications to the product/system (e.g., table changes, workflow updates)?</li> <li>b. Is compliance established through a combination of system automation and manual processes/procedures?</li> </ol> </li> <li>2. Provide an estimate of the effort needed during integration to achieve compliance using the final criteria: <ol style="list-style-type: none"> <li>a. Minor = less than 10 man hours.</li> <li>b. Moderate = less than 100 man hours.</li> <li>c. Extensive = more than 100, less than 500 man hours.</li> <li>d. Significant = more than 500 man hours.</li> </ol> </li> </ol> <p>A restatement of the requirement is not considered a substantive response.</p>

Technical Requirements Traceability Matrix						
TRTM #	Overall System Architecture Requirements Description	Compliant	Availability	Availability Date	Contractor or Subcontractor	Testing Methodology
TRTM-1	Web-based access to data and reporting as well as information on essential contacts, a provider instruction manual, matrix of services whether authorized or otherwise; information on utilization criteria; policy changes, implementation process and rate structures for services.					
Bidder Comments:						
TRTM-2	Utilization of Service Oriented Architecture (SOA) to facilitate retrieval and data mapping from the various systems that provide data for required reporting and analysis					
Bidder Comments:						
TRTM-3	Architecture that facilitates consistency with requirements, both current and emerging, of the HITECH provisions of ARRA					
Bidder Comments:						
TRTM-4	Support established standards for Behavioral Health Information Exchange					
Bidder Comments:						
TRTM-5	Enable standard data formats that support interoperability among healthcare applications. (Contractor will provide standardized data format(s).)					
Bidder Comments:						

TRTM-6	Interface with NeHII as needed to obtain data from clinical practice management systems (this depends on provider agency or Region-specific needs)					
Bidder Comments:						
TRTM-7	Highly efficient, scalable, and flexible architecture to support current and future needs					
Bidder Comments:						
TRTM-8	Maintain third party licensed software no more than 2 supported revisions behind the latest release					
Bidder Comments:						
TRTM-9	Generate reports without performance impact to user access or system response time					
Bidder Comments:						
TRTM-10	Handle at least 700 users, with 200 users concurrently using the system					
Bidder Comments:						

Technical Requirements Traceability Matrix						
TRTM #	Security Requirements	Compliant	Availability	Availability Date	Contractor or Subcontractor	Testing Methodology
TRTM-11	Reside behind the DHHS firewall if the solution is hosted by the State					
Bidder Comments:						
TRTM-12	User and group-based security to control access to system and reports					
Bidder Comments:						
TRTM-13	Provide security at the system, application, database, and field level					
Bidder Comments:						
TRTM-14	Interface with the State's Active Directory to provide authorization at a role-based level					
Bidder Comments:						
TRTM-15	Consistent with all HIPAA and other statutory, regulatory and policy requirements as defined and adopted by DHHS/DBH					
Bidder Comments:						
TRTM-16	Ability to maintain an audit trail and activity review as it relates to Protected Health Information (PHI)					
Bidder Comments:						
TRTM-17	Recognize PHI in reports and restrict distribution based upon system settings					
Bidder Comments:						
TRTM-18	Meet all State and Federal audit requirements					
Bidder Comments:						

TRTM-19	Provide secure information delivery over the Internet via encryption by the most current encryption methods					
Bidder Comments:						
TRTM-20	Provide a process for archiving and/or destroying data in conformance with DHHS and DBH data governance policies and subject to applicable HIPAA, and Federal (e.g., Federal Information Processing Standards (FIPS)) and State laws					
Bidder Comments:						
TRTM-21	Have defined and deployed strong controls (including access and query rights) to prevent any data misuse, such as fraud, marketing or other purposes					
Bidder Comments:						

Technical Requirements Traceability Matrix						
TRTM #	Overall Data / Data Flow Requirements	Compliant	Availability	Availability Date	Contractor or Subcontractor	Testing Methodology
TRTM-22	Standardized data elements to ensure data integrity					
Bidder Comments:						
TRTM-23	Automated data corrections based on file upload					
Bidder Comments:						
TRTM-24	Availability of data at all levels, from individual to aggregate					
Bidder Comments:						
TRTM-25	Ability to accept input from multiple sources including electronic and manual					
Bidder Comments:						
TRTM-26	Ability for manual entry of data that cannot be formatted for electronic submission. Ability will be determined by access level					
Bidder Comments:						
TRTM-27	Generation of alerts for missing information					
Bidder Comments:						
TRTM-28	Consistency with standards and vocabulary that are aligned with Public Health Information network (PHIN) standards to facilitate connectivity with HIE					
Bidder Comments:						

