

RFP Clarifications Memorandum

To: Vendors Responding to RFP Number 4283 for the Mississippi Division of Medicaid (DOM)
From: David C. Johnson
Date: January 12, 2021
Subject: Clarification to Specifications
Contact Name: Jordan Barber
Contact Phone Number: 601-432-8005
Contact E-mail Address: jordan.barber@its.ms.gov

RFP Number 4283 is hereby amended as follows:

1. Section VII Technical Specifications, Items 6.1 through Items 6.6 are being removed:

~~6. Vendor Background, Experience, and Staffing Requirements~~

~~6.1 The Vendor shall provide a detailed narrative describing the background of the corporation that includes:~~

~~6.1.1 Date established~~

~~6.1.2 Ownership (e.g. public company, partnership, subsidiary)~~

~~6.1.3 Location of the principal place of business~~

~~6.1.4 Number and location of other satellite offices~~

~~6.1.5 Total number of employees~~

~~6.1.5.1 Full-time~~

~~6.1.5.2 Vendors/Subcontractors~~

~~6.1.5.3 Within the United States~~

~~6.1.5.4 Off-shore/Near-shore~~

~~6.2 The Vendor shall have a minimum of five years of Master Data Management/Master Person Index experience including but not limited to:~~

~~6.2.1 Development,~~

~~6.2.2 Implementation,~~

~~6.2.3 Ongoing operations,~~

~~6.2.4 Support and maintenance,~~

~~6.2.5 Minimum of 3 EMPI projects of similar size, scope and complexity, and~~

~~6.2.6 **MANDATORY:** Minimum of two years of health care information technology experience is required and preference will be given to Vendors who have worked with Medicaid and/or Health and Human Services agencies. Vendor must describe how they will meet this requirement.~~

~~6.3 Project Management Requirements~~

~~6.3.1 The Vendor shall follow industry standard best practices (Certification Commission for Healthcare Information Technology (CCHIT), PMI, and PMBOK) and the specific project management processes implemented by the Office of Information Technology Management (iTECH) at DOM. These processes do not dictate how the project must be managed but will require some standard deliverables.~~

~~6.3.2 For the HHSTP project, DOM follows a modified Agile/Waterfall software development methodology. For the CDIP program, DOM follows an Agile software development methodology and uses Kanban as the visual scheduling mechanism for the CDIP and encourages Vendor consideration of that methodology/tool for the MPI implementation. Vendor should describe the implementation and scheduling methodology.~~

~~6.3.3 The Vendor must observe the MECT and maintain compliance with any updates published by CMS.~~

~~<https://www.medicaid.gov/medicaid/data-and-systems/mect/index.html>~~

~~6.3.4 The Vendor shall prepare a Project Management Plan, including but not limited to the components listed below, that will assist in the comprehensive management of the project.~~

~~6.3.4.1 Scope Management,~~

~~6.3.4.2 Schedule Management,~~

- ~~6.3.4.3 — Quality Management,~~
- ~~6.3.4.4 — System Change Management,~~
- ~~6.3.4.5 — Configuration Management,~~
- ~~6.3.4.6 — Communications Management,~~
- ~~6.3.4.7 — Issues & Risks Management,~~
- ~~6.3.4.8 — Assumptions and Constraints,~~
- ~~6.3.4.9 — Testing,~~
- ~~6.3.4.10 — Conversion, and~~
- ~~6.3.4.11 — Training.~~

~~6.3.5 — The Vendor shall develop a Project Work Plan that contains the following and is updated bi-weekly for presentation to DOM management:~~

- ~~6.3.5.1 — Activities required for the project,~~
- ~~6.3.5.2 — Sequencing of activities, considering dependencies,~~
- ~~6.3.5.3 — Resources assigned to the activities,~~
- ~~6.3.5.4 — Durations of the activities, and~~
- ~~6.3.5.5 — Timeline schedule.~~

~~6.3.6 — The Vendor shall develop other Project Artifacts including:~~

- ~~6.3.6.1 — Monthly Progress Reports,~~
- ~~6.3.6.2 — Bi-weekly Project Work Plan updates, and~~
- ~~6.3.6.3 — Deliverable Expectation Documents (DED): The State may request that the Vendor produce a DED prior to the development of each anticipated deliverable so that the parties can be aligned on the expected content of the deliverables.~~

~~6.3.7 — Vendor must provide a product Maintenance Schedule with the response to the RFP.~~

