



**Chris Traylor, Executive Commissioner**

**Request for Proposals (RFP) for  
Data Broker Services**

**RFP No. 529-16-0011**

**Date of Release: September 29, 2015**

**CPA Class/Item Codes: 920-41**

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Attachments (Package 2 on the ESBD):

A. Cost Proposal Forms

- Appendix A-1: Transitional Pricing Schedules
- Appendix A-2: Operational Pricing Schedules
- Appendix A-3: Predictive Analytics Operational Pricing Schedules
- Appendix A-4: Pricing Summary Sheets

Exhibits (Package 3 on the ESBD):

1. Deliverables
2. Key Performance Requirements

## 1. General Information

### 1.1. Scope

The State of Texas, by and through the Texas Health and Human Services Commission (HHSC), seeks a qualified vendor to provide Data Broker Services in accordance with the specifications contained in this Request for Proposals (RFP).

### 1.2. HHSC Point of Contact

The sole point of contact for inquiries concerning this RFP is:

Kevin Warren, CTPM  
HHSC Procurement and Contracting Services (PCS)  
1100 W 49<sup>th</sup> St  
MC 2020  
Austin, TX 78756  
Phone: 512-406-2539  
[kevin.warren@hhsc.state.tx.us](mailto:kevin.warren@hhsc.state.tx.us)

All communications relating to this RFP must be directed to the HHSC contact person named above. All communications between respondents and other HHSC staff members concerning this RFP are strictly prohibited. **Failure to comply with these requirements may result in proposal disqualification.**

### 1.3. Procurement Schedule

The following table documents the critical pre-award events for the procurement. All dates are subject to change at HHSC's discretion.

Procurement Schedule	
RFP Release Date	September 29, 2015
Vendor Conference	October 7, 2015, 10 a.m. CST
Vendor Questions Due	October 14, 2015, 5 p.m. CST
HHSC Posts Responses to Vendor Questions	November 3, 2015
Deadline for Proposal Withdrawal	November 30, 2015, 2 p.m. CST
Proposals Due	November 30, 2015, 2 p.m. CST
External Review	TBD
Anticipated Contract Start Date	TBD
Award Announcement	TBD
Anticipated Transition Period	TBD

### 1.4. Mission Statement

We connect Texans to services. HHSC's mission in this procurement is to acquire services that will assist in its efforts to continue to modernize the eligibility system and improve Texans' timely access to health and human service programs in a manner that assures the highest levels of quality, accuracy and efficiency.

### 1.5. Mission Objectives

HHSC's objectives for this competitive procurement are in compliance with (Title 10, Sub-chapter C, Section 2155.144, Texas Government Code, and Title 1, Part 15, Chapter 391, Texas Administrative Code.)

Objectives include:

- Obtain a qualified respondent to provide and improve data broker services;
- Assist HHSC in detecting and avoiding fraud, waste, and abuse in eligibility programs;
- Provide services and technology that will assist HHSC in the determination of client eligibility and verification of information provided by clients applying for or receiving HHSC administered client services (such as Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Medicaid, Children's Health Insurance Program (CHIP), and Medicaid for the Elderly and People with Disabilities (MEPD));
- Provide a solution that assists HHSC staff in determining the risk associated with recertification of eligibility by using third party information, in determining if clients: 1) can be re-certified with only a brief interview, 2) do not require a personal interview for recertification, and/or 3) require additional information or verification from a client to complete recertification; and
- Support HHSC's efforts to continually improve business processes and take advantage of emerging technologies that promote efficiency and improved service delivery.

Respondents are also expected to propose a predictive analytics solution that employs data mining and analysis to predict/indicate the potential eligibility determination outcome or the probability of fraud using data provided by applicants on the application for assistance. The proposed solution uses data sources already captured in the overall solution and employs technology to detect fraud, waste and abuse prior to further eligibility determination processing. HHSC will use the initial analysis in case processing and routing.

In its response, the respondent must clearly explain how it will fulfill all needs and requirements contained in this section in relation to the service component(s) to which the respondent is responding. Mere recitation of HHSC responsibilities and respondent requirements will not be considered as an adequate response. Responses which only regurgitate, acknowledge, or reiterate the requirements of this RFP will be considered non-responsive.

