Requirements Traceability Matrix Instructions

The Requirements Traceability Matrix (RTM) is used to document and track the project requirements from the proposal through the CMS Certification process.. The Contractor is responsible for maintaining the set of Baseline Requirements directly related to the configuration of the MES components. Additions, modifications, and deletions to these requirements post contract award shall be added and modified timely, with DMAS approval and a current version of the matrix shall be maintained at all times. The Contractor shall provide an initial RTM as part of its proposal per the instructions below. The RTM will be maintained in Excel format until or unless DMAS approves an alternate format.

Column	Instructions
Requirement ID	The unique identifier for the requirement as assigned by DMAS. **This column shall not be modified by the Bidder.**
Requirement	The statement of the requirement to which the Bidder must respond. **This column shall not be modified by the Bidder.**
Compliant?	The Bidder shall indicate “Y” (Yes) or “N” (No) as to whether their solution is compliant with the requirement.
Availability	The Contractor shall indicate one of the following:
	A = Functionality is currently operational
	B = Functionality is planned
	C = Functionality is not currently planned
Date	For Availability code "B" bidder shall provide the planned availability date
Proposal Mapping	The Bidder shall provide cross-reference to the location(s) of where compliance with each requirement is described in their proposal.

Technology Standards Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-TECH-STND-001	All the artifacts developed as part of the proposed Solution shall be compliant with the CMS and HIPAA standards and requirements.				
PRSS-TECH-STND-002	The Solution shall use rules based, table driven modular, and reusable components.				
PRSS-TECH-STND-003	The Solution shall facilitate online, browser based web capabilities with no client component download(s) for all authorized end users including, but not limited to providers and members.				
PRSS-TECH-STND-004	The Solution shall support functionality to interface with multiple entities outside the MES for exchange of information.				
PRSS-TECH-STND-005	The Solution shall comply with all current and future HIPAA standard Transactions and Code Sets (TCS) in place or mandated by the Commonwealth and CMS.				
PRSS-TECH-STND-006	The Solution shall implement standard policies and practices to ensure the security and integrity of the information to be exchanged.				
PRSS-TECH-STND-007	The Solution shall provide notification to the ISS Contractor of all changes to application program interface (API) on a timely basis.				
PRSS-TECH-STND-008	The Solution shall provide standard and ad hoc reporting capabilities for all modules of the proposed solution which are accessed by Commonwealth end users and other stakeholders.				
PRSS-TECH-STND-009	The Solution shall meet the Federal reporting requirements and performance standards as defined by CMS and the CMS certification checklists.				

Technology Standards Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-TECH-STND-010	The Solution shall implement and support a reporting repository with Web based access by authorized end users, including the ability to extract data to be used with desktop applications.				
PRSS-TECH-STND-011	The Solution shall provide interoperability between the modules of the proposed solution and Commonwealth imaging and document management systems. All Commonwealth documents and images on any media type received or disseminated shall be accessible, stored, and indexed on the Enterprise Content Management system.				
PRSS-TECH-STND-012	The Solution shall allow users to select among several format types (e.g., PDF, Microsoft Excel, Microsoft Word) for any outputs produced. The output media types shall be role based or by individual end user(s).				
PRSS-TECH-STND-013	The Solution shall implement relevant standards including, but not limited to NIEM, CAQH-CORE, HL7, and HIPAA for data interchange.				
PRSS-TECH-STND-014	The Solution shall provide single sign-on (SSO) capability using Commonwealth standards for login and authentication. The Contractor's system shall include an end user authentication process that permits the end user to enter one (1) name and password to access multiple applications. This process authenticates the user for those applications they have access rights to and eliminates the need for further prompts when switching between applications during a session.				
PRSS-TECH-STND-015	The Solution shall process all inbound and outbound files at a frequency as defined by the Commonwealth.				

Technology Standards Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-TECH-STND-016	The Solution shall support and monitor the processing of all transaction files and notify the Commonwealth of all transactions which have not been processed successfully.				
PRSS-TECH-STND-017	The Solution shall accept and apply interface data accurately 100% of the time.				
PRSS-TECH-STND-018	The Solution shall reconcile errors identified during the processing of any transaction file and reprocess partner transactions within the agreed upon SLA.				
PRSS-TECH-STND-019	The Solution shall comply with Commonwealth and Federal records management policies and retention schedules.				
PRSS-TECH-STND-020	The Solution shall ensure archived data is retrievable, formatted to match the original intake document, and shows the changes during processing.				
PRSS-TECH-STND-021	The Solution shall comply with all Commonwealth and Federal laws, grant requirements, rules, regulations, guidelines, policies, and procedures for destruction of records.				
PRSS-TECH-STND-022	The Solution shall retain all records for both paper and electronic claims as per the Commonwealth and Federal guidelines.				
PRSS-TECH-STND-023	The Solution shall comply with and align with Commonwealth Technology Standards.				

Technology Standards Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-TECH-STND-024	The Solution for proposed interfaces to Commonwealth systems shall comply with or have approved exceptions to all applicable Commonwealth Data Standards as found at: http://www.vita.virginia.gov/oversight/default.aspx?id=10344 If not, please explain.				
PRSS-TECH-STND-025	The Solution shall provide effective, interactive control and use with nonvisual means and provide 508 Compliance in accordance with the following standard regarding IT Accessibility and 508 Compliance: http://www.vita.virginia.gov/uploadedFiles/Library/AccessibilityStandard_GOV103-00_Eff_11-04-05.pdf (Refer to www.section508.gov and www.access-board.gov for further information) If yes, please describe how this functionality is achieved and include a completed Voluntary Product Accessibility Template (VPAT) with your proposal. (The VPAT template is located in APPENDIX C of the Accessibility Standard (GOV103-00)). If no, does your solution/application/product provide alternate accessibility functionality? Please describe.				
PRSS-TECH-STND-026	The Solution shall comply with all current COV ITRM Policies and Standards, as applicable, found at: http://www.vita.virginia.gov/library/default.aspx?id=537? If proposed solution does not, please provide details that specify the Standard/Policy and how Contractor's solution does not comply.				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PROJ-DDI-001	The Contractor shall provide a description of a Project Management methodology that will be used to implement the Solution that follows Project Management industry best practices while coordinating changes with the ISS Contractor and other contractors. The Contractor shall propose tools, processes, and procedures for the Project Management methodology.				
PRSS-PROJ-DDI-002	The Contractor shall provide the deliverables identified for each of the project phases in Appendix I: ▪ Initiation ▪ Planning ▪ Execution and Control ▪ Implementation ▪ Closeout ▪ Evaluation				
PRSS-PROJ-DDI-003	The Contractor shall provide the status of the project to the MES Program Management Office according to the schedule outlined in the DDI Project Plan chart in Appendix I. The Contractor PMO shall include the following in the weekly status reporting for the lifecycle of the project: ▪ Issues and Risk Management ▪ Milestone status ▪ Change Management ▪ Action Items Management ▪ Project Meeting Minutes				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PROJ-DDI-004	For any milestones or deliverables which are missed or projected to be missed, the Contractor shall provide a Corrective Action Plan (CAP) that includes the following information: ▪ Root cause ▪ Impact on schedule, scope and costs ▪ Milestone recovery strategy ▪ Milestone recovery date ▪ Project recovery strategy ▪ Project recovery date				
PRSS-PROJ-DDI-005	The Contractor shall follow the DDI Change Management process agreed to by DMAS. An Enterprise Change Management process shall be established by the ISS Contractor and Program Management Office along with Contractor input to address scope, schedule, or cost changes.				
PRSS-PROJ-DDI-006	The Contractor shall conduct detailed design and joint application requirement meetings with Commonwealth staff, other impacted MES solution contractors, and ISS Contractor staff to produce a detailed specification design document for development, configuration, testing, and implementation.				
PRSS-PROJ-DDI-007	The Contractor shall provide a revised work breakdown structure from the original submission, which includes Commonwealth project team and ISS Contractor activities (provided by the ISS Contractor) and any other impacted MES contractors which have been mutually agreed-upon dependencies for DMAS approval.				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PROJ-DDI-008	The Contractor shall provide a Project Manager (PM) with the Key Staff requirements and agrees to replace the PM only if necessary, and with someone possessing equally or more qualified skills and experience, as approved by the agency.				
PRSS-PROJ-DDI-009	The Contractor shall entertain baseline changes to the COTS package and provide a method for enhancement input in lieu of customizations through a User Input group or another forum to accept product input.				
PRSS-PROJ-DDI-010	The Contractor shall provide a Hardware and Equipment Acquisition Plan for the DDI.				
PRSS-PROJ-DDI-011	The Contractor shall provide a Software Acquisition and Installation Plan for the DDI.				
PRSS-PROJ-DDI-012	The Contractor shall provide a Risk Management Plan for the DDI.				
PRSS-PROJ-DDI-013	The Contractor shall provide a Quality Management Plan for the DDI.				
PRSS-PROJ-DDI-014	The Contractor shall provide an Implementation and Transition Plan for the DDI which is coordinated with Commonwealth staff, and possibly other dependent MES contractors.				
PRSS-PROJ-DDI-015	The Contractor shall provide a Training Plan for the DDI which addresses business owner input to satisfy operational needs.				
PRSS-PROJ-DDI-016	The Contractor shall conduct all DDI training in accordance with the approved DDI Training Plan.				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PROJ-DDI-017	The Contractor shall provide a Training Plan for Operations which ensures ongoing operational training needs are met.				
PRSS-PROJ-DDI-018	The Contractor shall conduct all Operations training in accordance with the approved Operations Training Plan.				
PRSS-PROJ-DDI-019	The Contractor shall analyze and document project lessons learned, hold a walkthrough meeting of the results, and provide an evaluation report.				
PRSS-PROJ-DDI-020	The Contractor shall provide a Communications Management Plan which addresses all stakeholders' communication needs for the project.				
PRSS-PROJ-DDI-021	The Contractor shall provide a Performance Reporting Plan which includes status reporting and critical success factors.				
PRSS-PROJ-DDI-022	The Contractor shall provide a Documentation Management Plan that: ▪ Identifies all of the documentation and deliverables that will be produced to support its DDI methodology as well as on-going Operations and Maintenance. ▪ Provides what is needed by the Contractor to successfully implement and operate the proposed solution. ▪ Provides DMAS with the information it requires to understand and approve the details of the solution as well as provide the information it needs to fulfill its business requirements with respect to the solution.				
PRSS-PROJ-DDI-023	The Contractor shall provide a draft of the Policy and Procedures Manual as described in the Managed Environment section in Appendix H.				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PROJ-DDI-024	The Contractor shall provide a final Policy and Procedures Manual as described in the Managed Environment section in Appendix H.				
PRSS-PROJ-DDI-025	The Contractor shall provide an Operating Level Agreement as described in the Managed Environment section in Appendix H.				
PRSS-PROJ-DDI-026	The Contractor shall provide a Release Management plan and milestones on an annual schedule with an approach to work with the ISS Contractor, any other impacted MES Contractor, and DMAS PMO with a desired 6-month lead time.				
PRSS-PROJ-DDI-027	The Contractor shall provide a detailed project plan for each new project or release that is coordinated with the ISS Contractor, any other impacted MES Contractor, and agency PMO.				
PRSS-PROJ-DDI-028	The Contractor shall provide a Resource Utilization and Acquisition plan for each new project or release including Project Management, technical support, and business support as needed.				
PRSS-PROJ-DDI-029	The Contractor shall develop a Root Cause Analysis process and reporting in conjunction with the ISS Contractor for all defects discovered.				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PROJ-DDI-030	The Contractor shall create a DDI Project Management Plan according to the schedule outlined in Appendix I to be approved by DMAS. The project management plan shall include: ▪ Quality Management Plan ▪ Scope Management Plan ▪ Requirements Management Plan ▪ Risk and Issues Management Plan ▪ Change Management Plan ▪ Configuration Management Plan ▪ Project Performance Management Summary Plan ▪ Communications Management Plan ▪ Documentation Management Plan ▪ Training Plan ▪ Disaster Recovery Plan - DDI ▪ Business Continuity Plan				
PRSS-PROJ-DDI-031	The Contractor shall develop a Project Work Breakdown Structure (WBS) to include both Contractor and DMAS milestones and tasks. An initial Work Plan, according to the schedule outlined in Appendix I, shall involve top-down planning. The work plan shall adhere to PMBOK® best practices for project management. The WBS shall include tasks, resources, deliverables, task dependencies, percent complete, planned start, planned finish, actual start, and actual finish columns. The baseline work plan shall be delivered within 60 days of contract signing unless otherwise agreed to by the Agency. The Work Plan shall be updated and presented weekly.				
PRSS-PROJ-DDI-032	The Contractor's PMO shall participate in Agency Integration and Program Management Meetings.				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PROJ-DDI-033	The Contractor shall make Project Documents available online to the Agency and contractor staff including but not limited to: work plan, status reports, status meeting agenda, and minutes.				
PRSS-PROJ-DDI-034	The Contractor shall develop a Project CMS Certification Plan which defines the Contractor's approach to CMS certification. It shall include processes and procedures which will be used to manage certification requirements throughout the project lifecycle. The plan shall include, but not be limited to: completing the certification checklist, complete certification phase deliverables, validate solution functionality against the checklist, and create traceable deliverables to the checklist.				
PRSS-PROJ-DDI-035	The Contractor shall create documents which support certification activities.				
PRSS-PROJ-DDI-036	The Contractor shall assist and participate in CMS certification visits.				
PRSS-PROJ-DDI-037	The Contractor shall respond to CMS queries during and after the site visit.				
PRSS-PROJ-DDI-038	The Contractor shall provide training which includes specific areas such as quality management, risk management, requirements management, overall design and development of the solution and be comprehensive enough so the Agency PMO can participate in the deliverable production and review process.				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PROJ-DDI-039	The Contractor's PMO shall work with DMAS and have a PM and other resources willing to periodically be onsite to attend meetings and to conduct presentations as requested.				
PRSS-PROJ-DDI-040	The Contractor shall provide a deliverable tracking method to ensure all DDI related deliverables have been accounted for and scheduled and coordinated with the Commonwealth MES PMO. All deliverables shall be approved by DMAS.				
PRSS-PROJ-DDI-041	The Contractor shall provide an Escalation Management Plan to include risk and issue resolution paths through the organizational structure.				
PRSS-PROJ-DDI-042	The Contractor shall provide the status of the project to the MES Program Management Office according to the schedule outlined in the DDI Project Plan chart Appendix I with input from the DMAS MES PMO. Reports shall contain Key Project indicators including Cost Performance Index (CPI) and Schedule Performance Index (SPI). The reports shall convey upcoming milestones progress and overall percentage complete. The report shall have updates on risks, issues and action items. A dashboard shall be created with standards for reporting Green, Yellow, or Red status. Any Red status reporting shall be accompanied by a Corrective Action Plan (CAP). The Contractor shall provide weekly meeting minutes.				
PRSS-PROJ-DDI-043	The Contractor shall provide end user documentation written in a procedural, systematic format, and aligned with business transformation documents.				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PROJ-DDI-044	The Contractor shall ensure that abbreviations and acronyms are defined and consistent throughout the documentation.				
PRSS-PROJ-DDI-045	The Contractor shall use consistent field names for the same fields on different records throughout the documentation.				
PRSS-PROJ-DDI-046	The Contractor shall provide online documentation, including an online search capability with context sensitive help screens.				
PRSS-PROJ-DDI-047	The Contractor shall ensure definitions of codes used in various sections of end user manuals are consistent.				
PRSS-PROJ-DDI-048	The Contractor shall identify acronyms used in end user instructions, and ensure that they are consistent with windows, screens, reports, and the data element dictionary.				
PRSS-PROJ-DDI-049	The Contractor shall provide illustrations of windows and screens used in that module, with all data elements on the screens identified by number, in each end user manuals.				
PRSS-PROJ-DDI-050	The Contractor shall provide an electronic documentation format that facilitates efficient and immediate updating and dissemination of new or modified data.				
PRSS-PROJ-DDI-051	The Contractor shall provide a way to update the electronic versions of the document. Each version shall have: ▪ All pages numbered within each section ▪ A new revision date on each page ▪ All revisions clearly identified in bold print				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PROJ-DDI-052	The Contractor shall create and maintain end user documentation consistent with the current Department standards.				
PRSS-PROJ-DDI-053	The Contractor shall provide documentation to the Department on request on encrypted DVD/CD-ROM, and ensure access to end users via the website during the Operations Phase.				
PRSS-PROJ-DDI-054	The Contractor shall ensure end user documentation is written and organized so that end users not trained in applications can learn from reading the documentation how to access the online windows/screens, read module reports, and perform ad hoc report development and other related end user functions.				
PRSS-PROJ-DDI-055	The Contractor shall present descriptions of error messages for all fields incurring edits, including the necessary steps to correct such errors.				
PRSS-PROJ-DDI-056	The Contractor shall provide a section in each end user manual describing all reports generated within the business area or function, which includes the following: ▪ A narrative description of each report ▪ The purpose of the report ▪ Definition of all fields in the report, including detailed explanations of calculations used to create all data and explanations of all subtotals and totals ▪ Definitions of all user defined, report specific code descriptions; and copies of representative pages of each report				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PROJ-DDI-057	The Contractor shall present together all functions and supporting material for file maintenance (e.g., coding values for fields and the names of the files presented as independent sections of the manual).				
PRSS-PROJ-DDI-058	The Contractor shall ensure that instructions for making online updates clearly depict which data and files are being changed.				
PRSS-PROJ-DDI-059	The Contractor shall ensure that documentation does not contain any protected health information (PHI).				
PRSS-PROJ-DDI-060	The Contractor shall use draft versions of end user documentation as the basis for UAT and training, unless otherwise specified by the Department. Final versions shall be updated and completed for training before the start of the operations.				
PRSS-PROJ-DDI-061	The Contractor shall exclude Contractor(s) trademarks, logos, and identifying information in, or on all documentation.				
PRSS-PROJ-DDI-062	The Contractor shall provide online hyperlinks with references to Medicaid and non-Medicaid policy origination documents managed by the Department and the Contractor.				
PRSS-PROJ-DDI-063	The Contractor shall provide a writing style-guide for all documentation for purposes of creating consistency among all documents and containing a maintained list of acronyms used.				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PROJ-DDI-064	The Contractor shall implement internal policy and procedures to promote data documentation, development, and management of defined data entities, attributes, data models, and relationships sufficiently to convey the overall meaning and use of Medicaid data and information.				
PRSS-PROJ-DDI-065	The Contractor shall support the adoption of statewide standard data definitions, data semantics, and harmonization strategies.				
PRSS-PROJ-DDI-066	The Contractor shall maintain the following flow diagrams: ▪ Overall system flow ▪ Each individual module flow ▪ Business process flow ▪ Business architecture ▪ Technical architecture ▪ Network architecture				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PROJ-DDI-067	The Contractor shall maintain the following items for reference and it shall be searchable from the web. Also it shall be kept for each environment and access to these items shall be granted to the Commonwealth and the Department. ▪ List of application servers and its usage ▪ List of web servers and its usage ▪ List of ESB and its usage ▪ Network IP and port details ▪ Environment variables ▪ Hyperlinks ▪ Document links ▪ Organization chart ▪ Contact details ▪ On-call support				

