| RFP Sections | Performance Measure | Threshold | Severity | Metric Frequency |
| --- | --- | --- | --- | --- |
| Applies to all Phases | Breaches in data access | No data access breaches | 1 | Per occurrence |
| Applies to all Phases | Develop business and technical impact analysis and a remediation plan for all information breaches | Within eight (8) hours of identification | 1 | Per occurrence, recurring |
| Applies to all Phases | Breaches in data access regulations must be made known to the State | Within fifteen (15) minutes of identification of the breach | 1 | Per occurrence |
| Applies to all Phases | Compliant with federal and state laws and regulations in all activities | 100% compliance | 1 | Per occurrence, the next 30 calendar days and every following thirty (30) calendar days |
| II.B PM and SDLC | Time to submit Project Management Plan | Must submit the Project Management Plan within 60 calendar days of contract begin | 2 | First occurrence, then next 30 calendar days and every following seven (7) calendar days |
| III.D Organizational Staffing | Timely interim appointment of vacant key staff positions | Propose an interim replacement of key staff positions within five (5) calendar days of vacancy | 3 | Per occurrence, every 5 calendar days not filled. |
| III.D Organizational Staffing | Timely replacement of vacant key staff positions | Propose a replacement of key staff positions within sixty (60) calendar days of vacancy | 3 | Per occurrence, the first 60 calendar days and every following seven (7) calendar days. |
| IV.B PM and SDLC | Time to install software releases/upgrades/change requests | Must install software releases/upgrades/ change requests within State agreed upon timeframe | 1 | Per release |
| IV.B PM and SDLC | Time to submit Operational Communications Management Plan | Must submit the Operational Communications Management Plan 30 calendar days prior to the start of operations | 3 | First occurrence, then next 30 calendar days and every following seven (7) calendar days |
| IV.B PM and SDLC | Time to submit Operational System Development Life Cycle (SDLC) Plan | Must submit the Operational System Development Life Cycle (SDLC) Plan 30 calendar days prior to the start of operations | 3 | First occurrence, then next 30 calendar days and every following seven (7) calendar days |
| IV.D Deliverables,IV.K Documentation | Time to deliver documentation deliverables | Must deliver documentation updates within 45 days of the change. | 3 | Per occurrence |
| IV.F Change Management | Time to deliver change management assessment | Must deliver change management assessment within 30 calendar days of the request | 3 | First occurrence, then next 30 calendar days and every following seven (7) calendar days |
| IV.F Change Management | Time to deliver Business and System Requirements Document (BSRD) | Must deliver the Business and System Requirements Document (BSRD) within 30 calendar days of the submitted system change. | 3 | First occurrence, then next 30 calendar days and every following seven (7) calendar days |
| IV.F Change Management | Time to deliver Operational System Release Schedule | Must deliver the Operational System Release Schedule 30 calendar days prior to the start of operations. | 3 | First occurrence, then next 30 calendar days and every following seven (7) calendar days |
| IV.G Data and Record Retention | Time to deliver Data Reconciliation Plan | Must deliver the Data Reconciliation Plan 30 calendar days prior to start of operations. | 2 | First occurrence, then next 30 calendar days and every following seven (7) calendar days |
| IV.E Quality Assurance and MonitoringIV.H Business Continuity and Disaster Recovery | Time to develop business and technical impact analysis and a remediation plan for system defects | Must develop business and technical impact analysis and a remediation plan within 24 hours | 1 | Per defect |
| IV.E Quality Assurance and MonitoringIV.H Business Continuity and Disaster Recovery | Time to resolve critical system defects | Must resolve critical defects within 8 hours | 1 | Per defect, recurring daily |
| IV.E Quality Assurance and MonitoringIV.H Business Continuity and Disaster Recovery | Time to resolve high system defects | Must resolve high defects within 2 calendar days | 2 | Per defect, recurring daily |
| IV.E Quality Assurance and MonitoringIV.H Business Continuity and Disaster Recovery | Time to resolve medium system defects | Must resolve medium level defects within 4 business days | 4 | Per defect, recurring daily |
| IV.E Quality Assurance and MonitoringIV.H Business Continuity and Disaster Recovery | Time to resolve low system defects | Must resolve low level defects within 10 business days- | 5 | Per defect, recurring daily |
| IV.H Business Continuity and Disaster Recovery | Initial Disaster Recovery testing | Must provide attestation that Disaster Recovery testing has been successfully completed prior to 30 calendar days of operations begin. | 1 | First occurrence, then next 30 calendar days and every following seven (7) calendar days |
