

BIDDER RESPONSE FORMAT

4.01 General Response Requirements

This section describes the format and requirements for the Bidder's submission of their bids. Bidders shall build their bid responses according to the formats, requirements and the order of items as defined in each section below. Each Bidder's bid response shall be divided into two parts as described in *Section 4.03 Transmittal Letter* and *Section 4.04 Bid Response Requirements* in addition to providing the required number of copies as specified in *Section 4.02 Bid Response*.

4.01.01 Bid Submission Requirements

Sealed bid packages shall be mailed to:

State of Alabama
Department of Finance
Division of Purchasing
PO Box 302620
Montgomery, Alabama 36130-2620
Attention: Ray Bressler

or delivered to:

State of Alabama
Department of Finance
Division of Purchasing
RSA Union Building
100 North Union Street, Suite 192
Montgomery, Alabama 36104
Attention: Ray Bressler

Bids submitted, in whole or in part, by modem or fax will be rejected. Late responses will not be accepted.

Bids must be received by the Division of Purchasing no later than the date and time specified in the *Section 1.05 - Schedule of Activities*. It is the responsibility of the Bidder to ensure the bid is delivered by the time specified. Bids received after that time will not be considered.

Bidders must submit the documents outlined in the following subsections to the Division of Purchasing.

4.02 Bid Response

Bidders must submit one (1) original and ten (10) hard-copy versions plus two (2) electronic versions on CD/DVD of the Bid Response. The original hard-copy version shall be identified as such and shall include the transmittal letter with the original signature. Electronic versions shall be submitted in Microsoft Word 2007 or Adobe PDF version 7 or higher.

The Bid Guarantee in the amount of three hundred thousand dollars (\$300,000) must be included in the original hard-copy version of the Bid Response.

4.02.01 Pricing Response

The State of Alabama Invitation To Bid Form, Pricing Schedule and any addenda must be included in the original hard-copy version of the bid. The forms must be signed in ink by the Bidder or an officer of the Bidder who is legally authorized to bind the Bidder to the bid. Bids which are determined to be at variance with the requirements as stated on the forms will not be accepted.

4.02.02 Packaging Requirements

The outside cover of the sealed box containing the Bid Responses and the required documents shall be clearly marked as follows:

- BID RESPONSE
- BIDDER'S NAME
- ITB #10-X-2205737
- PROPOSAL DUE DATE AND TIME

Submission of a bid shall constitute recognition, understanding, acceptance, and consent by the Bidder to adhere (without any reservation or limitation whatsoever) to the requirements, terms, and conditions of this ITB, including any ITB addenda. This consent to adhere to requirements shall also apply to the use of all pricing schedules contained in *Section 7.07 Appendix G – Pricing Schedules* and all related cost information.

4.02.03 Freedom of Information and Privacy Acts

Bidders should be aware that all materials associated with the procurement are subject to the terms of the Freedom of Information Act, and all rules, regulations, and interpretations resulting there from including those from the Offices of the Attorney General of the United States, Health and Human Services (HHS), and Centers for Medicare and Medicaid Services (CMS).

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By submission of a bid, the Bidder agrees that the Privacy Act of 1974, Public Law 93-579, and the Regulations and General Instructions issued pursuant thereto are applicable to this contract, and to all subcontracts hereunder to the extent that the design, development, operation, or maintenance of a system of records as defined in the Privacy Act is involved.

4.03 Transmittal Letter

The Transmittal Letter shall be submitted on official business letterhead by the prime contractor and shall be signed by an individual authorized to commit the company to the scope of work proposed.