Testing Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-TEST-001	The Contractor shall provide an Integrated Test Facility (ITF) which includes separate environments for all test phases, to include at a minimum; unit, integration, SIT, UAT, interface, performance, regression, ORT, system recovery, and mock production.				
PRSS-TEST-002	The Contractor shall provide the Department with access to the ITF as required for testing onsite, from State offices, and/or remotely during the DDI phase and throughout the life of the Contract.				
PRSS-TEST-003	The Contractor shall provide the capability for version control in the ITF.				
PRSS-TEST-004	The Contractor's test environment(s) shall be capable of mirroring the production system in its size, files, databases, processing, and reporting.				
PRSS-TEST-005	As system improvements or enhancements are implemented, that functionality shall also be deployed to test environments.				
PRSS-TEST-006	Test environment(s) data refresh shall be scheduled per the DMAS approved Change Management Plan.				
PRSS-TEST-007	The Contractor shall provide a process for extracting data from the production environment and importing into non-production environments.				
PRSS-TEST-008	The Contractor shall provide a process for masking, sanitizing, scrambling, or de-sensitizing sensitive data (e.g. PII/PHI) when extracting data from the production environment for use in non-production environments.				

Testing Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-TEST-009	The Solution shall provide the ability to perform temporal testing within all testing environments.				
PRSS-TEST-010	The Solution shall provide the ability to allow a tester to easily manipulate the system date for temporal testing.				
PRSS-TEST-011	The Solution shall provide the ability to execute performance tests of a simulated user load consistent with the actual load projected or used in production.				
PRSS-TEST-012	The Contractor shall support provider testing of new provider claims submission systems by allowing providers to submit direct data entry claims and electronic claims test files that are processed through the adjudication cycle without impact on system data.				
PRSS-TEST-013	The Contractor shall utilize a DMAS approved or supplied automated testing tool that works seamlessly with all components of the MES.				
PRSS-TEST-014	The testing tool shall include predictive modeling that supports the ability to run “What if” scenarios related to a variety of parameters including, but not limited to rates, coverage, and budgets using historical production claims.				
PRSS-TEST-015	The Contractor shall design and document detailed test cases for each sub-phase of testing.				
PRSS-TEST-016	The Contractor shall provide test cases that include identifications, detailed steps, expected results, and actual results.				
PRSS-TEST-017	The Contractor shall utilize a well-established and DMAS approved or supplied defect tracking tool for management and reporting of system defects.				

Testing Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-TEST-018	The Contractor shall perform regression testing for all defects identified and provide regression testing results.				
PRSS-TEST-019	The Contractor shall submit all test results for each test sub-phase to DMAS which includes: number of test scenarios, cases, and scripts executed; pass/fail ratio; number of defects identified and corrected along with their severity ranking.				
PRSS-TEST-020	The Contractor shall communicate the progress of the System Integration Test effort through a regular progress report. This report shall address all test scenarios and test cases and report the status of the test effort relative to the test schedule.				
PRSS-TEST-021	The Contractor shall track and report weekly on the defects identified and the progress made toward resolution of the defects during the System Integration Test effort.				
PRSS-TEST-022	The Contractor shall document and present the results from the System Integration Testing.				
PRSS-TEST-023	The Contractor shall obtain DMAS approval of all tests results before testing is considered complete.				
PRSS-TEST-024	The Contractor shall plan for and include Department participation and involvement in all testing efforts throughout the Software Development Lifecycle.				
PRSS-TEST-025	The Contractor shall provide training on the system, process, and tools that will be used to execute UAT and training on the operation of the technical environment to support user validation.				

Testing Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-TEST-026	The Contractor shall support DMAS in all testing activities by providing support staff and technical expertise.				
PRSS-TEST-027	The Contractor shall provide a functional demonstration of the system including any changes or enhancements prior to user acceptance testing.				
PRSS-TEST-028	The Contractor shall develop a Test Management Plan to successfully meet business needs for initial product implementation.				
PRSS-TEST-029	The Test Management Plan shall include the approach to each of the test phases as outlined in the Required Testing Methods.				
PRSS-TEST-030	The Test Management Plan shall include the testing schedule.				
PRSS-TEST-031	The Test Management Plan shall describe how, and at which phase, other Contractor products will be incorporated in the overall testing.				
PRSS-TEST-032	The Test Management Plan shall include roles and responsibilities throughout all testing phases.				
PRSS-TEST-033	The Test Management Plan shall describe how test scenarios, test cases, and test results will be traced to requirements.				
PRSS-TEST-034	The Test Management Plan shall describe the processes, procedures, and tools for problem identification and resolution.				
PRSS-TEST-035	The Test Management Plan shall include templates of test progress and defect reports.				

Testing Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-TEST-036	The Test Management Plan shall describe how regression testing will be done at all levels when errors are corrected.				
PRSS-TEST-037	The Test Management Plan shall discuss contingencies for risk mitigation and delays during the test effort.				
PRSS-TEST-038	The Test Management Plan shall define procedures for notifying DMAS of problems discovered in testing, testing progress, and adherence to the test schedule.				
PRSS-TEST-039	The Test Management Plan shall include a strategy for enhancing system performance based on findings obtained during test activities.				
PRSS-TEST-040	The Test Management Plan shall include a description of the process used for the identification and preparation of data required for the System Integration Test effort, including a description of the use of converted data during test.				
PRSS-TEST-041	The Test Management Plan shall describe the process employed for security testing, including compliance for handling of PII and PHI.				
PRSS-TEST-042	The Test Management Plan shall include a description of entry criteria and prerequisites to the System Integration Test effort.				
PRSS-TEST-043	The Test Management Plan shall define the exit criteria which, when met and approved by DMAS, provide evidence of the completion of the System Integration Test effort.				
PRSS-TEST-044	The Contractor shall provide a walk-through of the Test Management Plan before submitting to DMAS for approval.				

Testing Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-TEST-045	The Contractor shall submit the Test Management Plan for DMAS review and approval.				
PRSS-TEST-046	The Test Management Plan shall describe how the Contractor will work with DMAS and MES QA Contractor to develop the Acceptance Test Plan and Test Cases.				
PRSS-TEST-047	The Test Management Plan shall define how defect tracking is used to identify organizational or procedural weaknesses and track the resulting corrective actions.				
PRSS-TEST-048	The Test Management Plan shall describe how services that execute on the Enterprise Service Bus (ESB) are unit, integration, and SIT tested.				
PRSS-TEST-049	The Test Management Plan shall describe how message-oriented interactions is accomplished.				
PRSS-TEST-050	Test Management Plan shall describe the Contractor's organizational structure and how the testing function is managed.				
PRSS-TEST-051	The Test Management Plan shall describe the Contractor support that is assigned and provided to DMAS and Contractor staff for each testing phase.				
PRSS-TEST-052	The Test Management Plan shall address the division of responsibilities between the Contractor, DMAS, and MES QA Contractor.				

Testing Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-TEST-053	The Test Management Plan shall describe how the Contractor maintains the test environments; including loading test data routinely used by the system to perform its automated processes (e.g., reference values such as system parameters, system lists, reference tables, edits, dispositions, and security tables).				
PRSS-TEST-054	The Test Management Plan shall provide a testing methodology and approach on how the Contractor will test and verify conversion data and files.				
PRSS-TEST-055	The Test Management Plan shall define how defects and other issues reported by DMAS are analyzed, tracked, resolved; how required system changes implemented; and how testing is integrated with other project phases.				
PRSS-TEST-056	The Test Management Plan shall describe how the testing methodology accommodates workflow testing.				
PRSS-TEST-057	The Test Management Plan shall provide a testing methodology and approach on how the Contractor tests and verifies Extensible Markup Language (XML).				
PRSS-TEST-058	The Contractor shall develop comprehensive positive and negative test cases for all phases of testing.				
PRSS-TEST-059	The Contractor shall have processes in place to routinely load production and other data into the ITF, at DMAS request, as necessary to perform its automated processes.				
PRSS-TEST-060	The Contractor shall provide comprehensive documentation for requested test results for DMAS approval, prior to any software or COTS product being implemented in the production environment.				