~~6.3.8 — Vendor must provide an MPI Maintenance and Growth Plan (how the Vendor will size the proposed solution initially and address future growth) with the response to the RFP.~~

~~6.4 — Training~~

- ~~6.4.1 The Vendor shall describe the proposed training approach based upon projects of similar size and scope. The Vendor shall provide on-site train-the-trainer sessions in Jackson, Mississippi for Division/Agency resources or designated agency resources and other staff responsible for training with qualified and experienced trainers who have hands-on experience with the proposed solution.~~
- ~~6.4.2 The Vendor shall collaborate with the project team to finalize a training plan and schedule.~~
- ~~6.4.3 The Vendor shall develop and regularly update training materials and maintain electronic training guides and materials to support train-the-trainer instruction for , of relevant experience for all proposed key staff identified in the proposal. If the proposed individual is not an employee, a letter of commitment to join the project upon award is required.~~
- ~~6.4.3.1 Experience narratives, as shown in Attachment A, must be attached to the résumés describing specific experience with the type of service to be provided within this RFP. The Vendor will be required to describe specific experience with Medicaid projects and include any professional credentials, licenses, and recent and relevant continuing education.~~
- ~~6.4.4 Key Personnel designated as part of the proposed solution shall remain on the project team for the duration of the project unless a change in team is the result of request or approval by DOM in writing. In the event that any key personnel leave the company DOM must review resumes for any key personnel filling vacancies.~~
- ~~6.4.5 The Vendor shall provide a staffing contingency plan for all Key Personnel, which shall be updated annually, at a minimum.~~
- ~~6.4.6 (KP) Project Executive: For the duration of the entire project, the Vendor shall provide an overall Project Executive with on-site responsibilities once per month for the DOM monthly Steering Group meetings.~~
- ~~6.4.7 (KP) Lead Project Manager, or PM, for each of the proposed EMPI instances: The Vendor shall acknowledge that each proposed instance of the EMPI will have different DDI timelines and must be staffed accordingly.~~
- ~~6.4.7.1 Each Lead PM shall have the following experience and skill set:~~
- ~~6.4.7.1.1 Minimum of 3 years of experience with Health and Human Services information technology projects.~~

- ~~6.4.7.1.2 **MANDATORY:** Minimum of 3 years of experience participating in a project related to identity matching and/or MPI project as a Business Analyst, Subject Matter Expert, Project Lead, Technical Lead, or other similar role. Other roles proposed to meet this experience requirement will be approved at the sole discretion of the State. Vendor must describe how they will meet this requirement.~~
- ~~6.4.7.1.3 **MANDATORY:** Must have verifiable experience leading at least one successful implementation of a project related to identity matching and/or project of similar size, scope and complexity (multiple entities, systems, data sources, and/or modules) to this multifaceted project. Vendor must describe how they will meet this requirement.~~
- ~~6.4.7.1.4 Project Management Professional (PMP) Certification.~~
- ~~6.4.7.1.5 Knowledge of PMBOK project management theories and practices applicable to highly complex projects.~~
- ~~6.4.7.1.6 Experience making presentations to high-level executives and stakeholders.~~
- ~~6.4.7.1.7 Experience providing functional supervision and direction to high-level executives.~~
- ~~6.4.7.1.8 Experience in providing leadership to staff.~~
- ~~6.4.7.1.9 Experience in performing complex advanced level research.~~
- ~~6.4.7.1.10 Experience in identifying project risks, gaps, and providing solutions to complex high-level projects.~~
- ~~6.4.7.1.11 Proven negotiation and facilitation experience.~~
- ~~6.4.7.1.12 Experience implementing and using new technology and work processes to enhance decision-making.~~

~~6.4.7.1.13 Experience organizing and presenting information effectively, both orally and in writing.~~

~~6.4.7.1.14 Experience applying independent judgment in making critical decisions.~~

~~6.4.7.1.15 Experience leading and working cooperatively in a team environment.~~

~~6.4.7.2 Each Lead PM will be responsible for the following:~~

~~6.4.7.2.1 Performing overall project planning (including a detailed project plan in Microsoft Project), project reporting, project management, quality assurance, and documentation as needed or required by DOM,~~

~~6.4.7.2.2 Managing the overall project in accordance with the project plan,~~

~~6.4.7.2.3 Creating monthly overall status report,~~

~~6.4.7.2.4 Managing team members including the Technical Architect, Business Analysts, Testers, and any support staff,~~