1. The Transmittal Letter shall contain all of the following:
 - a. Identification of all materials and enclosures being submitted collectively as a response to this ITB.
 - b. A statement identifying each addendum to this ITB that has been received; if no addenda have been received, a statement to that effect shall be included. The Bidder shall list each ITB addendum received by addendum number.
 - c. Identification of the Bidder who will be the prime contractor and the name of the corporation or other legal entity submitting the proposal. It shall also include a statement identifying any and all subcontractors, if any, who are needed in order to satisfy the requirements of this ITB. The percentage of work, as measured by percentage of total contract price, to be performed by the prime contractor shall be provided. Subcontracted work shall not, collectively, exceed forty percent (40%) of the total contract price. The Bidder shall assume sole and exclusive responsibility for all of the Contractor Responsibilities and work indicated in the ITB (including any and all addenda). If no subcontractor is proposed a statement shall be made identifying that fact.
 - d. A statement certifying that, if a foreign corporation, the Bidder has a current Certificate of Authority to do business in Alabama issued from the Alabama Secretary of State.
 - e. A statement of compliance with Affirmative Action and Equal Employment Opportunity regulations that confirms that the Bidder does not discriminate in its employment practices with regard to race, color, religion, age (except as provided by law), sex, marital status, developmental disability, political affiliation, national origin, or handicap, and complies with all applicable provisions of Public Law 101-336, Americans with Disabilities Act.
 - f. A statement that the Bidder will provide staffing resources adequate to meet all requirements in every phase of this ITB and further, in regard to the Operations Phase, guarantees to meet the requirements of *Section 3 - Requirements*.

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- g. A statement that the Bidder's proposed solution will:
 - meet the specifications set forth in this ITB,
 - continue to meet CMS certification requirements, and
 - meet all performance standards and expectations set forth in this ITB.
- h. A statement acknowledging and agreeing to all of the rights of the Agency contained in the provisions of this ITB, including procurement rules, terms and conditions, and all other rights and terms specified in this ITB.
- i. A statement that the Bid Response is valid for a minimum of nine (9) months from the bid submission date.
- j. A statement that the prices proposed were arrived at independently without consultation, communication, or agreement with any other Bidder or competitor for this procurement.
- k. A statement that the Bidder, through its duly authorized representatives, has in no way entered into any arrangement or agreement with any other Bidder or competitor which could lessen or destroy free competition in awarding the contracts.
- l. A statement that the Bidder has not and will not make any attempt to induce any other person or firm to withhold or submit a proposal for the purposes of restricting competition.
- m. A statement that the person signing this bid is authorized to make decisions on behalf of the Bidder's organization as to the prices quoted.
- n. A statement that the Bidder has not employed anyone, other than a bona fide employee working solely for the Bidder, in soliciting or securing this contract.
- o. A statement that no person or agency has been employed or retained to solicit or secure the proposed contract based on an agreement or understanding for a commission, percentage, brokerage, or contingent fee.
- p. A statement that the Bidder and any subcontractors will maintain a drug-free workplace.
- q. A statement that neither the Bidder nor any subcontractor has received nor will receive any compensation from the State for participation in preparation of this ITB.
- r. A Disclosure Statement completed and submitted with the bid required pursuant to Alabama Act 2001-955, located in *Section 7.16 - Appendix P – Disclosure*

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Statement or on the Attorney General's web site at the following address:
http://www.ago.state.al.us/ag_items.cfm?Item=70

2. If the use of subcontractors is proposed, a statement from each subcontractor, on official letterhead, shall be attached to the Transmittal Letter, signed by an individual authorized to legally bind the subcontractor to perform the scope of work as assigned, stating:
 - a. The general scope of work to be performed by the subcontractor.
 - b. The subcontractor's willingness to perform the work indicated.
 - c. The names and titles of individuals who will be responsible for the subcontractor's efforts.
 - d. That the subcontractor's firm does not discriminate in its employment practices with regard to race, color, religion, age (except as provided by law), sex, marital status, developmental disability, political affiliation, national origin, or handicap, and complies with all applicable provisions of Public Law 101-336, Americans with Disabilities Act.
 - e. If subcontractors will not be used on this project, include statements in this section to specify your company's intentions not to use subcontractors. Title this section as "Use of Subcontractors" in your Business Response.
3. Bidders must explicitly identify and explain any and all deviations from the detailed specifications and requirements of this ITB. Bidder acknowledges that any such deviations may result in the rejection of their bid at the sole discretion of the Agency.

4.04 Bid Response Requirements

The Bid Response must present a complete and detailed description of the Bidder's qualifications to perform and its approach to carry out the requirements in *Section 3 - Requirements*, of this ITB. Any deviations in the Bidder's Bid Response from the outline described below could disqualify that bid due to evaluation considerations. The name and number of this ITB shall be included on the title page of each volume.