TRTM-29	Data flow and integrity requirements consistent with the requirements, both current and emerging, of the HITECH provisions of ARRA and related Meaningful Use requirements.					
Bidder Comments:						
TRTM-30	Daily data upload (continuous, real time upload is not necessary)					
Bidder Comments:						
TRTM-31	Changes to uploaded data is only allowed for specific fields and user types					
Bidder Comments:						
TRTM-32	Ability to allow for special circumstances of data entry such as with emergency services and wait lists, and provide modified data field requirements					
Bidder Comments:						
TRTM-33	All data reported to, created from and reports generated from the data system are the property of DBH, who shall retain the exclusive rights of use now and in perpetuity.					
Bidder Comments:						

Technical Requirements Traceability Matrix						
TRTM #	Database Requirements	Compliant	Availability	Availability Date	Contractor or Subcontractor	Testing Methodology
TRTM-34	Utilizes a database management system					
Bidder Comments:						
TRTM-35	Provides utilities or other tools for administrative Users to evaluate data relationships between tables					
Bidder Comments:						
TRTM-36	Provides a data dictionary which includes user-defined fields and tables which can be viewed online and is kept updated for each modification that may be necessary to keep up with changes in the reporting requirements of federal, state or regional entities					
Bidder Comments:						
TRTM-37	Provides a diagnostic tool or utility to identify contaminated and corrupt files and locate the contamination within the file					
Bidder Comments:						
TRTM-38	Provides an audit trail of changes including time stamp and user ID					
Bidder Comments:						

Technical Requirements Traceability Matrix						
TRTM #	Integration Requirements	Compliant	Availability	Availability Date	Contractor or Subcontractor	Testing Methodology
TRTM-39	Ability to expand data access to additional systems that are consistent with current data standards					
Bidder Comments:						
TRTM-40	Must have the ability to import/integrate data from the applications and data sources in Exhibit 3 to the extent that these sources allow					
Bidder Comments:						
TRTM-41	In cases where data cannot be electronically imported, manual entry into the system would be facilitated by the new system					
Bidder Comments:						
TRTM-42	Other: System will be available, online 24x7, 99.9% of the time each month. Planned, approved downtime for maintenance will be excluded from this requirement					
Bidder Comments:						

## Form A.3 Deliverables

### Request for Proposal Number 4611 Z1

The project planning, development, and operational requirements are a list of contract deliverables required by this RFP. Bidders are to provide a description of the deliverable and any other pertinent information about the deliverable. Bidders may include sample documents or outlines, sample screen shots, or sample reports.

It is not sufficient for the bidder to simply state that it intends to meet the requirements of the deliverable. DBH will consider any such response to the requirements in this RFP to be non-responsive. The narrative should provide DBH with sufficient information to differentiate the bidder's solution from other bidders' solutions.

The bidder must ensure that the original deliverable identifier and deliverable description are maintained as provided by DBH.

<b>Planning and Analysis Phase</b>	
1.0 Planning & Analysis	
1.1	Detailed Project Work Plan
Response:	
1.2	Testing Methodologies
Response:	
1.3	Risk Management & Resolution Plan
Response:	
1.4	Organizational Change Management Plan
Response:	
1.5	Issue Management & Resolution Plan
Response:	
1.6	Work Management Plan
Response:	
1.7	Status Reporting Plan
Response:	
1.8	Project Status Meetings Protocol

<b>Planning and Analysis Phase</b>	
Response:	
1.9	Electronic Project Library – Proposed organization / index
Response:	
1.10	Acceptance Testing
Response:	
1.11	Security Plan
Response:	
1.12	Project Work Plan Updates
Response:	
1.13	Project Status Report
Response:	
<b>2.0 Requirements Validation</b>	
2.1	Requirements Validation Documents (RVD)
Response:	
2.2	Fit Gap Analysis Document
Response:	
2.3	Pilot
Response:	
2.4	Business Continuity Plan
Response:	

<b>Design, Development, and Implementation Phase</b>	
<b>3.0 Design</b>	
3.1	Detailed System Design Document (DSD)
Response:	
3.2	Testing plan and methodology
Response:	

<b>Design, Development, and Implementation Phase</b>	
4.0 Development, Interfaces, Integration	
4.1	Software Development Plan
Response:	
4.2	Construction Summary Report as requested
Response:	
4.3	Interface Design & Testing
Response:	
5.0 Data Conversion	
5.1	Data Conversion Plan
Response:	
5.2	Conversion Guide
Response:	
5.3	GEM Tool
Response:	
5.4	Successful data conversion of three (3) years of data
Response:	
5.5	Conversion Results Report
Response:	
6.0 Testing	
6.1	Test scripts, test conditions, and expected results, actual results
Response:	
6.2	Testing Results Report
Response:	
6.3	System Testing Results Report, with an updated Requirements Traceability Matrix
Response:	
6.4	User Acceptance Testing Plan