~~6.4.7.2.5 Creating and maintaining Risk and Issue Registers,~~

~~6.4.7.2.6 Supporting the work of any oversight or IV&V vendor testing, including UAT and validating performance, stress testing and other testing and validation as deemed necessary,~~

~~6.4.7.2.7 Reporting to the DOM Project Manager and serving as liaison to any Independent Verification and Validation Vendor (IV&V) or Systems Integrator the State is using on a project,~~

~~6.4.7.2.8 Performing responsibilities on-site for a minimum of 2 weeks per month from project initiation until completion of project go-live,~~

~~6.4.7.2.9 Performing on-site responsibilities post go-live one week per month per instance, for duration of contract, and~~

~~6.4.7.2.10 Attending Monthly Steering Group Meeting at DOM in Jackson, Mississippi and presenting overall status, issues, and risks to participants.~~

~~6.4.8 (KP) Technical Architect: One Technical Architect to support the EMPI instance(s), as well as the integration of all proposed instances for a seamlessly integrated solution for DOM.~~

~~6.4.8.1 Technical Architect shall have the following experience and skill set:~~

~~6.4.8.1.1 Minimum of 5 years of experience as a technical architect with healthcare information technology projects.~~

~~6.4.8.1.2 **MANDATORY:** Minimum of 2 years of experience as a technical architect with Medicaid and/or healthcare Master Person Index deployments. Vendor must describe how they will meet this requirement.~~

~~6.4.8.1.3 Minimum of 2 years of experience with healthcare interoperability.~~

~~6.4.8.1.4 Experience collaborating with technical teams in defining architectural roadmaps to meet business goals,~~

~~6.4.8.1.5 Minimum of 2 years of experience in end-to-end cloud-based solution design and development.~~

~~6.4.8.1.6 Experience in systems, hardware, and network design and development.~~

~~6.4.8.1.7 Strong, articulate communication skills, including ability to convey the right level of technical detail for multiple audiences (executives, IT staff, policy staff, program support staff, etc.).~~

~~6.4.8.2 Technical Architect will be responsible for the following:~~

~~6.4.8.2.1 Providing technical planning and design of the proposed solution for both MPI instances,~~

~~6.4.8.2.2 Providing overall technical Subject Matter Expertise,~~

~~6.4.8.2.3 Performing responsibilities on-site for a minimum of 80 hours per month from project initiation until completion of project go-live for all instances,~~

~~6.4.8.2.4 Providing on-site support and resources during all testing, for the duration of contract, and~~

~~6.4.8.2.5 Developing a “big picture” view driven from technical details and identifying “ripple effects” from any organizational technical decisions.~~

~~6.4.9 Business Analyst: One Business Analyst per MPI instance (minimum of two Bas for this overall project are required).~~

~~6.4.9.1 Business Analyst shall have the following experience and skill set:~~

~~6.4.9.1.1 Minimum of 5 years of experience with Health and Human Services information technology projects;~~

~~6.4.9.1.2 Verifiable experience with identity matching and/or MPI, or master data management implementations as an Implementation Consultant or a Business Analyst;~~

~~6.4.9.1.3 Experience working with proposed solution as a Business Analyst;~~

~~6.4.9.1.4 Assist the DOM teams with User Acceptance Testing (UAT) of each of the instances as well as with any changes, updates, patches or fixes as necessary and requested by DOM;~~

~~6.4.9.1.5 Experience in the development, review, distribution, and presentation of project status reports;~~

~~6.4.9.1.6 Experience in developing, reviewing, and/or discussing project related deliverables; and~~

~~6.4.9.1.7 Experience in documenting and escalating project action items, issues, risks, and/or decisions in timely manner to the client, and other project stakeholders as is necessary.~~

