



STATE OF WASHINGTON
HEALTH CARE AUTHORITY
REQUEST FOR PROPOSALS (RFP)
RFP NO. 2020HCA14 HCA Fraud, Abuse and Detection Solution (FADS)

APPENDIX B: INSTRUCTIONS TO THE BIDDERS

Provide written responses to the requirements in this Phase as instructed in *RFP Section 3 Competitive Procurement Process*.

Proposals must provide information in the same order and with the same section numbers and heading titles as presented in this document.

Items marked “Mandatory Response” or “MR” must be included as part of the Proposal for the Proposal to be considered responsive; however, these items are not scored. Items marked “mandatory scored” or “MS” are those that are awarded points as part of the evaluation conducted by the evaluation team.

Mandatory Response (MR): The Proposal must always indicate explicitly whether or not the Bidder’s proposed services meet the requirement. Where appropriate, a statement, “(Bidder Name) has read, understands, and fully complies with this requirement” is acceptable, along with any additional information requested. If MR items are missing, the Bidder’s Proposal will be determined non-responsive and the Proposal will not be evaluated subject to all terms under *RFP Section 4.1.1 Administrative Review*.

Mandatory Scored Response (MS): The Proposal must always indicate explicitly whether or not the Bidder’s proposed goods and services meet the requirement and describe how the Bidder’s proposed goods and services will accomplish each requirement. All questions marked MS must be addressed in the Proposal.

Mandatory (M): Certain RFP elements are marked (M). Bidder’s are required to provide a response to these elements. These elements will not be scored independently; however, evaluators, at their discretion, may use the information provided to support MS elements.

Evaluations will only be based upon information provided in the Bidder’s Proposal.

All point totals shown denote a “maximum available” number of points.

PHASE 1

ADMINISTRATIVE REQUIREMENTS, MINIMUM QUALIFICATIONS, KNOWLEDGE, EXPERIENCE, AND MANAGEMENT

I. ADMINISTRATIVE REVIEW

To be responsive, the Bidder must respond to all Mandatory Response (MR), Mandatory Scored (MS) and Mandatory (M) items.

II. MINIMUM QUALIFICATIONS (MR)

The Bidder must demonstrate in their Response that they meet the following minimum mandatory qualifications by completing *Response Form 01 Minimum Qualifications*:

- a. The Bidder must be licensed to do business in the State of Washington or provide a commitment that it will become licensed in Washington within thirty (30) calendar days of being selected as the ASB.
- b. The Bidder must have three (3) or more years' experience in the health care FWA detection and prevention market providing solutions to enhance program integrity activities to identify and prevent FWA.

III. LETTER OF SUBMITTAL AND BIDDER INFORMATION (M)

The Letter of Submittal and the attached *Response Form 02 Certifications and Assurances* form must be signed and dated by a person authorized to legally bind the Bidder to a contractual relationship, e.g., the President or Executive Director if a corporation, the managing partner if a partnership, or the proprietor if a sole proprietorship. Along with introductory remarks, the Letter of Submittal is to include by attachment the following information about the Bidder and any proposed subcontractors:

- a. Name, address, principal place of business, telephone number, and fax number/e-mail address of legal entity or individual with whom a Contract would be written.
- b. Name, address, and telephone number of each principal officer (President, Vice President, Treasurer, Chairperson of the Board of Directors, etc.)
- c. Legal status of the Bidder (sole proprietorship, partnership, corporation, etc.) and the year the entity was organized to do business as the entity it now substantially exists.
- d. Federal Employer Tax Identification number or Social Security number and the Washington Uniform Business Identification (UBI) number issued by the state of Washington Department of Revenue. If the Bidder does not have a UBI number, the Bidder must state that it will become licensed in Washington within 30 calendar days of being selected as the Apparent Successful Bidder.
- e. Location of the facility from which the Bidder would operate.
- f. Identify any state employees or former state employees employed or on the firm's governing board as of the date of the Proposal. Include their position and

responsibilities within the Bidder's organization. If following a review of this information, it is determined by HCA that a conflict of interest exists, the Bidder may be disqualified from further consideration for the award of a Contract.

- g. Any information in the Proposal that the Bidder desires to claim as proprietary and exempt from disclosure under the provisions of RCW 42.56 must be clearly designated. The page must be identified and the particular exemption from disclosure upon which the Bidder is making the claim must be listed. Each page claimed to be exempt from disclosure must be clearly identified by the word "Proprietary" printed on the lower right hand corner of the page. In your Letter of Submittal, please list which pages and sections that have been marked "Proprietary" and the particular exemption from disclosure upon which the Bidder is making the claim.

IV. SUBCONTRACTORS (M)

In order to achieve the best combination of experience and skill, Bidders may contract with other firms to provide improved solutions that are in the best interest of the State and the Bidder. In all instances of Bidder relationships with other parties, one Bidder must serve as the Contractor and bear the responsibility for successful performance of the Contract. If any such relationships are proposed, the Bidder's Proposal must provide the following detail. Please limit responses to three (3) pages and minimum font size of 10. Where appropriate, Bidder may write "(Bidder Name) has read, understands, and fully complies with this requirement" in response to the question.

- a. Identify and describe any relationship with another party.
- b. Describe in detail Bidder's management of Subcontractor relationships to ensure high quality performance of all Subcontractor functions.
- c. Agree that any and all such relationships, including "advisors", must be Subcontractors to the Bidder and that the Bidder must be the Contractor.
- d. Agree that, as the Contractor, Bidder accepts full responsibility for successful performance of the entire Scope of Work requested in this RFP and will indemnify the State for the acts and omissions of its Subcontractors.
- e. Agree that HCA has the same rights to remove Subcontractor staff or other parties as it does Bidder staff.

V. OTHER RELATED INFORMATION (M)

- a. If the Bidder or any Subcontractor contracted with the state of Washington during the past twenty-four (24) months, indicate the name of the agency, the contract number, and project description and/or other information available to identify the contract.
- b. If any of the Bidder's staff or Subcontractor's staff was an employee of the state of Washington during the past twenty-four (24) months, or is currently a Washington State employee, identify the individual by name, the agency previously or currently employed by, job title or position held, and separation date.
- c. If the Bidder has had a contract terminated for default in the last five years, describe such incident. Termination for default is defined as notice to stop performance due to the Bidder's non-performance or poor performance and the

issue of performance was either (a) not litigated due to inaction on the part of the Bidder, or (b) litigated and such litigation determined that the Bidder was in default. This question is not limited to state of Washington contracts.

- d. Submit full details of the terms for default including the other party's name, address, and phone number. Present the Bidder's position on the matter. HCA will evaluate the facts and may, at its sole discretion, reject the Proposal on the grounds of the past experience. If no such termination for default has been experienced by the Bidder in the past five (5) years, so indicate. This question is not limited to state of Washington contracts.