## **1.6. Background**

### **1.6.1. Overview of the Health and Human Services Commission**

Since 1991, the Texas Health and Human Services Commission (HHSC) has overseen and coordinated the planning and delivery of health and human service programs in Texas. HHSC is established in accordance with Texas Government Code Chapter 531, and is responsible for the oversight of all Texas health and human service agencies (HHS Agencies). HHSC's chief executive officer is Chris Traylor, Executive Commissioner of Health and Human Services.

As a result of the consolidation due to House Bill 2292 (HB 2292), some of the contracting and procurement activities for the HHS Agencies have been assigned to the Procurement and Contracting Services (PCS) Division of HHSC. As such, PCS will administer the initial stages of the procurement process, prior to the contract award, including RFP announcement and publication, handling of communications from the Respondent, as well as managing the receipt and handling of valid responses for final review and evaluation. PCS directs the execution of the contract after the awarded vendor has been selected.

### **1.6.2. Project Overview**

HHSC seeks to obtain the most comprehensive, easy to use solution with a robust set of data to enhance program integrity and the eligibility determination process. Data Broker Services provides HHSC staff with financial and other background information on applicants and current recipients of



SNAP, Medicaid, CHIP, and TANF benefits. The information provided includes credit, residence, driver's license, vehicle and boat ownership, employment and other information that will allow staff to verify information in an efficient and timely manner and generate savings by maximizing these efficiencies.

HHSC has been enhancing the eligibility system by increasing the quality of client access to services provided by HHSC while implementing more efficient business processes and a simplified application and enrollment process. HHSC is seeking to continue enhancing integrity and reducing fraud in the programs while ensuring compliance with applicable federal law and rules.

## **1.7. Strategic Elements**

### **1.7.1. Contract Type and Term**

HHSC will award one contract for Data Broker Services under this RFP. The initial contract period will be five (5) years. HHSC reserves the option to amend the term of the contract for up to two (2) extensions of one (1) year each, or as necessary to complete the mission of the procurement.

### **1.7.2. Contract Elements**

The term "contract" means the contract awarded as a result of this RFP and all exhibits thereto. At a minimum, the following documents will be incorporated into the contract: this RFP and all attachments and exhibits; any modifications, addendum or amendments issued in conjunction with this RFP; HHS Uniform Contract Terms and Conditions (UTCs), Version 1.5 contained in Package 5 on the Electronic State Business Daily (ESBD); and the successful respondent's proposal.

One or more of the "Special Terms" located in Article 16 of the UTCs may apply to the contract, and HHSC reserves the right to negotiate additional contract terms and conditions. Respondents are responsible for reviewing the UTCs and noting any exceptions, reservations, and limitations on the Respondent Information and Disclosures form.

### **1.7.3. HHSC's Basic Philosophy: Contracting for Results**

HHSC's fundamental commitment is to contract for results. HHSC defines a successful result as the generation of defined, measurable, and beneficial outcomes that satisfy the contract requirements and support HHSC's missions and objectives. This RFP describes what is required of the contractor in terms of services, deliverables, performance measures and outcomes, and unless otherwise noted in the RFP, places the responsibility for how they are accomplished on the contractor.

### **1.7.4. Data Use Agreement (DUA)**

By entering into contract, or purchase order, with a Texas Health & Human Services agency, you agree to be bound by the terms of the HHS Data Use Agreement (HHS-GC.DUA) Data Use Agreement: This is the general version that should be used for all contractors who access agency confidential information. It is available on the [HHSC Business Opportunities webpage](#).

Information that explains the terms of the DUA and what laws require us to protect and safeguard agency confidential data can be found at: <http://hhscx.hhsc.state.tx.us/data-use-agreement-compliance/docs/understanding-dua.pdf>

If this box is checked, Section 1.7.3 does not apply to the contract, or purchase order, because the contractor will not have access to confidential information.

## **1.8. External Factors**

External factors may affect the project, including budgetary and resource constraints. Any contract resulting from the RFP is subject to the availability of state and federal funds. As of the issuance of this RFP, HHSC anticipates that budgeted funds will be available to reasonably fulfill the project requirements. If, however, funds are not available, HHSC reserves the right to withdraw the RFP or terminate the resulting contract without penalty.