~~6.4.9.2 Business Analyst will be responsible for the following:~~

- ~~6.4.9.2.1 Participate in staff/team meetings and trainings;~~
- ~~6.4.9.2.2 Provide frequent, clear, and consistent communication to the client, team members, vendor, and direct reports;~~
- ~~6.4.9.2.3 Analyze, review, and maintain vendor and/or client-supplied documentation;~~
- ~~6.4.9.2.4 Assist in documentation review facilitation, tracking, and maintenance;~~
- ~~6.4.9.2.5 Perform assigned tasks efficiently and effectively, asking questions when instructions are unclear;~~
- ~~6.4.9.2.6 Perform responsibilities on-site on-site at the vendor provided office facility or a minimum of 80 hours per month from project initiation until completion of project go-live;~~
- ~~6.4.9.2.7 Provide on-site support and resources during all testing for all instances as well as the integration for a seamless MPI (for DDI and then after go-live) including for supporting the DOM team in testing updates, patches, fixes, and upgrades, for the duration of contract; and~~
- ~~6.4.9.2.8 Provide ongoing support to DOM after go-live by performing the merge and unmerge activities of persons across the proposed solution and instances of the MPI. DOM will assign resource(s) to assist and oversee this ongoing manual identity matching and merge/unmerge process, however, the duties of manual merge, unmerge, and manual identity management of persons shall be a Vendor-led function. State agency resources may differ between all MPI instances and per DOM program area.~~

~~6.4.10 — Technical training staff responsibilities:~~

- ~~6.4.10.1 — The Vendor shall provide a training staff to provide technical training for up to 20 staff on the approach to integration development, on functions of the proposed solution, on the workflows, on the procedures of proper operation, and on reporting and audit logs.~~

~~6.4.10.2 The Vendor shall provide detailed training documentation and system documentation for the entire technical solution and all instances. All documentation shall be updated on a regular basis, with updates occurring minimally every 6 months.~~

~~6.4.10.3 The training shall be phased over time and location to support the phased implementation of all proposed instances.~~

~~6.4.10.4 The technical training attendees shall be composed of selected staff for each of the instances.~~

~~6.5 The Vendor must provide the appropriate quality and quantity of staff to successfully perform the services described in this RFP. The Vendor shall submit a staffing plan to DOM with the response to the RFP. The staffing plan shall include how the Vendor plans to address staffing requirements, project roles and responsibilities with Key Personnel clearly identified and how changes in staff will be handled through all phases of the project.~~

~~6.5.1 The plan shall include a team organization chart that clearly defines reporting relationships. The Vendor must provide a descriptive narrative indicating the role and responsibility of each resource or entity identified. All positions identified on the team organization chart that are not fulfilled by project Key Personnel must include a representative profile that includes qualifications, experience, and education.~~

~~6.5.2 The plan shall include a statement and chart that clearly indicates the time commitment of each of the proposed project personnel for each phase. The Vendor will be required to include a statement indicating to what extent, if any, the key project personnel may work on other projects during the term of the Contract. DOM may reject any proposal that commits the proposed key project personnel to other projects during the term of the Contract if DOM believes that such commitment may be detrimental to the Vendor's performance or project schedule.~~

~~6.5.3 The Vendor will have limited office space at the DXC facilities in Ridgeland, Mississippi. Equipment and lifecycle management tools (such as a secure document repository, project software, etc.) for this team, including access for DOM, shall be provided by the Vendor.~~

~~6.6 The Vendor is encouraged to enhance the essential staff with additional personnel in the proposal as they see fit.~~

2. Section VII Technical Specifications, Item 6.1 through Item 6.8 are being added:

6. Vendor Background, Experience, and Staffing Requirements

- 6.1 The Vendor shall provide a detailed narrative describing the background of the corporation that includes:
 - 6.1.1 Date established
 - 6.1.2 Ownership (e.g. public company, partnership, subsidiary)
 - 6.1.3 Location of the principal place of business
 - 6.1.4 Number and location of other satellite offices
 - 6.1.5 Total number of employees
 - 6.1.5.1 Full-time
 - 6.1.5.2 Vendors/Subcontractors
 - 6.1.5.3 Within the United States
 - 6.1.5.4 Off-shore/Near-shore
- 6.2 The Vendor shall have a minimum of five years of Master Data Management/Master Person Index experience including but not limited to:
 - 6.2.1 Development,
 - 6.2.2 Implementation,
 - 6.2.3 Ongoing operations,
 - 6.2.4 Support and maintenance,
 - 6.2.5 Minimum of 3 EMPI projects of similar size, scope and complexity, and
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6.3.4.7 Issues & Risks Management,

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6.3.4.9 Testing,

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6.3.5.2 Sequencing of activities, considering dependencies,