VI. OFFICE OF MINORITY AND WOMEN'S BUSINESS ENTERPRISES (Optional)

- a. Include proof of certification issued by the Washington State Office of Minority and Women's Business Enterprises (OMWBE) if certified minority-owned firm and/or women-owned firm(s) will be participating on this project. For information: <http://www.omwbe.wa.gov>.

VII. SMALL AND DIVERSE BUSINESS INCLUSION PLAN (MR)

- a. *Response Form 05 – Diverse and Small Business Inclusion Plan* must be included.

VIII. WAGE THEFT PREVENTION (MR)

- a. *Response Form 09 – Wage Theft Prevention* must be completed, signed and dated by a person authorized to legally bind the Bidder to a contractual relationship, e.g., the President or Executive Director if a corporation, the managing partner if a partnership, or the proprietor if a sole proprietorship.

IX. BIDDER KNOWLEDGE AND EXPERIENCE (MS) – 360 points

Bidder must respond to each of the following MS requirements which will be scored. Please describe the experience requested below of the Bidder and any Subcontractors, if applicable, clearly indicating which organization possesses the experience or knowledge in each response. Per *RFP Section 4.7, Evaluation Weighting and Scoring*, 360 points for Phase 1 will be allocated to this section.

- a. **(MS)** Describe the Bidder's knowledge and experience in the health care FWA detection and prevention market. (48.75 points)
- b. **(MS)** Describe the Bidder's knowledge and experience in the Medicaid FWA detection and prevention market. (45 points)
- c. **(MS)** Describe the Bidder's successes, failures and lessons learned in health care FWA detection and prevention. (48.75 points)
- d. **(MS)** Describe the Bidder's knowledge and experience developing and supporting solutions that comply with HIPAA security and privacy rules, as well as any other federal or state privacy laws. (48.75 points)
- e. **(MS)** Describe the Bidder's knowledge and experience in developing and securing health care data systems and data. (48.75 points)

- f. **(MS)** Describe the Bidder's experience with integrating the Solution with cloud-centric architectures. (37.5 points)
- g. **(MS)** Describe the Bidder's knowledge and experience in upholding and maintaining data integrity. (33.75 points)
- h. **(MS)** Please describe the Bidder's experience in migrating a client between FADS. (26.25 points)
- i. **(MS)** Describe other relevant experience that indicates the qualifications of the Bidder's Firm, and any Subcontractor firms, for the performance of the potential contract. (22.5 points)

X. BIDDER PROPOSED SOLUTION (MS) – 360 points

Bidder must respond to each of the following questions which will be scored. Per *RFP Section 4.7, Evaluation Weighting and Scoring*, 360 points for Phase 1 will be allocated to this section.

- a. **(MS)** Provide a high-level description of the Bidder's Proposed Solution. (60 points)
- b. **(MS)** Please describe the Bidder's experience and number of years with the Proposed Solution and associated software. (78 points)
- c. **(MS)** Please describe the development and ownership of the Bidder's Proposed Solution, e.g., the Solution developed by either the contractor and/or with the Subcontractor. (60 points)
- d. **(MS)** Please describe two (2) implementations (current or past) of the Bidder's proposed health care FWA detection and prevention solution and how data was secured. (84 points)
- e. **(MS)** Please describe the outcomes of two (2) successful implementations of the Bidder's Proposed Solution. Provide supporting quantifiable (beyond dollars recovered) measures of the success. (78 points)

XI. MANAGEMENT APPROACH (MS/M) – 80 points

Bidder must respond to each of the following questions which will be scored. Per *RFP Section 4.7, Evaluation Weighting and Scoring*, 80 points for Phase 1 will be allocated to this section. This section contains both MS and M elements.

- a. **(MS)** Provide a brief description of Bidder's firm, including primary business location(s), size, areas of specialization and expertise, years in business, customer base and any other pertinent information that would aid an evaluator in formulating a determination about the stability and strength of the Bidder, as well as the value and commitment of the Bidder as a resource to the HCA. Include the number of years relevant to this question. (29.33 points)

- b. **(MS/M) Project Team Structure/Lines of Authority**
 - i. **(MS)** Provide a description of the proposed project team structure and internal controls to be used during the course of the project, including any Subcontractors. (26.67 points)
 - ii. **(M)** Provide an organizational chart of your firm indicating lines of authority for personnel that would be involved in performance of a Contract resulting from this RFP and relationships of this staff to other programs or functions of the firm. This chart must also show lines of authority to the next senior level of management. Include who within the firm will have prime responsibility and final authority for the work.
- c. **(MS/M) Bidder's Staff and Qualifications**
 - i. **(M)** Identify all staff, including Subcontractor staff, who would be assigned to a Contract resulting from this RFP and the amount of time each will be assigned to the project. Indicate the role and responsibilities of each individual, including for the following Key Staff Roles and any additional role the Bidder deems as Key:
 - a) Lead Business Analyst
 - b) Technical Lead
 - c) Project Manager
 - ii. **(M)** Provide a resume for each Key Staff that includes information on the individual's particular skills pertinent to this project and the staff member's role on the project, education/training, experience, significant accomplishments and any other pertinent information (limit two (2) pages per staff member).
 - iii. **(MS)** In the Key Staff Skill Sets response form (*Response Form 03 Key Staff Skill Sets*) provided, for each Key Staff identified by the Bidder in response above, list the skill sets necessary to successfully complete their role. Describe how the Key Staff meets the necessary skill sets. (24 points)
 - iv. **(M)** The Bidder must commit that staff identified in its Proposal will actually perform the assigned work. Any staff substitution must have the prior written approval of HCA.

XII. FADS REQUIREMENTS AND CHECKLIST (MR/M)

See the instructions in and complete *Appendix C – FADS Requirements and Checklist* for each requirement. If the Bidder's Proposed Solution does not meet the mandatory requirements or the Bidder does not agree to mandatory requirements, the Proposal will not be scored.

PHASE 2
WRITTEN PROPOSAL & COST PROPOSAL

**SOLUTION DESCRIPTION, BIDDER’S PROPOSED SOLUTION, APPROACH TO THE
STATEMENT OF WORK (SOW) and COST PROPOSAL**

Bidders who receive the highest scores from Phase 1 will advance to the Phase 2 evaluation. Points from Phase 1 will carry over to Phase 2. If a Bidder’s Phase 1 Proposal does not advance to Phase 2, as described above, the RFP Coordinator will notify the Bidder in writing. There is no minimum number of Bidders that will be selected to advance.

Phase 2 consists of three mandatory scored (MS) sections: the Non-Cost Written Proposal, the Cost Proposal, and the *Response Form 08 Executive Order 18-03* sections.

Within the Non-Cost Written Proposal section, there are four (4) subsections: the Solution Description, the Functional Requirements, the Technical Requirements, and the Approach to the SOW. Phase 2 contains both MS and M elements.