4.04.01 Business Experience Matrix

Provide the *Section 7.12 Appendix L - Business Experience Matrix* which summarizes relevant projects completed by your firm, or the specific organizational unit of your firm that will be responsible for work performed in this contract. List all claims processing related projects worked in the last ten (10) years. All projects must be listed if your firm has less than ten (10) relevant projects. The matrix must provide all of the information described below. Columns for the Business Experience Matrix should be used as follows:

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- **Row 1: Bidder's Name** – Please enter your company name in row 1 column B.

Beginning in row 3 please enter the pertinent information for the past 10 years:

- **Column A: Project Name** – A name for the project that the client will recognize.
- **Column B: Client Information** – Name, address, fax number, telephone number and email for the client.
- **Column C: Client Contact information** – Contract name, address, fax number, telephone number and email address of an individual who was employed by the client and is knowledgeable about this project.
- **Column D: MMIS** - Indicate if work was performed relative to design and implementation for State Government MMIS. Indicate Yes or No in box.
- **Column E: Summary** - Summary of the work performed by the Bidder on the project. The summary shall include the types of claims processed by the system, a description of the Bidder's responsibilities under the contract and if the work was done as part of an MMIS implementation whether the system was transferred, new or a takeover of the existing system.
- **Column F: Original Start Date** - For each project, indicate the original starting date of the project using Month/Day/Year (MM/DD/YY) format.
- **Column G: Actual Start Date** - For each project, indicate the actual starting date of the project using Month/Day/Year (MM/DD/YY) format.
- **Column H: Original End Date** - For each project, indicate the original ending date of the project using Month/Day/Year (MM/DD/YY) format.
- **Column I: Actual End Date** - For each project, indicate the Actual ending date of the project using Month/Day/Year (MM/DD/YY) format.
- **Column J: Scope and Budget** – Use this box to identify projects that were completed within the original scope and budget. Indicate Yes or No in box.
- **Column K: Litigation** - Check this box if your firm was involved in any litigation related to this project. Indicate Yes or No in box.
- **Column L: Contract changes or amendments** – Use this column to identify any contract changes or amendments that occurred before the actual end date of project.
- **Column M: If the project was not on schedule at the time of contract changes or amendments how far behind was the project?** – Use this column to indicate how far the project was behind before contract changes or amendments. If the project was not behind indicate zero (0).

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- **Column N: Prime or Subcontractor** – Indicate whether your corporation served as prime or a subcontractor on this project.
- **Column O: Other Information** – Provide explanations of any schedule delays, litigation, contract changes, amendments or other pertinent information.

Medicaid reserves the right to contact any former client or employer with which the Bidder is known to have done business, whether provided as a reference or not.

4.04.02 Bid Response Sections

The Bid Response shall include seven (7) separate sections (with named and numbered tabs for the original and all copies) presented in the following order:

- Tab 1A - [Transmittal Letter](#) (Section 4.04.03)
- Tab 1B - [Bid Guarantee](#) (Section 4.04.04) - Original Volume only
- Tab 1C – [Statement of Alabama Invitation to Bid Form](#) and [Pricing Schedules](#) (A, B, C, & D) (Section 4.04.05) - Original volume only
- Tab 2 - [Table of Contents](#) (Section 4.04.06)
- Tab 3 - [Executive Summary](#) (Section 4.04.07)
- Tab 4 - [Approach to the Implementation Phase](#) (Section 4.04.08)
- Tab 5 - [Operations Phase](#) (Section 4.04.09)
- Tab 6 - [Corporate Capabilities and Commitments](#) (Section 4.04.10)
- Tab 7 - [Appendix](#) (Section 4.04.11)

Note: The ITB references above are suggested to assist the Bidder in preparing the bid response and are not intended to be the sole ITB references.

The format and contents for the material to be included in each of these sections is described below. Each section within the Bid Response shall include complete responses to all required items listed under each heading. The evaluation of Bid Responses will be organized to follow the submission format. Therefore, Bidders are advised to follow the defined format and to clearly identify the location of topics in their response.

Each Bid Response (including all copies thereof) shall be:

- a) submitted in three (3) ring binders,

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- b) 8.5 x 11-inch paper and two-sided copies,
- c) type size of eleven (11) points or larger shall be used, except in tables and charts where a type size of ten (10) points is acceptable, and
- d) clearly page-numbered on the bottom (center or right) of each page.