<b>Design, Development, and Implementation Phase</b>	
Response:	
7.0 Implementation	
7.1	System Implementation Plan
Response:	
7.2	Approved Final Readiness Assessment
Response:	
7.3	User documentation and help files
Response:	
7.4	Hardware and software product documentation
Response:	
7.5	System error documentation
Response:	
8.0 Training	
8.1	Training Plan
Response:	
8.2	Training manuals for each type of training (such as new user and administrator)
Response:	
8.3	Leave-behind materials for a train-the-trainer strategy
Response:	

<b>Operations and Maintenance Phase</b>	
9.1	Operations Procedure Guide
Response:	
9.2	Problem Analysis and Resolution Plan
Response:	
9.3	Service Desk Procedures Manual

Response:	
9.4	Turnover Plan
Response:	

## Form A.4 Contractor Host Facility Form

### Request for Proposal Number 4611 Z1

If the bidder proposes a Contractor-hosted or Hybrid-hosted solution, this Contractor Host Facility Form must be completed.

Bidder Name:			
Building Address		Mailing Address	
City	State/Zip	City	State/Zip
Bidder Owned		Building Square Footage	
Building Age		Data Center Square Footage	
# of Floors		Number of Tenants	
Closest Airport			
Written Description of the Facility:			
Building Security Features			
Data Center Security Features			
Power Source/Back-up			

## Form A.5 DBH Equipment

### Request for Proposal Number 4611 Z1

Hardware, software, tools, equipment, software licenses, etc., required for **DBH** to support proposed solution, regardless of hosting environment proposed by the bidder. All costs necessary to satisfy the requirements of this RPF must be included in the pricing listed on this form.

Detailed specifications are required.

Qty	Item (version, model number, etc.)	Description//Purpose	UOM	Unit Cost	Extended Cost
	<b>Hardware</b>				
	Total				

Qty	Item (version, model number, etc.)	Description//Purpose	UOM	Unit Cost	Extended Cost
	<b>Software and Tools</b> (underlying software and tools EXCLUDING main solution software license fee indicated in Form A.6)				
	Total				

NOTE: DBH reserves the right to procure the identified hardware through State contracts, if the State determines it is in its best interest to do so.

**Form A.6  
Deliverable Fixed Cost Breakdown**

**Request for Proposal Number 4611 Z1**

Deliverable Cost Breakdown: Please indicate total fixed price for each deliverable category. If desired, the bidder may breakdown each category and assign a price to each deliverable. The deliverables will be paid as fixed payments upon completion and acceptance of tasks contained in the deliverable. All costs necessary to satisfy the requirements of this RPF, including labor as well as non-labor associated costs, must be included in the pricing listed on this form.

The payment schedule for the project is tied to fixed lump sum payments for the completion and acceptance of related deliverables, and subsequent equal monthly payments after implementation of the DBH CDS. The bidder must propose a fixed cost per deliverable milestone in the Cost Proposal. The bidder must also include the monthly amount for post-implementation maintenance in the Cost Proposal. No invoice will be approved unless the associated deliverables have been approved.

Line	Deliverable Categories	Cost
1	1.0 Planning and Analysis (1.1-1.13)	_____ total
2	2.0 Requirements Validation (2.1-2.4)	_____ total
3	3.0 Design (3.1-3.2)	_____ total
4	4.0 Development, Interfaces, Integration (4.1-4.3)	_____ total
5	5.0 Data Conversion (5.1-5.5)	_____ total
6	6.0 Testing (6.1-6.4)	_____ total
7	7.0 Implementation (7.1-7.5)	_____ total
8	8.0 Training (8.1-8.3)	_____ total
9	9.0 Operations & Maintenance Deliverables (9.1-9.4)	_____ total
10	On-going Maintenance* (to be divided into equal monthly payments; for initial period of contract)	_____ per year
11	On-going annual licensing fees (to be divided into equal monthly payments; for initial period of contract)	_____ per year

\*On-going maintenance fee should include labor costs, updates to the Source Code, annual and as-needed training refreshers, system updates (at least quarterly), updates (at least quarterly) to Operating Procedures Guide, monthly Performance Measure Reports, annual updates to Turnover Plan (if needed), on-going software licenses, and other on-going costs.