Testing Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-TEST-061	The Contractor shall be responsible for scheduling and coordinating all testing activities to ensure that each test is prepared and performed in accordance with the test plan.				

Change Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-CHG-MGT-001	The Contractor shall provide a DDI Change Management Plan which meets the Project Management Institute's standards contained in the Project Management Body of Knowledge (PMBOK®), and addresses and defines processes for managing changes to the project requirements, deliverables, and other components.				
PRSS-CHG-MGT-002	The Contractor shall provide an Operations Change Management Plan which meets the Project Management Institute's standards contained in the Project Management Body of Knowledge (PMBOK®), and addresses and defines processes for managing changes to any of the production environment components, including but not limited to software, hardware, data, and documentation.				
PRSS-CHG-MGT-003	The Contractor shall provide the capability to support a change request methodology and system, including work flow with electronic signatures to track the requests/projects from initiation to closure, and support management of the requests. The Solution shall include storage of and linkage to all SDLC deliverables for each request/project.				

Change Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-CHG-MGT-004	The Contractor shall submit a proposed Impact Assessment Form with instructions to be used in the Change Management process that includes accounting for change in: ▪ Scope ▪ Schedule ▪ Costs or Resources ▪ Business Process Definition ▪ Documentation ▪ Performance Standards ▪ Configuration ▪ Risks				
PRSS-CHG-MGT-005	The Contractor shall follow the best practices guidelines for Change Management as described in ISO/IEC 20000 [1 to 11] standards for Information Technology Service Management (ITSM), which is contained within the Information Technology Infrastructure Library (ITIL) framework. Please refer to the ISO catalogue for more details: http://www.iso.org/iso/home/store/catalogue_tc/catalogue_tc_browse.htm?commid=5013818				

IV&V and CMS Certification Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-IVV-001	The Contractor shall provide the necessary information requested by the IV&V Contractor to assess the Contractor's Project Management capabilities to included, but not limited to: ▪ Progress against budget and schedule ▪ Risk management ▪ Adherence to the software development lifecycle (SDLC) ▪ Incorporation of the Seven Conditions and Standards into design and development ▪ Reflection of the Department's MITA goals and plans into actual design and development ▪ Configuration management is robust and includes State or developer configuration audits against configuration baseline ▪ Change management ▪ Adherence to service-level agreements ▪ Project Work Plan comprehensiveness				

IV&V and CMS Certification Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-IVV-002	The Contractor shall provide the necessary information requested by the IV&V Contractor to assess the Contractor's System/Modular development capabilities including, but not limited to: ▪ Completeness and reasonability of MES concept of operations, architecture, and designs ▪ Accuracy of capture of interfaces and data sharing requirements with systems external to the MES ▪ Viability and completeness of the data transition plan ▪ Traceability of requirements through design, development, testing, and certification ▪ Adequacy of system security and privacy policies, plans, technical designs, and implementations ▪ Coverage and integrity of all system testing, including stress testing and testing of interfaces between modules and with external partner systems ▪ Capacity management, including consideration of future Contractors' support and release plans for underlying databases, software, and hardware ▪ Adequacy of disaster recovery planning				
PRSS-IVV-003	The Contractor shall make available all systems related planning, design, development and implementation related activities, outputs, documentation, and test results in order to substantiate the solution meets related CMS certification checklist items as defined at the time of the review.				

IV&V and CMS Certification Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-IVV-004	The Contractor shall demonstrate the solution meets MITA 3.0 Framework guidelines regarding business, information, and technical requirements in addition to compliance with the Seven Conditions and Standards.				

Audit Support Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-AUDIT-001	The Contractor shall provide DMAS, at a minimum, an annual report from its external auditor on effectiveness of internal controls. If the report discloses deficiencies in internal controls, the Contractor shall include management's corrective action plans to remediate the deficiency. The report shall be compliant with the AICPA Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organization, Service Organization Controls (SOC) 2, Type 2 Report.				
PRSS-AUDIT-002	The Contractor, and each of its third-party service providers which provide a service that may impact the financial or program operations of DMAS, shall provide the SSAE 16 SOC 2 reports for its respective entity. The SSAE 16 audit reports shall be provided to DMAS's Internal Audit Division annually, no later than 30 days after the report is issued to the Contractor.				
PRSS-AUDIT-003	The Contractor shall provide DMAS, at a minimum, an annual report from a qualified, independent, external IT security Contractor for a Vulnerability Assessment and Network Penetration Test covering all Contractor and subcontractor networks that will access State data and information.				
PRSS-AUDIT-004	The Contractor shall provide the Department, at a minimum, a quarterly report of the results of its quarterly vulnerability scans covering all Contractor and subcontractor networks that will access State data and information.				

Audit Support Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-AUDIT-005	The Contractor shall provide the Department, at a minimum, a biennial report from an independent, external auditor on the Contractor's compliance with the State IT Information Security Standard SEC 501-09 (or latest). If the report discloses security deficiencies, the Contractor shall include management's corrective action plans to remediate the deficiency. The report shall be developed utilizing the requirements established in State IT Information Security Standard (SEC 501-09 or latest) and State IT Security Audit Standard (SEC 502-02.2 or latest).				
PRSS-AUDIT-006	The Contractor and its subcontractors shall provide network connectivity for visitors from DMAS, Federal, and State auditors, including the execution of outside audit tools and audit test software for guest auditors from the U.S. Department of Health and Human Services (HHS) Office of the Inspector General, the HHS CMS Virginia Auditor of Public Accounts (APA) or any other authorized auditors as determined by DMAS.				

Audit Support Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-AUDIT-007	The Contractor shall produce robust audit trails and audit logs of all applications and engineering activities (including inquiry transactions) on the production systems. These audit logs will be kept available online, behind a front-end presentation toolset providing queries, reports, and analytics on any log selected. The system will be able to answer typical control questions required by COV SEC 501-09 and NIST 800-053 REV 4 (or latest) with online reporting. The DMAS Internal Audit Division and the Office of Compliance and Security shall provide the capability to access the audit logs directly without the Contractor's intervention. The logs shall be available to be reviewed by authorized Federal and COV auditors. Log retention shall be seven (7) years based on Library of Virginia standards.				
PRSS-AUDIT-008	The Contractor shall establish policies, procedures, and practices to ensure there is appropriate internal monitoring of the audit logs and the established process produces documentation to evidence the monitoring effort.				

Audit Support Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-AUDIT-009	The Contractor shall provide DMAS, the U.S. Department of Health and Human Services (HHS) Office of the Inspector General, the HHS CMS, the Auditor of Public Accounts, and any other State and Federal auditors, or any of their duly authorized representatives with access to Contractor facilities for the purposes of audit, review, or physical inspection of system assets and system security, and access to any books, annual reports, management's report on internal control over financial reporting, SSAE No. 16 Service Organization Controls audit reports, fee schedules, documents, papers, and records of the Contractor and any of its subcontractors. Access to records includes any records which are stored offsite. Records shall be provided for review at no cost to the Department.				
PRSS-AUDIT-010	The Contractor shall provide DMAS, the U.S. Department of Health and Human Services (HHS) Office of the Inspector General, the HHS CMS, State and Federal auditors, or any of their duly authorized representatives, access to inspect, copy, and audit contractor documents, including, medical and/or financial records of the Contractor and its subcontractors.				

Audit Support Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-AUDIT-011	The Contractor shall retain all records and reports relating to this Contract for a period of six years after final payment are made under this Contract or in the event that this Contract is renewed six years after the final payment. When an audit, litigation, or other action involving or requiring access to records is initiated prior to the end of said period, however, records shall be maintained for a period of six years following resolution of such action or longer if such action is still ongoing. Copies on microfilm or other appropriate media of the documents contemplated herein may be substituted for the originals provided that the microfilming or other duplicating procedures are reliable and are supported by an effective retrieval system which meets legal requirements to support litigation, and to be admissible into evidence in any court of law.				
PRSS-AUDIT-012	The Contractor shall provide the Department with timely responses and corrective action plans (CAPs) for any audit or review findings, and shall ensure that any and all of its subcontractors also comply. In addition, the Contractor shall provide quarterly status updates for each CAP until the CAP is complete and the finding is remediated.				

Audit Support Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-AUDIT-013	The Contractor shall comply, and shall ensure any and all subcontractors comply with the following COV Information Security Standards (available on the VITA website), which among other requirements includes development and or performance of risk assessments, system security plans, disaster recovery plans, continuity of operations plans, and security audits: COV SEC 501-09 (or latest) IT Information Security Standard, COV SEC 502-02.2 (or latest) IT Security Audit Standard, COV SEC 514-03 (or latest) Removal of State Data from Electronic Media Standard, COV SEC 520-00 (or latest) IT Risk Management Standard, COV SEC 525-01 Cloud-Based Information Security Standard (Pending its release in 2016).				
PRSS-AUDIT-014	The Contractor shall not have the right to audit DMAS, or require that DMAS be audited.				
PRSS-AUDIT-015	The Contractor shall provide Control Policy and Procedures required by the Agency to develop, disseminate, and review/update annually, formal documented procedures. The Contractor shall also provide a Security Roles-based Report that can be used as evidence to validate access control policy on an annual basis. (SEC501-09 Section 8.1.AC-1).				
PRSS-AUDIT-016	The Contractor shall provide Control Policy and Procedures to disable unneeded accounts in a timely manner as well as historical records of such actions. (SEC 501.9 Section 8.1-AC-2-COV 1.b).				

Audit Support Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-AUDIT-017	The Contractor shall conduct and document a risk assessment of each IT system classified as sensitive at least once every three years. The risk analysis shall address all of the requirements in the Security Standard and include an analysis of encryption/decryption mechanisms pertaining to PHI data at rest or in transition. (SEC 501.9 Section 6.2).				
PRSS-AUDIT-018	The Contractor shall maintain and document a system for Risk Management which is compliant with the COV IT Risk Management Standard (SEC 520-00 or latest) published by VITA. The intent of this requirement is to ensure the Contractor establishes a risk management framework, setting a baseline for information risk management activities for the Contractor. These risk management activities include, but are not limited to, any regulatory requirements that the Contractor is subject to, information security best practices, and the requirements defined in this Standard. These risk management activities will provide identification of sensitive system risks, their associated business impact, and a remediation/recommendation strategy that will help mitigate risks to the Contractor's information systems and data and the State's information systems and data. The Risk Management Framework aligns with the methods set forth by the National Institute of Standards and Technology (NIST) Framework for Improving Critical Infrastructure Cybersecurity.				

Audit Support Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-AUDIT-019	The Contractor shall process a documented request with supervisory approval to establish an account on IT systems. In addition, the Contractor shall notify the Agency System Administrator in a timely manner about termination and/or transfer of employees and contractors with access rights to IT systems and data. (SEC501.9 Section 8.1.AC-2 COV 2).				
PRSS-AUDIT-020	The Contractor shall provide and require encryption for the transmission of email and attached data that is sensitive relative to confidentiality. (SEC501.9 Section 8.16.SC-8-COV).				
PRSS-AUDIT-021	The Contractor shall, annually, support the Agency and review of user accounts and privileges. (SEC501-09 Section 8.1.AC-2(j)).				
PRSS-AUDIT-022	The Contractor shall support at least two Agency individuals to have administrative accounts to provide continuity of operations. (SEC501-09 Section 8.1.AC-2-COV 1 (h)).				
PRSS-AUDIT-023	The Contractor shall provide evidence of document management practices for administering accounts. (SEC501 - 09 Section 8.1 AC-2-COV).				