## **1.9. Legal and Regulatory Constraints**

### **1.9.1. Delegation of Authority**

State and Federal laws generally limit HHSC's ability to delegate certain decisions and functions to a vendor, including but not limited to: (1) policy-making authority, and (2) final decision-making authority on the acceptance or rejection of contracted services.

### **1.9.2. Conflicts of Interest**

A conflict of interest is a set of facts or circumstances in which either a respondent or anyone acting on its behalf in connection with this procurement has past, present or currently planned personal, professional or financial interests or obligations that, in HHSC's determination, would actually or apparently conflict or interfere with the respondent's contractual obligations to HHSC. A conflict of interest would include circumstances in which a party's personal, professional or financial interests or obligations may directly or indirectly:

- Make it difficult or impossible to fulfill its contractual obligations to HHSC in a manner that is consistent with the best interests of the State of Texas;
- Impair, diminish or interfere with that party's ability to render impartial or objective assistance or advice to HHSC; or
- Provide the party with an unfair competitive advantage in future HHSC procurements.

Neither the respondent nor any other person or entity acting on its behalf, including but not limited to subcontractors, employees, agents and representatives, may have a conflict of interest with respect to this procurement. Before submitting a proposal, respondents should carefully review Article 12 of the Uniform Terms and Conditions for additional information concerning conflicts of interests.

A respondent must certify that it does not have personal or business interests that present a conflict of interest with respect to the RFP and resulting contract (see the Required Certifications form). Additionally, if applicable, the respondent must disclose all potential conflicts of interest. The respondent must describe the measures it will take to ensure that there will be no actual conflict of interest and that its fairness, independence and objectivity will be maintained (see the Respondent Information and Disclosures form). HHSC will determine to what extent, if any, a potential conflict of interest can be mitigated and managed during the term of the contract. **Failure to identify potential conflicts of interest may result in HHSC's disqualification of a proposal or termination of the contract.**

### **1.9.3. Former Employees of a State Agency**

Respondents must comply with Texas and federal laws and regulations relating to the hiring of former state employees (see, e.g Texas Government Code §572.054). Such "revolving door" provisions generally restrict former agency heads from communicating with or appearing before the agency on certain matters for two years after leaving the agency. The revolving door provisions also restrict some former employees from representing clients on matters that the employee participated in during state service or matters that were in the employees' official responsibility.

As a result of such laws and regulations, a respondent must certify that it has complied with all applicable laws and regulations regarding former state employees (see the Required Certifications form). Furthermore, a respondent must disclose any relevant past state employment of the respondent's or its subcontractors' employees and agents in the Respondent Information and Disclosure form.

#### **1.10. HHSC Amendments and Announcements Regarding this RFP**

HHSC will post all official communication regarding this RFP to the Electronic State Business Daily (ESBD). HHSC reserves the right to revise the RFP at any time. Any changes, amendments, or clarifications will be made in the form of written responses to respondent questions will be made in the form of written responses to respondent questions, amendments, or addendum issued by HHSC on the ESBD. Respondents should check the website frequently for notice of matters affecting the RFP. To access the website, go to the ESBD search page and enter a search for this procurement.

#### **1.11. RFP Cancellation/Partial Award/Non-Award**

HHSC reserves the right to cancel this RFP, to make a partial award, or to make no award if it determines that such action is in the best interest of the State of Texas.

#### **1.12. Right to Reject Proposals or Portions of Proposals**

HHSC may, in its discretion, reject any and all proposals or portions thereof.

#### **1.13. Costs Incurred**

Respondents understand that issuance of this RFP in no way constitutes a commitment by HHSC to award a Contract or to pay any costs incurred by a respondent in the preparation of a response to this RFP. HHSC is not liable for any costs incurred by a respondent prior to issuance of or entering into a formal agreement, contract, or purchase order. Costs of developing proposals, preparing for or participating in oral presentations and site visits, or any other similar expenses incurred by a respondent are entirely the responsibility of the respondent, and will not be reimbursed in any manner by the State of Texas.

#### **1.14. Protest Procedures**

[TAC Title 1, Part 15, Chapter 391, Subchapter D, subsection 391.401](#) outlines HHSC's protest procedures.