Within the Cost Proposal section, there are four (4) cost elements: Implementation cost, O&M cost, Blended Hourly Rate for Implementation, and Blended Hourly Rate for O&M.

Phase 2 is worth a maximum of 1,200 Points.

I. NON-COST WRITTEN PROPOSAL (MS) – 960 points

Bidder must respond to each of the following questions which will be scored. Per *RFP Section 4.7, Evaluation Weighting and Scoring*, 960 points for Phase 2 will be allocated to this section.

a. SOLUTION DESCRIPTION (MS) – 96 points

Bidder must respond to each of the following questions which will be scored. Per *RFP Section 4.7, Evaluation Weighting and Scoring*, 96 points for Phase 2 – Non-Cost Written Proposal will be allocated to this subsection.

Provide a description of the Bidder’s Proposed Solution.

- i. **(MS)** Provide an overall/general description of the Bidder’s Proposed Solution. (42.67 points)
- ii. **(MS)** Summarize how the Bidder’s Proposed Solution meets the objectives in the *RFP Section 1.5 Procurement Objectives* (53.33 points):
 - Increases HCA’s ability to identify difficult to detect fraud, waste and abuse patterns.
 - Augments Program Integrity staff abilities, reduces their manual load and is balanced between machine learning and staff input.
 - Provides state-of-the-art fraud, waste and abuse detection techniques, methodologies and services.
 - Best fits HCA’s functional and technical requirements at the best value to HCA.

- Has an existing fraud, waste and abuse detection application that can be configured and/or customized to meet HCA’s requirements.
- Leverages lessons learned from other states and incorporates trends as they are identified when implemented and in an ongoing manner.
- Enables HCA to build upon its current program integrity efforts.
- Integrates with HCA’s case management solution, ServiceNow.
- Meets or exceeds Federal enterprise architecture and security certification standards, and the Center for Medicare and Medicaid (CMS) Seven Conditions and Standards that are required for enhanced Federal funding.
- Ensures compliance with all applicable federal and state security and privacy requirements including, but not limited to, HIPAA, HITECH and OCIO.
- Is balanced in ongoing maintenance between Bidder and staff support.

b. FUNCTIONAL REQUIREMENTS RESPONSE (MS) – 288 points

Bidder must respond to each of the following questions which will be scored. Per *RFP Section 4.7, Evaluation Weighting and Scoring*, 288 points for Phase 2 – Non-Cost Written Proposal will be allocated to this subsection.

- i. **(MS)** Analytical – Limit responses to each alphabetical instruction below to one (1) page or less.
 - a) **(MS)** Please describe the ability of the Bidder’s Proposed Solution to generate alerts based on data analysis that identifies provider “billing spikes”, “pattern deviation”, outliers, and other aberrancies. (See *Requirements R-1, R-1.1, R-1.2, R-1.3, R-1.4.*)

Describe the solution’s ability to generate alerts that would notify specific analysts of the findings on a weekly, monthly or quarterly basis as required, including information and data that prompted the alert. (See *Requirement R-4.*)

Describe the ability of the Bidder’s Proposed Solution and the Bidder’s process of working collaboratively with state subject matter experts to implement approved alerts and provide knowledge transfer and training so that HCA can support the ongoing development and update of alerts. (15.62 points)
 - b) **(MS)** Please describe the ability of the Bidder’s Proposed Solution to develop and implement Predictive Models using disparate data sets for identifying patterns that lead to possible detection of abuse. (See *Requirements A-5 and G-12.*)

Describe the ability of the Bidder’s Proposed Solution and the Bidder’s process of working collaboratively with state subject matter experts to implement approved models. (15.62 points)
 - c) **(MS)** Please describe the ability of the Bidder’s Proposed Solution to develop Unsupervised Models which may include the use of disparate data sets. This includes but is not limited to link analysis to find relationships between clients, billing providers and/or referring/prescribing providers; provider billing number rotations; and

sharing “rings”. The Bidder should list and describe the Unsupervised Models available in their Proposed Solution. (See *Requirements A-3, A-3.1, A-3.2, A-3.3 and G-12.*)

Describe the Bidder’s process of working collaboratively with state subject matter experts to implement approved models. (14.20 points)

- d) **(MS)** Please describe the ability of the Bidder’s Proposed Solution to develop Supervised Models released on flexible user defined cycles. For example, peer grouping may include but not be limited to dentists, midwives, Advanced Registered Nurse Practitioner (ARNP), physicians, denturists, pharmacies, hospitals and Durable Medical Equipment (DME) that identifies aberrant behavior within peer groups. The Bidder should list and describe the Supervised Models available in their Proposed Solution. (See *Requirement A-2.*)

Describe the Bidder’s process of working collaboratively with state subject matter experts to implement approved models. (17.04 points)

- e) **(MS)** Please describe the ability of the Bidder’s Proposed Solution to provide models that integrate the accepted case-mix or health risk adjustment. These models should provide the ability for peer group adjustments. (See *Requirements A-6 and A-6.1.*) (12.78 points)
- f) **(MS)** Please describe the ability in the Bidder’s Proposed Solution of a user to perform peer group changes based on the need to add a provider to a peer group prior to any model processing. These changes can be for any supervised and/or unsupervised model either temporarily or permanently. (See *Requirement A-2, A-3 and A-6.1.*)

Describe how these additions will be annotated on reports. (See *Requirement A-15.*) (15.62 points)

- g) **(MS)** Please describe the ability of the Bidder’s Proposed Solution to identify, rank, and report on suspicious providers’ billing patterns from predetermined patterns (algorithms or rules) in HCA’s EDW and other relevant data. (See *Requirement A-8.*) (17.04 points)
- h) **(MS)** Please describe the ability of the Bidder’s Proposed Solution to view model results in a visual format (e.g., timelines, pie charts, bar charts, scatterplots). (See *Requirement A-9.*) (14.20 points)
- i) **(MS)** Please describe the ability of the Bidder’s Proposed Solution to utilize Social Network for Link Analysis with examples of using social networks to find links from provider or MCE to provider, provider or MCE to client, client to client and all the above to a particular entity. (See *Requirement A-10, A-10.1, A-10.2, A-10.3 and A-10.4*)

Describe how the Bidder’s Proposed Solution performs this securely. (12.78 points)

ii. **(MS)** Algorithms

- a) **(MS)** Please describe the ability of the Bidder’s Proposed Solution to investigate leads for algorithm development and to generate cost savings. Include unique or innovative features, advantages and benefits to HCA. (15.62 points)

b) **(MS)** Please describe the ability of the Bidder's Proposed Solution to allow HCA's PI staff to track algorithm development from start to finish. The process is iterative in order to arrive at refined algorithm parameters and ultimate data results as defined by Washington-specific rules, policies (e.g., RCW, WAC or Medicaid State Plan) and subject matter expert/Contractor inputs. (See *Requirement A-4 & A-15.*) (15.62 points)

c) **(MS)** Please describe how the Bidder's Proposed Solution identifies difficult-to-detect risk and fraud patterns.