Turnover Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-TRNOVR-001	The Contractor shall provide a Turnover Plan within 30 days of the Turnover Notification Letter. The plan shall include: ▪ Data Turnover tasks ▪ Custom interface Turnover tasks ▪ Reusable code Turnover tasks ▪ Documentation regarding files, interfaces, and work flows not considered to be part of the COTS proprietary documentation tasks ▪ A timeline with milestones for the Turnover to include planning, execution, and implementation approval				
PRSS-TRNOVR-002	The Contractor shall carry out an orderly, cooperative, comprehensive, and controlled transition to the Department.				
PRSS-TRNOVR-003	The Contractor shall provide a security profile of Department users in a Microsoft Word document or Microsoft Excel spreadsheet format.				
PRSS-TRNOVR-004	The Contractor shall provide Turnover deliverables as part of the Turnover tasks to include: ▪ All files and data ▪ Reusable code Turnover ▪ Customized ad-hoc reporting specifications ▪ Documentation regarding files, interfaces, and work flows not considered to be part of the COTS proprietary documentation ▪ A timeline with milestones and a work breakdown structure for the Turnover to include planning, execution, and implementation approval ▪ A description of post turnover support for up to 6 weeks				

Seven Conditions and Standards Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-SCS-001	The Contractor shall comply and consistently meet or exceed the CMS Seven Conditions and Standards over the life of the contract.				
PRSS-SCS-002	Modularity Standard - The Contractor shall demonstrate the use of a modular, flexible approach in its solution. This approach shall describe the modularity within its solution including, but not limited to: ▪ Use of a Systems Development Life Cycle Methodology (SDLC) ▪ Identification of the modules within the solution and a description of the attributes that make them modular ▪ Identification and description of open interfaces ▪ Use of standardized business rule definitions and engines				
PRSS-SCS-003	MITA Condition: The Contractor shall support the following if required: ▪ Conducting MITA Self Assessments ▪ Developing MITA Roadmaps ▪ Developing Concept of Operations (COO) and Business Process Models (BPM)				

Seven Conditions and Standards Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-SCS-004	Industry Standard Condition - The Contractor shall ensure alignment with, and incorporation of, industry standards, including but not limited to: the Health Insurance Portability and Accountability Act of 1996 (HIPAA) security, privacy and transaction standards; accessibility standards established under section 508 of the Rehabilitation Act, or standards that provide greater accessibility for individuals with disabilities, and compliance with Federal Civil Rights laws; standards adopted by the Secretary under section 1104 of the Affordable Care Act; and standards and protocols adopted by the Secretary under section 1561 of the Affordable Care Act. The Contractor shall describe and provide examples of how the solution provides the following capabilities: ▪ Inclusion of industry standards ▪ Incorporation of industry standards in requirements, development, and testing phases				
PRSS-SCS-005	Leverage Condition - The Contractor shall work with DMAS to promote implementation of COTS packages or SaaS, and share, leverage, and identify possibilities for reuse of Medicaid technologies and systems within and among States, including but not limited to: ▪ Multi-state efforts ▪ Availability for reuse ▪ Identification of open source, cloud-based, and commercial products ▪ Customization ▪ Transition and retirement plans				

Seven Conditions and Standards Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-SCS-006	Business Results Condition - The Contractor shall support accurate and timely processing of claims, assignment of member eligibility benefits, adjudications, and effective communications with providers, members, and the public. The Contractor shall provide examples of how its solution accomplishes this condition, including but not limited to: ▪ Degree of automation ▪ Web-based Customer Service ▪ Performance standards and testing				
PRSS-SCS-007	Reporting Condition - The Contractor's solution shall produce transaction data, reports, and performance information that contribute to program evaluation, continuous improvement in business operations, transparency, and accountability. The Contractor shall provide examples of meeting this requirement including, but not limited to: ▪ Accurate data ▪ Interfaces with designated federal repositories or hubs ▪ Automatic generation of reports ▪ Audit trails				

Seven Conditions and Standards Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-SCS-008	Interoperability Condition - The Contractor's solution shall provide seamless coordination and integration with appropriate exchanges including but not limited to HIE and HIX, and any run by the state or federal government, and allow interoperability with health information exchanges, public health agencies, human services programs, and community organizations providing outreach and enrollment assistance services. The Contractor shall describe and present examples of how the solution provides the following capabilities: ▪ Interactions with exchanges ▪ Interactions with other entities ▪ Use standard messaging, protocols and architecture				

Security/Compliance Audit Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-SSDR-SAD-001	The Solution shall support encryption at rest for all relational database items.				
PRSS-SSDR-SAD-002	The Solution shall require all relational database(s) to enforce Transport Layer Security (TLS 1.2 or above) for all incoming database connections.				
PRSS-SSDR-SAD-003	The Solution requires a minimum of 256 bit encryption (AES preferred).				
PRSS-SSDR-SAD-004	The Solution utilized to encrypt the database shall include security that contains encryption keys to be a minimum of 2048 bits.				
PRSS-SSDR-SAD-005	The Solution utilized to encrypt the database requires methods used by relational databases to be FIPS-140-2 certified or higher.				
PRSS-SSDR-SAD-006	The Solution utilized to encrypt the database requires methods used by relational databases to be common criteria certified.				
PRSS-SSDR-SAD-007	The Contractor shall provide a Security Plan which will be in compliance with all State and Federal enterprise information security policies, standards, security initiatives, and regulations.				
PRSS-SSDR-SAD-008	The Contractor shall provide a security solution which complies with VITA Information Security Standard Regulation SEC 501-09 or latest (SEC501-09 is updated annually and is based on NIST 800-53 v.4).				

Security/Compliance Audit Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-SSDR-SAD-009	The Solution shall ensure that all data considered to be Protected Health Information (PHI) is secured while in transit and at rest (via encryption or an industry standard method of secure file transport). Data shall be stored in the continental United States.				
PRSS-SSDR-SAD-010	The Contractor shall provide guest network connectivity from its offices and facilities during the life of the contract, at the Contractor's expense. This can be guest Wi-Fi or some other DMAS approved method. Requested guest accounts will be provisioned within twenty four (24) hours.				
PRSS-SSDR-SAD-011	The Contractor shall collaborate and provide significant participation in support of the development and annual maintenance of the CMS System Security Plan (SSP).				
PRSS-SSDR-SAD-012	The Solution shall provide the capacity to manage the creation of unique and permanent User ID's across multiple systems.				
PRSS-SSDR-SAD-013	The Solution shall provide the capability for the provisioning of all MES accounts through the use of federated lists of tables.				
PRSS-SSDR-SAD-014	The Solution shall have the functionality to allow for automated password resets using industry standard algorithms.				
PRSS-SSDR-SAD-015	The Solution's password complexity shall require the use of all four of the following characteristics: Upper Case, Lower Case, Special Characters, and Numbers.				
PRSS-SSDR-SAD-016	The Solution's passwords shall be a minimum of 12 characters in length and expire every 42 days.				

Security/Compliance Audit Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-SSDR-SAD-017	The Contractor shall ensure the solution integrates with a central ICAM/SSO using web services.				
PRSS-SSDR-SAD-018	The Contractor shall ensure the solution provides an authorization system and workflow for setting up user roles/access levels.				
PRSS-SSDR-SAD-019	The Contractor shall provide coordination between role-based contractor solutions that include DMAS user roles and the central ICAM/SSO during implementation/setup of access control components.				
PRSS-SSDR-SAD-020	The Contractor shall provide coordination between role-based contractor solutions which include DMAS roles and the central ICAM/SSO for external testing.				
PRSS-SSDR-SAD-021	The Contractor shall provide coordination and support during the mapping of current roles (such as VAMMIS ACF2 roles) into applicable contractor solution roles for DMAS users.				
PRSS-SSDR-SAD-022	The Contractor shall ensure the solution provides role-based security and audit capabilities relative to the ICAM/SSO.				
PRSS-SSDR-SAD-023	The Contractor shall ensure the user role/access level identifiers are continually in synch with the authorization system.				

MES SSO Global Security Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-MES-SSO-GLBL-001	The Contractor shall provide a detailed integration, implementation plan on how the solution shall integrate with a central SSO using its web services.				
PRSS-MES-SSO-GLBL-002	The Contractor shall provide a detailed plan on the implementation of authorization system's workflow to set up user roles/access levels.				
PRSS-MES-SSO-GLBL-003	The Contractor shall provide an authorization solution that shall support the MES SSO concept.				
PRSS-MES-SSO-GLBL-004	The Contractor shall provide a coordination effort plan, detailing the efforts required between role-based contractor solutions that include DMAS user roles and the central SSO during implementation/setup of access control components.				
PRSS-MES-SSO-GLBL-005	The Contractor shall provide an integration and implementation plan that requires coordination between role-based contractor solutions that include DMAS roles and the central SSO for external testing.				
PRSS-MES-SSO-GLBL-006	The Contractor shall provide the coordination and support plans during the mapping of current roles (such as mainframe MMIS ACF2 roles) into applicable contractor solution roles for DMAS users.				
PRSS-MES-SSO-GLBL-007	The Contractor shall implement a solution's role-based security and its audit capability relative to the SSO.				
PRSS-MES-SSO-GLBL-008	The Contractor shall keep the user role/access level identifiers in synch with the authorization system.				

Integration Services Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-IS-001	The Contractor shall facilitate the secure exchange of data with other applications in the MES within the agreed upon SLA through synchronous real time web services and/or asynchronous services using Queues through an Integration service.				
PRSS-IS-002	The Contractor shall have the ability to produce/consume SOAP, RESTful Web Services.				
PRSS-IS-003	The Contractor shall have the ability to exchange files through secure file transfer protocol with other systems through an Integration service.				
PRSS-IS-004	The Contractor shall conform to the responsibilities and expectations of an Integrated Supplier as described in the Managed Environment section in Appendix H.				

Rules Engine Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-RULE-EGN-001	The Contractor's Rules Engine shall meet MITA 3.0 standards by using COTS Business Rules Engine products using BPMN and BPEL methodologies.				
PRSS-RULE-EGN-002	The Contractor's Rules Engine shall allow integration with Identity Access Management products for several elevated user levels for business rules approvals.				
PRSS-RULE-EGN-003	The Contractor’s provided workflow shall automate details for any rules creation/modification/deletion and scheduled auto deployment shall be explained.				
PRSS-RULE-EGN-004	The Contractor's Rules Engine shall provide a testing environment with dashboard drill downs using past production data to show how functionality/end result will change by the rule changes. This can be displayed in the dashboard by a graphical and columnar view for easy impact assessment by the business user.				
PRSS-RULE-EGN-005	The Contractor shall provide a Rules Engine Business Dictionary which includes data elements, definition, data size, meaning, description and its usage.				
PRSS-RULE-EGN-006	The Contractor's Rules Engine shall allow changes to be made to the valid values without bringing down the rules engine.				
PRSS-RULE-EGN-007	The Contractor's Rules Engine shall have tracking mechanisms to identify which rules are executed for the particular transactions.				
PRSS-RULE-EGN-008	The Contractor's Rules Engine shall be able to produce a report on rules passed or failed for all transactions.				

Rules Engine Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-RULE-EGN-009	The Contractor's Rules Engine shall send alerts to the appropriate resource if there is any issue in the rules engine.				
PRSS-RULE-EGN-010	The Contractor's Rules Engine shall allow logging to be turned ON or OFF.				
PRSS-RULE-EGN-011	The Contractor's Rules Engine shall provide a debugging tool to debug the rules execution.				
PRSS-RULE-EGN-012	The Contractor's Rules Engine shall allow rules to run sequentially and in parallel.				
PRSS-RULE-EGN-013	The Contractor's Rules Engine shall allow Individual rules testing features available.				
PRSS-RULE-EGN-014	The Contractor's Rules Engine shall include test data creation tools.				
PRSS-RULE-EGN-015	The Contractor's Rules Engine shall allow users to map JSON or XML documents as input data elements.				
PRSS-RULE-EGN-016	The Contractor's Rules Engine shall be easily accessed through Java or web services.				
PRSS-RULE-EGN-017	The Contractor's Rules Engine shall process high volume transactions and shall be scalable.				
PRSS-RULE-EGN-018	The Contractor's Rules Engine shall be able to support NoSQL or MongoDB.				
PRSS-RULE-EGN-019	Rules Editor shall allow the subject matter experts or technical resource to write the rules in the natural language.				
PRSS-RULE-EGN-020	The Contractor shall supply a dashboard to monitor the rules execution and its performance and statistics.				

Rules Engine Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-RULE-EGN-021	The Contractor's Rules administration process shall control user access, modify and execute the rules.				

Workflow Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-WF-001	The Contractor's workflow management process shall support the intelligent assignment, queueing, notification, escalation and management of requests, interactions and relationships with stakeholders.				
PRSS-WF-002	The Contractor's workflow management process shall be easily configurable.				
PRSS-WF-003	The Contractor's workflow management process shall support notifications and alerts using a variety of access channels that can be managed by authorized users.				
PRSS-WF-004	The Contractor's workflow management process shall have the capability to schedule the execution of tasks.				
PRSS-WF-005	The Contractor's workflow management process shall be able to track and monitor the progress of the execution of the workflows.				
PRSS-WF-006	The Contractor's workflow management process shall have the ability to prioritize the tasks based on the severity.				
PRSS-WF-007	The Contractor's workflow management process shall be fault tolerant.				
PRSS-WF-008	The Contractor's workflow management process shall provide the ability to view the workflow execution history.				
PRSS-WF-009	The Contractor's workflow management process shall have user defined reporting capabilities to assist in managing caseloads, process flows, and quality assurance.				

Portal Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-TECH-WEB-001	All Contractor websites shall comply with section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) and meet the standards published in the Federal Register on December 21, 2000 (36 CFR Part 1194).				
PRSS-TECH-WEB-002	All Contractor website components used to publish or create content or user accessible interfaces shall comply with the Authoring Tool Accessibility Guidelines (ATAG) 2.0 as published by the Worldwide Web Consortium (W3C).				
PRSS-TECH-WEB-003	All Contractor website components or content accessed via a Web Browser shall comply with Virginia web standards as published at: http://www.vita.virginia.gov/library/default.aspx?id=663				
PRSS-TECH-WEB-004	The Contractor's online help shall be available and provide current and accurate information. Online Help shall be content sensitive to the extent possible. The format and structure of online help shall be approved by DMAS.				
PRSS-TECH-WEB-005	All Contractor website components or content accessed via a Web Browser shall meet the W3C Web Content Accessibility Guidelines (WCAG) V2.0.				
PRSS-TECH-WEB-006	All Contractor websites shall support human-readable URLs which are usable as navigational aids to end users.				
PRSS-TECH-WEB-007	All Contractor websites shall be accessible using common major web browsers like, but not limited to Chrome, Firefox, IE, Edge, and Opera and shall be compatible with previous versions approved by DMAS.				

