

STATEMENT OF WORK

This part of the ITB describes the work the Vendor will be expected to perform during the period of the DDI (Design, Development & Implementation) portion of the contract.

The implementation phase shall be structured to accommodate the winner of the contract. This statement of work is divided into two (2) sections: Operational Implementation and Enhancement Implementation.

- A non-incumbent Vendor will be given twelve (12) months from the signing of the contract or until October 1, 2011 whichever date occurs first to complete the Operational Implementation phase. The non-incumbent Vendor will be given an additional six (6) months from the operational implementation to complete the enhancements.
- An incumbent Vendor will be given six (6) months from the signing of the contract to complete the enhancements.

The Bidder must read all sections of the ITB to get a complete understanding of the requirements. Many requirements from the current contract have been modified to include performance measures. These performance measures are not considered enhancements. System modifications or specified additional personal are considered enhancements.

2.01 Introduction

The selected Vendor shall, upon contract signing, begin work on the Alabama Medicaid Management Information System (AMMIS). The completed system (operational system plus enhancements) will meet the functional requirements outlined in *Section 3 - Requirements*. The enhancements will be further defined as necessary by Agency staff during the requirements definition phase. The expected scope of work for the development of the enhancements is described in the [Enhancement Implementation Phase](#).

Following the implementation of the AMMIS, the Vendor will continue to operate, maintain, and modify the system for the full contract term and perform Vendor responsibilities described in *Section 3 - Requirements*. The Agency encourages Vendors to propose the best technical solutions available to meet the needs of the Alabama Medicaid program implementing enhancements and to perform their Vendor responsibilities in a thoroughly professional and responsive manner.

The Agency requires Vendors to use structured design methodologies that focus on a Service Oriented Architecture (SOA). The Vendor's methodology shall support future Health Insurance Portability and Accountability Act (HIPAA) changes, and the continuing evolution of the Medicaid Information Technology Architecture (MITA) initiative.

The Alabama Medicaid Management Information System (AMMIS) consists of the subsystems specified in *Section 3 - Requirements*.

The [Operations Implementation Phase](#) only applies to a new vendor. The incumbent Vendor would not be required to perform this phase. The Vendor's scope of work during the Operations Implementation Phase has been further defined into six (6) separate tasks. The six (6) tasks included as the scope of work for the Operations Implementation Phase of the modified AMMIS are:

1. Operations Transition Contract Start-Up and Project Planning
2. Operations Transition Plan
3. Operations Transition Design
4. Operations Transition Construction
5. Operations Transition Testing
6. Operations Transition Implementation.

The Vendor's scope of work during the [Enhancement Implementation Phase](#) has been further defined into five (5) separate tasks. The five (5) tasks included as the scope of work for the Implementation Phase of the modified AMMIS are:

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1. Enhancement Start-Up and Project Planning
2. Enhancement Requirements Definition
3. Enhancement Construction
4. Enhancement Testing
5. Enhancement Implementation.

If the Vendor's system development methodology supports different but equivalent tasks, the Vendor must cross-reference the task list as provided to their methodology. The Vendor must clearly define the objective, the entrance and the exit criteria for each phase in their methodology.

The Agency will closely monitor the timely and adequate performance of all Implementation Phase tasks. The Agency may use professional consulting services to assist Agency staff in managing all contract activities. The Vendor shall work with all consulting services selected by the Agency. The consulting services, with the Agency's approval, shall have access to all documents and meetings related to the project.

2.02 AMMIS Implementation Phase Objectives

The Agency has identified the following objectives for the scope of work to be performed during the Operations Implementation Phase and the Enhancement Implementation Phase:

- Ensure that the AMMIS is responsive to the current needs of the Agency and flexible enough to accommodate changing program directions.
- Maximize the ease of modifying the AMMIS, in terms of efficiency and expediency in response to Agency, State and federally required changes.
- Utilize automated design, development, and testing tools to the maximum extent possible to achieve cost and schedule efficiencies.
- Ensure the AMMIS incorporates the best use of technical solutions to provide service to Medicaid program providers.
- Ensure that the AMMIS is rigorously tested and properly installed prior to the start of operations or production implementation.
- Demonstrate that the AMMIS can fully communicate with the Agency and outside entities.
- Ensure each enhancement is fully tested prior to production implementation.
- Ensure that the AMMIS is complete, fully operational, and operates as the current AMMIS within twelve (12) months of contract signing or by October 1, 2011 whichever date occurs first.
- Update or create all documentation including requirements to reflect the current state of the AMMIS.
- Update the MITA State Self-assessment to reflect the current state of the AMMIS.
- Ensure that the AMMIS uses electronic data and automated processes whenever possible.
- Utilize n-tier architecture, Internet browser pages, thin clients, relational database structure and multiple security levels.

2.02.01 Information Systems Design and Development Requirements

This subsection presents general information systems requirements that the Vendor shall meet during all Implementation Phases.

2.02.01.01 Structured Design and Programming

All system components that are being developed as part of the enhancements to the AMMIS shall use SOA and MITA concepts.

2.02.01.02 Separate Development and Testing Environments

The proposed enterprise architecture shall provide for adequate configuration management, production (database and programs) control, versioning and audit capabilities to support the production and multiple test environments.

The proposed architecture for the Implementation Phase shall provide for separate development and multiple testing environments for all applications. It shall ensure that work being performed in the development environment is completely separate from any of the testing environments. The system environment shall provide access to data and files in the testing environment under Agency-approved limitations.

2.02.01.03 Hardware

The Vendor may propose any hardware platform that will support the current AMMIS and requirements set forth in this ITB. The current AMMIS is an n-tier design with Sun and Microsoft IIS servers. However, the proposed hardware platform shall be easily upgradeable and/or expandable if:

- It is discovered that the system has insufficient capacity to meet the performance expectations described in *Section 3 - Requirements*
- Changes made to the architecture as a result of the Requirements Definition or System Design Task activities require additional processing capacity, or
- Additional processing capacity is required to respond to changes to the Alabama Medicaid program during the Implementation and Operations Phases of the contract.

2.02.01.04 Software

The Vendor may utilize any applications programming language to enhance/modify the existing AMMIS. However, the current AMMIS is a transaction-based design on n-tier application framework and was constructed using Microsoft .NET.

Any proposed proprietary software and application languages shall be identified in the proposal and are subject to Agency approval. Clearly identified off-the-shelf software may be proposed for some capabilities and will be subject to Agency approval. The Agency encourages the use of web based thin client/interfaces. Any licenses required for modification and operation of proprietary software shall be the financial responsibility of the Vendor and shall be transferable to the Agency as defined in *Section 6 – General Terms and Conditions*.

The Vendor shall provide automated project management software for its use and the State's access via the web or the State's WAN. Such software shall require Agency approval and shall be licensed to the Alabama Medicaid Agency.

The proposed system software shall enable Agency technical staff and consulting staff to browse any libraries, test files and test environments regardless of the platforms being used for development. It shall also enable these Agency resources to access the same software development tools used by Vendor staff to assist in the development of test data and the evaluation of test results and system changes.

Any proposed commercial system software shall be compatible with, and accessible through, the State's existing software product suite (Microsoft Office).

The proposed software shall be easily migrated to a larger platform if the proposed platform is demonstrated to be insufficient to meet Alabama's performance expectations as described in *Section 3 - Requirements*.

2.02.01.05 Technical Specifications

The Vendor's equipment shall be compatible with the State's WAN and shall allow the transfer of files and electronic messages (e-mail) between Vendor and the Agency staff. The technical specifications for the State's WAN are contained in *Section 7.09 - Appendix I – State Technical Architecture*.

2.02.01.06 Security

The Vendor shall follow applicable technical standards for physical and data security during development of the AMMIS enhancements as prescribed by the Agency and CMS. These standards are defined in Federal Information Processing Standards (FIPS) Publications 31, 41, and 73, issued by the National Institute of Standards and Technology (NIST) and the HIPAA security regulations (45 CFR Part 142).

2.02.01.07 Documentation

Documentation, including all Operational and Enhancement Implementation Phase deliverables and resulting systems documentation (e.g., user documentation, operational procedures, provider manual, AMMIS systems documentation, detail design documents, MITA State Self Assessment) shall be provided in hard copy (if requested), stored in an electronic format and made available through a web based document repository tool. The document repository tool shall be organized to allow easy access to all documentation. The tool shall retain a minimum of ten (10) versions of each documentation, a date/time stamp and User ID for each version. The documentation shall be accessible to Medicaid users and approved contractors on the Agency intranet, the Agency & Vendor web portal, on-line, CD-ROM (per Agency request) and through the document repository tool operated by the current Vendor or other methods as approved by the Agency. The Vendor shall maintain or update all documentation to reflect the current state of the AMMIS enterprise (e.g. production, test, interfaces, and translator). Documentation shall include specific user friendly instruction on accessing and using each environment of the AMMIS (e.g. production, user acceptance test, model office test). Specific documentation standards will be defined during the Contract Start-Up and Project Planning Task.

2.02.02 Project Management Expectations

This subsection of the Implementation Phase Requirements presents the project management expectations that the Agency has identified for the Vendor to meet during the period from contract signing through production implementation of the requested enhancements. These expectations include minimum staffing requirements, location concerns, anticipated schedule for key milestones, reporting relationships and requirements, performance monitoring and Agency oversight.