If the Bidder's Proposed Solution employs machine learning, please also describe (See *Requirement A-11, A-11.1.*) (14.20 points):

1. How it is used.

2. The ability to disable or control machine learning. What would be the impact to the Proposed Solution if machine learning were not used?

3. How the Bidder's Proposed Solution is able to incorporate subject matter experts' feedback into the machine learning models, as an example to reduce false positives and false negatives.

d) **(MS)** Please describe how the Bidder's Proposed Solution is able to support legal challenges to the solution's algorithms and audit findings. (14.20 points)

e) **(MS)** Please describe how the parameters from the Bidder's models could be audited and interpreted to ascertain reasons why risk was inferred or decisions were made. Include how the Bidder's models avoid bias. (14.20 points)

f) **(MS)** Please describe roadmap for the Bidder's Proposed Solution in keeping up with emerging fraud, waste and abuse detection technology. (12.78 points)

iii. **(MS)** User Interface

a) **(MS)** Please provide a high-level description of the Bidder's Proposed Solution's access, display and navigation offering. Include unique or innovative features and advantages and benefits to HCA. (See *Requirements ADN-1 through 14.*)

Describe how users access the Proposed Solution, for example is it web-based or is there a thick-client needing to be installed? (11.36 points)

b) **(MS)** Please describe how the Bidder measures usability. (See *Requirements ADN-1 through ADN-14.*)

Describe the Bidder's efforts to improve usability and how the Bidder incorporates user-feedback into the Proposed Solution's user interface. (12.78 points)

iv. **(MS)** General

- a) **(MS)** Please describe if and how the Bidder's Proposed Solution employs geospatial analysis capabilities. (See *Requirement G-13.*) (12.50 points)
- b) **(MS)** Please describe how the Bidder's Proposed Solution would display claim records that are identified in multiple leads/cases. Describe how the Bidder's Proposed Solution helps avoid double recovery of a claim record, including previously recovered claims. (See *Requirement G-9.*) (14.20 points)
- c) **(MS)** Please describe how the Bidder's Proposed Solution detects fraud, waste and abuse in encounter data. Describe how the Proposed Solution assists states' program integrity units in ensuring the encounters are accurate and truthful. (15.62 points)

c. TECHNICAL RESPONSE (MS) – 288 points

Bidder must respond to each of the following questions which will be scored. Per *RFP Section 4.7, Evaluation Weighting and Scoring*, 288 points for Phase 2 – Non-Cost Written Proposal, will be allocated to this subsection. See *RFP Section 1.3.5. Current HCA Architecture and FADS Solution Considerations* for information on HCA's Current Architecture.

i. **(MS)** Integrate with the Enterprise Data Warehouse (EDW)

- a) **(MS)** The HCA EDW development team will provide all required data for the FADS Solution per a schema specification. Please provide a logical data model with the Bidder's required schema specification. (See *Requirements INT-1 and G-7.*) (18.44 points)
- b) **(MS)** Please describe how the Bidder's Proposed Solution will directly connect to access and utilize the data from the EDW's RedShift cluster (See *Requirement INT-1.*)

If the Bidder's Proposed Solution is unable to directly connect to the data source, describe how the Bidder's Proposed Solution will obtain the data. (18.44 points)
- c) **(MS)** Please describe how often the Bidder's Proposed Solution will pull the data from the source, for example: in real time, once a week. (12.77 points)
- d) **(MS)** Please describe how the Bidder will use the minimum amount of data from the EDW to accomplish FWA detection. (See *Requirement G-8.*) (14.19 points)
- e) **(MS)** Please describe how the Bidder will use the data from the EDW with as little persistence as possible. (See *Requirements G-7 and G-8.*) (14.19 points)

- f) **(MS)** Please describe how the Bidder will use the data from the EDW with as little transformation as possible. (See *Requirement G-10.*)

If the Bidder's Proposed Solution must perform transformations of the source data, please provide a technical explanation as to what the transformations are and why. (18.44 points)

- g) **(MS)** Please describe the life cycle of the data once it enters the Bidder's Proposed Solution, including data integrity and security. (14.19 points)

ii. **(MS)** External Data Sources

- a) **(MS)** Please describe in detail how the Bidder's Proposed Solution integrates with external data sources. Provide the types of data sources with which the Bidder's Proposed Solution can integrate, including 3rd party services. (See *Requirement INT-3 and INT-8.*) (17.02 points)

- b) **(MS)** Please describe the way that the Bidder's Proposed Solution manages the life-cycle of data which are integrated in the Bidder's Proposed Solution. (14.19 points)

- c) **(MS)** Please describe how efficiently additional data sources can be added to and integrate with the models in the Bidder's Proposed Solution. (See *Requirement INT-3 and INT-8.*) (14.19 points)

iii. **(MS)** Integrating with HCA's Case Management Solution

- a) **(MS)** Please describe how the Bidder's Proposed Solution will integrate with a case management solution, ServiceNow. At a minimum, please address technical interfaces, transferring and updating of data and information, and the types of data and information to be passed back and forth. (See *Requirements INT-2, INT-5, INT-6 and INT-7.*) (18.44 points)

iv. **(MS)** Privacy, Security and Records

- a) **(MS)** Please describe how sensitive data that requires additional protections, such as those related to behavior health, are handled with in the Bidder's Proposed Solution. (15.61 points)

- b) **(MS)** HCA seeks to control access to the software. Please describe the Bidder's approach to administration and authentication for all users (15.61 points).

1. Describe the ability of the Bidder's Proposed Solution to support role-based authentication. (See *Requirement S-6.*)
2. Describe the ability of the Bidder's Proposed Solution to support multiple administrator roles to administer access to the software and administer content within the software. (See *Requirement S-7.*)
3. Describe the ability of the Bidder's Proposed Solution to customize administrative permissions. (See *Requirement S-8.*)
4. Describe which external identity providers the Bidder's Proposed Solution can utilize, for example Active Directory

Services, Security Assertion Markup Language (SAML) 2.0, multi-factor authentication. (See Requirement S-9.)

