

RFP # - Appendix A – Statement of Work - Attachment C – Performance Measures

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

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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

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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

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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)

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RFP Sections	Performance Measure	Threshold	Severity	Metric Frequency 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	Must provide an Operations Privacy and	2	Per occurrence, the

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	Management Plan	Security Management Plan 90 calendar days prior to the start of operations		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

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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)

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				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

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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