2.02.02.01 Anticipated Project Schedule

The Implementation Phase will begin upon Agency and federal approval of the contract with the successful Bidder. The anticipated start date for the Implementation Phase is specified in the *Section 1.05.01 Procurement Timetable*. The Vendor will further define the schedule for the Implementation Phase, depending on the methodology proposed. The Vendor's response will use anticipated start date in the *Section 1.05.01 Procurement Timetable* as a start date for all project tasks or activities. All tasks that are identified in the proposal will be based on the number of days from the start of the contract. When the actual start date of the contract is determined, the Vendor shall replace the estimated start date with the actual start date and all tasks shall be adjusted accordingly. The following activities are required to have associated dates (or number of days from the start of the contract):

- Transition Project Start-up & Project planning
- Transition Plan

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- Transition Design
- Transition Construction
- Transition Testing
- Operations Implementation
- Enhancement Project Start-up & Project Planning
- Enhancement Design
- Enhancement Construction
- Enhancement Testing
- Enhancement Implementation
- Project Closure

For non-incumbent Vendors, the AMMIS shall be operational within twelve (12) months of contract signing or by October 1, 2011 whichever date occurs first. The enhancements shall be complete within six (6) months of contract signing for incumbent Vendors or within six (6) months of operational implementation for non-incumbent Vendors. The AMMIS operations start date of October 1, 2011 is a critical date and will be subject to damages, as specified in *Section 6.11.02 Operational Start Date Damages* of this ITB.

The Vendor's schedule shall show completion of all tasks prior to the beginning of the user acceptance testing or parallel testing. AMMIS Operational Implementation task activities, such as the installation of equipment, system operations documentation, training of staff, providers and users, may overlap the other Operational Implementation Phase tasks, as necessary, to ensure a timely start of operations.

The Agency strongly recommends that the Vendor's proposed approach closely coordinates all activities so that activities are conducted concurrently with significant user involvement. The Agency encourages the Vendor to overlap activities where appropriate to proceed to system construction in a timely manner.

The Agency will actively monitor Vendor activities during the project by reviewing deliverables, participating in meetings, attending peer reviews, performing user acceptance testing and many other activities. Weekly status meetings will be required during the Implementation Phase and shall be attended by Agency project management staff, program users, contractors, and the Vendor's Implementation Manager and designated technical staff.

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Payment to the Vendor for Implementation Phase tasks shall be based on completion of the contract deliverables defined in *Section 6 – General Terms and Conditions*.

2.02.02.02 Reporting and Approvals

Standard Vendor requirements for reporting status and obtaining Agency approvals include the following:

- Report progress against the approved work-plan for each task through bi-weekly written status reports and at weekly progress review meetings with the Agency AMMIS Implementation Phase Project Manager
- Document weekly status meetings in writing, summarizing the key points covered, and provide a draft of this summary no later than 9:00 a.m. the second business day after the meeting
- Update the project work-plan and task schedule bi-weekly
- Deliver written status reports and updated work-plans/schedules by 9:00 a.m. one (1) business day before the status meeting
- Define templates for each deliverable. The Vendor shall prepare description of the contents for each section of the template to demonstrate an understanding of the purpose and content. The Vendor shall obtain approval from the Agency for the sample and contents of each deliverable before beginning work on the deliverable. When the base deliverable contents are defined by federal rules (e.g., State Medicaid Manual), those requirements should serve as the basis for the outline to be submitted for approval.
- Conduct group product reviews for all major milestone deliverables and any other product requested by the Agency. This review will occur as a meeting with all applicable Agency staff in attendance. The product will be submitted to the Agency five (5) working days before the meeting along with a request for the meeting. The deliverable or product will be reviewed and modified in a meeting with the desired result of the meeting being an approved product or deliverable. See *Section [2.02.02.07 Deliverables](#)* for more information on product reviews.
- Submit products or documents that are not part of a group product review to the Agency along with quality review documents identifying the review criteria and the name of the reviewer. The Agency shall have ten (10) days to review and return comment on the product or document to the Vendor. The Vendor shall then have ten (10) days to respond to comments. Any product or document that is not approved after the first round of comments & responses will be part of a group product review.

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- Obtain written approval from the Agency on each deliverable.
- Identify and document in writing any scope of work issues. Specify the basis upon which an issue is considered to be out of scope, including appropriate ITB references.
- Obtain prior written approval from the Agency before commencing work on changes to the scope of the ITB.
- Obtain written approval of any change to a requirement defined in *Section 3 - Requirements*. The approval process will include a re-write of the requirement. The original requirement and the re-write shall both be retained. Requirements stand as defined in the ITB unless the Vendor has written approval for a change.
- All meetings with Agency staff shall be scheduled through the designated Agency representative and the Vendor shall produce and distribute meeting minutes within 3 days of the meeting.
- The Vendor shall notify and include Agency designated staff in all implementation related meetings at least twenty-four (24) hours or as soon as scheduled if less than twenty-four (24) hours. If the Vendor does not give the Agency a twenty-four (24) hour notice, they must notify all of the designated staff by phone and e-mail.

2.02.02.03 Key Personnel Requirements

The Vendor shall designate the following key personnel during the Implementation Phase:

- Account Manager
- AMMIS Implementation Manager

The general responsibilities, minimum qualifications, and expected start date for these key personnel are summarized in *Section 7.08 Appendix H – Staffing Requirements*. All key personnel shall be employed full-time at the Vendor's Montgomery location from their start date throughout the Operational and Enhancement Implementation Phases.

The Account Manager and the AMMIS Implementation Manager must be employed by the Vendor. They are not permitted to serve in any other position, including service on the current contract.

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Resumes for all other key personnel not identified in the proposal and for the systems modification team, shall be submitted for Agency approval no later than thirty (30) days prior to the required start date for the position. Personal interviews with these individuals may be required prior to the Agency's approval of start of work on the Alabama account at the Agency's option.

The Agency will designate an AMMIS Implementation Phase Project Manager and staff to work directly with the Vendor. The Agency will also provide access to other key personnel from the Agency, as available and needed, throughout the Implementation Phase. The Agency shall identify a point of contact (POC) to coordinate access to Agency personnel. Except as expressly agreed to by the AMMIS Implementation Phase Project Manager, all contact with Agency staff should be coordinated through the POC. The Agency may use consultant services to provide technical assistance in monitoring the implementation phases.

2.02.02.04 Location and Facility Requirements

The Vendor shall establish the development and operations sites in Montgomery, Alabama during the Implementation Phase. The project planning, AMMIS conversion, system testing, interfaces testing and user acceptance testing activities shall be performed within the city limits of Montgomery.

The Vendor shall provide adequate working space, conference space, and free parking at the local development site to accomplish all of the Implementation Phase tasks in an efficient and professional manner. Specifically, a large well-equipped conference room will be required to accommodate Agency users, consultant staff, and Vendor staff during meetings, training sessions, group product reviews, work sessions, test reviews, and other activities during the Implementation Phase.

The Vendor shall provide dedicated working space at the Vendor's local facility for up to five (5) Agency and consultant personnel. These personnel will be working on-site at the Vendor's facility approximately fifty percent (50%) to one hundred percent (100%) of full-time, depending on the project task. Minimum requirements for the State's work area are as follows:

- One (1) private office with locking doors, with furniture and equipment appropriate for manager-level activities: file cabinet; desk; desk chair; desk lamp; two (2) additional chairs; bookcase; white board; telephone; PC, data line; and connectivity to the Vendor's LAN, with gateway to the Agency's WAN.
- Four (4) partitioned work areas, each with furniture and equipment appropriate for professional staff: file cabinet, desk, desk chair, desk lamp, white board, telephone, PC's, data line, and WAN/LAN connection.

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- One (1) conference room with space, table, and chairs for a minimum of twelve (12) people, a large white board, conference phone, data line, and WAN/LAN connection necessary to carry out project management and monitoring activities.
- One (1) fax machine with plain paper capability and automated to send or receive faxes unattended.
- Access to a laser printer and copy machine with sorting, collating, and automatic feed capabilities.
- A minimum of seven (7) free parking spaces reserved for the Agency.

All PC's provided for Agency staff must be replaced every three (3) years. These PC's must be equal to or superior to the most advanced PC's provided to Vendor staff. These PC's must have the standard software installed on Vendor PC's and be updated when the Vendor updates their software. Compliance with these minimum requirements is subject to review and approval by the Agency.

This space shall be made available and maintained exclusively for Agency use for the duration of the contract.

2.02.02.05 Agency Responsibilities

The general responsibilities of Agency personnel are stated below. Specific responsibilities may be included in other areas.

- Act as a liaison to the Vendor in dealing with the user community, external agencies, and other Agency Vendors.
- Provide documentation and/or clarification on Agency resources, organization, staff, policy, interfaces, business partners, anticipated changes or any other information to support the Vendor implementation phase.
- Perform overall monitoring and management overview of the project to ensure timely progress and satisfactory completion of all tasks and activities.
- Review and approve the proposed format and content of all task deliverables prior to the Vendor preparing deliverable drafts.
- Review Vendor deliverables, determine the approval status of the deliverable, participate in group product reviews, request revisions when necessary and/or provide written comments to the Vendor within ten (10) business days of formal submission.

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- Monitor Vendor progress toward achievement of task milestones and to the Vendor's work-plan and schedule.
- Conduct weekly status meetings with the Vendor to review progress against the work-plan.
- Review bi-weekly written status reports and work-plan/task schedule updates.
- Monitor progress toward achievement of project milestones and work-plan key dates.
- Review and approve/deny proposed system scope or requirement changes.
- Participate in planning or review sessions for project, tasks and activities.
- Approve Vendor proposed reporting metrics throughout the project.
- Provide notice to the Vendor of inadequate performance, problems or discrepancies.
- Request, review, and approve plans for corrective action.