Brochures or other presentations, beyond that sufficient to present a complete and effective response, are not desired. Audio and/or videotapes are not allowed. Elaborate artwork or expensive paper is not necessary or desired.

The Division of Purchasing desires and encourages that bids be submitted on recycled paper, printed on both sides. While the appearance of proposals and professional presentation is important, the use of non-recyclable or non-recycled glossy paper is discouraged.

A maximum page limit has been set for some sections of the Bid Response. Bidders are required to respect these page limits to facilitate a timely and responsive evaluation. Pages in excess of these limits will be removed during the Mandatory Requirements Phase of evaluation.

4.04.03 Transmittal Letter – Tab 1A

The Transmittal Letter shall be bound into the original volume and all copies of the Bid Response.

4.04.04 Bid Guarantee – Tab 1B

The Bid Guarantee shall be bound in the original volume of the Bid Response.

4.04.05 State of Alabama Invitation to Bid Form and Pricing Schedules – Tab 1C

The Alabama Invitation to Bid Form and Pricing Schedules shall be bound into the original volume of the Bid Response.

4.04.05.01 Pricing Schedule Requirements

The Bid Response will be the Bidder's total Fixed Price Bid representing the fixed, not estimated, costs that the Bidder requires in order to complete this project according to the requirements of the ITB. Estimated Total Fixed Price cost responses will not be evaluated, will not be considered and will be deemed non-responsive. Bidders will not be considered to be responsive if "Total Implementation Cost" bid on Pricing Schedule B(I) - Implementation Costs for Incumbent Vendor or Pricing Schedule B(N) Implementation Costs for Non-incumbent Vendor, exceed twenty-five percent (25%) of "Total Price" from Pricing Schedule A(I) - Evaluated Price for the Incumbent Vendor or Pricing

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Schedule A(N) Evaluated Price for the Non-incumbent Vendor. Payments will be based upon contracted services actually performed in accordance with the proposed Fixed Price as indicated in the following documents:

- State of Alabama Invitation to Bid Form
- Pricing Schedule A(I) Incumbent Vendor - Total Evaluated Price or Pricing Schedule A(N) Non-incumbent Vendor - Total Evaluated Price
- Pricing Schedule B(I) - Incumbent Fixed Price - Implementation Costs or Pricing Schedule B(N) - Non-incumbent Fixed Price - Implementation Costs
- Pricing Schedule C(I) - Incumbent Fixed Price - Operations Cost or Pricing Schedule C(N) - Non-incumbent Fixed Price - Operations Cost
- Pricing Schedules D(I) D-1 through D-8 Incumbent Labor Rates for Changes or Pricing Schedules D(N) D-1 through D-8 Non-incumbent Labor Rates for Changes.

The Bid Response pricing schedules are included in *Section 7.07 Appendix G – Pricing Schedules* of this ITB and are available for download on the web at www.medicaid.alabama.gov, by written request or at the Pre-Bid Conference. These electronic forms should be completed printed and submitted in paper form to the State. Where a signature block is indicated, the pricing schedule must be signed and dated by an appropriate corporate official. The pricing schedules may be reproduced by the Bidder, however, no deviations in the format or content of the pricing schedule is permitted. Any such deviations could result in the Bidder's response being found non-responsive.

Since the incumbent Contractor should have lower implementation costs, all implementation figures are discounted by twenty percent (20%) in the evaluated implementation cost to encourage competition.

4.04.05.01.01 Pricing Schedule A(I) and A(N)

Pricing Schedule A(I) must be completed by the Incumbent Vendor and Pricing Schedule A(N) must be completed by the Non-incumbent Vendor.

For purposes of award, the low Bidder will be determined based upon total price from Schedule A(I) and A(N) and also reflected on the Invitation to Bid form. The Bidder shall enter all costs from Schedules B(I), C(I) and D(I) in the appropriate month on Schedule A(I) for the Incumbent Vendor and from Schedules B(N), C(N) and D(N) in the appropriate month on Schedule A(N) for the Non-incumbent Vendors. A signature on this pricing form is required.

For implementation costs from Schedule B(I) and B(N), the Agency has estimated the month on Schedule A(I) and A(N) in which each milestone will be completed and paid. Bidders should propose actual delivery dates in its work plan according to the solution being offered.