6.3.5.3 Resources assigned to the activities,

- 6.3.5.4 Durations of the activities, and
- 6.3.5.5 Timeline schedule.
- 6.3.6 The Vendor shall develop other Project Artifacts including:
 - 6.3.6.1 Monthly Progress Reports,
 - 6.3.6.2 Bi-weekly Project Work Plan updates, and
 - 6.3.6.3 Deliverable Expectation Documents (DED): The State may request that the Vendor produce a DED prior to the development of each anticipated deliverable so that the parties can be aligned on the expected content of the deliverables.
- 6.3.7 Vendor must provide a product Maintenance Schedule with the response to the RFP.
- 6.3.8 Vendor must provide an MPI Maintenance and Growth Plan (how the Vendor will size the proposed solution initially and address future growth) with the response to the RFP.
- 6.4 Training
 - 6.4.1 The Vendor shall describe the proposed training approach based upon projects of similar size and scope. The Vendor shall provide on-site train-the-trainer sessions in Jackson, Mississippi for Division/Agency resources or designated agency resources and other staff responsible for training with qualified and experienced trainers who have hands on experience with the proposed solution.
 - 6.4.2 The Vendor shall collaborate with the project team to finalize a training plan and schedule.
 - 6.4.3 The Vendor shall develop and regularly update training materials and maintain electronic training guides and materials to support train-the-trainer instruction for enhancements/production release changes.
 - 6.4.4 Vendor's pricing for training must be provided in a tiered approach to accommodate technical, administrative, user training (in a train-the-trainer approach) and other training, including training materials, as necessary for successful implementation. Pricing must be included as a line item in the Section VIII Cost Information Submission form.
- 6.5 The Vendor is required to provide a team of qualified personnel to support every phase of work. These phases include initiation, design, development, implementation (including integration with CDIP ESB), testing, go-live, warranty period, ongoing operations, and support and maintenance.

If multiple MPI instances are proposed, each could have a different timeline and go-live date. Therefore, the Vendor shall account for staffing for the instances as non-congruent projects (and staff) accordingly.

6.5.1 The team of personnel shall have the appropriate expertise to successfully complete the following aspects of the project:

6.5.1.1 Initiation, Design, Development, and Implementation (DDI).

6.5.1.2 Integration procedures with other Vendors or systems.

6.5.1.3 Testing.

6.5.1.4 Go-live.

6.5.1.5 Warranty period and ongoing operations services, and

6.5.1.6 Support and maintenance.

6.6 Key Personnel (KP) are essential team members and required to be on-site in Jackson, Mississippi regularly, especially during User Acceptance Testing (UAT).

6.6.1 The Vendor must identify all Key Personnel, and their roles and responsibilities for all phases of the project. The Vendor will be required to submit résumés and also provide a short narrative, as described in Item 6.6.1.1, of relevant experience for all proposed key staff identified in the proposal. If the proposed individual is not an employee, a letter of commitment to join the project upon award is required.

6.6.1.1 Experience narratives, as shown in Attachment A, must be attached to the résumés describing specific experience with the type of service to be provided within this RFP. The Vendor will be required to describe specific experience with Medicaid projects and include any professional credentials, licenses, and recent and relevant continuing education.

6.6.2 Key Personnel designated as part of the proposed solution shall remain on the project team for the duration of the project unless a change in team is the result of request or approval by DOM in writing. In the event that any key personnel leave the company DOM must review resumes for any key personnel filling vacancies.

6.6.3 The Vendor shall provide a staffing contingency plan for all Key Personnel, which shall be updated annually, at a minimum.

6.6.4 (KP) Project Executive: For the duration of the entire project, the Vendor shall provide an overall Project Executive with on-site

responsibilities once per month for the DOM monthly Steering Group meetings.

6.6.5 (KP) Lead Project Manager, or PM, for each of the proposed EMPI instances: The Vendor shall acknowledge that each proposed instance of the EMPI will have different DDI timelines and must be staffed accordingly.

6.6.5.1 Each Lead PM shall have the following experience and skill set:

6.6.5.1.1 Minimum of 3 years of experience with Health and Human Services information technology projects.

6.6.5.1.2 **MANDATORY:** Minimum of 3 years of experience participating in a project related to identity matching and/or MPI project as a Business Analyst, Subject Matter Expert, Project Lead, Technical Lead, or other similar role. Other roles proposed to meet this experience requirement will be approved at the sole discretion of the State. Vendor must describe how they will meet this requirement.