2.02.02.06 Vendor Responsibilities

The responsibilities of the Vendor are identified for each of the tasks within the Operations Implementation Phase (OIP) and the Enhancement Implementation Phase (EIP). In addition, the Vendor has overall responsibility for the timely and successful completion of each of the tasks. The Vendor is responsible for clearly specifying and requesting information from the Agency in a manner that does not delay any part of the schedule.

The Agency project team will review the Vendor's proposed approach to assuming overall system responsibilities and the specific responsibilities in each of the Implementation Phase tasks. The approach to coordinating the responsibilities of the Agency with those of the Vendor to ensure overall project success shall be adhered to.

If the contract is awarded to a new Vendor, the Agency expects the new Vendor and the incumbent Vendor to work together on transitioning the AMMIS. The new Vendor will be responsible for coordinating activities with the incumbent. Both Vendors are expected to be courteous, responsive and professional. The Agency or a selected representative shall be included in all meetings between the two Vendors.

2.02.02.07 Deliverables

Specific task deliverables will have a deliverable definition template proposed by the Vendor based on the project methodology to be used. The template must be submitted to the Agency for approval at least 10 days prior to the Vendor starting work on the deliverable. The format (or template) of all documents must be approved by the Agency. In many cases, one template will be used for multiple documents. The Vendor shall indicate this when the template is submitted for approval. The Vendor's deliverables and documentation, however, shall meet the requirements listed in Part 11 of the State Medicaid Manual and contain all the criteria identified for the deliverable. All deliverables defined in the Statement of Work shall meet Agency-approved standards and content requirements. The Agency will accept electronic copies of all deliverables unless otherwise requested. The master version of all documents will be retained in a Vendor maintained on-line document repository. The Agency has the option of requesting specific documents in the following media: paper (multiple copies), CD or DVD, on-line or e-mail attachment.

Each document will be reviewed by the Agency's AMMIS Project Team and will require formal approval from the Agency (e-mail will be accepted). All project deliverables and test results that impact claims payment shall have a Group Product Review. The Agency has the option of requesting three (3) types of reviews:

1. A Group Product Review – the Vendor's staff shall attend a meeting (in person) with the Agency and walk-through the deliverable. The deliverable will be submitted to the Agency for review five (5) days prior to the walk-through. The Agency will ask questions and request changes during the walk-through. The deliverable may be approved at the conclusion of the walk-through, but the Agency shall have the option of requesting an additional five (5) days after all changes requested during the walk-through are completed. The Vendor shall have a staff member (other than the meeting facilitator) attend the meeting to take meeting minutes.
2. Remote Review (webinar) – The Vendors staff shall facilitate a meeting on the web and walk-through the deliverable. The Vendor shall have a staff member (other than the meeting facilitator) at the meeting site to take meeting minutes. The process will be the same as the Group Product Review except conducted over the web.
3. Individual Review – The Vendors staff shall submit a deliverable to the Agency point of contact for review. The Agency shall have ten (10) days to review the deliverable and submit comments in the Agency defined review format. The Vendor shall have an additional ten (10) days to respond to Agency comments. If the deliverable is not approved with the Vendors response, a Group Product Review will be required.

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All documentation shall be produced in accordance with the Quality Assurance Plan found in *Section 7.15 Appendix O – 2011 Alabama Medicaid AMMIS Procurement Quality Assurance Plan*. The Agency may request a Group Product Review or remote review for any deliverable submitted for an individual review. This request must occur within 2 days of the deliverable submission.

2.02.02.08 Milestones

Project milestones are listed for each task in the implementation phase. Each milestone denotes a checkpoint toward the completion of the implementation phase. The dates for completion of project milestones will be finalized for purposes of performance standards and implementation checkpoints in the Agency-approved work-plan and schedule for the Implementation Phase. The Agency will place an emphasis on achievable, realistic dates for the completion of quality deliverables. Payment of major activities within the Implementation Phase shall be conditional upon successful completion of deliverables or milestones. Damages may be assessed for failure to meet key dates, as specified in *Section 3 – Requirements*.

The Vendor's status reporting shall provide information on progress toward meeting milestone dates. The status reports shall be produced throughout the project. The Agency will monitor each milestone completion date to ensure that the operations start date will be met. Failure to meet any milestone completion date will be viewed as a signal to the Agency that a key date has not or will not be met. Damages may be assessed for failure to meet a milestone or the operations start date, as specified in *Section 3 – Requirements*.

2.02.03 Vendor Commitment to Quality Assurance/Quality Management

The Vendor selected will perform an essential role in Alabama Medicaid program administration. To maintain continuous focus on the importance of delivery of quality systems and services, the Vendor shall plan, implement, rigorously endorse, and constantly improve a quality assurance program.

The Agency does not seek a textbook approach to quality management. Instead, the Agency seeks Vendor endorsement of the fundamental importance of quality imbedded in a living plan to introduce, promote, reinforce, and acknowledge quality in all Vendor activities.

A quality assurance/quality management (QA/QM) plan is to be developed as part of the proposal and refined early in the Implementation Phase to address the needs and specific opportunities for quality improvement throughout the contract period. The QA/QM plan should reflect the bidder's experience and resolve toward quality in systems design, testing, and implementation; process design and staff training; performance standards development and measurement; and customer satisfaction measurement and analysis. As

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part of its approach to quality management, the Vendor shall have a full time dedicated QA Manager to develop, support, and report progress against Agency approved quality metrics or software measurement criteria. This will allow both the Vendor and the Agency to assess the progress of the Operations Implementation Phase and/or Enhancement Implementation Phase. The QA Manager shall have primary responsibility for both quality assurance (i.e. quality processes are being consistently followed in all development stages) and quality control (i.e. all deliverables meet or exceed established quality standards). As part of the Quality Management Plan, the QA Manager shall define the Vendor review criteria for each deliverable and submit the criteria for Agency approval.

As part of the Vendor's commitment to quality, the Agency requires that key Vendor staff involved in the Implementation Phase will remain part of the Vendor's Alabama team until systems acceptance is completed. The Agency shall also require the Vendor to submit a QA checklist with each deliverable that indicates the criteria used to perform the quality review. The checklist shall contain the names of all parties involved in the review. Please see *Section 7.15 Appendix O – 2011 Alabama Medicaid AMMIS Procurement Quality Assurance Plan*.

2.03 Operations Implementation Phase (OIP) - Statement of Work

The six (6) tasks defined for the scope of work included under the Operations Implementation Phase include:

1. OIP Contract Start-Up and Project Planning
2. OIP Transition Plan
3. OIP Transition Design
4. OIP Construction
5. OIP Testing
6. OIP Implementation.

The Vendor shall define entrance and exit criteria for each phase. The Agency recognizes that the Vendor's system development methodology may not match these tasks as defined. Where Vendor definitions of tasks differ, a cross-reference with entrance and exit criteria of the Vendor's tasks to the ITB listing is required.

The objectives for each task have been identified and responsibilities to be fulfilled are outlined under each task below. Deliverables and required contents are defined, although the Agency recognizes that Vendor proposed design methodologies and development tools may result in different products at different project phases and may include unique naming conventions. Initial milestones for each task are listed to ensure that adequate progress can be measured. These milestones must be cross-referenced to the identified products.

Task-level descriptions of the scope of work are presented in the following subsections.

2.03.01 OIP Contract Start-Up and Project Planning Task

The objectives of the OIP Contract Start-Up and Project Planning Task are to:

- Finalize the work-plan and schedule
 - Update to reflect the actual contract start date
 - Update to reflect joint detailed planning with the Agency
 - Update to reflect the availability of Agency resources
 - Update to reflect all tasks and subtasks, along with the completion date for each
 - Conduct a Vendor quality review of the plan before submission to the Agency

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- Define Deliverable templates
 - Identify templates for start-up phase
 - Discuss, refine, and finalize contents for Vendor deliverables
 - Identify criteria for Agency Approval
- Define quality and reporting metrics
 - Develop proposed metrics and metric gathering process
 - Present proposed metrics and gathering process for Agency approval
 - Implement Agency approved metrics and processes
- Develop the Detailed Implementation Schedule (DIS)
 - Define the DIS based on Agency approved work-plan and schedule
 - Define the cost allocation data
 - Define the resource availability and usage
 - Maintain the DIS throughout the Implementation Phase
 - Provide work-plans and schedules bi-weekly or when requested
- Secure and prepare both temporary and permanent facility space
 - Establish a Vendor facility in Montgomery, Alabama city limits within the first thirty (30) days of the start of the contract.
 - Establish secured off-site access for a minimum of twenty-five (25) Agency staff or contractors.
 - Ensure the temporary facility is of a sufficient size and structure to support Vendor and Agency needs until the permanent facility within the Montgomery, Alabama city limits is complete. This initial facility and the permanent facility may be the same.
 - Provide complete Agency offices, partitioned work areas, and conference room, as described in [Location and Facility Requirements](#), within ninety (90) days of the start of the contract.
 - Establish Vendor Facility security
- Acquire hardware within two (2) months of contract start date
 - Install at the Vendor's facility and the Agency offices as appropriate
 - Provide full connectivity between the Vendor site and the Agency.
 - Supply all hardware as described in [Hardware](#) and *Section 7.09 Appendix I – State Technical Architecture for 2011*
- Define interfaces and working relationships between Vendor and Agency staff
 - Define approach and protocols
 - Present approach and protocols for Agency approval
 - Provide Agency orientation training
- Define software
 - Develop software standards
 - Present software standards to the Agency for approval
 - Define tools to be used

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- Present tools for Agency approval
- Develop training schedule for Agency staff on Vendor tools
- Submit training schedule to the Agency for approval
- Conduct training for Agency staff on Vendor tools

- Establish Development Environment
 - Verify hardware and software installs
 - Establish connectivity and communications

- Establish Correspondence Tracking Process
 - Define the correspondence tracking process
 - Present the correspondence tracking process to the Agency for approval
 - Conduct training for Agency staff
 - Track all correspondence initiated by either the Agency or the Vendor

- Establish an issue tracking process and issue tracking software
 - Define the issue tracking process
 - Present the issue tracking process and software for Agency approval
 - Conduct training for Agency staff
 - Implement issue tracking process

- Initiate project management control and reporting procedures
 - Define control and reporting procedures
 - Present control and reporting procedure for Agency approval
 - Implement control and reporting processes

- Begin initial planning and site development for Vendor operations support.