Portal Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-TECH-WEB-008	All Contractor websites shall be accessible using, but not limited to mobile devices, tablets and PC's.				
PRSS-TECH-WEB-009	All Contractor's solution components or content accessed via a Web Browser shall comply with the W3C Mobile Web Application Best Practices as published on December 14, 2010.				
PRSS-TECH-WEB-010	All Contractor websites shall support English, Spanish, and any other language that is used by 5% or more of the population.				
PRSS-TECH-WEB-011	All Contractor website components or content accessed via a Web Browser shall display a dismissible alert when being accessed by a browser type or browser version that is not fully supported.				
PRSS-TECH-WEB-012	All Contractor website components or content accessed via a Web Browser shall not use, nor have any dependencies on Active-X controls, Flash, Frames or iframes.				
PRSS-TECH-WEB-013	For supported browsers, all Contractor websites shall print what the users see. The Solution shall provide options to print or download HTML and PDF documents.				
PRSS-TECH-WEB-014	All Contractor websites shall include a knowledge based component and frequently asked questions.				
PRSS-TECH-WEB-015	The Contractor shall ensure all browser run scripts load from website servers, unless approved otherwise by DMAS.				

Portal Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-TECH-WEB-016	The Contractor shall ensure all browser run scripts are verified only to communicate with websites, unless approved otherwise by DMAS.				
PRSS-TECH-WEB-017	The Contractor shall ensure all browser run scripts use minified version in production.				
PRSS-TECH-WEB-018	The Contractor shall ensure all websites are developed using current technologies including Angular JS, JavaScript, JQuery, and Bootstrap.				
PRSS-TECH-WEB-019	The Contractor shall ensure all websites disallow multiple concurrent logins by an individual user or by a single user ID.				
PRSS-TECH-WEB-020	The Contractor shall ensure all platforms supporting or hosting browser accessible components or content shall be scanned for known vulnerabilities no less frequently than once a month. Scan results shall be sent to DMAS Security Officer.				
PRSS-TECH-WEB-021	The Contractor's websites shall be scalable to support growth in the number of Medicaid providers, members and for future growth of Medicaid program.				
PRSS-TECH-WEB-022	The Contractor shall ensure users attempting to access a solution component or content that is unavailable due to scheduled maintenance shall receive a response notifying them of the reason for non-availability and an expected service resumption time.				
PRSS-TECH-WEB-023	The Contractor shall ensure all website users are notified of any scheduled maintenance on the website's main page.				

Portal Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-TECH-WEB-024	The Contractor's websites shall adhere to the "Government Data Collection and Dissemination Practices Act" Code of Virginia, § 2.2-3800, "Administration of systems including personal information; Internet privacy policy; exceptions" Code of Virginia, § 2.2-3803, the "Virginia Freedom of Information Act" § 2.2-3700, et seq., and HIPAA regulations (Health Insurance Portability and Accountability Act (1996) (HIPAA).				
PRSS-TECH-WEB-025	The Contractor shall ensure all solution components that are accessible from the Public Internet (e.g. websites) shall make the site's privacy policy and terms of service available prior to authentication.				
PRSS-TECH-WEB-026	The Contractor shall ensure cookie dependencies for solution components or content accessed via a web browser is limited to session cookies.				
PRSS-TECH-WEB-027	The Contractor shall ensure any cookies generated, used, or required by the solution do not contain user identifiable data.				
PRSS-TECH-WEB-028	The Contractor shall ensure users attempting to access a solution component or content that has a dependency on cookies with a browser that has cookies disabled shall receive a response notifying them of features, modules, or services that may not be available.				
PRSS-TECH-WEB-029	The Contractor shall ensure website form fields are validated on the client side as well as on server side.				

Portal Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-TECH-WEB-030	The Contractor shall ensure fields have standard formats such as phone numbers, date, time, currency, numbers, SSN use input mask to aid users.				
PRSS-TECH-WEB-031	The Contractor shall ensure users do not see technical implementation details in error messages on production system, e.g. 500 errors shall display a message such as "we are experiencing technical problems, please check back soon" with a link back to home page or the page they came from.				
PRSS-TECH-WEB-032	The Contractor shall ensure the website provides the ability to upload multiple files and show end users the progress of the upload using, but not limited to JQUERY or Angular file upload plugin.				
PRSS-TECH-WEB-033	The Contractor shall ensure the website can validate and scan for potential malware and viruses before uploading files to the secured area.				
PRSS-TECH-WEB-034	The Contractor shall ensure the website provides live chat functionality for end user personnel to be connected with a customer service representative (site specific).				
PRSS-TECH-WEB-035	This requirement intentionally deleted in RFP 2016-02, Addendum 4				
PRSS-TECH-WEB-036	The Contractor shall ensure the website provides the ability for users to save data in heavily used forms as user specific templates for future submission (site specific).				
PRSS-TECH-WEB-037	The Contractor shall ensure the website provides the ability for users to clone previously entered forms that are Department selected and approved (site specific).				

Portal Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-TECH-WEB-038	The Contractor shall ensure the website provides links for context sensitive referenced materials, e.g. materials from manuals, price lists, referenced materials (site specific).				

Electronic Data Interchange Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-EDI-001	For real-time submission, the Contractor shall ensure that the Unique ID that is assigned in the DMAS EDI Gateway will be tied to its backend process.				
PRSS-EDI-002	For batch submissions, the Contractor shall ensure that the Unique File ID assigned in the DMAS EDI Gateway will be tied to its backend process.				
PRSS-EDI-003	When connecting with the DMAS EDI Gateway, the Contractor shall ensure authorization and authentication is performed through the Commonwealth specified single sign-on system.				
PRSS-EDI-004	The Contractor solution shall support all current and future applicable EDI standards, including but not limited to HIPAA transactions, versions, and code sets and all phases of CAQH/CORE operating rules.				
PRSS-EDI-005	The Contractor shall ensure that data to support a HIPAA standard response is provided, including but not limited to the TA1, 999, 271, 277, 277CA, 820, and 834.				
PRSS-EDI-006	The Contractor shall ensure all incoming and outgoing transaction data is logged and archived to support auditing, reporting, and other business needs.				
PRSS-EDI-007	The Contractor shall provide archived data in response to a DMAS request in a timeframe to be determined based on the age of the data.				
PRSS-EDI-008	The Contractor shall provide an automatic response when it is unable to process a real-time or batch transaction from the DMAS EDI Gateway.				

Electronic Data Interchange Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-EDI-009	The Contractor shall ensure that all submitted transaction information metrics, including but not limited to (submitted timestamp, transaction size, user, IP, and port) are stored and accessible for problem resolution, reporting SLAs, and other business needs.				
PRSS-EDI-010	The Contractor shall ensure an hourly EDI statistics email is sent to listed users.				
PRSS-EDI-011	For real-time submission, the Contractor shall ensure unique UUID is assigned, and the ID is tied to the backend process.				
PRSS-EDI-012	The Contractor shall ensure an alert is sent to the appropriate technical team regarding the system status.				
PRSS-EDI-013	The Contractor shall ensure SLA reports are generated and include information such as amount of time it took to process the file, file rejection rate, and file acceptance rate.				
PRSS-EDI-014	The Contractor shall ensure human readable format is produced for 999 and TA1.				
PRSS-EDI-015	The Contractor shall ensure all the submitted file information is kept in the database for easy access (file submitted timestamp, file size, user, and so on).				
PRSS-EDI-016	The Solution shall validate that a provider has identified a relationship with the service center and transaction ID as part of processing an EDI transaction.				

Documentation Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-DOC-001	The Contractor shall capture all the incoming and outgoing documents in the repository with a unique ID, date, and timestamp.				
PRSS-DOC-002	The Contractor shall include electronic documentation context sensitive help screens for all online functions (desktop and browser).				
PRSS-DOC-003	The Documentation Management system shall provide full functionality for a robust Documentation Management system solution, including but not limited to: ▪ Web-based access ▪ Document storage ▪ Category meta-tagging ▪ Collaborative editing with version controls ▪ Workflow with automated notifications ▪ Integrate and interface with common desktop productivity software ▪ The ability to search among documents ▪ The ability to enter notes or annotate documents				
PRSS-DOC-004	The Documentation Management system shall store all generated outputs, including but not limited to reports and letters.				
PRSS-DOC-005	The Documentation Management system shall store all MES documentation, including but not limited to designs, manuals, and training materials.				

Documentation Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-DOC-006	The Documentation Management system shall store all documents transmitted by internal and external sources, including but not limited to reports generated by other systems, faxes, and uploaded materials.				
PRSS-DOC-007	The Documentation Management system shall store images of all hard-copy documents received including but not limited to paper claims, provider enrollment applications, service authorization requests, attachments, including attachments to claims, and correspondence.				
PRSS-DOC-008	The Documentation Management system shall support the ability to retrieve and view all information stored, based on a variety of identifying information, including but not limited to report number, provider ID, letter ID, run date, as of date, payment date, RA number, check number, claim control number, and letter date.				
PRSS-DOC-009	The Documentation Management system shall provide the ability to search within documents.				
PRSS-DOC-010	The Documentation Management system shall provide the ability for users and applications to retrieve a document using a web-based application.				
PRSS-DOC-011	The Documentation Management system shall provide the ability to print and download any document in total or part as defined by the user.				
PRSS-DOC-012	The Documentation Management system shall manage access based on security rules defined for both internal and external users and systems.				

Documentation Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-DOC-013	The Documentation Management system shall maintain an audit trail of all actions related to ECM content, including but not limited to: ▪ Date and time document is entered in the System ▪ Any actions taken on the document or attachment; including the date and time of the edits/modification ▪ Record the user responsible for the changes ▪ Record all user inquiries even if no action was taken by the user				
PRSS-DOC-014	Audit trail reports shall be available on demand, both an aggregated report of all actions by type (inquiry, add, change, etc.) and by an individual user ID.				
PRSS-DOC-015	The Documentation Management system shall provide a scalable environment with a separate testing/staging environment.				
PRSS-DOC-016	The Documentation Management system shall convert and store the contents of the legacy ECM.				
PRSS-DOC-017	The Documentation Management system shall support data retention and deletion in accordance with Department record retention policies.				
PRSS-DOC-018	The Documentation Management system shall install and manage application-specific malware protection.				
PRSS-DOC-019	The Documentation Management system shall deploy customizations (e.g., web parts and solutions) supplied by an Authorized User using server tools.				

Documentation Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-DOC-020	The Documentation Management system shall provide all enterprise-level infrastructure hardware and software licensing required to support the services.				
PRSS-DOC-021	The Documentation Management system shall continually evolve to stay contemporary with best of breed market offerings.				
PRSS-DOC-022	The Contractor shall provide electronic documentation management capability that promotes automatic updates to the documentation when content, technical, and operational changes occur.				
PRSS-DOC-023	The Contractor shall provide an electronic document management capability to link, track, and update all electronic documentation, technical and operational, when affected by a subsystem or component or business practice and rules requirement change.				
PRSS-DOC-024	The Contractor shall provide the methodology to work with the Department to finalize the service level criteria for the following: ▪ Distinguishing the priority and severity of a problem ▪ Determining the category of the problem ▪ Establishing the nature of the problem				
PRSS-DOC-025	The Contractor shall present instructions for requesting reports or other outputs with examples of input documents and replicas of screens (desktop and browser).				
PRSS-DOC-026	The Contractor shall provide the ability to accommodate electronic signatures.				

Documentation Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-DOC-027	The Contractor shall provide artifacts, including but not limited to reports, letters, documents, and documentation, for an Enterprise Content Management (ECM) system.				

Enterprise Data Warehouse Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-GNRL-001	All Contractors and their partners, with no exceptions, shall have to accommodate sharing of enterprise relationship diagram of their system, data dictionaries, and business and technical metadata with DMAS.				
PRSS-GNRL-002	The Contractors shall provide resources and services that provide access to their transactional data both in real-time and batch.				
PRSS-GNRL-003	The Contractors shall provide functions to translate their data into XML, JSON, SOAP, etc., for exchange as required by DMAS.				
PRSS-GNRL-004	The Contractors shall adhere to the frequency of data-exchange as desired by DMAS.				
PRSS-GNRL-005	Each Contractor shall assure data quality pertaining to the benchmarks set forth by DMAS.				
PRSS-GNRL-006	Any and all products generated by the Contractor during the course of the MES and pertaining to the MES shall be shared with DMAS.				

Conversion Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-DATA-CON-001	The Contractor shall develop a Conversion Plan to successfully meet DMAS business and technical specifications for deployment.				
PRSS-DATA-CON-002	The Conversion Plan shall include a description of the overall conversion strategy.				
PRSS-DATA-CON-003	The Conversion Plan shall include a detailed conversion schedule.				
PRSS-DATA-CON-004	The Conversion Plan shall include an outline of roles and responsibilities.				
PRSS-DATA-CON-005	The Conversion Plan shall include pre-defined and mutually agreed upon success criteria and acceptable thresholds.				
PRSS-DATA-CON-006	The Conversion Plan shall include a description of all tools to be used during the conversion process.				
PRSS-DATA-CON-007	The Conversion Plan shall include methods for user validation of converted data.				
PRSS-DATA-CON-008	The Conversion Plan shall include procedures for tracking and correcting conversion problems when encountered.				
PRSS-DATA-CON-009	The Conversion Plan shall include a process to identify and mitigate risks that may be encountered during conversion.				
PRSS-DATA-CON-010	The Conversion Plan shall include the target data store schemas.				

