| 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 Monitoring  IV.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 Monitoring  IV.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 Monitoring  IV.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 Monitoring  IV.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 Monitoring  IV.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 | |