5. Describe the Bidder's Proposed Solution's ability to utilize multiple external identity providers.

c) (MS) Please describe how the Bidder's Proposed Solution complies with the requirements of Office of the Chief Information Officer (OCIO) Policy 141.10 IT security standard (See Appendix F – OCIO Policy 141.10). The IT security standard applies to all IT systems and applications, inside and outside of the State Government Network (SGN). This applies whether government-owned IT systems, Contractor, or Subcontractor-owned systems that process state information. (Please see introduction section of OCIO Policy 141.10) for clarification and describe how the Bidder's Proposed Solution complies with the following requirements (See Requirement S-1.) (15.61 points):

1. OCIO 141.10 Section 3.
2. OCIO 141.10 Section 4.
3. OCIO 141.10 Section 5.
4. OCIO 141.10 Section 6.
5. OCIO 141.10 Section 7.
6. OCIO 141.10 Section 8.
7. OCIO 141.10 Section 10.
8. OCIO 141.10 Section 11.

d) (MS) HCA must comply with system of records storage requirements. Describe the approach of the Bidder's Proposed Solution to provide code compliant record storage. (See Requirements S-3 and S-4) (15.61 points)

1. What is the Bidder's disaster recovery and business continuity mechanisms? (See Requirement S-1.)
2. How will retention of records be managed? (RCW 40.14, <http://app.leg.wa.gov/RCW/default.aspx?cite=40.14>) (Appendix G) (See Requirement S-4.)
3. What is the retrieval plan for the return of all records and data once Contract ends/terminates or Contractor changes hands/ceases to exist? (See Requirement S-4.)
4. How will the records be extracted and exported in a timely manner in response to a public disclosure/litigation request? (e.g., RCW 42.56, <http://app.leg.wa.gov/RCW/default.aspx?cite=42.56>) (Appendix H) (See Requirement S-3.)

e) (MS) Describe the industry security framework the Bidder's organization and/or Proposed Solution adheres to (NIST, HIPAA, ISO, etc.). Additionally, please add any certifications the Bidder's Proposed Solution is compliant with, e.g. SOC2 Type II, FedRamp, HiTrust etc. (12.77 points)

v. **(MS)** User Interface

(MS) Describe any dependencies the Bidder's Proposed Solution may have for users to access the Proposed Solution, for example Java, HTML5, etc. (11.35 points)

vi. **(MS)** User and System Documentation

(MS) Describe how the Bidder keeps its FADS data dictionary current and integrates changes/updates to HCA's enterprise data dictionary, Collibra. (See Requirement U-7 and U-11.) (12.77 points)

vii. **(MS)** Other

(MS) Describe how the Bidder makes overall improvements to the Solution. (14.19 points)

d. **ASSUMPTIONS (M)**

List all assumptions made around the Bidder's Proposed solution description and responses.

e. **APPROACH TO THE SOW (MS) – 288 points**

Bidder must respond to each of the following questions which will be scored. Per *RFP Section 4.5. Evaluation Weighting and Scoring*, 288 points for Phase 2 – Non-Cost Written Proposal will be allocated to this subsection.

(MS) Bidder's Approach

i. **(MS)** Overall Approach to the SOW (Limit ten (10) pages)

Provide a complete description of the Bidder's approach for implementing the Proposed Solution and completing the activities and deliverables in the SOW and all additional/other activities and deliverables the Bidder proposes. The deliverables identified in the SOW are the minimum to complete the work. Where necessary in your approach, include additional deliverables beyond those identified in SOW. For the Bidder's deliverables, include unique or innovative features, advantages and benefits to HCA.

Please also include:

- How the Bidder will migrate/incorporate HCA's current algorithms into the Bidder's Proposed Solution.
- Please describe how the Bidder will maintain accuracy of training as it relates to updates to the solution during O&M.
- Provide a high-level description of the proposed Data Dictionary offering that meets HCA's requirements. (19.96 points)

ii. **(MS)** Operations and Maintenance (O&M) (Limit ten (10) pages)

Provide a complete description of the Bidder's approach to providing

Operations and Maintenance for the FADS during O&M, including the services and deliverables identified in the SOW (*SOW Section 7.0*) and all additional/other activities and deliverables the Bidder proposes. (The deliverables identified in the SOW are the minimum to complete the work. Where necessary in your approach, include additional deliverables than those identified in SOW.) For the Bidder's deliverables, include unique or innovative features, advantages and benefits to HCA. (19.96 points)

- a) **(MS)** Please describe the Bidder's proposed O&M offering to include how the Bidder will interact with HCA on a day-to-day basis. Include advantages and benefits to HCA. Include staffing organization, roles and responsibilities, identifying any Subcontractors. (21.39 points)
 - b) **(MS)** Describe the Bidder's approach for client feedback, change request(s), Solution monitoring, disaster recovery. (18.53 points)
 - c) **(MS)** Please provide a description of how the Bidder will be responsible for the performance of FADS during the life of the Contract as well as any future amendments. (19.96 points)
 - d) **(MS)** Please describe the Bidder's method to manage all maintenance (including data updates and data management), scheduled jobs, and creation of results for queries with an extended response time that will be accomplished on a schedule that will still allow the Solution to be available, at a minimum, for online queries. (21.39 points)
 - e) **(MS)** Please describe the conditions under which the Solution would be available during off-hours, ideally 6:00 P.M. to 6:00 A.M, PST and on Saturday, Sunday and legal holidays. (12.83 points)
 - f) **(MS)** Please describe how the Bidder will leverage new techniques and lessons learned from other states on a continual basis and continue to improve the detection of fraud, waste and abuse in HCA's instance of the Bidder's Proposed Solution. (18.53 points)
 - g) **(MS)** Describe Bidder's approach for promoting approved changes into User Acceptance Testing and from User Acceptance Testing to production environment. (12.83 points)
 - h) **(MS)** Describe Bidder's process for dealing with emergency fixes. Include how Bidder's fix will be tested and promoted through testing environments to production. (14.26 points)
- iii. **(MS)** Describe the Bidder's overall approach to risk management and mitigation for the project. Note that the SOW requires a Project Log deliverable and ongoing risk logging and tracking. (15.68 points)
 - iv. **(MS)** Identify the significant risks to the success of the project and how the Bidder would help mitigate these risks. (18.53 points)
 - v. **(MS)** Describe any constraints or assumptions identified by the Bidder that may limit or support the successful implementation to the Bidder's Proposed Solution. (17.11 points)
 - vi. **(MS)** Describe how the Bidder ensures the work performed and its deliverables are of high quality. (19.96 points)

- vii. **(MS)** Provide a high-level Work Plan that includes all tasks and activities necessary to accomplish the Scope of Work defined in this RFP. The Work Plan must contain sufficient detail to convey to members of the evaluation team the Bidder's knowledge of Medicaid FWA detection and prevention and the skills necessary to successfully implement FADS.

Include any required involvement of HCA resources and the experience and skill level of the HCA staff required (e.g., Technical SME, Business SME, Security SME, etc.). (21.39 points)

- viii. **(MS)** Provide a high-level project schedule that identifies the start and end of each task and when each deliverable will be completed, including all HCA tasks, to complete the Scope of Work, including O&M and the CMS Certification Warranty Period. The Bidder's project schedule must include ten (10) business days for review and acceptance of Contractor's deliverables. (15.68 points)

II. **COST PROPOSAL (MS) – 180 points**

Bidder must respond to each of the following questions which will be scored. Per *RFP Section 4.7, Evaluation Weighting and Scoring*, 180 points for Phase 2 will be allocated to this section.