| IV.H Business Continuity and Disaster Recovery | Disaster Recovery Annual testing | Must provide attestation that Disaster Recovery testing has been successfully completed within 30 calendar days of the annual test. | 1 | First occurrence, then next 30 calendar days and every following seven (7) calendar days |
| IV.H Business Continuity and Disaster Recovery | Time to recover from a disaster or critical system failure | Must have the DMA back online within 48 hours of a failure or disaster | 1 | First occurrence, then every 24 hours |
| IV.H Business Continuity and Disaster Recovery | Hourly status of disaster or critical system failure/outage | Must notify the state of disaster or critical system failure / outage within one hour of identification and provide the state status updates on an hourly status or the time frame specified by the state. | 5 | Per occurrence, recurring hourly |
| IV.H Business Continuity and Disaster Recovery | Documentation for outages and critical system failures | Must provide written documentation within 5 business days of an outage or critical system failure | 3 | Per occurrence, recurring |
| IV.H Business Continuity and Disaster Recovery, IV.C Performance and Status Reporting | Time to notify the State of system defects | Must document defects within 1 business day of identification in the defect tracking system | 1 | Per defect |
| Business Continuity and Disaster Recovery | DMA accessibility | Must provide 99% accessibility per month, other than State approved scheduled maintenance times, to the DMA including all related system components provided by the Contractor. | 2 | Per each full hour of additional down-time, per month. |
| IV.I Facility | Time to deliver Operations Facility Open/Close Plan | Must provide an Operations Facility Open/Close Plan 60 calendar days prior to operations begin/close. | 3 | Per occurrence, the next 30 calendar days and every following seven (7) calendar days  |
| IV.J Organizational Staffing | Time to provide staff augmentation personnel.  | Must provide staff augmentation personnel as requested by the State within 30 calendar days of request. | 3 | Per occurrence, recurring  |
| IV.J Organizational Staffing | Timely interim appointment of vacant key staff positions | Propose an interim replacement of key staff positions within five (5) calendar days of vacancy | 3 | Per occurrence, every 5 calendar days not filled. |
| IV.J Organizational Staffing | Timely replacement of vacant key staff positions | Propose a replacement of key staff positions within sixty (60) calendar days of vacancy | 3 | Per occurrence, the first 60 calendar days and every following seven (7) calendar days. |
| IV.K Documentation | Provide timely weekly status reports | Each Monday for the previous week.  | 5 | Per occurrence |
| IV.K Documentation | Provide timely monthly status reports | Within five (5) business days of the end of the month. | 4 | Per occurrence |
| IV.K Documentation | Provide timely quarterly status reports | Within ten (10) business days of the end of the quarter. | 4 | Per occurrence |
| IV.K Documentation | Provide meeting minutes for project meetings in specified format | Within five (5) business days of the meeting. | 5 | Per occurrence |
| IV.L User Support | Respond to Help Desk messages | Must respond to help desk messages within 4 business hours. | 5 | Per occurrence |
| IV.M Privacy and Security | Provide a Security Risk Assessment  | Must provide a Security Risk Assessment not less than 30 calendar days prior to the start of operations | 2 | Per occurrence, the next 30 calendar days and every following seven (7) calendar days  |
| IV.M Privacy and Security | Provide an Operations Privacy and Security Management Plan | Must provide an Operations Privacy and Security Management Plan 90 calendar days prior to the start of operations | 2 | Per occurrence, the next 35 business days and every following seven (7) calendar days  |
| IV.M Privacy and Security | Execute a Privacy and Security Management Plan | Must execute a Privacy and Security Management Plan within 30 calendar days after State approval. | 2 | Per occurrence, the next 30 calendar days and every following seven (7) calendar days  |
| IV.M Privacy and Security | Provide an annual independent security audit | Must provide an annual independent security audit report within 30 calendar days of annual audit completion due date | 2 | Per occurrence, the next 30 calendar days and every following seven (7) calendar days  |
| IV.M Privacy and Security | Provide a Corrective Action Plan | Must provide a Corrective Action Plan for any deficiencies found in the security audit within 10 business days of the receipt of the audit report. | 2 | Per occurrence, the next 30 calendar days and every following seven (7) calendar days  |
| IV.N.4 Managing Queries and Reports – Predefined and Ad-hoc | Timeliness with which federal reports will be produced  | Federal reports will be produced in compliance with federal reporting timelines. | 1 | Per month |