- Conduct group reviews of all deliverables from this phase.

Project planning during this task includes detailed discussion of the overall implementation work-plan and finalization of the detailed work-plan for all tasks related to the Operations Implementation Phase of the project. Planning Task activities will include briefings, presentations, and training in the proposed system development life cycle methodology and any software tools the Vendor proposes. The Agency reserves the right to deny the use of any software it feels will negatively impact the project. Vendor-proposed deliverables/products for the Implementation Phase will also be reviewed, discussed, and finalized during this task.

The Agency encourages the Vendor to use software tools for project tasks and documentation. Any Agency approved automated tool set may be used to develop and maintain an integrated data dictionary, and panel and report layouts. The selected approach shall incorporate significant and continuous user involvement.

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The Project Planning Task will result in a Final work-plan and Schedule reflecting the detailed work breakdown, staffing, deliverables, and schedule for all Implementation Phase activities.

2.03.01.01 OIP Project Start-up Task Deliverables

The deliverables defined below are due within twelve (12) weeks after the signing of the contract.

1. Final work-plan and Schedule - The Final work-plan and Schedule shall incorporate all Agency and Vendor tasks and activities and provide a detailed plan describing plans and contingencies to ensure an on-time, on-budget implementation. The Final work-plan and Schedule will be used by both the Agency and Vendor to monitor and manage the system implementation effort. The Vendor will work jointly with the Agency to review, revise, and finalize the work-plan. The Vendor will be responsible for making all revisions to the work-plan.

The Final work-plan and Schedule shall include: an updated approved project schedule, work-plan, project objectives and scope, description of the project and deliverables, project assumptions, system life cycle description, listing of tools required, estimating assumptions, project milestones, project closure activity descriptions, project organization and staffing (including a staff loading chart for each task and for the entire phase), project interfaces, and project reporting approach. It shall address all milestones defined in this ITB with an expected date that the milestone will be met. A Gantt and a PERT chart showing all tasks, dependencies, and a critical path analysis shall be provided.

The Final work-plan and Schedule submitted during this task will be presented at its most finite level of detail for the OIP & EIP Tasks. The work-plan must be organized by the tasks specified in this section and the system functions described in *Section 3 - Requirements*. It must also address all deliverables and milestones defined in this ITB with an expected date that the milestones will be met.

The Final work-plan and Schedule shall be developed using an automated project management software tool. The tool and schedule supplied by the Vendor shall be the same tool and schedule the Vendor uses for internal project management. The Vendor shall provide an electronic copy of work-plan files and ten (10) copies or licenses of the project management software for Agency use. The Agency would prefer to use the tool used internally by the Vendor, if it meets all other requirements.

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The Final work-plan and Schedule once approved will be base-lined. Any deviations of +/- seven percent (7%) will require submission and Agency approval of a Corrective Action Plan (CAP).

2. Detailed Implementation Schedule (DIS) - The DIS will be used by the Agency to monitor and manage the system implementation effort. In the DIS, the Vendor will provide an updated approved work schedule, work-plan, description of project deliverables, project resource requirements, and project management, approach to project interfaces, project reporting procedures, and updates to project cost and cost allocations. The DIS will be a dynamic document that must be maintained throughout the Implementation Phase. Updated work-plans and schedules must be provided to the Agency bi-weekly or as requested by the Agency.
3. Project Organization and Staffing Plan – this will identify the project team members, define the organizational reporting structure and project staffing requirements.
4. Project Charter - a 1-2 page summary of the project.
5. Project Kick-off Meeting – a meeting to introduce everyone and generate enthusiasm for the project. The meeting will consist of a brief overview of the project and a definition of roles.
6. Risk Management Plan – an analysis of likely risks with both high and low impact, as well as mitigation strategies to help the project avoid being derailed should common problems arise.
7. Communication Plan – the communication standards between the Vendor and the Agency. This will include the approach, the interfaces, working relationships and protocols.
8. Quality Management Plan – the methods that will be used to ensure quality throughout the project.
9. Issue Management Plan – the tools and methods that will be used to identify, track and resolve issues throughout the project.
10. Deliverable Definitions – templates and descriptions for each deliverable document.
11. Project Management Bi-weekly Status Reports – status reports to be created bi-weekly throughout the project.
12. Facility Security Plan – security measures for the temporary and permanent Vendor facility.

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13. Project Orientation – this will identify Agency/Vendor interfaces and working relationships. It will also introduce the Agency to the Vendors approach to the project and train (or schedule the training for) the Agency on the use of Vendor tools.

2.03.01.02 OIP Project Start-up Milestones

The project start up milestones consists of the project deliverables defined for this phase and the following tasks:

- Deliverable templates for deliverables from this phase
- Project Management Bi-weekly Status Reports
- Vendor Tool Training schedule
- Completion of Agency work space at the Vendor's facility
- Establishment of the gateway to the State's WAN and current Vendor.

2.03.02 OIP Transition Plan

During this task, the Vendor will define their approach or high-level plan to transition the AMMIS from the current Vendor to the new Vendor. This Transition Plan will provide a high level overview of the process focusing on any changes that will occur with the transition. The Vendor shall also provide documents that contain the details of any changes including the reason for the change. Any change will require Agency approval.

2.03.02.01 OIP Transition Plan Task Deliverables

The OIP Transition Plan Task Deliverables will consist of:

1. Transition Plan – This plan will contain a high level overview of the new enterprise infrastructure and the process the Vendor will follow during the Operations Implementation phase. This plan shall be all inclusive, but it may point to the other transition plans for more specific information.
2. System Interface Transition Plan – This plan will contain the Vendor's approach to transitioning all internal and external system interfaces from the current Vendor.

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3. Master Test Plan – This plan will define the Vendor’s approach to testing, any tools that will be used and explain how the identified testing will work together to thoroughly test the AMMIS. The plan must include, but not be limited to the following information for each phase of testing:
 - The testing phase objective.
 - Testing phase entrance and exit criteria.
 - Testing phase reporting metrics.
4. Issue tracking process – this document shall define in detail the tool and process for identifying, tracking and approving the resolution of an issue. The Agency and the Vendor shall use the same tool and process.
5. Requirements Traceability Matrix (RTM) – this matrix will track each requirement from the ITB through all phases of the project (e.g. design, construction, testing, and implementation). The RTM will be bi-directional which will allow a requirement to be traced from the first phases to the last phases AND from the last phases to the first phases.
6. Ancillary Transition Plan – This plan will contain the vendors approach to transitioning all ancillary systems such as, but not limited to:
 - Provider Electronic Solutions (free software given to providers)
 - Translator
 - Automated Voice Recognition System (AVRS)
 - WEB
 - Long Term Care Notification Software
 - CROCS (Comprehensive Recipient On-line Collection System)

2.03.02.02 OIP Transition Plan Milestones

The Transition Plan milestones consist of the project deliverables defined for this phase and the following tasks:

- Deliverable templates for deliverables from this phase
- Project Management Bi-weekly Status Reports

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- Agency training on Vendor tools
- Implementation of the issue tracking process
- Implementation of the quality management process

2.03.03 OIP Transition Design

The objectives of the Transition Design Task are to identify, plan and document all changes required to transition operations to the new Vendor. This phase will provide the detail information for the plans defined in the OIP Transition Plan task.

2.03.03.01 OIP Transition Design Task Deliverables

The OIP Transition Design Task Deliverables will consist of:

1. System Interface Document – this document(s) will identify the details for transitioning all system interfaces. It shall contain information such as but not limited to:
 - Identify interfaces
 - Identify Agency and business partner contacts
 - Identify interface frequency
 - Identify interface protocol
2. Data Conversion Document – this document(s) will identify the details for transitioning all data. This document will also identify any data clean-up required, and the Vendor process for cleaning the data. Agency approval will be required for any changes to the data. The Vendor shall be required to perform a minimum of four (4) mock data conversions. The results of the mock conversion shall be presented to the Agency for review. The Vendor shall make corrections or perform clean-up on the data as requested by the Agency.
3. Software Conversion Documents – this document(s) will identify the details for transitioning all system software including but not limited to inventories and libraries.

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4. Configuration Management Plan – this document(s) will identify the details for maintaining the software between the current AMMIS and the new AMMIS.
5. System Back-up and Storage Plan – this document(s) will identify the details for transitioning local and off-site data backups and storage.
6. Call Center Documents – this document(s) will identify the details for transitioning the call centers. The Vendor shall create a document for each call center or create one document with sections for each call center. This will enable the Agency functional areas to focus on the document or section for their business area.
7. Support and Operations Documents – this document(s) will identify the details for transitioning all support and operations tasks.
8. UAT Training Plan – the Vendor’s plan for training the Agency in UAT testing. This includes the Vendor’s process and test tools.
9. Summary of Transition Changes – this document will be a summary of all changes from the current way of doing business to the new vendor’s way of doing business. This document will be used to identify all training requirements for the new AMMIS. The Vendor shall schedule one or more meetings to walk the Agency through each change. The Changes will be subject to Agency approval. All areas should be addressed, but there shall be specific plans or sections to address the following areas:
 - Technical
 - Software (including configuration management)
 - Internal and external interfaces
 - Data content and format
 - Data Warehouse or DSS (Decision Support System)
 - Recipient Call Center
 - Provider Call Center
 - Electronic Claims Management (ECM) Call Center
 - Provider Enrollment
 - Vendor Support

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- Operational Support
- Training (internal and external)

2.03.03.02 OIP Transition Design Milestones

The OIP Transition Design milestones consist of the project deliverables defined for this phase and the following tasks:

- Deliverable templates for deliverables from this phase
- Project Management Bi-weekly Status Reports
- RTM with updates from the Design Phase
- Vendor/Agency meeting(s) on the summary of transition changes.