The evaluation process is designed to award this procurement not necessarily to the Bidder of least cost, but rather to the Bidder whose Proposal best meets the requirements of this RFP. However, Bidders are encouraged to submit Proposals which are consistent with state government efforts to conserve state resources. The score for the Cost Proposal will be computed as described in RFP Section 4.3, *Scoring Methodology: Phase 2 Cost Proposal*.

a. **(MS) Implementation Cost Proposal – 72 points**

Bidder must respond to each of the following section which will be scored. Per *RFP Section 4.7, Evaluation Weighting and Scoring*, 72 points for Phase 2 – Cost Proposal will be allocated to this subsection.

Payments under the Contract resulting from this RFP shall be made on a deliverable-basis. Note that the Bidder is required to collect and pay Washington state sales and use taxes, as applicable, and all Deliverable costs are inclusive of any applicable sales and use taxes.

- i. Complete the Cost Proposal – Implementation *Response Form 04a Cost Proposal Template* by providing the cost in U.S. dollars for the work and deliverables identified in the Statement of Work for Implementation (*SOW Appendix A, Sections 1.0 – 6.0*) and any other deliverables identified in the Bidder's Approach. Follow the approach to the pricing of deliverables provided in the template and see the *RFP Section 1.8 Funding*

b. **(MS) Operations & Maintenance Cost Proposal – 90 points**

Bidder must respond to each of the following sections which will be scored. Per *RFP Section 4.7, Evaluation Weighting and Scoring*, 90 points for Phase 2 – Cost Proposal will be allocated to this subsection.

- i. Complete the Cost Proposal – Operations and Maintenance *Response*

Form 04b Cost Proposal Template by providing the annual cost in U.S. dollars for O&M (*SOW Appendix A, Section 7.0*), Enhancements, and any other deliverables identified in the Bidder's Approach, for five (5) years following HCA's acceptance of the FADS Go-Live. Include the cost of an annual license for the FADS. Note that the Bidder is required to collect and pay Washington state sales and use taxes, as applicable, and all Deliverable costs are inclusive of any applicable sales and use taxes.

- ii. Assumption – one hundred (100) people shall require access to and/or use of the solution.
- iii. Assumption – Year 1 of O&M needs to take into consideration the Certification Warranty Period, SOW and RFP.

c. (MS) Bidder's Hourly Rates – Implementation – 9 points

Bidder must respond to the following section which will be scored. Per *RFP Section 4.7, Evaluation Weighting and Scoring*, 9 points for Phase 2 – Cost Proposal will be allocated to this subsection.

- i. In the table in *Response Form 04a Cost Proposal Template* (MS) Bidder's Hourly Rate – Implementation.

Please list the blended rate to use should HCA require additional support or enhancement during the project.

d. (MS) Bidder's Hourly Rates – O&M – 9 points

Bidder must respond the following section which will be scored. Per *RFP Section 4.7, Evaluation Weighting and Scoring*, 9 points for Phase 2 – Cost Proposal will be allocated to this subsection.

- i. In the table in *Response Forms 04b Cost Proposal Template* (MS) Bidder's Hourly Rate – Operation and Maintenance.

Please list the blended rate to use should HCA require additional support or enhancements during Operations and Maintenance.

III. EXECUTIVE ORDER 18-03 (MS) – 60 points

Bidder must respond to each of the following questions which will be scored. Per *RFP Section 4.7, Evaluation Scoring*, 60 points for Phase 2 will be allocated to this section.

Pursuant to RCW 39.26.160(3) and consistent with Executive Order 18-03 – Supporting Workers' Rights to Effectively Address Workplace Violations (dated June 12, 2018), HCA will evaluate bids for best value and provide a bid preference in the amount of 60 points to any Bidder who certifies, pursuant to the certification attached as *Response Form 08 Executive Order 18-03*, that their firm does NOT require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waiver. Bidders that do require their employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waiver will not be disqualified evaluation of this *RFP*, however they will receive zero (0) points for this section.

PHASE 3

PRESENTATION AND DEMONSTRATION

Bidders who are determined by the Evaluation Team to have the highest Phase 1 and Phase 2 summed scores from Phase 2 will advance to the Phase 3 evaluation. Points from Phases 1 and 2 will carry over to Phase 3. If a Bidder's Phase 2 Proposal does not advance to Phase 3, as described above, the RFP Coordinator will notify the Bidder in writing. There is no minimum or maximum number of Bidders that will be selected to advance to Phase 3.

By submitting a Response, the Bidder understands and agrees that any assertions or commitments made verbally during the presentation will be relied upon by HCA as accurate and binding and will be incorporated into the final contractual document between the parties unless expressly agreed otherwise by the parties. The Bidder further agrees to inform any and all of its employees, Subcontractors, or other participants it invites to partner that all commitments made verbally shall be binding.

Phase 3 consists of three (3) mandatory scored **(MS)** sections: the References, Issues, and, Presentation and Demonstration. This Phase is worth a maximum of 2,000 points.

I. REFERENCES (MS)

Please submit references by Proposal Due Date as outlined in *RFP Section 1.2 Estimated Schedule of Procurement Activities*.

Provide three (3) business references for the Bidder and three (3) business references for the lead staff person for whom work has been accomplished during the last five (5) years and briefly describe the type of service provided. Do not include current HCA staff as references. Do include the following information:

- a. Project title or name
- b. Bidder's or Subcontractor's contract
- c. Project duration - start and end dates
- d. Customer company/organization name;
- e. Customer contact name, phone and email
- f. Overview of statement of work or project goals
- g. Overview of project deliverables
- h. Main technical skills utilized for project
- i. Project summary including outcomes achieved.

By submitting a Proposal in response to this RFP, the Bidder grants permission to HCA to contact these references and others, who from HCA's perspective, may have pertinent information. HCA may or may not, at HCA's discretion, contact references. HCA may evaluate references at HCA's discretion.

II. ISSUES (MS)

Please submit Issues Lists by Proposal Due Date as outlined in *RFP Section 1.2 Estimated Schedule of Procurement Activities*.

- a. Please complete *Response Form 06 SOW Issues List* for issues the Bidder's has with the draft SOW's activities or deliverables.
- b. Please complete *Response Form 07 Sample Contract/BAA/DSA Issues List* for draft contract issues. Please number your issues using the form and include a redlined copy of the draft contract and BAA/DSA (see *Appendix D and Appendix E*) as backup to the *Response Form 07*. Please note any issues with the Attachment D – Performance Guarantees in this document.

III. PRESENTATION AND DEMONSTRATION (MS)

Please refer to *RFP Section 1.2 Estimated Schedule of Procurement Activities* for estimated presentation and demonstration dates.

In addition to the questions noted below, the evaluation team will prepare questions specific to the Bidder's Proposed Solution during Phase 2.

Bidder shall use their own mock data for the demonstrations.