| IV.N.4 Managing Queries and Reports – Predefined and Ad-hoc | Accuracy of federal reports. | Federal reports will be produced with 100% accuracy. | 1 | Per month |
| IV.N.4 Managing Queries and Reports – Predefined and Ad-hoc | Time to notify State of issues with reports | Within one (1) business day of detection. | 3 | Per occurrence |
| IV.N.6 Case Management | Availability of the Case Management system according to the maintenance schedule agreed upon by vendor and the State | Case Management will be available 99% of the time per month other than scheduled maintenance time. | 3 | Per each full hour of additional down-time, per month |
| IV.N.6 Case Management | Time to retrieve an image from the case management system. | Must maintain average image retrieval response time of two seconds. | 5 | Per month, per second over two seconds |
| IV.N.7 Operations Encounter Processing | Time to send encounter error report to applicable MCO.  | Must send encounter error report to applicable MCO within two business days of encounter receipt. | 5 | Per occurrence, recurring |
| IV.N.7 Operations Encounter Processing | Time to follow up on encounter error report | Must follow up on encounter error report weekly until all errors are resolved or escalated. | 4 | Per occurrence, recurring |
| IV.N.7 Operations Encounter Processing | Time to escalate unresolved encounter error report. | Must escalate unresolved encounter error report to the State within 2 business days of being 30 calendar days unresolved.  | 4 | Per occurrence, recurring |
| IV.O.1 General | Time to provide a Corrective Action Plan | Must provide a corrective action plan within 10 business days of the receipt of adverse system audit data. | 3 | Per occurrence, recurring  |
| IV.O.2 Data Management | Correction of inaccurate data | Any detected inaccuracies will be corrected on a schedule based on critical nature of the deviation as determined by the State. | 2 | Per occurrence |
| IV.O.2 Data Management | Timeliness of validation of data and information | 99% percent of all data must be validated within two business days of receipt. | 2 | Per month |
| IV.O.3 Data Governance | Operationalize the Data Governance Plan | Must operationalize the Data Governance Plan at minimum 30 calendar days prior to the start of operations. | 3 | Per occurrence, the next 30 calendar days and every following seven (7) calendar days  |
| IV.O.4 Master Data Management | Operationalize the Master Data Management Plan | Must operationalize the Master Data Management Plan at minimum 30 calendar days prior to the start of operations. | 3 | Per occurrence, the next 30 calendar days and every following seven (7) calendar days |
| IV.O.5 Data Models | Operationalize the Data Modeling Plan | Must operationalize the Data Modeling Plan with at minimum 30 calendar days prior to the start of operations. | 3 | Per occurrence, the next 30 calendar days and every following seven (7) calendar days |
| IV.O.6 Data Integration | Operationalize the Data Integration Plan | Must operationalize the Data Integration Plan at minimum 30 calendar days prior to the start of operations. | 3 | Per occurrence, the next 30 calendar days and every following seven (7) calendar days |
| IV.O.7 Data Sharing | Operationalize the Data Sharing Plan | Must operationalize the Data Sharing Plan at minimum 30 calendar days prior to the start of operations. | 3 | Per occurrence, the next 30 calendar days and every following seven (7) calendar days |
| IV.O.8 Data Exchanges and interfaces | Time to send/receive data | Must transfer/receive data at an average rate proposed by the contractor and agreed upon by the Contractor and State. | 4 | Per month |
| IV.O.9 Data Transformation | Operationalize the Data Transformation Plan | Must operationalize the Data Transformation Plan at minimum 30 calendar days prior to the start of operations. | 3 | Per occurrence, the next 30 calendar days and every following seven (7) calendar days |
| IV.O.11 Reporting and Analytics Tools and Methods | Query response time | Must provide query results at an average rate proposed by the contractor and agreed upon by the Contractor and State.  | 4 | Per week |
| IV.O.13 DMA Auditing and Controls | Operationalize the DMA Audit and Control Plan | Must operationalize the DMA Audit and Control Plan at minimum 30 calendar days prior to the start of operations. | 3 | Per occurrence, the next 30 calendar days and every following seven (7) calendar days |
| IV.O.13 DMA Auditing and Controls | Time to retrieve audit information | Must provide audit information within 48 hours of the request | 3 | Per occurrence, recurring  |
| IV.O.14 DMA Infrastructure and Solution Lifecycle Management | Operationalize the Infrastructure and Solution Lifecycle Management (ISLM) Plan | Must operationalize the Infrastructure and Solution Lifecycle Management (ISLM) Plan at minimum 30 calendar days prior to the start of operations. | 3 | Per occurrence, the next 30 calendar days and every following seven (7) calendar days |