6.6.5.1.3 **MANDATORY:** Must have verifiable experience leading at least one successful implementation of a project related to identity matching and/or project of similar size, scope and complexity (multiple entities, systems, data sources, and/or modules) to this multifaceted project. Vendor must describe how they will meet this requirement.

6.6.5.1.4 Project Management Professional (PMP) Certification.

6.6.5.1.5 Knowledge of PMBOK project management theories and practices applicable to highly complex projects.

6.6.5.1.6 Experience making presentations to high-level executives and stakeholders.

6.6.5.1.7 Experience providing functional supervision and direction to high-level executives.

6.6.5.1.8 Experience in providing leadership to staff.

- 6.6.5.1.9 Experience in performing complex advanced level research.
- 6.6.5.1.10 Experience in identifying project risks, gaps, and providing solutions to complex high-level projects.
- 6.6.5.1.11 Proven negotiation and facilitation experience.
- 6.6.5.1.12 Experience implementing and using new technology and work processes to enhance decision-making.
- 6.6.5.1.13 Experience organizing and presenting information effectively, both orally and in writing.
- 6.6.5.1.14 Experience applying independent judgment in making critical decisions.
- 6.6.5.1.15 Experience leading and working cooperatively in a team environment.

6.6.5.2 Each Lead PM will be responsible for the following:

- 6.6.5.2.1 Performing overall project planning (including a detailed project plan in Microsoft Project), project reporting, project management, quality assurance, and documentation as needed or required by DOM,
- 6.6.5.2.2 Managing the overall project in accordance with the project plan,
- 6.6.5.2.3 Creating monthly overall status report,
- 6.6.5.2.4 Managing team members including the Technical Architect, Business Analysts, Testers, and any support staff,
- 6.6.5.2.5 Creating and maintaining Risk and Issue Registers,
- 6.6.5.2.6 Supporting the work of any oversight or IV&V vendor testing, including UAT and validating performance, stress testing and other testing and validation as deemed necessary,

- 6.6.5.2.7 Reporting to the DOM Project Manager and serving as liaison to any Independent Verification and Validation Vendor (IV&V) or Systems Integrator the State is using on a project,
 - 6.6.5.2.8 Performing responsibilities on-site for a minimum of 2 weeks per month from project initiation until completion of project go-live,
 - 6.6.5.2.9 Performing on-site responsibilities post go-live one week per month per instance, for duration of contract, and
 - 6.6.5.2.10 Attending Monthly Steering Group Meeting at DOM in Jackson, Mississippi and presenting overall status, issues, and risks to participants.
- 6.6.6 (KP) Technical Architect: One Technical Architect to support the EMPI instance(s), as well as the integration of all proposed instances for a seamlessly integrated solution for DOM.
- 6.6.6.1 Technical Architect shall have the following experience and skill set:
 - 6.6.6.1.1 Minimum of 5 years of experience as a technical architect with healthcare information technology projects.
 - 6.6.6.1.2 **MANDATORY:** Minimum of 2 years of experience as a technical architect with Medicaid and/or healthcare Master Person Index deployments. Vendor must describe how they will meet this requirement.
 - 6.6.6.1.3 Minimum of 2 years of experience with healthcare interoperability.
 - 6.6.6.1.4 Experience collaborating with technical teams in defining architectural roadmaps to meet business goals.
 - 6.6.6.1.5 Minimum of 2 years of experience in end-to-end cloud-based solution design and development.
 - 6.6.6.1.6 Experience in systems, hardware, and network design and development.

- 6.6.6.1.7 Strong, articulate communication skills, including ability to convey the right level of technical detail for multiple audiences (executives, IT staff, policy staff, program support staff, etc.).
- 6.6.6.2 Technical Architect will be responsible for the following:
 - 6.6.6.2.1 Providing technical planning and design of the proposed solution for both MPI instances,
 - 6.6.6.2.2 Providing overall technical Subject Matter Expertise,
 - 6.6.6.2.3 Performing responsibilities on-site for a minimum of 80 hours per month from project initiation until completion of project go-live for all instances,
 - 6.6.6.2.4 Providing on-site support and resources during all testing, for the duration of contract, and
 - 6.6.6.2.5 Developing a “big picture” view driven from technical details and identifying “ripple effects” from any organizational technical decisions.
- 6.6.7 Business Analyst (BA): One Business Analyst per MPI instance (minimum of two BAs for this overall project are required).
 - 6.6.7.1 Business Analyst shall have the following experience and skill set:
 - 6.6.7.1.1 Minimum of 5 years of experience with Health and Human Services information technology projects;
 - 6.6.7.1.2 Verifiable experience with identity matching and/or MPI, or master data management implementations as an Implementation Consultant or a Business Analyst;
 - 6.6.7.1.3 Experience working with proposed solution as a Business Analyst;
 - 6.6.7.1.4 Assist the DOM teams with User Acceptance Testing (UAT) of each of the instances as well as with any changes, updates, patches

or fixes as necessary and requested by DOM;