Conversion Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-DATA-CON-011	The Conversion Plan shall include detailed data element mappings, including values of the old systems data elements to the new systems data elements, new data elements to old data elements, and default values where necessary.				
PRSS-DATA-CON-012	The Conversion Plan shall include specifications for manually converting unreliable data elements that cannot be converted.				
PRSS-DATA-CON-013	The Conversion Plan shall include referential integrity relationships for related data.				
PRSS-DATA-CON-014	The Conversion Plan shall define the reporting of processing statistics that include, but are not limited to, load execution time and duration.				
PRSS-DATA-CON-015	The Conversion Plan shall define the reporting of failures, error conditions, and unexpected terminations.				
PRSS-DATA-CON-016	The Conversion Plan shall include a definition of the metrics that will be generated by the conversion process to measure the completeness of conversion. These metrics shall include record counts and balancing for each major grouping of data elements from both the legacy source systems (e.g., number of members, cases, claims, and claims paid).				
PRSS-DATA-CON-017	The Conversion Plan shall include layouts, procedures, and schedules for all conversion reporting.				
PRSS-DATA-CON-018	The Conversion Plan shall include transformation and loading for each data source.				

Conversion Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-DATA-CON-019	The Conversion Plan shall include a strategy for data quality assurance and control.				
PRSS-DATA-CON-020	The Conversion Plan shall include an inventory and cross-reference of: Source and target data elements, schema, and metadata.				
PRSS-DATA-CON-021	The Conversion Plan shall include a process for data extraction.				
PRSS-DATA-CON-022	The Conversion Plan shall describe all preparatory and/or initiation processes that shall be completed prior to conversion.				
PRSS-DATA-CON-023	The Conversion Plan shall identify if the conversion process will be implemented in phases or stages, and which components will undergo conversion in each phase.				
PRSS-DATA-CON-024	The Conversion Plan shall describe the process for converting reports and imaged documents.				
PRSS-DATA-CON-025	The Conversion Plan shall identify what data related to specific business processes will be converted first.				
PRSS-DATA-CON-026	The Conversion Plan shall identify and describe any part of the conversion process that will be performed manually.				
PRSS-DATA-CON-027	The Conversion Plan shall identify and describe any custom-developed conversion programs that will be needed and their associated performance tuning.				
PRSS-DATA-CON-028	The Conversion Plan shall describe all conversion reporting, control, and balancing outputs.				

Conversion Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-DATA-CON-029	The Conversion Plan shall define the metrics that will be generated by the conversion process to measure the completeness of conversion.				
PRSS-DATA-CON-030	The Conversion Plan shall identify criteria for a Go/No-Go decision.				
PRSS-DATA-CON-031	The Conversion Plan shall identify a staffing approach.				
PRSS-DATA-CON-032	The Conversion Plan shall identify if parallel runs of the old and new systems will be necessary during the conversion process, or if there will be a one-time cut-over to the new system.				
PRSS-DATA-CON-033	The Conversion Plan shall identify whether data availability and use shall be limited during the conversion process.				
PRSS-DATA-CON-034	The Conversion Plan shall describe security and privacy controls required for the conversion process.				
PRSS-DATA-CON-035	The Conversion Plan shall describe the disposition of obsolete or unused data that is not converted.				
PRSS-DATA-CON-036	The Conversion Plan shall identify a retention policy for the non-converted data in case of fallback with a need to rerun the conversion process.				
PRSS-DATA-CON-037	The Contractor shall submit the Conversion Plan for DMAS review and approval.				
PRSS-DATA-CON-038	The Contractor shall provide a walk-through of the Conversion Plan before submitting to DMAS for approval.				

Conversion Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-DATA-CON-039	The Contractor shall document any revised procedures in the Conversion Plan.				
PRSS-DATA-CON-040	The Contractor shall execute the approved Conversion Plan according to the project schedule.				
PRSS-DATA-CON-041	The Contractor shall convert all historical and transactional data stores that are needed by and applicable to the solution.				
PRSS-DATA-CON-042	The Contractor shall convert all images and other document types that are needed by and applicable to the solution.				
PRSS-DATA-CON-043	The Contractor shall store and manage specified historical data covering a specified time.				
PRSS-DATA-CON-044	The Contractor shall provide hardware, software, and data support for the Commonwealth during all phases of conversion.				
PRSS-DATA-CON-045	The Contractor shall supply appropriate environments for developing and testing conversion processes.				
PRSS-DATA-CON-046	The Contractor shall provide the capability for storing all conversion-related artifacts in an easily retrievable format for access by DMAS for the life of the contract.				
PRSS-DATA-CON-047	The Contractor shall ensure all data is protected with access restricted to authorized personnel.				
PRSS-DATA-CON-048	The Contractor shall provide the converted data to other DMAS users and/or contractors as required for its processing needs as identified by the Department.				

Conversion Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-DATA-CON-049	The Contractor shall present a conversion walk-through with Department users, displaying resulting output data in screens of the new MES.				
PRSS-DATA-CON-050	The Contractor shall submit all conversion reports as defined in the Conversion Plan to the Agency for review and approval.				
PRSS-DATA-CON-051	The Contractor, under DMAS guidance, shall be responsible for identifying and obtaining any data that is required for its solution but not present in VAMMIS.				

Provider Eligibility and Enrollment Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PEE-001	The Contractor shall provide a solution that addresses the Provider Enrollment business processes to be included in the MES, supports the MITA 3.0 Framework at a MITA capability level of 3 or higher, and includes the following capabilities: ▪ Provide standard reports that supply the information needed to operate, control, manage and monitor the Provider Enrollment business processes ▪ Provide for customization of reports included in the solution and additional reports defined by DMAS to meet critical DMAS business needs ▪ Provide the capability for DMAS users to produce ad hoc reports based on the data processed and generated by the Provider Enrollment modules ▪ Provide configurable automated work flow support in the modules of the Provider Enrollment solution ▪ Provide a configurable automated rules engine in the modules of the Provider Enrollment solution ▪ Log all online and batch Provider Enrollment transactions, including the user ID, date and time of the transactions and all activity on each record ▪ Provide the capability for DMAS users to view online, user-friendly images of Provider Enrollment audit trails based on flexible search criteria ▪ Publish all Provider Enrollment data needed for interfaces, the EDWS, and other systems				

Provider Eligibility and Enrollment Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PEE-002	The Solution shall provide a secure web-based process, professional services and operational services to support online provider enrollment, disenrollment, recertification/revalidation and enrollment/re-enrollment.				
PRSS-PEE-003	The Solution shall support real time edits allowing providers to make and submit corrections to applications as needed.				
PRSS-PEE-004	The Contractor shall scan and enter paper provider applications that are received.				
PRSS-PEE-005	The Solution shall collect and maintain all information needed for a complete application in compliance with the SLA provided.				
PRSS-PEE-006	The Solution shall determine provider eligibility consistent with the MITA business process model and DMAS defined rules.				
PRSS-PEE-007	The Solution shall support the ability to interface with external systems to verify and validate provider information.				
PRSS-PEE-008	The Solution shall automate credential validation, not limited to enrollment and revalidation within the intrastate and provide real-time online alerts when adverse results occur.				

Provider Eligibility and Enrollment Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PEE-009	The Solution shall utilize the National Provider Identifier (NPI) and associated taxonomy codes confirmed through data exchange with the National Plan & Provider Enumeration System (NPPES) ▪ Validate provider demographic information against NPPES database (name, address, etc.). ▪ Retrieve provider's primary taxonomy from NPPES database and store in provider record. Utilize taxonomy for all type and specialty analysis. Validate all submitted taxonomy code values				
PRSS-PEE-010	The Solution shall provide the capability to tie provider correspondence documents to appropriate enrollment application, when applicable.				
PRSS-PEE-011	The Solution shall maintain a provider review schedule to ensure providers continue to meet program eligibility requirements.				
PRSS-PEE-012	The Solution shall ensure all Federal and Commonwealth mandates/regulations are part of the enrollment solution.				
PRSS-PEE-013	The Solution shall allow credentialing and licensing agencies and departments to attach electronic attachments to a provider's online application.				
PRSS-PEE-014	The Solution shall support standard taxonomy codes for all providers and a transition of current DMAS business rules that are based on provider class type and specialty, even for providers who have not enumerated with NPPES.				

Provider Eligibility and Enrollment Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PEE-015	The Solution shall provide the ability to accept, manage, and track provider enrollment fees including the ability to accept and process credit cards and deposit money in State accounts.				
PRSS-PEE-016	The Solution shall provide professional services to support the provider eligibility and enrollment business processes, including pharmacy.				
PRSS-PEE-017	The Solution shall ensure required staff keeps informed regarding all applicable Federal and State provider enrollment and certification/licensure regulations including ACA screening regulations.				
PRSS-PEE-018	The Solution shall support automatic termination based on validation of credentials and provide notification to the providers (electronically or by paper letter) of termination.				
PRSS-PEE-019	The Solution shall support disenrollment of providers from a specific program or service while maintaining enrollment for other programs or services and provide notification to the provider and relevant programs.				
PRSS-PEE-020	The Solution shall initiate mass disenrollment of providers based on criteria defined by DMAS (e.g. group practice changes) and provide notification to the providers and relevant programs.				

Provider Eligibility and Enrollment Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PEE-021	The Solution shall suspend a provider based on criteria defined by DMAS and provide notification to the provider and relevant programs.				
PRSS-PEE-022	The Solution shall track and report on disenrollment reasons.				
PRSS-PEE-023	The Solution shall provide ability for online inquiry and update of provider enrollment status and data for appropriate internal and external users.				
PRSS-PEE-024	The Solution shall complete the Provider Enrollment process (including any necessary re-validation and screening) by providing notification (electronic or by paper letter) of acceptance/rejection as a Virginia Medicaid provider.				
PRSS-PEE-025	The Solution shall require providers that have been terminated to re-enroll in the program and meet all DMAS policies and instructions.				
PRSS-PEE-026	The Solution shall reevaluate provider enrollment based on DMAS established policies.				
PRSS-PEE-027	The Solution shall inactivate or suspend all providers not responding to recertification or re-licensure requirements in accordance with guidelines from the DMAS.				

Provider Eligibility and Enrollment Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PEE-028	The Solution shall implement and manage a help desk for provider relationship management, coordinate with other contractors to manage, support, and resolve provider enrollment issues, electronic transactions and inquiries.				
PRSS-PEE-029	The Solution shall conduct background checks on providers' owners, officers, directors, partners, agents, managing employees, affiliates and subcontractors for sanctions, terminations, and exclusions, in accordance with the ACA Provider Screening Rule.				
PRSS-PEE-030	The Solution shall conduct background checks upon receipt of the provider's application, at re-verification, and upon DMAS request.				
PRSS-PEE-031	The Solution shall, at minimum, utilize information from the defined systems to perform background checks, including but not limited to: LEIE/MEDEPLS; NPPES; Medicare terminations; other Commonwealth Medicaid or CHP terminations; HHS' health care Integrity & Protection Database; Social Security Administration's Death Master File.				
PRSS-PEE-032	The Solution shall support mass enrollment of ordering, referring and prescribing ORP providers as necessary, including fingerprint-based criminal background checks (FCBCs).				

Provider Eligibility and Enrollment Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PEE-033	The Solution shall provide the capability to automatically correct provider mailing addresses to conform to USPS standards.				
PRSS-PEE-034	The Solution shall ensure that mailing addresses are valid prior to activating a provider's enrollment.				
PRSS-PEE-035	The Solution shall use geocoding to assign FIPS code values to each provider based on street level address and provide reporting on any provider records that could not be assigned.				
PRSS-PEE-036	The Solution shall validate provider address information (zip vs. state, zip vs. city, etc.).				
PRSS-PEE-037	The Solution shall provide the ability to receive and maintain the provider data information as sent by the managed care organizations (including but not limited to MLTSS, Medallion, Dental, Transportation, and Behavioral Health), and retain all provider data as submitted (i.e., location and taxonomy code) at the detail level. ▪ Follow all CMS and Commonwealth requirements for the capture, processing, and evaluation of managed care providers ▪ Maintain provider information specific to each managed care contractor				

Provider Eligibility and Enrollment Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PEE-038	The Solution shall provide an automated process to allow for batch updates of the managed care provider data: ▪ Use a standard electronic format. ▪ Support full file updates and incremental updates based on program business requirements. If incremental updates are done, need to support reconciliation with source system. ▪ Allow for differences in frequency and content / format in submissions for different programs (MLTSS, Medallion, Dental, Transportation, etc.)				
PRSS-PEE-039	The Solution shall edit incoming managed care provider data ▪ Edits based on DMAS defined criteria (rules engine) and can vary between programs and/or types of provider. ▪ Reject or flag provider data based on established DMAS defined criteria. ▪ Provide detailed error/exception reporting/files. ▪ Support changes/resubmissions/correction of rejected and historical data				
PRSS-PEE-040	The Solution shall flag records where there are an abnormal number of records for the same NPI, e.g., more than eight (8) records/locations for the same provider and provide the ability to 'exclude' these providers.				
PRSS-PEE-041	The Solution shall provide the ability to identify and reject/flag duplicate records (same NPI, taxonomy, and zip code) within MCO and program.				

Provider Eligibility and Enrollment Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PEE-042	The Solution shall identify inactive providers (no encounters or claims within the last year). Provide the ability to 'exclude' these providers.				
PRSS-PEE-043	The Solution shall provide the ability to retrieve a managed care provider's primary taxonomy from NPPES database and store in provider record.				
PRSS-PEE-044	The Solution shall provide options for DMAS processing of managed care providers to be based on DMAS business needs and requirements. Both approaches shall support ASO contractors and MCO providers who do not have an NPI. Provide the option for DMAS to accomplish this in either of the following ways: ▪ Accept and store unique non-NPI provider identifiers from each submitter. Use these numbers as the key/ identifier for the provider. Do not require / assume that the MES will 'register' providers in order to submit their provider data. The MCO's unique ID will be used for processing of encounters. ▪ Have managed care providers register in the MES prior to submission of their provider data to the MES				
PRSS-PEE-045	The Solution shall provide the ability for contractors to submit 'non-production' networks for consideration in expansions and new programs. For example, before MLTSS goes live, bidders will submit their networks to DMAS for evaluation, but these networks shall not be included in the encounter processing or the member inquiry.				