2.03.04 OIP Transition Construction Task

The objectives of the OIP Transition Construction Task are to follow the information from the detail documents created in the OIP Transition Design tasks to make the changes required to transition the old AMMIS to the new Vendor. This phase will construct and test the new Vendor's AMMIS. The phase shall include but not be limited to:

- Develop, on the Vendor's hardware, the AMMIS
- Test all system process such as:
 - Inquiry
 - Update
 - User interfaces
 - Internal and external interfaces
- Perform unit and subsystem testing to ensure that the modified AMMIS will appropriately adjudicate all Medicaid claims, make all types of updates, and produce required reports and other outputs.
- Perform unit and subsystem testing on all internal and external interfaces to ensure that the AMMIS will process appropriately.

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- Perform peripheral test such as but not limited to: Automated Voice Response System (AVRS), provider electronic solution software, long term care notification software, the translator, the web applications and Electronic Claims Management (ECM) automated claims submissions to ensure that the AMMIS will appropriately answer inquiries and adjudicate all Medicaid claims.
- Demonstrate, through detailed and subsystem testing, that the Vendor is ready to begin integrated system testing of the modified AMMIS.

The Agency will closely monitor Vendor activity during the OIP System Construction and Testing Task through the use of structured walkthroughs. The purpose of the walkthroughs will be to demonstrate that completed application programs will perform as desired by the Agency. The Vendor will be required to demonstrate to the Agency, in these walkthroughs, test results for all components of the AMMIS. During the walkthroughs, the Agency may identify additional documentation, further test cases or situations to be demonstrated by the Vendor in order to ensure that each functional area is adequately tested. Walkthroughs will be scheduled weekly throughout the Construction and Testing Task and a schedule will be provided to Agency personnel. The Agency will select the walkthroughs to attend.

2.03.04.01 OIP Transition Construction Deliverables

The deliverables of the OIP Transition Construction Task are:

1. Peer Reviews and Walk-through – the vendor shall conduct a peer review or walk-through of completed activities.
2. Unit and Subsystem Test Results – documented unit and subsystem test results to ensure that activities function correctly on Vendor hardware. These shall be presented or provided at Agency request.
3. Updated Transition Documents – update all documents with changes identified during the construction and testing phase.
4. OIP Implementation Plan – documented step by step process that will move the Vendor from system testing to production processing and support. The Agency will look favorably on a plan that makes the move in multiple phases. The plan shall include but not be limited to:
 - Define a detailed schedule of events
 - Identify plans and schedules for designing, ordering, and distributing all required AMMIS forms

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- Identify plans, schedules, software, and procedures for implementing ECM and for updating/replacing existing PES software at all provider-specific PC stations
 - Identify cutover procedures and dates for submittal of claims on EMC and hard copy
 - Document resolution of inventory issues (e.g., suspense, claims on hand, provider enrollments) and associated dates
 - Identify procedures and dates for provider enrollment and/or recertification, if required
 - Identify the processes to accommodate provider updates, recipient data changes, reference changes, and prior authorizations after final conversion, but before implementation.
5. Draft Manuals and documentation – a draft version of all user, provider and system documentation shall be provided for Agency review. The Vendor may apply the OIP changes to the current manuals and documentation. The master version of all manuals is currently maintained on-line in a web based document repository. All manuals submitted for Agency approval must have changes clearly identified. The manuals and documentation shall be available on the intranet, the web, CD\DVD or in paper format as requested by the Agency. The documents shall be formatted in a manner that facilitates changes such as the use of track changes and versioning. All manuals and documentation shall be written in a manner that is understandable by business or non-technical staff. All manuals shall use a common nomenclature. The manuals shall include but not be limited to:
- System Documentation - The Vendor is responsible for providing the Agency with a complete copy of the System Documentation within thirty (30) days following the Agency acceptance of the AMMIS. The documentation shall include but not be limited to:
 - A narrative of the AMMIS.
 - Data flow diagrams showing data stores and flows.
 - A description and flow charts showing the flow of major processes and data in each of the subsystems and across subsystems.
 - A description of the operating environment by general overview and by detailed description of each work unit, the flow of data, the interaction between work units, etc.

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- Documentation for each subsystem/functional area.
- Listings of edits and audits applied to each input item, including detailed edit/audit logic, claim and provider types affected, edit/audit disposition, suspense and override data, and corresponding error messages.
- Operations run documentation with schedules and dependencies which shall support Agency monitoring activities on an ongoing basis
- Detailed pricing logic for all claims processed by the system
- Lists, by identifying name, of all files, inputs, and outputs with cross-references to the programs in which they are used.
- A Tables manual shall be included in the Systems Documentation. It shall include for each subsystem/functional area but not be limited to:
 - A listing of table-driven or key elements, their values, and a written description of the element
 - Cross-reference listings or matrices of related elements or values showing allowable relationships or exclusions (e.g., provider type/provider category of service cross-reference)
 - A table of contents by table and element
- A data elements dictionary shall be included in the Systems Documentation.
- Hardware configuration diagram showing the relationship between all Information Systems and communication equipment necessary to operate the AMMIS, including, but not limited to, local area networks, ECM support networks, control units, remote job entry devices, data storage and transmission devices, printers, computers, PCs, and data entry devices.
- AMMIS Operating Procedures - The AMMIS Operating Procedures document defines the relationships and responsibilities of the Vendor and Agency personnel for AMMIS operations. It includes the manual procedures required to support the Alabama Medicaid program.
- Updated Provider Manual - The AMMIS Provider Manual will be used by the provider and/or vendor community to submit claims in the proper format for adjudication and to obtain information regarding billing, reimbursement, and program policies and procedures. The manual includes a chapter specific to each Agency-defined provider type.
- AMMIS User Documentation - The Vendor must update user documentation for each subsystem or functional area. User documentation

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will be distributed (either in whole or in part, as appropriate) to all Vendor and Agency users, as needed or requested. During the Operations Phase, updates to user documentation must be presented with test results for Agency approval. The Vendor will be responsible for the production and distribution of all user documentation updates.

6. Training Plan – the Vendor shall submit for Agency approval a training plan that includes Agency staff, providers and other training identified by the Vendor or Agency.
 - Agency Training Plan - The Agency Training Plan details all the activities leading up to, and including, the training of Agency user staff, at all levels and in all Agency locations, in the proper use of the AMMIS. Approximately three hundred (300) users in Montgomery will require training. Training for other Agency and District Office staff may take place regionally, as approved by the Agency. At a minimum, the training plan shall include:
 - An outline/agenda of each training session
 - A description of training materials
 - A description of training facilities
 - A training schedule
 - Plans for remedial training
 - Training Evaluation Criteria
 - A methodology to ensure continued training during the Operations Phase for new staff or staff changing positions
 - Provider Training Plan - The Provider Training Plan details all the activities leading up to, and including, the training of all provider types in proper billing procedures, use of claim correction forms, understanding of remittance advices, program policy, etc. At a minimum, the Provider Training Plan shall include:
 - A description of training materials
 - Examples of training materials
 - A training schedule for all provider types, by provider type
 - Locations for training
 - Training Evaluation Criteria

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- Plans for remedial training and ongoing training during operations
- Vendor Staff Training Plan - The Vendor Staff Training Plan details all the activities that must be accomplished for the training of Vendor claims suspense reviewers and customer communications staff in relevant knowledge of the Agency programs and the AMMIS before operations begin. At a minimum, the training plan shall include:
 - An outline/agenda of each training session
 - A description of training materials
 - Examples of training materials
 - A training schedule for all provider types, by provider type
 - Training Evaluation Criteria
 - Plans for remedial training and ongoing training during operations
- 7. Mock data conversion – conduct mock data conversions and present the Agency conversion metrics and reports for review. The Vendor shall be required to perform a minimum of four (4) mock data conversions. The results of the mock conversion shall be presented to the Agency for review. The Vendor shall make corrections or perform clean-up on the data as requested by the Agency.
- 8. UAT Training – conduct training for Agency UAT testers. This includes training on any processes or test tools used by the Vendor.
- 9. Disaster Recovery/Business Continuity plan (DR/BCP) – The DR/BCP plan will contain the Vendor’s plan to ensure the continued operation of the Agency in the event of a disaster. The Vendor shall present the DR/BCP plan in a group review.
- 10. Test Plans - present the following plans in a walk-through. The Agency shall have five (5) days before the walk-through to review each plan. The Agency shall have an additional five (5) days after the walk-through to review the details of the plan. The Vendor shall make changes or additions as requested by the Agency. The plans include but are not limited to:
 - Integrated System Test Plan - (end-to-end testing) including test scenarios, cases and script
 - Parallel Test Plan – including the methodology to identify and verify the data processed through the parallel test system

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- User Acceptance Test Plan – including the setup and support of Agency UAT test efforts.
- Stress Testing Plan – including the methodology for simulating three hundred (300) concurrent users across all subsystems and all electronic transactions.
- Regression Testing Plan – including the methodology to determine when regression testing should occur.