**Form A.7  
Total Costs  
Request for Proposal Number 4611 Z1**

The bidder must complete this Cost Sheet. Some figures will be drawn from Forms A.5 and A.6.

Line #		Year 1	Year 2	Year 3	Year 4
1	Total cost of implementation planning, management and execution necessary to implement the proposed solution according to deliverables. From Form A.6, lines 1-9.				
2	Total cost of hardware and product license(s) necessary for the <b>DBH</b> to provide the proposed solution for initial contract period only. From Form A.5.				
3	Total cost of post-implementation on-going maintenance and support necessary to support and maintain the proposed solution and on-going annual license fees. From Form A.6, lines 10 and 11. (Annual cost for maintenance and support will be divided into monthly installments for payment. Annual license fees may be paid in lump sum.)				
<b>TOTAL</b>					

The total cost of the proposed solution must be represented on this summary form and delineated in Forms A.5 and A.6.

**Contract Renewal Option Costs**

Costs for optional renewals of the contract are to be listed. DBH is not committing to renewing the contract by requiring this information. On-going maintenance fee should include labor costs, updates to the Source Code, annual and as-needed training refreshers, system updates (at least quarterly), updates (at least quarterly) to Operating Procedures Guide, monthly Performance Measure Reports, annual updates to Turnover Plan (if needed), on-going software licenses, and other on-going costs.

Year	Optional Renewal Period 1 (two (2) years)	Optional Renewal Period 2 (two (2) years)	Optional Renewal Period 3 (two (2) years)	Optional Renewal Period 4 (two (2) years)
Annual on-going maintenance and support				
Annual licensing fee				

\*Annual cost will be divided into monthly installments for payment.

**Form A.8**

**Fixed Hourly Rates**

**Request for Proposal Number 4611 Z1**

Every job title identified in RFP Section V.A.2.i., SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH, must be listed below and fixed all inclusive hourly rates assigned. These rates shall remain fixed for the life of the contract, including any optional renewal periods. Please see Change Management as identified in Section V.B. of the RFP. These rates will only be used in the context of that section.

Job Title	All Inclusive Hourly Rate
Example: <i>Project Manager</i>	\$ per hour
	\$ per hour

**Form A.9**  
**OPTIONAL FUNCTIONALITY**  
**Traceability Matrix (OFTM)**  
*This form will not be scored.*

**Request for Proposal Number 4611 Z1**

This Optional Functionality Traceability Matrix (OFTM) is used to document and track the Optional Functionality based on availability and how each would be fulfilled if sought as a system addition in the future.

The OFTM must indicate how the bidder intends to comply with the specified option and the effort required to achieve that compliance. It is not sufficient for the bidder to simply state that it intends to meet the specified option. DBH will consider any such response to the optional functionality in this RFP to be non-responsive. The narrative should provide DBH with sufficient information to differentiate the bidder's proposed solution from other bidders' solutions.

The OFTM shall include a written description and completed Form A.9 that discusses the specified option. Costs for the optional functionality shall be entered on Form A.10. DBH may consider some or all optional functionality if financially feasible. Bidders may also provide descriptions of any additional value-added services that are not already referenced by specifications included within this RFP. Any value-added services should be presented as optional functionality components and described on this Form A.9, with any additional costs for these services indicated in Form A.10.

The bidder must ensure that the identifier and requirement description are maintained in the OFTM as provided by DBH. Failure to maintain these elements may be grounds for disqualification.

In the row following each specification, bidders should indicate availability of each specification entry by placing an "X" in the applicable column for each row. Bidders may mark "X" in more than one column for a particular optional functionality specification; however, the bidder should provide an explanation of why more than one column was marked. Bidders should fully explain availability in the Bidder Response section for each specification. Descriptions of each column heading are provided in the table below.

<b>AVAILABILITY</b>
<b><i>Current Capability</i></b> The bidder should provide a detailed explanation of how the specification is met if it is currently available.
<b><i>Expected Date of Future Release</i></b> The bidder should provide an expected date and explanation of when and how the specification will be met.
<b><i>Custom Development</i></b> The bidder should provide a detailed explanation of when and how the specification will be customized, implemented, and maintained.
<b><i>Supplied by Third Party</i></b> The bidder should provide a detailed explanation of how the specification is met, the bidder's relationship with the third party, and how the bidder and the third party will deliver the requirements of the specification.
<b><i>Not Available</i></b> The bidder should provide a detailed explanation of why they chose not to address the specification.