Provider Eligibility and Enrollment Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PEE-046	The Solution shall accept unique non-NPI provider identifiers for managed care providers.				
PRSS-PEE-047	The Solution shall capture additional managed care provider data elements including but not limited to: ▪ Network relationship (whether a provider participates in the MCO network). ▪ PCP indicator ▪ Office hours per location ▪ Languages spoken ▪ Ability to serve disabled ▪ Flag for 'After Hours' access ▪ Panel information (e.g., accepting new patients) per location ▪ Program relationship (Medallion, MLTSS, Dental, etc.) ▪ MCO relationship (Anthem, Optima, etc.) ▪ Tax ID Payment arrangement type ▪ Value based purchasing arrangements ▪ Capture managed care contracting arrangement for each provider and location: e.g., network provider, out of network, out of state, letter of intent, etc. ▪ Provider email				
PRSS-PEE-048	The Solution shall utilize taxonomy codes for provider type and specialty, even for providers who have not enumerated with NPPES.				

Provider Eligibility and Enrollment Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PEE-049	The Solution shall comply or be modified to comply with all current and future Centers for Medicare and Medicaid (CMS) regulations with respect to Provider Eligibility and Enrollment, including regulations promulgated to support the management of Medicaid and Medicaid managed care programs and shall meet CMS regulation implementation effective date requirements. Costs associated with software modification requirements necessary to comply with CMS shall not be passed on to the Department.				

Provider Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PM-001	The Solution shall provide a solution that addresses the Provider Management business processes to be included in the MES, supports the MITA 3.0 Framework at a MITA capability level of 3 or higher, and includes the following capabilities: ▪ Provide standard reports that supply the information needed to operate, control, manage and monitor the Provider Management business processes ▪ Provide for customization of reports included in the solution and additional reports defined by DMAS to meet critical DMAS business needs ▪ Provide the capability for DMAS users to produce ad hoc reports based on the data processed and generated by the Provider Management modules ▪ Provide configurable automated work flow support in the modules of the Provider Management solution ▪ Provide a configurable automated rules engine in the modules of the Provider Management solution ▪ Log all online and batch Provider Management transactions, including user ID, the date and time of the transactions and all activity on each record ▪ Provide the capability for DMAS users to view online, user-friendly images of Provider Management audit trails based on flexible search criteria ▪ Publish all Provider Management data needed for interfaces, the EDWS, and other systems				
PRSS-PM-002	The Solution shall provide the ability for users make real-time updates of provider information using web-based transactions.				

Provider Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PM-003	The Solution shall maintain provider data supporting claims processing, service authorization, referrals, financial, recertification, management and operational reporting functions.				
PRSS-PM-004	The Contractor shall adhere to applicable State and Federal laws, rules, guidelines, policies, regulations, and procedures that govern provider management.				
PRSS-PM-005	The Solution shall provide the ability to collect, maintain and display information that identifies any service centers with which a provider is associated and the electronic transactions the provider will utilize with the service center.				
PRSS-PM-006	The Solution shall provide the ability to maintain provider information using data from external entities, such as license information and sanctions, including the results of fingerprint-based criminal background checks conducted by DMAS, its contractors or subcontractors, or by third parties.				
PRSS-PM-007	The Solution shall provide the ability to maintain information for the same provider that serves in multiple roles, including billing, servicing, prescribing, Medicaid, and MCO-only.				
PRSS-PM-008	The Solution shall provide flexible editing of provider information based on configurable business rules that can be updated by DMAS staff.				

Provider Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PM-009	The Solution shall provide the capability to support requests for provider searches based on a variety of criteria and data elements, including but not limited to provider participation and whether provider will see new patients.				
PRSS-PM-010	The Solution shall support the ability to exchange data with external entities including, but not limited to DHP, Licensing Boards, Health Information Exchange (HIE).				
PRSS-PM-011	The Solution shall maintain current and historical record of multiple addresses and license capabilities for providers.				
PRSS-PM-012	The Solution shall support multiple provider email addresses.				
PRSS-PM-013	The Solution shall provide automated verification/validation of provider email address(es).				
PRSS-PM-014	The Solution shall provide an electronic option for all provider communications and post to the provider portal mailbox when applicable.				
PRSS-PM-015	The Solution shall support multi-lingual capability for all provider communications; support any language that is used by five (5) percent or more of the target population in accordance with Federal guidance.				
PRSS-PM-016	The Solution shall provide metrics and measures to support provider communications.				

Provider Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PM-017	The Solution shall provide a repository of Provider Communications that supports a strong search engine, being both searchable and sortable.				
PRSS-PM-018	The Solution shall support the need to change/modify communications once they are posted to the repository.				
PRSS-PM-019	The Solution shall provide a provider communications/relations function including, but not limited to, toll-free lines, email communications, webinar communication, and toll-free fax communication.				
PRSS-PM-020	The Solution shall develop and maintain provider publication formats/updates and content in conjunction with DMAS.				
PRSS-PM-021	The Solution shall provide authorized System users online access to edit and publish all provider publications (e.g., manuals, bulletins, billing instructions, notices, and subsequent updates).				
PRSS-PM-022	The Solution shall provide subscription options for provider communication delivery.				
PRSS-PM-023	The Solution shall provide the ability to automate communications with providers (e.g., automate the letter to notify the provider of both involuntary and voluntary termination).				

Provider Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PM-024	The Solution shall support desktop mail merge functionality. Allow authorized System users to easily export System information on clients and providers so that it can be merged into template letters and forms to communicate with clients, providers, and others as directed by DMAS.				
PRSS-PM-025	The Solution shall provide the ability to target specific provider groups with communications (audience and timing), per DMAS requirements.				
PRSS-PM-026	The Solution shall collect, maintain, and report client feedback on providers.				
PRSS-PM-027	The Solution shall provide information and assistance to providers, including but not limited to best practices for completing enrollment and handling billing and preparing FAQs and tutorials for the provider portal.				
PRSS-PM-028	The Solution shall respond to and resolve provider inquiries.				
PRSS-PM-029	The Solution shall provide outreach support to provider populations.				
PRSS-PM-030	The Solution shall support automated outreach to include both scheduled and ad hoc communication.				
PRSS-PM-031	The Solution shall support performance measures in all business processes for provider communications.				
PRSS-PM-032	The Solution shall support a configurable business rules engine for identifying all provider terminations.				

Provider Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PM-033	The Solution shall provide flexibility within the business rules engine to change termination reasons/codes as needed.				
PRSS-PM-034	The Solution shall provide electronic notification to providers of termination with specific/clear explanation of termination and effective date of termination.				
PRSS-PM-035	The Solution shall support real-time terminations.				
PRSS-PM-036	The Solution shall provide the capability to support a bidirectional interface with MCOs to complete real time terminations.				
PRSS-PM-037	The Solution shall provide an interface with Federal and State agencies to support provider terminations.				
PRSS-PM-038	The Solution shall upload sanctioned, terminated, exclusions and other required information to Federal databases.				
PRSS-PM-039	The Solution shall provide a user-friendly ad hoc reporting tool to access provider management information.				
PRSS-PM-040	The Solution shall provide data and reports for provider management performance measures.				
PRSS-PM-041	The Solution shall support the enrollment of out-of-state providers, including military providers.				
PRSS-PM-042	The Solution shall provide a user friendly view that depicts what services a provider can provide and any member restrictions.				

Provider Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PM-043	The Solution shall support web-based portal access for all providers to access a variety of MES functions and services, including but not limited to: ▪ Initiate provider enrollment and check status ▪ Provider searches, including MCO providers and networks ▪ Appeal entry and status check ▪ Submit documents ▪ Search for and view forms ▪ FAQs and How-to information ▪ Links to other applicable web sites ▪ Mobile application support ▪ Translation services				

Provider Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PM-044	The Solution shall support web-based portal access for providers and authorized representatives to access a variety of MES functions and services, including but not limited to: ▪ Update provider information ▪ Enrollment revalidation ▪ Claims Direct Data Entry ▪ Claim Status Inquiry ▪ Display payment information ▪ Appeal entry and status check ▪ Member eligibility verification ▪ Inquire on member information ▪ Enter and inquire on FFS SA requests ▪ Enter Level of Care Review Instrument (LOCERI) forms ▪ Enter Pre-Admission Screening forms, including but not limited to: ▪ Uniform Assessment Instrument (UAI) ▪ DMAS-96 ▪ DMAS-95 Level I ▪ DMAS-95 Level II ▪ DMAS-97 ▪ Enter admissions and discharges from Nursing Facilities and Hospice ▪ Access Remittance Advice print image ▪ Accounts Receivable information ▪ Search and access documentation, including Medicaid Memos ▪ Support cut & paste of documentation ▪ Support a provider mail box / message center ▪ Provide special communications ▪ FAQs and How-to information ▪ Links to other websites ▪ Mobile application ▪ Display letters/notices sent ▪ Order forms ▪ Entry and submission of a variety of forms, such as Level of Care Redetermination Instrument, Preadmission Screening, and Uniform Assessment Instrument ▪ View fee files and other MES data ▪ 'Contact Us' functionality ▪ Chat assistance ▪ Text notification sign-up ▪ Support surveys and feedback				

Provider Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PM-045	The Solution shall provide the capability to maintain social media functions (e.g., Facebook, Twitter) for Fiscal Agent Operations and System functions, and a hosted provider-centered web area with communication “forums”, Q&A forums, “YouTube-like” video trainings/demonstrations, and an extensive user-searchable knowledge base.				
PRSS-PM-046	The Solution shall provide a secure forum for providers or their designees to post inquiries, to respond to other posts, to create topical “threads” on issues. Allow DMAS staff and other designated users to access the forum and to participate and moderate the posts and threads, based upon user roles. Provide a search capability to find posts and threads by date or relevance.				

Disaster Recovery Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-NFR-DR-001	The Contractor shall prepare and submit for Department approval a comprehensive Disaster Recovery Plan due to the Department on an annual basis and after a substantive change to the solution that would require revision to the DR Plan.				
PRSS-NFR-DR-002	The Contractor shall provide back-up processing capability at a remote site from the primary site such that normal processing can continue in the event of a disaster or major hardware problem at the primary site. All operations at the remote back-up site will meet established contractual performance and SLA requirements.				
PRSS-NFR-DR-003	The Contractor shall coordinate with and demonstrate to the Department the Contractor's disaster recovery capabilities in accordance with SLAs. The Contractor will include recovery of any new functionality implemented during the previous year.				
PRSS-NFR-DR-004	The Contractor shall, in the event of a catastrophic (i.e. possibility of crimes, terrorism, hackers, intentional torts, human error, virus, etc.) or natural disaster, resume normal operational business functions at the earliest possible time in accordance with specified SLAs and according to the Department-approved disaster recovery plan.				

Disaster Recovery Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-NFR-DR-005	The Contractor shall, in the event of other disasters caused by such things as criminal acts, human error, malfunctioning equipment, computer viruses, or electrical supply, resume normal business functioning at the earliest possible time, in accordance with SLAs.				
PRSS-NFR-DR-006	The Contractor shall plan and coordinate disaster recovery activities with Department-approved business partners.				
PRSS-NFR-DR-007	The Contractor shall coordinate with and demonstrate to the Department the Business Continuity and Contingency Plan every calendar year in conjunction with the annual disaster recovery demonstration.				
PRSS-NFR-DR-008	The Contractor shall leverage and use the LAST environment as the Disaster Recovery. The extent to which the primary site cannot be restored in accordance with SLAs, may determine that the recovery site be considered the new primary site.				
PRSS-NFR-DR-009	The Contractor shall, upon notification by DMAS that the primary production site is deemed inoperable, execute the Disaster Recovery Plan.				
PRSS-NFR-DR-010	The Contractor shall provide back-up network connectivity at both the primary Production and Disaster Recovery sites with the capacity to support the solution and its components.				
PRSS-NFR-DR-011	The Contractor shall ensure that the DRP is available to Commonwealth and Federal auditors at all times.				

Disaster Recovery Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-NFR-DR-012	The Contractor shall establish, in cooperation with DMAS a hierarchy of critical services and infrastructure to determine the order that services will be restored.				
PRSS-NFR-DR-013	The Contractor shall maintain a DRP that provides for the recovery of critical services in accordance with SLAs upon the discovery of the service disruption, the declaration of a disaster or Production site becoming unsafe or inoperable.				
PRSS-NFR-DR-014	The Contractor shall maintain or otherwise arrange for a disaster recovery site for its system operations in the event of a disaster that renders the Production site inoperable.				
PRSS-NFR-DR-015	The Contractor shall modify the DRP, software installation procedures, and operational procedures as needed to reflect the changes implemented with new data sources, system changes, or any enhancements that will impact the disaster recovery capability.				
PRSS-NFR-DR-016	The Contractor shall perform an annual review of the disaster recovery back-up site, procedures for all off-site storage and validation of security procedures.				
PRSS-NFR-DR-017	The availability schedules and corresponding SLAs for the Production solution shall apply to the disaster recovery environment when fulfilling the Production role.				