2.03.04.02 OIP Transition Construction Milestones

The Construction Plan milestones consist of the project deliverables defined for this phase and the following tasks:

- Deliverable templates for deliverables from this phase
- Project Management Bi-weekly Status Reports
- RTM with updates from the Construction Phase
- Agency approval of the results from the Mock Data Conversion
- A Vendor certification in writing that the AMMIS is ready for System Integration, Parallel, Stress, Regression and User Acceptance Testing.

2.03.05 OIP Transition Testing Tasks

The objectives of the OIP Testing Task are to fully test the new AMMIS. All phases of testing shall use data converted from the current AMMIS. The test case results must include updated documentation with changes tracked or a statement that no documentation update was necessary before receiving Agency approval. The testing phase shall include integrated system testing (end-to-end testing), parallel testing, stress testing, User Acceptance Testing (UAT) and regression testing.

2.03.05.01 OIP Transition Testing Deliverables

1. System Test Results – The Vendor shall perform system testing which demonstrates the AMMIS is fully functional. The System testing will: identify data entered into the system, follow the data through processing and

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demonstrate the data is included in output reports and processes – otherwise known as end-to-end testing. The test results for all functional areas shall be presented to the Agency for approval. The Vendor shall execute additional test or retest as requested by the Agency.

2. **Parallel Test Results** – The Vendor shall perform a minimum of four (4) weeks of parallel testing. This testing shall mimic the production processing which includes loading the required history data. All inputs to the current AMMIS shall be used as input to the new Vendor's AMMIS. The new Vendor shall demonstrate that the new AMMIS functions as the current AMMIS. Any differences in processing shall be investigated, documented and presented to the Agency for approval. The parallel testing shall use production data and include two (2) financial check writes (one (1) must be a three (3) week check write) , processing for one month end in each functional area and one (1) true or simulated quarter-end. The test results for all functional areas shall be presented to the Agency for approval. The Vendor shall execute additional test or retest as requested by the Agency.
3. **User Acceptance Testing** – The Vendor shall present a fully functional AMMIS (i.e. all systems and parallel test have completed and approved by the Agency) for User Acceptance Testing. UAT shall be conducted by the Agency. The Vendor shall provide a tool which the Agency will use to define, track and report UAT metrics. The Vendor shall also support the Agency in the UAT environment and testing. The support shall include, but not be limited to environment setup, test setup, data loads, data manipulation, general test and tool support and issue resolution.
4. **Regression Testing** – The Vendor shall conduct regression testing throughout all testing phases. The Vendor must include applicable regression test results whenever system modifications are made to areas to which Agency approval has been given regardless of phase.
5. **Stress Testing** – The Vendor shall conduct stress testing on the AMMIS and all ancillary systems. The test results shall be presented to the Agency for approval.
6. **Updated Implementation Plan** – The Vendor shall present an updated (with changes tracked) implementation plan forty-five (45) calendar days before the actual go live date. The updated implementation plan shall contain all lessons learned and changes identified in the OIP testing phase. The Agency shall have ten (10) days to review the plan and request changes or additions.
7. **Updated Manuals and Documentation** - an updated version of all user, provider and system documentation (with changes tracked) that contains changes identified during testing. The Vendor shall submit these updates to the Agency for approval.

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8. Updated DR/BCP – an updated version of the DR/BCP that contains changes identified during the testing phases. The Vendor shall submit these updates to the Agency for approval.

2.03.05.02 OIP Testing Milestones

The Transition Testing milestones consist of the project deliverables defined for this phase and the following tasks:

- Deliverable templates for deliverables from this phase
- Project Management Bi-weekly Status Reports
- RTM with updates from the Testing Phase
- A fully functional AMMIS

2.03.06 OIP Operations Implementation Task

During the OIP Implementation Task, the Vendor shall recruit and train operations staff, conduct provider and Agency staff training, and prepare for the start of operations for the Vendor's new AMMIS. It is anticipated that the activities for this task will run concurrently with the activities in other tasks defined for the OIP. The Vendor will receive and be responsible for processing claims as stated in *Section 3 - Requirements*. Please note that this is the only operations task that will run concurrently with the enhancement implementation tasks.

2.03.06.01 OIP Operations Implementation Deliverables

1. Develop and submit to the Agency for approval the final version of all deliverables.
2. Provide orientation and training for all Agency personnel on Vendor organization, Vendor functional responsibilities, and AMMIS operations.
3. Ensure the AMMIS will have the most current versions of software and data available.
4. Conduct final AMMIS file conversion, review results, and submit metrics to the Agency for approval.
5. Prepare a draft notice to providers, with Agency approval, in which AMMIS transition activities are identified, including pertinent information regarding the new contract, addresses, telephone numbers, training schedules, cutoff dates for claim submissions and enrollment changes, and all other transition activities, as necessary.

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6. Conduct provider training sessions on new billing procedures, forms, policies, and AMMIS processing, with assistance from the Agency policy specialists.
7. Conduct training of Vendor call center and support staff in relevant knowledge of Agency Medicaid and Medicare programs, using training materials reviewed and approved by the Agency. This training must be completed before the system can go live.
8. Print and distribute all Alabama-unique claim forms and other required billing documents.
9. Prepare, print (or burn to CD/DVD), and distribute User Documentation and Provider Manual.
10. Control and store all transition-period claims until Agency approval of the Vendor's notice that the AMMIS is fully operational for all claim types.
11. Begin processing claims, for all claim types, with routine AMMIS operations starting on a date approved by the Agency.
12. Define plans and procedures for determining and documenting pass-through expenses.
13. Meet with the Agency as requested (daily, semi-weekly, weekly or bi-weekly) to discuss post-implementation issues.
14. Following the Implementation Task, the Vendor must prepare updates to the AMMIS Systems Documentation incorporating all changes, corrections, or enhancements to the AMMIS. Updates to the AMMIS Systems Documentation must be delivered to the Agency within ten (10) days of Agency approval of implementation of the change, unless otherwise agreed to by the Agency.

2.03.06.02 OIP Operations Implementation Milestones

The Operations Implementation milestones consist of the project deliverables defined for this phase and the following tasks:

- Deliverable templates for deliverables from this phase
- Project Management Bi-weekly Status Reports
- RTM with the final updates from the Implementation Phase
- Agency acceptance of the new AMMIS
- Completion of all activities identified in the training plan and the implementation plan

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- Completion and Agency approval of all OIP task deliverables with changes or additions identified during previous operations implementation phases
- Installation of the approved user manuals, documentation and AMMIS Operating Procedures in an on-line or web based system library
- Demonstration that AMMIS financial data and claim inventory counts are being verified through routine balancing procedures
- Demonstrations that all AMMIS claim types are being processed at production volumes and within timeliness of claims processing requirements, as defined in *Section 3 – Requirements* of this ITB
- Demonstration that system reports are being delivered to Agency users according to the performance requirements, as defined in *Section 3 - Requirements*.

2.04 Enhancement Implementation Phase (EIP) - Statement of Work

The five (5) tasks defined for the scope of work in the Enhancement Implementation Phase include:

1. EIP Contract Start-Up & Project Planning
2. EIP Requirements Definition Plan
3. EIP Construction
4. EIP Testing
5. EIP Implementation

The Vendor shall define entrance and exit criteria for each phase. The Agency recognizes that the Vendor’s systems development methodology may not match these tasks as defined. Where Vendor definitions of tasks differ, a cross-reference with entrance and exit criteria of the Vendor’s tasks to the ITB listing is required.

The objectives for each task have been identified below. Deliverables and required contents are defined, although the Agency recognizes that Vendor proposed design methodologies and development tools may result in different products at different project phases and may include unique naming conventions. Initial milestones for each task are listed to ensure that adequate progress can be measured. These milestones must be cross-referenced to Vendor identified products.

If a new vendor is awarded the contract, they may use templates or plans from the Operations Implementation Phase, with updates for this phase and the Agency’s approval. This is noted throughout the EIP section with the comment “(existing may be used)”.

Task-level descriptions of the scope of work are presented in the following subsections.

2.04.01 EIP Contract Start-Up and Project Planning Task

The objectives of the EIP Contract Start-Up and Project Planning Task are to:

- Finalize the work-plan and schedule
 - Update to reflect the actual contract/phase start date
 - Update to reflect joint detailed planning with the Agency
 - Update to reflect the availability of Agency resources
 - Update to reflect all tasks and subtasks, along with the completion date for each

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- Conduct a Vendor quality review of the plan before submission to the Agency
- Define Deliverable templates
 - Identify templates for start-up phase
 - Discuss, refine, and finalize contents for Vendor deliverables
 - Identify criteria for Agency Approval
- Define quality and reporting metrics
 - Develop proposed metrics
 - Present proposed metrics for Agency approval
 - Implement Agency approved metrics
- Develop the Detailed Implementation Schedule (DIS)
 - Define the DIS based on Agency approved work-plan and schedule
 - Define the cost allocation data
 - Define the resource availability and usage
 - Maintain the DIS throughout the Implementation Phase
 - Provide work-plans and schedules bi-weekly or when requested
- Establish Test Environments
 - Verify hardware and software installs
 - Establish connectivity and communications
- Establish an issue tracking process and issue tracking software
 - Define the issue tracking process
 - Present the issue tracking process and software for Agency approval
 - Conduct training for Agency & Vendor staff
- Initiate project management control and reporting procedures
 - Define Control and reporting procedures
 - Present control and reporting procedure for Agency approval
 - Begin control and reporting procedures
- Conduct group reviews of all deliverables from this phase.