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4.04.05.01.02 Pricing Schedule B(I) and B(N)

Pricing Schedule B(I) must be completed by the Incumbent Vendor and Pricing Schedule B(N) must be completed by the Non-incumbent Vendor.

Pricing Schedule B(I) includes all Enhancement deliverables and implementation charges expressed as a firm fixed price. The Bidder shall submit a fixed price for each of the deliverables identified on Schedule B(I). The amount bid for each task cannot exceed the threshold identified on Schedule B(I). The price quoted shall be the total price to bring the modified AMMIS to full operational status, including final federal recertification if required. A signature on this pricing form is required.

Pricing Schedule B(N) includes all Operations and Enhancements deliverables and implementation charges expressed as a firm fixed price. The Bidder shall submit a fixed price for each of the deliverables identified on Schedule B(N). The amount bid for each task cannot exceed the threshold identified on Schedule B(N). The price quoted shall be the total price to bring the modified AMMIS to full operational status, including final federal recertification if required. A signature on this pricing form is required.

4.04.05.01.03 Pricing Schedule C(I) and C(N)

Pricing Schedule C(I) must be completed by the Incumbent Vendor and Pricing Schedule C(N) must be completed by the Non-incumbent Vendor.

The Base Price is defined as those costs the Bidder will incur regardless of the number and type of claims. Some examples of costs that should be included in the Base Price are fixed costs such as salaries, rent, equipment (including phone systems, computers and telecommunication lines that are **not** separately reimbursed as a pass-through expense), travel, training, furniture and utilities.

The “Total Monthly Price” must be entered on Schedule A(I) for the Incumbent Vendor or Schedule A(N) for the Non-incumbent Vendor for the indicated months. A signature on this pricing form is required.

4.04.05.01.04 Pricing Schedules D(I) and D(N) D-1 through D-8

Pricing Schedule D(I) must be completed by the Incumbent Vendor and Pricing Schedule D(N) must be completed by the Non-incumbent Vendor.

These pricing schedules will be used to develop the Bidder’s total evaluated price quotations for extra contractual services. A signature on these pricing forms is required.

4.04.05.01.04.01 Pricing Schedule D-1

Pricing Schedule D-1 summarizes the total additional labor costs for each of the seven (7) contract years quoted on Pricing Schedules D-2 through D-8. Enter the amounts from Pricing Schedules D-2 through D-8 in Boxes 1, 3, 5, 7, 9, 11 and 13 respectively. Enter the amounts from Price Schedule D-1, Boxes 2, 4, 6, 8, 10, 12 and 14 in the appropriate

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boxes on Schedule A(I) for the Incumbent Vendor or Schedule A(N) for the Non-incumbent Vendor.

4.04.05.01.04.02 Pricing Schedules D-2 through D-8

The Bidder shall specify the labor rates for the personnel listed. The hourly rates quoted shall remain firm for the stated contract year and shall be used to develop price quotations for extra contractual services. The hourly rates specified for each personnel category should be multiplied by the hours indicated to arrive at the Evaluated Cost for that category. The sum total Evaluated Cost for all personnel categories will be entered in the Total Additional Year Labor Costs box and entered on the corresponding line of Schedule D-1.

4.04.06 Table of Contents – Tab 2

The Bid Response shall contain a Table of Contents with titles for each section and beginning page numbers.

4.04.07 Executive Summary – Tab 3

The Executive Summary section shall summarize and highlight the contents of the Bidder's Bid Response in such a way as to provide the Evaluation Committee with a broad understanding of the entire Bid Response. The Executive Summary is limited to twenty-five (25) pages and shall include the following:

- a. A clear and concise summary of the Bidder's understanding of the project and Alabama's MMIS needs.
- b. A clear and concise summary of the proposed design and development approach, the staffing structure, and the Implementation Phase schedule.
- c. A general description of the capabilities and planned roles of any proposed subcontractor(s).
- d. A summary of the requested enhancements to the AMMIS - This summary shall include a brief description of each enhancement to the AMMIS and any changes to how the AMMIS should operate. This summary shall in no way change the requirements as defined in *Section 3 - Requirements*.
- e. A brief description of the major benefits offered by this proposal.
- f. A description of the project processes, controls and reporting metrics that will be used to ensure the success of the project.