6.6.7.1.5 Experience in the development, review, distribution, and presentation of project status reports;

6.6.7.1.6 Experience in developing, reviewing, and/or discussing project related deliverables; and

6.6.7.1.7 Experience in documenting and escalating project action items, issues, risks, and/or decisions in timely manner to the client, and other project stakeholders as it is necessary.

6.6.7.2 Business Analyst will be responsible for the following:

6.6.7.2.1 Participate in staff/team meetings and trainings;

6.6.7.2.2 Provide frequent, clear, and consistent communication to the client, team members, vendor, and direct reports;

6.6.7.2.3 Analyze, review, and maintain vendor and/or client-supplied documentation;

6.6.7.2.4 Assist in documentation review facilitation, tracking, and maintenance;

6.6.7.2.5 Perform assigned tasks efficiently and effectively, asking questions when instructions are unclear;

6.6.7.2.6 Perform responsibilities on-site at the vendor provided office facility or a minimum of 80 hours per month from project initiation until completion of project go-live;

6.6.7.2.7 Provide on-site support and resources during all testing for all instances as well as the integration for a seamless MPI (for DDI and then after go-live) including for supporting the DOM team in testing updates, patches, fixes, and upgrades, for the duration of contract; and

6.6.7.2.8 Provide ongoing support to DOM after go-live by performing the merge and unmerge activities of persons across the proposed solution and instances of the MPI. DOM will

assign resource(s) to assist and oversee this ongoing manual identity matching and merge/unmerge process, however, the duties of manual merge, unmerge, and manual identity management of persons shall be a Vendor-led function. State agency resources may differ between all MPI instances and per DOM program area.

6.6.8 Technical training staff responsibilities:

6.6.8.1 The Vendor shall provide a training staff to provide technical training for up to 20 staff on the approach to integration development, on functions of the proposed solution, on the workflows, on the procedures of proper operation, and on reporting and audit logs.

6.6.8.2 The Vendor shall provide detailed training documentation and system documentation for the entire technical solution and all instances. All documentation shall be updated on a regular basis, with updates occurring minimally every 6 months.

6.6.8.3 The training shall be phased over time and location to support the phased implementation of all proposed instances.

6.6.8.4 The technical training attendees shall be composed of selected staff for each of the instances.

6.7 The Vendor must provide the appropriate quality and quantity of staff to successfully perform the services described in this RFP. The Vendor shall submit a staffing plan to DOM with the response to the RFP. The staffing plan shall include how the Vendor plans to address staffing requirements, project roles and responsibilities with Key Personnel clearly identified and how changes in staff will be handled through all phases of the project.

6.7.1 The plan shall include a team organization chart that clearly defines reporting relationships. The Vendor must provide a descriptive narrative indicating the role and responsibility of each resource or entity identified. All positions identified on the team organization chart that are not fulfilled by project Key Personnel must include a representative profile that includes qualifications, experience, and education.

6.7.2 The plan shall include a statement and chart that clearly indicates the time commitment of each of the proposed project personnel for each phase. The Vendor will be required to include a statement indicating to what extent, if any, the key project personnel may work on other projects during the term of the Contract. DOM may reject any proposal that commits the proposed key project personnel to

other projects during the term of the Contract if DOM believes that such commitment may be detrimental to the Vendor's performance or project schedule.

6.7.3 The Vendor will have limited office space at the DXC facilities in Ridgeland, Mississippi. Equipment and lifecycle management tools (such as a secure document repository, project software, etc.) for this team, including access for DOM, shall be provided by the Vendor.

6.8 The Vendor is encouraged to enhance the essential staff with additional personnel in the proposal as they see fit.

Vendor must include in their proposal a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

RFP responses are due February 23, 2021, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Jordan Barber at 601-432-8005 or via email at jordan.barber@its.ms.gov.

cc: ITS Project File Number 44909