Project planning during this task includes detailed discussion of the overall implementation work-plan and finalization of the detailed work-plan for all tasks related to the Enhancement Phase of the project. Planning Task activities will include briefings, presentations, and training in the proposed system development life cycle methodology and any software tools the vendor proposes. The Agency reserves the right to deny the use of any software it feels will negatively impact the project. Vendor proposed deliverables/products for the Enhancement Phase will also be reviewed, discussed, and finalized during this task.

The Agency encourages the Vendor to use software tools for project tasks and documentation. Any proposed automated tool set may be used to develop and maintain

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an integrated data dictionary, and panel and report layouts. The selected approach shall incorporate significant and continuous user involvement.

The Project Planning Task will result in a Final work-plan and Schedule reflecting the detailed work breakdown, staffing, deliverables, and schedule for all Enhancement Phase activities.

2.04.01.01 EIP Project Start-up Task Deliverables

The deliverables defined below are due within twelve (12) weeks of contract signing for the incumbent Vendor or within twelve (12) weeks of the start of the enhancement phase for the non-incumbent Vendor.

1. Final work-plan and Schedule - The Final work-plan and Schedule shall incorporate all Agency and Vendor tasks and activities and provide a detailed plan describing plans and contingencies to ensure an on-time, on-budget implementation. The Final work-plan and Schedule will be used by both the Agency and Vendor to monitor and manage the system enhancement implementation effort. The Vendor will work jointly with the Agency to review, revise, and finalize the work-plan. The Vendor will be responsible for making all revisions to the work-plan.

The Final work-plan and Schedule shall include: an updated approved project schedule, work-plan, project objectives and scope, description of the project and deliverables, project assumptions, system life cycle description, listing of tools required, estimating assumptions, project milestones, project closure activity descriptions, project organization and staffing (including a staff loading chart for each task and for the entire phase), project interfaces, and project reporting approach. It shall address all milestones defined in this ITB with an expected date that the milestone will be met. A Gantt and a PERT chart showing all tasks, dependencies, and a critical path analysis shall be provided.

The Final work-plan and Schedule submitted during this task will be presented at its most finite level of detail for the EIP Tasks. The work-plan must be organized by the tasks specified in this section and the system functions described in *Section 3 - Requirements*. It must also address all deliverables and milestones defined in this ITB with an expected date that the milestones will be met.

The Final work-plan and Schedule shall be developed using an automated project management software tool. The tool and schedule supplied by the Vendor shall be the same tool and schedule the Vendor uses for internal project management. The Vendor shall provide an electronic copy of work-

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plan files and ten (10) copies or licenses of the project management software for Agency use.

The Final work-plan and Schedule once approved will be base-lined. Any deviations of +/- seven percent (7%) will require submission and Agency approval of a Project Change Request form.

2. Detailed Implementation Schedule (DIS) - The DIS will be used by the Agency to monitor and manage the system enhancement implementation effort. In the DIS, the Vendor will provide an updated approved work schedule, work-plan, description of project deliverables, project resource requirements, and project management, approach to project interfaces, project reporting procedures, and updates to project cost and cost allocations. The DIS will be a dynamic document that must be maintained throughout the Enhancement Implementation Phase. Updated work-plans and schedules must be provided to the Agency bi-weekly or as requested by the Agency.
3. Master Test Plan - This plan will define the Vendor's approach to testing, any tools that will be used and explain how the identified testing will work together to thoroughly test the AMMIS. The plan must include, but not be limited to the following information for each phase of testing:
 - The testing phase objective
 - Testing phase entrance and exit criteria
 - Testing phase reporting metrics
4. Project Organization and Staffing Plan – this will identify the project team members, define the organizational reporting structure and project staffing requirements. (existing may be used)
5. Project Charter - a one (1) to two (2) page summary of the project
6. Project Kick-off Meeting – a meeting to introduce everyone and generate enthusiasm for the project. The meeting will consist of a brief overview of the project and a definition of roles.
7. Risk Management Plan – an analysis of likely risks with both high and low impact, as well as mitigation strategies to help the project avoid being derailed should common problems arise
8. Communication Plan – the communication standards between the Vendor and the Agency. This will include the approach, the interfaces, working relationships and protocols. (existing may be used)

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9. Quality Management Plan – the methods that will be used to ensure quality throughout the project. (existing may be used)
10. Issue Management Plan – the tools and methods that will be used to identify, track and resolve issues throughout the project. (existing may be used)
11. Deliverable Definitions – A template of each document with descriptions of the information to be provided in each section of the document. (existing may be used)
12. Project Management Bi-weekly Status Reports – status reports to be created bi-weekly throughout the project. (existing may be used)
13. Facility Security Plan – the temporary and permanent security measures for the Vendor facility. (existing may be used)
14. Project Orientation – this will identify Agency/Vendor interfaces and working relationships. It will also introduce the Agency to the Vendor’s approach to the project and train (or schedule the training for) the Agency on the use of Vendor tools. (existing may be used)
15. Enhancement Plan – This plan will contain a high level overview of the process the Vendor will follow during the Enhancement phase including templates for the design phase. The Plan shall identify any interaction or dependencies between the requested enhancements. This plan shall be all inclusive, but it may point to the enhancement requirements definition documents or other enhancements plans for more specific information.
16. Configuration management plan – this document(s) will identify the details for migrating the software changes from development to production. (existing may be used)
17. Requirements traceability Matrix (RTM) – this matrix will track each requirement from the ITB through all phases of the project (e.g. design, construction, testing, implementation). The RTM will be bi-directional which will allow a requirement to be traced from the first phases to the last phases AND from the last phases to the first phases.

2.04.01.02 EIP Project Start-up Milestones

The project start up milestones consists of the project deliverables defined for this phase and the following tasks:

- Deliverable templates for deliverables from this phase and the Requirements Definition phase
- Project Management Bi-weekly Status Reports
- Vendor tool Training and/or training schedule

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- Implementation of the issue tracking process
- Implementation of the quality management process

2.04.02 EIP Requirements Definition

The objectives of the Requirements Definition Task are to identify, plan and document all changes required to implement the enhancements to the AMMIS. This phase will provide the detail information for enhancement identified in *Section 3 - Requirements* of this ITB.

2.04.02.01 EIP Requirements Definition Task Deliverables

1. Enhancement ### (Enhancement Number) Design Document – The Vendor shall develop one Enhancement ### document for each enhancement identified in this ITB. The Enhancement ### document shall identify all functional areas impacted by the enhancement, the dependencies on other enhancements and the implementation approach for the enhancement.
2. Requirements Definition Joint Application Development (JAD) Sessions – The Vendor shall request and facilitate meetings with the Agency Enhancement owners. These meetings will be used to clearly define the requirements for the enhancements. The Vendor shall request the meeting with an agenda through the Agency designated Point of Contact (POC). The Vendor will facilitate the meeting and produce meeting notes within three (3) days of the meeting. The meeting shall also produce requirement documents for each enhancement. The numbering for the requirements shall be the same as the number for the enhancement taken to the next level. For example: the requirement is #123. The first enhancement will be #123.1 the second enhancement will be #123.2, etc. The requirements document shall require Agency approval. When Agency approval is received the requirements and all supporting documentation will be added to the requirement repository. Any changes to ITB defined requirements (including wording of the requirement) must have the approval of the Change Control Board.
3. Enhancement ### (Enhancement Number) Detail Design Documents (DDD) – The Vendor shall use the information gathered in the Requirements Definition JAD sessions to develop multiple detail design documents for each enhancement. Each document will address a specific area of impact and include supporting documentation. The Enhancement ### DDD shall require Agency approval.
4. Ancillary Enhancements Detail Design Document (DDD) – This document will contain the Vendor’s approach to making modifications that impact any ancillary systems. There will be one document for each Ancillary system and it will address all enhancements that impact that system. The document will contain the

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details of each enhancement and how the Vendor will address multiple changes to one system (if needed). Ancillary systems include, but not limited to:

- Provider Electronic Solutions (free software given to providers)
 - Translator
 - Automated Voice Recognition System (AVRS)
 - Long Term Care Notification Software
 - CROCS (Comprehensive Recipient Online Collection System)
 - WEB
5. Summary of Enhancement Changes – this document will identify the changes by enhancement number and description for each functional area. The purpose of the document is to identify all areas requiring multiple changes and any enhancement impacting multiple areas. The document will define the Vendor’s approach to making and implementing these changes. This document will also identify all internal and external training for the new enhancement. The Vendor shall schedule one or more meetings to walk the Agency through this document.
6. Data Conversion Documents – this document(s) will identify the details for converting all data, any data clean-up required, and the Vendor process for cleaning the data. Agency approval will be required for any changes to the data. This document may not be required as part of the Enhancement Phase.

2.04.02.02 EIP Requirements Definition Milestones

The Requirements Definition milestones consist of the project deliverables defined for this phase and the following tasks:

- Deliverable templates for deliverables from this phase
- Project Management Bi-weekly Status Reports
- RTM with updates from this phase
- Vendor/Agency meeting(s) on the summary of enhancement changes with approved meeting minutes

2.04.03 EIP Enhancement Construction Task

The objectives of the Enhancement Construction Task are to use the detail documents created in the EIP Requirements Definition tasks to make the changes required to the AMMIS. This phase will construct and unit test the enhancements. The phase shall include but not be limited to:

- Develop the changes to the AMMIS.
- Perform unit and subsystem testing to ensure that the modification works correctly and will appropriately adjudicate all Medicaid claims, make all types of updates, and produce required reports and other outputs.
- Perform unit and subsystem testing on all internal and external interfaces to ensure that the enhancement process appropriately.
- Perform ancillary test such as but not limited to: Automated Voice Response System (AVRS), provider electronic solution software, long term care software, the translator, CROCS, the web applications and Electronic Claims Management (ECM) automated claims submissions to ensure that the AMMIS will appropriately answer inquiries and adjudicate all Medicaid claims.
- Demonstrate, through detailed unit and subsystem testing, that the enhancement is ready to begin integrated system testing.