4.04.08 Approach to Implementation Phase – Tab 4

This section of the Bid Response shall clearly describe the Bidder's approach to some of the key issues that will impact the success of the AMMIS construction and

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implementation efforts. **It is not sufficient for the Bidder to state that the Bidder intends to meet the requirements, and any such response to the requirements in this ITB will be considered non-responsive.** The focus of discussion in these areas should be on plans for this project, not on previous experience. The Agency wants to know how its objectives will be met, what assurances of success the proposed approach will provide, and what staff will support the Bidder's efforts, both on-site and at other locations during the Implementation Phase. The Agency wants the Bidder to identify the methods that will be used to ensure success for each phase of the project. The Agency is interested in the processes, reporting metrics, and contingency plans for ensuring an on time, fully functional implementation of the AMMIS.

The specific topics to be addressed in this section are:

- Design and Development Methodology
- Products and Deliverables
- Implementation Phase and Work Plan
- Proposed Staffing
- Implementation Phase Contract Management
- Commitment to Quality

4.04.08.01 Design and Development Methodology

In this section, the Bidder shall present the methodology to be used to complete *Section 2 - Statement of Work*. The Bidder shall:

1. Discuss the proposed design methodology for accomplishing this phase. Describe the formal approach to be followed, the major features of the proposed methodology and how this approach will best meet user objectives.
2. Discuss where the methodology has been used in the past (in other MMIS accounts), including an assessment of the results of the approach. The Bidder will define why this method was viewed as a success.
3. Discuss the Bidder's approach to conducting detailed requirements definition sessions for validating, documenting and refining requirements and how these definitions were used to complete the system design.
4. Describe the approach to systems analysis, design and testing for the external system interfaces. This includes any tools, process or procedures that will ensure the design fulfills the AMMIS requirements.

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5. Describe the proposed approach to the construction and unit test phases. This includes any tools, processes or procedures that will be used to ensure the modifications meet the AMMIS requirements.
6. Describe the proposed approach to testing that will ensure all the required test tasks will be completed and will work together to thoroughly test the AMMIS and requested enhancements.
7. Describe the proposed approach to Quality Assurance (QA) that will ensure the Bidder submits the highest quality deliverables to the Agency.

4.04.08.02 Products and Deliverables

In this section, the Bidder shall present the products and deliverables of the proposed implementation methodology. The Bidder shall:

1. Identify the deliverables that will be produced, outline their contents, explain their purpose and relationship to the other deliverables, and demonstrate how they can be used to measure progress on the system construction and implementation effort. Provide examples of similar products as part of the discussion. Identify the project controls and metrics that will be used to measure the project progress and commitment to quality.
2. Describe the proposed approach for ensuring quality assurance on the products submitted. Define the QA processes, procedures, reporting metrics, quality thresholds and escalation procedures that will be used for the project.

4.04.08.03 Implementation Phase and Work Plan

In this section, the Bidder shall describe its approach to completing each of the ITB defined Implementation Phase tasks by presenting the Implementation Phase project work plan and schedule. The Bidder shall:

1. Present an Implementation Phase work breakdown structure for the Contract Start-Up and Planning; Requirements Definition; and System Analysis, Design and Specifications Tasks. A non-incumbent Bidder will provide the information below for the tasks defined in *Section 2.03 - Operations Implementation Phase (OIP) – Statement of Work*. The incumbent Bidder will provide the information below for the tasks defined in *Section 2.04 - Enhancement Implementation Phase (EIP) – Statement of Work*.
2. The work plan detail for these first three (3) tasks shall include the following:
 - A breakdown of all subtasks, activities, and sub-activities, including internal QA reviews, Agency review, Agency requested modifications and sign-off points.

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- Calendar-based task schedules of the Implementation Phase showing estimated Agency and Vendor person-weeks of effort by labor category for each task and major subtask, both separately and totaled for each task.
- Gantt and PERT charts showing start and end dates for all tasks and subtasks and the relationship between tasks and subtasks.
- A schedule for submission and possible revision of all deliverables and their review by Agency staff; this schedule shall allow for revision and correction of Agency requested changes.
- Method for ensuring the project stays on schedule, including allowed deviation and recovery processes.
- Personnel and time-estimating procedures.