Disaster Recovery Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-NFR-DR-018	The Contractor's DRP test shall be performed, each year at no additional cost to DMAS. In the event the Contractor's test is deemed by HHS to be unsuccessful, the Contractor shall continue to perform the test at its expense until satisfactory results are received and approved by DMAS.				
PRSS-NFR-DR-019	The Contractor shall develop, maintain, and submit to DMAS, in advance, all proposed off-site procedures, locations, and protocols for DMAS review and approval prior to implementation. The Contractor shall incorporate these items as components of the Disaster Recovery Plan (DRP).				
PRSS-NFR-DR-020	The Contractor shall execute a disaster recovery test to demonstrate the capability of the Contractor to restore processing capability in accordance with the DRP and for all critical system components at a remote site. The DRP test shall be included as a part of Acceptance Testing. The length of the test shall be the amount of time that is necessary to recover from the disaster and provide proof that the recovery has been successfully completed.				
PRSS-NFR-DR-021	The Contractor shall take all precautions to ensure that system interruptions in service, resulting from a Production hardware failure, data corruption or a disaster that renders the Contractor's primary computer facility unusable are avoided.				

Disaster Recovery Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-NFR-DR-022	If the Production site becomes unavailable during the contract period, the Contractor shall be required to move operations to the disaster recovery site. In this event, the Contractor shall not be allowed to return to the original Production site without approval of DMAS.				
PRSS-NFR-DR-023	The Contractor shall comply with all SLAs that are relevant to Disaster Recovery Requirements.				
PRSS-NFR-DR-024	The Contractor's Disaster Recovery Plan shall adhere to Commonwealth and Federal laws, rules, regulations, and guidelines, will address recovery of functions, human resources and the technology infrastructure and shall include: ▪ Checkpoint/restart capabilities ▪ Retention and storage of back-up files and software ▪ Hardware back-up for the servers ▪ Hardware back-up for data entry ▪ Network back-up for telecommunications ▪ Telephone communications lines to the disaster back-up site ▪ Recovery prioritization list (hardware and software applications) ▪ Telecommunication Voice Switch				

Disaster Recovery Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-NFR-DR-025	The Contractor's Disaster Recovery Plan shall include detailed procedures to address (but not be limited to) the following potential events: ▪ Natural disasters (e.g., earthquake, fire, flood, storms) ▪ Terrorist acts ▪ Power disruptions or power failure ▪ Computer software or hardware failures ▪ Computer shutdown due to hackers or viruses ▪ Significant compromises/degradation of performance ▪ Processing shutdowns				
PRSS-NFR-DR-026	The Contractor shall coordinate with VITA to meet the minimum geographic offsite location requirement of 100 miles between the disaster recovery site and the Production environment site.				

Provider Call Center Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PCC-001	The Solution shall provide a call center to assist providers with enrollment, claims, technical, and other support issues.				
PRSS-PCC-002	The Solution shall provide the ability to track provider call center inquiries from receipt to resolution.				
PRSS-PCC-003	The Solution shall provide the capability for DMAS to easily access provider call center logs, and call statistics.				
PRSS-PCC-004	The Contractor's Provider Call Center shall utilize all applicable existing DMAS provider help desk phone numbers. The Contractor agrees to relinquish ownership of the toll-free numbers upon actual transfer back to DMAS or DMAS assigned agent, at which time the Department shall take title to these telephone numbers.				
PRSS-PCC-005	The Contractor shall establish and maintain translation services for providers calling the help desk. The Contractor shall ensure that the communication and language needs are addressed. The provider cannot be charged a fee for translator or interpreter services.				
PRSS-PCC-006	The Contractor shall provide Telecommunications Device for the Deaf (TDD) services.				
PRSS-PCC-007	The Contractor shall have the ability to functionally and operationally store, access and convert historical provider call data or have a solution to access the historical data through a call tracking system.				

Provider Call Center Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PCC-008	The Contractor shall provide comprehensive customer services via the telephone, web, on line chat, customer service email box, through the interpretation and application of DMAS policies and procedures, program eligibility and billing/payment processes related to Medicaid, and other agency services. The Contractor agrees to hold requirements sessions and to collaborate with DMAS on defining call types and their responses.				
PRSS-PCC-009	Provider calls and inquiries shall include, but are not limited to: ▪ Assistance with member eligibility, service definitions and provider payment inquiries ▪ Assisting customers with interpretation of the Virginia code, regulations provider manuals, memos and communications ▪ Providing claims and billing instruction assistance, covered services and limitations ▪ Assistance with pended claims, claim status and adjudication inquiries				
PRSS-PCC-010	The Contractor shall maintain a fax for business transactions through the provider call center that require the ability to send and receive faxes.				
PRSS-PCC-011	The Contractor agrees to support outbound call campaigns during non-peak times upon mutual agreement by both parties.				

Provider Call Center Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PCC-012	The Solution shall provide call center audio recordings and the ability for DMAS to access on demand, including remotely.				
PRSS-PCC-013	The Contractor shall establish and maintain an existing automated call distribution system, call tracking software and call recording capabilities along with the day-to-day operations for receiving and responding to Provider Call Center calls and specific to all DMAS programs.				
PRSS-PCC-014	The Solution shall provide a phone message informing provider about hold/wait time.				
PRSS-PCC-015	The Contractor shall provide real-time access for DMAS contract monitoring staff to review and monitor live customer calls.				

Manage Provider Appeals Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PM-APPL-001	The Solution shall provide a solution that addresses the Manage Provider Appeals business process to be included in the MES, supports the MITA 3.0 Framework at a MITA capability level of 3 or higher, and includes the following capabilities: ▪ Provide standard reports that supply the information needed to operate, control, manage and monitor the Manage Provider Appeals business process ▪ Provide for customization of reports included in the solution and additional reports defined by DMAS to meet critical DMAS business needs ▪ Provide the capability for DMAS users to produce ad hoc reports based on the data processed and generated by the Manage Provider Appeals business process ▪ Provide configurable automated work flow support in the modules of the Manage Provider Appeals solution ▪ Provide a configurable automated rules engine in the modules of the Manage Provider Appeals solution ▪ Log all online and batch Manage Provider Appeals transactions, including the user ID, date and time of the transactions and all activity on each record ▪ Provide the capability for DMAS users to view online, user-friendly images of Manage Provider Appeals audit trails based on flexible search criteria ▪ Publish all Manage Provider Appeals data needed for interfaces, the EDWS, and other systems				

Manage Provider Appeals Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PM-APPL-002	The Solution shall provide the capability for providers and other individuals on behalf of providers to create and electronically transmit appeal requests (e-filing) at all levels (informal, formal, Circuit Court).				
PRSS-PM-APPL-003	The Solution shall provide the capability to open an individual case file, assign a unique case number, and automatically import from the e-filed appeal request in response to an e-filed appeal request. User override is required. The opening of cases shall occur in real-time.				
PRSS-PM-APPL-004	The Solution shall provide the capability to open an individual case file and automatically import information for appeal requests that are received by any means other than electronic (such as faxes, emails, and paper documents) using OCR or an equivalent. User assistance and override capabilities are required. The opening of cases shall occur in real-time.				
PRSS-PM-APPL-005	The Solution shall provide the capability to store and allow Appeals Division management updates to a list of Informal Appeals Agents (IAA) and Formal Hearing Representatives (FHR) and the level of complexity of appeals they handle, to automatically assign appeals to IAAs or FHRs based on issue, complexity, and a prescribed rotation, and to allow for manual reassignments.				

Manage Provider Appeals Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PM-APPL-006	The Solution shall provide the capability to auto-populate certain appeal-related fields during user input (e.g., address, received date, date and type of last action taken, appeal type and subtype if applicable, regulatory deadlines, etc.). User override capability is required.				
PRSS-PM-APPL-007	The Solution shall provide the capability to compare the information auto-imported from MES (claims, service authorizations, members, providers, etc.) to the information provided by the provider/representative for accuracy, and alert the user if the information differs. An alert shall occur in real-time.				
PRSS-PM-APPL-008	The Solution shall provide the capability to record and track appeals by a variety of data elements, including but not limited to: unique appeal number, provider identifying information, client identifying information (where applicable), audit amount before and after appeals process (where applicable), date received, disposition (premature, decision issued, withdrawn, etc.), and decision result (relief denied, relief granted, relief partially granted, untimely appeal request, etc.), representative witness(es), due dates appeal type (claim, service authorization, audit, etc.), appeal subtype (where applicable) audit amount before and after appeals process (where applicable), assigned IAA, FHR, or Supreme Court appointed Hearing Officer.				

Manage Provider Appeals Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PM-APPL-009	The Solution shall provide the capability to immediately update the appeal record as changes occur (e.g. receipt of documents, conference or hearing schedule and rescheduled dates, summary due and summary receipt dates, agency and provider representatives, transfers within unit, notes page, status, dispositions, and other necessary updates), to include auto-calculation or re-calculation of due dates based on system or user input.				
PRSS-PM-APPL-010	The Solution shall provide a document management mechanism with workflow for storing and tracking electronic appeal files. Appeal file shall include appeal request, appeal summary, copies of supporting documents, letters and forms, staff notes, and other related appeal information. User override capability is required. Storage of documents shall occur in real-time.				
PRSS-PM-APPL-011	The Solution shall provide the capability for automatic transmission of standard letters, emails, and other correspondence (acknowledgement, notification of appeal, authorized representative form, closure letter, request for Hearing Officer, engagement letters, schedule letters, final disposition letters, etc.) related to an appeal request. User override capability is required. Once approved by a user, the transmission shall occur immediately.				

Manage Provider Appeals Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PM-APPL-012	The Solution shall provide the capability to take appropriate action based on user input (e.g., calculate decision deadlines, calculate due dates for requested documents). User override capability is required. Calculations shall occur in real-time.				
PRSS-PM-APPL-013	The Solution shall provide the capability to store, track and generate documents and records related to Circuit Court appeals.				
PRSS-PM-APPL-014	The Solution shall provide the capability for providers or their representatives and DMAS or its agents to electronically check the status of an appeal without accessing the appeal record.				
PRSS-PM-APPL-015	The Solution shall provide the capability to interface with RightFax (or its equivalent), Outlook, MS Office, MS Excel, and other enterprise systems/applications related to public healthcare benefits.				
PRSS-PM-APPL-016	The Solution shall provide the capability for system administrator and/or Appeals management to add and update fields, lists, user profiles, and screens as program changes occur. Updates shall occur in real-time.				
PRSS-PM-APPL-017	The Solution shall provide the capability to date and time stamp each appeal request on the date and time it is received with a stamp that becomes a part of the case record. It shall be able to differentiate between a provider appeals and a client appeal and appropriately date-stamp, assign a case number, and route it accordingly. User override capability is required.				

Manage Provider Appeals Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PM-APPL-018	The Solution shall provide the capability to find and re-open the appropriate informal appeal for formal appeal requests.				
PRSS-PM-APPL-019	The Solution shall provide the capability to permit Appeals Division management to grant read-only access to designated staff within DMAS but outside of the Appeals Division (Fiscal, Program Integrity, and other Divisions or individuals) so that these individuals can see all current provider cases in every stage. Access that is granted shall become effective in real-time.				
PRSS-PM-APPL-020	The Solution shall provide a dashboard for each user that has the ability to easily access information relevant for each appeal request, shall include a notes section for maintaining important communications and other information, and shall permit the assigned attorney and other staff as determined by management access to the history of the appeals process.				
PRSS-PM-APPL-021	The Solution shall provide the capability for creating a library where templates (letters, emails, decisions) can be stored, used, saved, imported, user modified and printed/sent (whether manual or automated print/send initiated).				
PRSS-PM-APPL-022	The Solution shall provide the capability for editing generated documents, including formatting, fonts, and bold/underlines.				

Manage Provider Appeals Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PM-APPL-023	The Solution shall provide the capability for printing generated documents using designated paper trays (letterhead, non-letterhead, and envelopes) and for selecting different printers.				
PRSS-PM-APPL-024	The Solution shall provide the capability for electronic signatures on letters, decisions, and other documents.				
PRSS-PM-APPL-025	The Solution shall provide the capability for calculating deadlines that is customizable to permit the inclusion of holidays, Agency closures, and weekends, in accordance with established rules and requirements. User override capability is required. Changes or additions to existing Agency closures shall result in the System making automatic real-time updates to existing case deadlines.				
PRSS-PM-APPL-026	The Solution shall provide the capability for appeals related processing to seamlessly interface with VaCMS, DMAS contractors (such as ASOs, auditors, MCOs, etc.), and others.				
PRSS-PM-APPL-027	The Solution shall provide the capability to check in real-time for duplicate appeal filings based on established criteria (same provider, same member, same dates of service, same services) and permit manual review and override as necessary. ▪ Solution shall not automatically delete duplicates ▪ Provide user prompt for review and possible deletion.				

Manage Provider Appeals Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-PM-APPL-028	The Solution shall provide an audit trail of appeals activity at the field level that tracks input and changes by user, date, and time.				
PRSS-PM-APPL-029	The Solution shall provide the capability to generate appeals related reports (standard, ad hoc, monthly legal aid, other).				

Meeting Space Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PRSS-MTG-001	The Contractor shall provide appropriate space to conduct meetings during the DDI phase that require DMAS staff attendance, including but not limited to JADs, walkthroughs, and team meetings. The space would ideally be within walking distance of the DMAS offices, but must be no more than 3 miles from 600 East Broad Street. Include the number of sessions, length of sessions, and capacity in your proposal. The proposed meeting space should be fully functional to ensure productivity, including but not limited to accommodate teleconferences, connectivity for WebEx meetings, projector equipment and white boards.				