The Agency will closely monitor Vendor activity during the EIP Enhancement Construction Task through the use of structured walkthroughs. The purpose of the walkthroughs will be to demonstrate that completed application programs will perform as desired by the Agency. Walkthroughs will be scheduled weekly throughout the Construction and Testing Task and will be attended by Agency project personnel.

The Vendor will be required to demonstrate to the Agency, in structured walkthroughs, test results for all components of the AMMIS. During the walkthroughs, the Agency may identify further test cases or situations to be demonstrated by the Vendor in order to ensure that each functional area is adequately tested. The Agency will select the walkthroughs to attend based on a list of scheduled walkthroughs provided by the Vendor. As part of the walkthroughs, the Agency may request changes, additional documentation or additional test.

2.04.03.01 EIP Enhancement Construction Deliverables

1. Peer Reviews and Walk-Through – the Vendor shall conduct a peer review or walk-through of completed activities.

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2. Unit and Subsystem Test Results – documented unit and subsystem test results to ensure that activities function correctly. These shall be presented or provided at Agency request.
3. Updated Enhancement Design Documents – update ALL documents (e. g. requirements definition, design documents) with changes identified during the construction and unit testing phase.
4. EIP Implementation Plan – documented step by step process that will move all enhancements from system testing to production processing. The document will address the inner-dependencies of the enhancements and may contain details about each enhancement. The Agency will look favorably on a plan that makes the move in multiple phases.
5. Draft Manuals and Documentation – a draft version of all user, provider and system documentation that require modification because of the enhancements shall be provided for Agency review. The Vendor may apply the EIP changes to the current manuals and documentation. The master version of all manuals is currently maintained on-line in a web based document repository. All manuals submitted for Agency approval must have changes clearly identified. The manuals and documentation shall be available on the intranet, the web, CD/DVD or in paper format as requested by the Agency. The document shall be formatted in a manner that facilitates changes such as the use of track changes and versioning. All manuals and documentation shall be written in a manner that is understandable by business or non-technical staff. All manuals shall use a common nomenclature.
6. Training Plan – the Vendor shall submit for Agency approval a training plan that includes Agency staff, providers and other training identified by the Vendor or Agency. Each training plan shall define the training evaluation criteria.
 - Agency Training Plan - The Agency Training Plan details all the activities leading up to, and including, the training of Agency user staff, at all levels and in all Agency locations, in the proper use of the AMMIS. Approximately three hundred (300) users in Montgomery will require training. Training for other Agency and District Office staff may take place regionally, as approved by the Agency. At a minimum, the training plan shall include:
 - An outline/agenda of each training session
 - A description of training materials
 - A description of training facilities

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- A training schedule
 - Plans for remedial training
 - A methodology to ensure continued training during the Operations Phase for new staff or staff changing positions
 - Provider Training Plan - The Provider Training Plan details all the activities leading up to, and including, the training of all provider types in proper billing procedures, use of claim correction forms, understanding of remittance advices, program policy, etc. At a minimum, the Provider Training Plan shall include:
 - A description of training materials
 - Examples of training materials
 - A training schedule for all provider types, by provider type
 - Locations for training
 - Plans for remedial training and ongoing training during operations
7. Updated Disaster Recovery/Business Continuity Plan (DR/BCP) – The Updated DR/BCP will contain any changes in the current DR/BCP required to support the enhancements identified in this ITB. The Vendor shall present the DR/BCP in a group review.
8. Test plans – The Vendor shall present the following plans in a group review. The Vendor shall submit the plan(s) to the Agency five (5) days before the group review. If requested, the Agency shall have an additional five (5) days after the group review to review the details of the plan. The Vendor shall make changes or additions as requested by the Agency. The system integrated testing, regression testing, stress testing or user acceptance testing shall not begin until the test plans are approved by the Agency. The plans include but are not limited to:
- Integrated System Test Plan - (end-to-end testing) including test scenarios, cases and script
 - User Acceptance Test Plan – including the setup and support of Agency UAT test efforts.
 - Stress Testing Plan – including the methodology for simulating three hundred (300) concurrent users across all subsystems and all electronic transactions.

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- Regression Testing Plan – including the methodology to determine when regression testing should occur.

2.04.03.02 EIP Enhancement Construction Milestones

The Construction Phase milestones consist of the project deliverables defined for this phase and the following tasks:

- Deliverable templates for deliverables from this phase
- Project Management Bi-weekly Status Reports
- RTM with updates from this phase
- A Vendor certification in writing that the AMMIS is ready for System Integration, Stress, Regression and User Acceptance Testing

2.04.04 EIP Enhancement Testing Tasks

The objectives of the EIP Testing Task are to fully test the enhancements to the AMMIS. The test case results must include updated documentation with changes tracked or a statement that no documentation update was necessary before receiving Agency approval. The testing phase shall include integrated system testing (end-to-end testing), Regression Testing, Stress Testing and User Acceptance Testing (UAT).

2.04.04.01 EIP Enhancement Testing Deliverables

1. System Test Results – The Vendor shall perform system testing which demonstrates the AMMIS is fully functional. The System testing will: identify data entered into the system, follow the data through processing and demonstrate the data is included in output reports and processes – otherwise known as end-to-end testing. The test results for all functional areas shall be presented to the Agency for approval. The Vendor shall execute additional test or retest as requested by the Agency.
2. Regression Testing – The Vendor shall conduct regression testing throughout all testing phases. The Vendor must include applicable regression test results whenever system modifications are made to areas to which Agency approval has been given regardless of phase.
3. Stress Testing – The Vendor shall conduct stress testing on the AMMIS and all ancillary systems. The test results shall be presented to the Agency for approval.

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4. User Acceptance Testing – The Vendor shall present an AMMIS with enhancements for User Acceptance Testing. UAT shall be conducted by the Agency. The Vendor shall provide a tool to define, track and report UAT metrics. The Vendor shall also support the Agency in the UAT environment and testing. The support shall include, but not be limited to environment setup, test setup, data loads, data manipulation, general test and tool support, and issue resolution.
5. Updated Implementation Plan – The Vendor shall present an updated (with changes tracked) implementation plan forty-five (45) calendar days before the actual go live date. The updated implementation plan shall contain all lessons learned and changes identified in the EIP testing phases. The Agency shall have ten (10) days to review this and request changes or additions.
6. Updated Manuals and Documentation - an updated version of all user, provider and system documentation (with changes tracked) that contains changes identified during testing. The Vendor shall submit these updates to the Agency for approval.
7. Updated DR/BCP – an updated version of the DR/BCP that contains changes identified during the testing phase. The Vendor shall submit these updates to the Agency for approval.

2.04.04.02 EIP Testing Milestones

The Testing Phase milestones consist of the project deliverables defined for this phase and the following tasks:

- Deliverable templates for deliverables from this phase
- Project Management Bi-weekly Status Reports
- RTM with updates from this phase

2.04.05 EIP Enhancement Implementation Task

During the EIP Enhancement Implementation Task, the Vendor shall update documentation, conduct provider and Agency staff training, and prepare for the implementation of the enhancements. It is anticipated that the activities for this task will run concurrently with the activities in other tasks defined for the EIP.

2.04.05.01 EIP Operations Implementation Deliverables

1. Develop and submit to the Agency for approval the final version of all deliverables.

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2. Provide orientation and training for all Agency personnel on any changes that result from the enhancements.
3. Ensure the AMMIS will have the most current versions of software and data available.
4. Prepare a draft notice to providers, with Agency approval, in which AMMIS enhancement activities are identified, as necessary.
5. Conduct provider training sessions on new billing procedures, forms, policies, and AMMIS processing, with assistance from the Agency policy specialists.
6. Conduct training of Vendor call center and support staff in relevant knowledge of enhancement changes, using training materials reviewed and approved by the Agency. This training must be completed before the enhancements are implemented.
7. Print and distribute all Alabama unique claim forms, HIPAA transaction companion guides and other required billing documents.
8. Prepare, print (or burn to CD/DVD), and distribute User Documentation and Provider Manual.
9. Begin processing claims, for all claim types, with routine AMMIS operations starting on a date approved by the Agency.
10. Meet with the Agency as requested (daily, semi-weekly, weekly or bi-weekly) to discuss post-implementation enhancement issues.
11. Following the Implementation Task, the Vendor must prepare updates to the AMMIS Systems Documentation incorporating all changes, corrections, or enhancements to the AMMIS. Updates to the AMMIS Systems Documentation must be delivered to the Agency within ten (10) days of Agency approval of implementation of the change, unless otherwise agreed to by the Agency.

2.04.05.02 EIP Implementation Milestones

The Implementation Plan milestones consist of the project deliverables defined for this phase and the following tasks:

- Deliverable templates for deliverables from this phase
- Project Management Bi-weekly Status Reports
- RTM with updates from this phase

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- Agency acceptance of the enhancements
- Completion of all activities identified in the training plan and the implementation plan
- Completion and Agency approval of all EIP task deliverables with changes or additions identified during previous phases
- Installation of the approved user manuals, documentation and AMMIS Operating Procedures in an on-line or web based system library
- Vendor demonstration that AMMIS financial data and claim inventory counts are being verified through routine balancing procedures
- Vendor demonstrations that all AMMIS claim types are being processed at production volumes and within timeliness of claims processing requirements, as defined in *Section 3 – Requirements* of this ITB
- Vendor demonstration that system reports are being delivered to Agency users according to the performance requirements, as defined in *Section 3 - Requirements*.