The remaining Implementation Phase tasks shall be defined at the subtask level. The work plan will be revised prior to the initiation of each task to provide sub-activity level of detail planning.

4.04.08.04 Proposed Staffing

This section details the Bidder's proposed staffing for the Implementation Phase. **It is expected that personnel proposed for the project will be committed and truly engaged with the project and that inexperienced personnel will not be exchanged for them. Should specific personnel proposed by the Bidder not be available, or if the Agency determines that key personnel are not providing an adequate amount of time on-site, the Agency reserves the right to cancel the project and all prior agreements with the Bidder or make appropriate adjustments to any work plan and prices to be paid here in under.** *Additionally, the Agency also reserves the right to impose liquidated damages of up to 10% of the total proposed project price should specific personnel proposed by the Bidder or Agency approved substitutions not be available, or become materially absent during the course of the project.* The Bidder shall:

1. Provide an organization chart for the overall Implementation Phase depicting staffing for each task, including numbers, labor categories, and the location where work will be performed.
2. Provide project team reporting relationships and authority of proposed key personnel.
3. Describe minimum qualifications for key personnel and their proposed roles and responsibilities.

4.04.08.05 Implementation Phase Contract Management

In this section, the Bidder shall discuss its approach to contract management. The Bidder shall:

1. Discuss proposed project management tools, including whether they are automated or manual.
2. Describe the Bidder's contingency plan. This description shall include how contingent support will be requested and delivered, and under what circumstances the plan will be executed.
3. Describe the Bidder's approach to quality management. Include a discussion of the features that will be used to protect the integrity and quality of work performed during the Implementation Phase.

4.04.09 Approach to Operations Phase – Tab 5

This section of the Bid Response shall clearly describe the Bidder's approach to some of the key issues that will impact the success of the AMMIS operations efforts. **It is not sufficient for the Bidder to state that the Bidder intends to meet the requirements, and any such response to the requirements in this ITB will be considered non-responsive.** The Agency wants to know how its objectives will be met, what assurances of success the proposed approach will provide, and what staff will support the Bidder's efforts, both on-site and at other locations during the Operations Phase. The Agency wants the Bidder to identify the methods that will be used to ensure success for the Operations phase of the project. The Agency is interested in the processes, reporting metrics, contingency plans and approach for ensuring successful operation of the AMMIS.

The specific topics to be addressed in this section are:

- Proposed Staffing
- Quality Assurance
- System Maintenance and Modification

4.04.09.01 Proposed Staffing

This section presents the Bidder's proposed staffing approach for the Operations Phase. The Bidder shall:

1. Provide an organization chart depicting staffing for all functional areas, including numbers, labor categories, reporting relationships, and location.

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2. Provide an Operations Phase staffing approach by task and labor category, showing estimated hours for each category. The approach shall include the following:
 - Classification and number of personnel needed for each operational unit to include the minimum staffing levels in *Section 7.08 - Appendix H – Staffing Requirements*.
 - Job descriptions for all professional, managerial, and supervisory staff.
 - Minimum qualifications and general responsibilities for key personnel as specified in *Section 7.08 - Appendix H – Staffing Requirements*.
 - Limitations of authority of proposed key personnel.
3. Provide any contingencies or assumptions for changes in volume or level of effort included in the staffing approach.

4.04.09.02 Quality Assurance

In this section, the Bidder shall fully describe their approach to quality assurance (QA) and quality management for all aspects of the Operations Phase of the contract. The Bidder shall include in this response the proposed quality assurance approach for manual functions and system interfaces and performance monitoring tools for electronic claims processing functions, customer relations, and automated file inquiry features. The Bidder shall:

1. Define how QA will be proactive in reducing errors.
2. Define the QA process and procedures.
3. Define the proposed QA reporting metrics and the process to gather these metrics.
4. Define the QA error thresholds.
5. Define the QA escalation procedures.

4.04.09.03 System Maintenance and Modification

This section presents the Bidder's approach to meeting the Maintenance and Modification requirements. The Bidder shall:

1. Describe the proposed approach to system modification responsibilities which addresses:
 - Staffing levels proposed, including minimum qualifications, location, reporting relationship, or interfaces with the local Systems Manager.