<b>Integration</b>					
OFTM-1. Ability to share, compare, and contrast data with other DHHS managed applications in order to coordinate care and avoid duplication of services.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>Analytics and Reporting</b>					
OFTM-2. User friendly report interface such that non-technical users can run queries					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
OFTM-3. Intuitive, flexible report wizard to guide users through report creation					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
OFTM-4. Ability to view reports and dashboards on mobile devices					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
OFTM-5. Report Scheduler - Report scheduler with capabilities to distribute reports to specific networked printers, online via SharePoint, email, or FAX					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
OFTM-6. Report scheduler – ability to distribute reports to mobile devices					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
OFTM-7. Ability to add links to other reports or web pages					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

OFTM-8. Linkage to other specialized systems, allowing the DBH to create a more comprehensive view of a member's situation (e.g. housing, crisis services, etc.)					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
OFTM-9. Capability to capture survey results sources centrally for future analysis					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
OFTM-10. Develop reports listed in Exhibit 4.					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>Authorizations</b>					
OFTM-11. Create alerts when eligibility terminates or changes					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
OFTM-12. Interface with claims adjudication module to update authorization usage					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>Billing Reconciliation</b>					
OFTM-13. Ability to initiate global change of claims when benefit plan changes are made					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
OFTM-14. Detect and flag duplicate claims or possible duplicate claims, and provider claims appeals and denials, and report to system users					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					

OFTM-15. Provide automatic pricing of claim based on the provider's contracted fee schedule and allow manual override. Support effective dates for each fee schedule					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
OFTM-16. Price claims using multiple payers for a client and the ability to track for each payer items such as benefits limits; deductibles; co-pay; and co-insurance					
	<b>Current Capability</b>	<b>Expected Date of Future Release</b>	<b>Custom Development</b>	<b>Supplied by 3<sup>rd</sup> Party</b>	<b>Not Available</b>
<b>Indicate status:</b>					
<i>(Bidder response)</i>					
<b>Other</b>					
Bidders may also provide descriptions of any additional value-added services that are not already referenced by specifications included within this RFP. Any value-added services should be presented as optional functionality components and described on this Form A.9, with any additional costs for these services indicated in Form A.10.					
<i>(Bidder Response)</i>					

**Form A.10**  
**OPTIONAL FUNCTIONALITY Cost Proposal**  
*This form will not be scored.*

**Request for Proposal Number 4611 Z1**

The optional functionality costs shall include a written description and completed Form A.9 that discusses the specified optional functionality as well as the bidder's suggested additional optional components and functionality that may enhance the DBH CDS project. DBH may consider some or all optional functionality if financially feasible. The bidder may provide firm, fixed pricing for optional/desirable features, expansion options, and/or enhancements for the proposed DBH CDS.

<b>OPT #</b>	<b>Description of Optional Functionality</b>	<b>Cost</b>
OFTM-1	Ability to share, compare, and contrast data with other DHHS managed applications in order to coordinate care and avoid duplication of services.	_____ total
OFTM -2	User friendly report interface such that non-technical users can run queries	_____ total
OFTM -3	Intuitive, flexible report wizard to guide users through report creation	_____ total
OFTM -4	Ability to view reports and dashboards on mobile devices	_____ total
OFTM -5	Report Scheduler - Report scheduler with capabilities to distribute reports to specific networked printers, online via SharePoint, email, or FAX	_____ total
OFTM -6	Report scheduler – ability to distribute reports to mobile devices	_____ total
OFTM -7	Ability to add links to other reports or web pages	_____ total
OFTM -8	Linkage to other specialized systems, allowing the DBH to create a more comprehensive view of a member's situation (e.g. housing, crisis services, etc.)	_____ total
OFTM -9	Capability to capture survey results sources centrally for future analysis	_____ total
OFTM-10	Develop reports listed in Exhibit 4.	_____ total
OFTM-11	Create alerts when eligibility terminates or changes	_____ total
OFTM-12	Interface with claims adjudication module to update authorization usage	_____ total
OFTM-13	Ability to initiate global change of claims when benefit plan changes are made	_____ total
OFTM-14	Detect and flag duplicate claims or possible duplicate claims, and provider claims appeals and denials, and report to system users	_____ total
OFTM-15	Provide automatic pricing of claim based on the provider's contracted fee schedule and allow manual override. Support effective dates for each fee schedule	_____ total

OFTM-16	Price claims using multiple payers for a client and the ability to track for each payer items such as benefits limits; deductibles; co-pay; and co-insurance	_____ total
	<b>Other</b>	
	Bidders may also provide descriptions of any additional value-added services that are not already referenced by specifications included within this RFP. Any value-added services should be presented as optional functionality components and described on this Form A.9, with any additional costs for these services indicated in Form A.10.	_____ total