The Bidder's presentation and demonstration will be performed online for multiple remote HCA evaluators and may be recorded. Provide an electronic copy of your presentation to the RFP Coordinator prior to the start of your presentation.

Presentation Instructions

Provide an overview presentation of the Bidder's Proposed Solution. Include the following information:

- a. How does the Proposed Solution technically communicate?
- b. What functions are being integrated between the FADS and case management?

Solution Demonstration Instructions

- a. Demonstrate how the Bidder's Proposed Solution meets the following General Requirements, below.

No.	Priority	General Solution Requirement
G-1	Mandatory	The Solution shall be software-as-a-service (SaaS).
G-2	Mandatory	The Solution shall have a modular approach (e.g. discrete functional modules, that can be enabled, disabled, or even removed and added from the Solution).
G-3	Mandatory	The Solution shall be in alignment with Medicaid Information Technology Architecture (MITA 3.0) framework (https://www.medicaid.gov/medicaid/data-systems/medicaid-information-technology-architecture/medicaid-information-technology-architecture-framework/index.html).
G-7	Desirable – high	The Solution shall at most have only a single copy of data; ideally the Solution will use data sourced directly from HCA's EDW without any extraction
G-8	Desirable – high	The Solution shall maintain the minimum amount of data necessary in the FADS to support detection of fraud, waste and abuse.
G-9	Desirable – high	The Solution shall support the prevention of the double recovery of claims.
G-10	Desirable – high	The Solution shall perform minimal transformations on the source data.
G-11	Desirable – high	The Solution shall support geospatial analysis of detected fraud, waste and abuse.
G-12	Desirable – high	The Solution shall be able to ingest, read and utilize disparate data formats, such as .pdf and image files, etc.
G-13	Desirable – high	The Solution shall have the ability to be reverted to the previous version, when necessary.
G-14	Desirable – high	The Solution shall have incident/resolution tracking that is available to HCA staff for reporting.
G-15	Desirable – high	The Solution shall integrate with the Washington State AWS cloud environment in a way that minimizes the costs associated with compute, storage, and transport of data.

- i. Demonstrate how the Bidder's Proposed Solution detects fraud, waste and abuse in encounter data. Describe how the Proposed Solution assists states' program integrity units in ensuring the encounters are accurate and truthful.
- ii. Demonstrate any significant additional general capabilities the Bidder's Proposed Solution includes.

b. Demonstrate how the Bidder's Proposed Solution meets the following Integration Requirements, below.

No.	Priority	Integration Solution Requirement
INT-1	Mandatory	The Solution shall use HCA's directed data source, which at this time is HCA's Enterprise Data Warehouse, an Amazon Redshift cluster hosted in the HCA AWS environment.
INT-2	Mandatory	The Solution shall integrate with HCA PI's case management Solution, ServiceNow.
INT-3	Mandatory	The Solution shall be able to connect to multiple databases, for example Department of Social and health Service's (DSHS's) Social Service Payment System (SSPS) database.
INT-4	Desirable – high	The Solution shall connect directly to the Enterprise Data Warehouse, an Amazon Redshift cluster hosted in the HCA AWS environment.
INT-5	Desirable – high	The Solution shall use application programming interfaces (APIs) to integrate with the case management solution.
INT-6	Desirable – high	The Solution shall be able to trigger new leads/cases in HCA's case management system both manually and from automated alerts.
INT-7	Desirable – high	The Solution shall be able to pass information relevant to the lead to the case management system.
INT-8	Desirable – Medium	The Solution shall use APIs to integrate with non-P1 data sources.

i. Demonstrate any significant additional integration capabilities the Bidder's Proposed Solution includes.

c. Demonstrate how the Bidder's Proposed Solution meets the following Analytics Modeling and Algorithms Requirements, below.

No.	Priority	Analytics Modeling and Algorithms Solution Requirement	Analytics Modeling and Algorithms Solution Sub-Requirement
A-1	Mandatory	The Solution shall support HCA's Program Integrity to run models, including but not limited to:	
A-1.1	Mandatory		Utilization comparisons between providers or managed care entities (MCEs) and their peer groups
A-1.2	Mandatory		Billing spikes
A-1.3	Mandatory		User customized models
A-2	Mandatory	The Solution shall provide supervised modeling.	
A-3	Mandatory	The Solution shall provide unsupervised modeling, utilizing at least one of the below:	
A-3.1	Desirable – High		Link analysis to find relationships between clients, billing providers and/or referring/prescribing providers

No.	Priority	Analytics Modeling and Algorithms Solution Requirement	Analytics Modeling and Algorithms Solution Sub-Requirement
A-3.2	Desirable – High		Provider billing number rotations
A-3.3	Desirable – High		Sharing “rings”
A-4	Mandatory	The Solution shall be able to create custom algorithms, including HCA’s current algorithms.	
A-5	Desirable – High	The Solution shall provide predictive modeling.	
A-6	Desirable – High	The Solution shall provide models that integrate the accepted case-mix or health risk adjustment.	
A-6.1	Desirable – High		The Solution’s models shall provide the ability for peer group adjustments
A-7	Desirable – High	The Solution shall allow the user to drill down on models with graphical displays.	
A-8	Desired – high	The Solution shall have the ability to identify, rank, and report on providers of interest, for example due to billing patterns from predetermined patterns (algorithms or rules).	
A-9	Desired – high	The Solution shall allow the user to view model results in a graphical format (e.g., timelines, pie charts, bar charts.).	
A-10	Desired – Medium	The Solution shall utilize Social Network for Link Analysis with examples of using social networks to at a minimum find:	
A-10.1	Desired – Medium		Links from provider or MCE to provider
A-10.2	Desired – Medium		Provider or MCE to client
A-10.3	Desired – Medium		Client to client
A-10.4	Desired – Medium		All of the above to a particular entity
A-11	Desired – high	The Solution shall make use of available machine learning to augment its FADS.	
A-11.1	Desired – high		The Solution shall be able to disable machine learning and not impact the rest of the Solution
A-12	Desired – high	The Solution shall look for relationships, including but not limited to:	
A-12.1	Desired – High		Client-provider links
A-12.2	Desired – High		Provider-Provider links
A-12.3	Desired – High		MCO-Provider links

No.	Priority	Analytics Modeling and Algorithms Solution Requirement	Analytics Modeling and Algorithms Solution Sub-Requirement
A-12.4	Desired – high		MCO-Client links
A-12.5	Desired – High		Potential fraud networks
A-13	Desired – High	The Solution shall employ Geospatial analysis with visualization.	
A-14	Desired – High	The Solution shall be able to schedule existing and new algorithm analyses.	
A-15	Desired – High	The Solution shall track and document all changes to algorithms when being developed and in use to provide transparency.	
A-16	Desired - High	The Solution shall save the data sets sent as leads to case management such that the data sets can be further analyzed FADS.	

i. Demonstrate any significant additional analytics modeling and algorithms capabilities the Bidder’s solution includes.

d. Demonstrate how the Bidder’s solution meets the Alerts and Reports Requirements, below.