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- The role and responsibilities of the Systems Manager and minimum qualifications for this individual.
- Commitment to provide the hours requested as change requests are approved by the Agency.
- Proposed approach to coordinating on-site and off-site support.
- Proposed approach to ensuring progress on completion of change requests and tracking of work, priorities, and resources committed to change requests.

2. Describe the proposed approach to system maintenance.

Note: The Agency does not want to receive and will not consider a copy of detailed system documentation for proposed features or system components in conjunction with this response.

4.04.10 Corporate Capabilities and Commitments – Tab 6

In this section of the response, Bidders shall present material describing corporate capabilities to successfully perform this contract. Previous experience, current contractual obligations, and corporate resources, including personnel and information systems, will all be used to measure capability. Reference checks will be done.

The Corporate Capabilities section is limited to forty (40) pages, excluding financial statements. Graphs, charts, and tables presented by the Bidder in this section are included in the forty (40) page limit.

The specific topics to be included in this section are:

- Corporate Information
- Financial Statements
- Contractual Disputes
- Corporate Commitments

4.04.10.01 Corporate Information

In this section, the Bidder shall:

1. Include a description of the Bidder's corporation and each subcontractor's firm (if any). This discussion shall describe the structure, information system's background and resources (both equipment and personnel). Details shall include:
 - Name of Bidder

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- Date established
 - Ownership (public company, partnership, subsidiary, etc.)
 - Location of office responsible for this contract
 - Company contacts: the name, title, street address, city, state, zip code, email address, and telephone and fax number of the primary contact person for this contract
 - Identification of any parent organization or subsidiaries
 - Total number of employees in the corporation
 - Profit or nonprofit status
 - Number of personnel assigned to each of the following:
 - MMIS development
 - MMIS operations
 - Other claims processing, development, and operations
 - Computer system development
 - Computer resources and the extent to which they are dedicated to other projects.
2. Describe how the Bidder will address any potential conflicts between current corporate contracts and the AMMIS project.
 3. The Bidder shall provide the Agency the name and address of each person with an ownership or controlling interest in the Bidder's corporation or any subcontractor in which the Bidder's corporation has a direct or in-direct ownership interest of five percent (5%) or more. If this does not apply the Bidder shall provide a statement to that affect.
 4. The Bidder shall disclose to the Agency whether any of the individuals identified in #3 above are related to one another as spouse, parent, child or sibling. If this does not apply the Bidder shall provide a statement to that affect.
 5. The Bidder shall disclose the name of any other Fiscal Agent or provider which an individual named in #3 above has an ownership or controlling interest. If this does not apply the Bidder shall provide a statement to that affect.

4.04.10.02 Financial Statements

In this section, the Bidder shall demonstrate financial solvency and sufficient resources to handle any potential financial liability from outstanding lawsuits or judgments which could impact the Bidder's ability to continue to perform this contract. This section of the Bidder's response shall include:

1. Financial statements for the last three (3) completed fiscal years which shall include:
 - Income statements
 - Balance sheets
 - Statements of financial position
 - Notes to financial statements.

If the Bidder is a subsidiary, the parent company shall be identified and financial statements from the parent company shall be submitted in addition to those of the subsidiary. The subsidiary shall secure a statement from the parent company that the parent company is able to cover the costs of implementation.

2. A statement indicating the percentage of total annual revenue represented by Fiscal Agent and MMIS installation contracts for the preceding three (3) fiscal years.
3. References to any parent company resources or other sources of income available to the Bidder organization.

4.04.10.03 Contractual Disputes

A list shall be submitted by the Bidder of any contractual disputes, penalties imposed, out of court settlement(s), liquidated damage(s), contract default(s), cancellation of contract(s) or components of contract(s) for cause, lawsuits/litigation (pending or past) within the last six (6) years related to MMIS or any claims processing or other operations or implementation including names of all parties, nature of the complaint, status or final disposition, and potential impact on the Alabama MMIS contract. This is in addition to the required information on the *Section 7.12 Appendix L – Business Experience Matrix*.

4.04.10.04 Corporate Commitments

The Bidder has the opportunity to present its corporate commitments to this contract in narrative format within this section.

4.04.11 Appendix – Tab 7

The *Section 7.12 Appendix L - Business Experience Matrix* shall be bound into the original volume and all copies of the Bid Response.