No.	Priority	Alerts and Reports Solution Requirement	Alerts and Reports Solution Sub-Requirement
R-1	Desired – high	The Solution shall generate alerts based on data analysis that identifies, but is not limited to:	
R-1.1	Desired – high		Provider “billing spikes”
R-1.2	Desired – high		“Pattern deviation”
R-1.3	Desired – High		Outliers
R-1.4	Desired – high		Other aberrancies
R-2	Desired – high	The Solution’s alerts shall include the data and information about what prompted the alert.	
R-3	Desired – high	The Solution’s alerts shall lead to the evidence of the alert, for example an attached findings or a hyperlink to the findings.	
R-4	Desired – high	The Solution’s alerts shall notify specific analysts of analytics findings.	
R-5	Desired – high	The Solution shall provide a data report for the results of its fraud, waste and abuse detection analysis that includes but is not limited to:	
R-5.1	Desired – high		Transaction Control Numbers (TCNs) identified

No.	Priority	Alerts and Reports Solution Requirement	Alerts and Reports Solution Sub-Requirement
R-5.2	Desired – high		Providers
R-5.3	Desired – high		Clients
R-5.4	Desired – high		Service Code
R-5.5	Desired – high		Parameters around detection, including listing the taxonomies used
R-5.6	Desired – high		Reason why the fraud, waste or abuse was detected
R-5.7	Desired – high		Risk score emerging patterns
R-5.8	Desired – high		Additions to the algorithms
R-5.9	Desired – high		Method for detection, such as machine learning
R-6	Desired – high	The Solution shall have the ability to produce ad hoc/customized reports.	
R-7	Desired – high	The Solution shall have the ability to produce scheduled reports.	
R-8	Desired – high	The Solution shall enable users the ability to review a report and its parameters, for example to identify false positives.	
R-9	Desirable – high	The Solution’s report parameters must be stored with the results.	
R-10	Desirable – High	The Solution shall produce utilization reports of services.	
R-11	Desirable – high	The Solution shall enable the ability to define parameters for reports that will result in unduplicated counts of values at any level of summarization (e.g., individual level and aggregate level) across several providers or procedures.	
R-12	Desirable – high	The Solution shall enable the ability for reports to be viewed by multiple users simultaneously at various locations and workstations.	
R-13	Desirable – high	The Solution shall enable the ability to download report content to Microsoft Office, Tableau, Adobe, etc.	
R-14	Desirable – high	The Solution shall enable the ability to cancel report requests before the result is returned.	
R-15	Desirable – high	The Solution shall enable the ability to drag and drop fields to report workspace and generate report.	

No.	Priority	Alerts and Reports Solution Requirement	Alerts and Reports Solution Sub-Requirement
R-16	Desirable – high	The Solution shall enable the ability to generate management reports from a report template	
R-17	Desirable – high	The Solution’s reports shall be labeled with unique identifiers.	
R-18	Desirable – high	The Solution shall produce performance monitoring reports, including but not limited to those identified in Attachment E to the RFP.	

i. Demonstrate any significant additional alerts and reports capabilities the Bidder’s Proposed Solution includes.

e. Demonstrate the Bidder’s proposed User Documentation and Support

i. Demonstrate the Bidder’s proposed Data Dictionary and System Documentation

ii. Demonstrate any significant additional User Documentation and Support the Bidder’s Proposed Solution includes.

f. Demonstrate how the Bidder’s Proposed Solution meets the Access/Display/Navigation requirements.

No.	Priority	Access/Display/Navigation Solution Requirement	Access/Display/Navigation Solution Sub-Requirement
ADN-1	Mandatory	The Solution’s user interface shall comply with recognized usability standards (e.g., the Americans with Disabilities Act (ADA), Older Americans Act, the Rehabilitation Act Section 508 Subpart B Section 1194.21).	
AD-2	Mandatory	The Solution’s user interfaces shall be fully compatible with HCA’s standard desktop operating system, Windows 10	
ADN-3	Mandatory	The Solution’s user interfaces shall be fully compatible with at least a minimum of one of HCA’s standard web browsers:	
ADN-3.1	Desirable – high		Microsoft Edge latest version
ADN-3.2	Desirable – high		Google Chrome latest version
ADN-3.3	Desirable – high		Mozilla Firefox latest version
ADN-4	Desirable – high	The Solution shall provide an intuitive and friendly user interface that reduces steps for the user.	

No.	Priority	Access/Display/Navigation Solution Requirement	Access/Display/Navigation Solution Sub-Requirement
ADN-5	Desirable – high	The Solution’s navigation process shall be as seamless as possible.	
ADN-6	Desirable – high	The Solution shall provide a context-sensitive, user-guide-type “Help” menu for the solution.	
ADN-7	Desirable – high	The Solution’s menu system must be hierarchical and provide submenus for all functional areas.	
ADN-8	Desirable – high	The Solution’s menu system shall not restrict the ability of users to directly access a screen, or the ability to access one screen from another without reverting to the menu structure.	
ADN-9	Desirable – high	The Solution shall have the ability to view information/data on more than one screen/output/window at the same time without having to jump back and forth between them.	
ADN-10	Desirable – high	The Solution shall provide both out-of-the-box and customizable/configurable “help”/descriptive information at the data/field level, such as “tool tips.”	
ADN-11	Desirable – high	The Solution should display where the user is at within the application, so the user won’t get lost within the application.	
ADN-12	Desirable – high	The Solution’s GUI drop-down lists shall be available to identify options and code descriptions for each field where applicable.	
ADN-13	Desirable – high	The Solution shall have the ability to display current date and time on all screens, windows and reports.	
ADN-14	Desirable – high	The Solution’s headers and footers shall be standardized on all screens, windows, and reports.	

- i. Demonstrate the usability of the Solution, including but not limited to:
 - a) saving reports
 - b) jumping between modules
 - c) creating an algorithm
 - d) setting up an alert
- ii. Demonstrate any significant additional access/display/navigation capabilities the Bidder’s Proposed Solution includes.

g. Demonstrate how the Bidder’s Proposed Solution meets the following Security requirements.

No.	Priority	Security & Public Records Solution Requirement
S-6	Mandatory	The Solution shall support role-based access.
S-7	Mandatory	The Solution shall support multiple administrator roles to administer access to the software and administer content with software.
S-8	Mandatory	The Solution shall support customizable roles.
S-9	Desirable – High	The Solution shall support single-sign on security, for example: Security Assertion Markup Language (SAML) 2.0 or active directory.

- i. Demonstrate any significant additional security capabilities the Bidder's Proposed Solution includes.
 - ii. Demonstrate how a ticket would be opened for technical assistance under O&M.
- h. Demonstrate any additional functions and capabilities included in the Bidder's Proposed Solution not already demonstrated.