#### **1.15. Vendor Standards of Conduct**

In accordance with 1 TAC 391.505(a), any successful vendor and its subcontractors must implement standards of conduct for their own personnel and agents on terms at least as restrictive as those applicable to HHSC contracting personnel. These standards must adhere to ethics requirements adopted in rule, in addition to any ethics policy, or code of ethics approved by the Executive Commissioner of HHSC.

#### **1.16. Interpretive Conventions**

Whenever the terms "shall," "must," or "is required" are used in this RFP in conjunction with a specification or performance requirement, the specification or requirement is mandatory. A respondent's failure to address or meet any mandatory requirement in a proposal may be cause for HHSC's rejection of the proposal.

Whenever the terms "can," "may," or "should" are used in this RFP in conjunction with a specification or performance requirement, the specification or performance requirement is a desirable, but not mandatory, requirement. Accordingly, a respondent's failure to address or provide any items so referred to will not be the cause for rejection of the proposal, but will likely

result in a less favorable evaluation.

## 2. Project Scope - Data Broker Services

Each respondent must clearly explain how it will fulfill all needs and requirements contained in Section 2. Mere recitation of respondent requirements will not be considered as an adequate response. Responses which only regurgitate, acknowledge, or reiterate the requirements of the RFP will be considered non-responsive.

HHSC currently provides six methods or channels for clients/applicants to access services related to HHSC programs. Those services include but are not limited to submitting applications for benefits, recertifying benefits, obtaining benefit information, submitting required forms and documentation, reporting changes, and obtaining other information regarding eligibility for HHSC programs.

- **Internet** - through **YourTexasBenefits.com**, which is maintained by HHSC;
- **Mail** – applications and related forms for HHSC programs including, recertification packets, verification and other documents a client/applicant may submit, requests for verification of eligibility forms, and documents;
- **Fax** – applications and eligibility related forms;
- **Phone** – received at a call center, operated by a vendor;
- **Face-to-face** – at HHSC local eligibility offices; and
- **Mobile app** – in addition to the YourTexasBenefits.com website.

HHSC's goals are to:

- Support and increase clients'/applicants' use of self-service features where possible;
- Reduce the number of times an application or recertification is reviewed and processed by an eligibility worker;
- Reduce potential delays in eligibility determination processing due to lack of verifiable data;
- Decrease the time between application and eligibility determination outcome decisions;
- Increase the speed of recertification for benefits through the use of a robust data broker solution;
- Use predictive analytics from available data sources for predicting eligibility determination outcomes;
- Prevent fraud and increase integrity of eligibility determinations;
- Obtain a comprehensive easy to use solution;
- Obtain access to accurate and complete data sources;
- Obtain rapid response times to enable efficiency by HHSC eligibility staff;
- Have flexibility to modify presentation of data for adding data sources;
- Experience reliability in system up time and performance; and
- Maintain access through the channels listed above.

Currently, HHSC has multiple program efforts focused on increasing the use of YourTexasBenefits.com by both clients/applicants and community-based organizations. These ongoing efforts are intended to help support clients/applicants in ways that result in; decreased utilization of 2-1-1 eligibility support call centers, fewer required visits to local eligibility offices, and less reliance on mail to apply for or manage their benefits. YourTexasBenefits.com allows clients/applicants to manage their state benefits including applying, renewing, reporting major changes, uploading documents, choosing paperless correspondence and receiving alerts. HHSC provides scanning support in its local offices, and a number of community-based organizations are also trained to provide this support to applicants. The new Your Texas Benefits mobile app allows clients/applicants using Android, Apple phones or tables, the ability to report major changes, upload documents securely for eligibility verification, access the YourTexasBenefits.com website

to see basic information about their case, including key dates and their case status, and view paperless correspondence. Additional features will be added to the mobile app in the future.

In an effort to make it easier and more efficient for Texans to apply for and manage their state benefits, HHSC is partnering with community-based organizations, through the Community Partner Program (CPP), to help people learn how they can get the most out of the HHSC's benefits application and management website, YourTexasBenefits.com. The HHSC CPP is increasing the number of community-based organizations that are available to support Texans seeking to apply for benefits by providing computer access and scanning equipment at their locations throughout the State. Supporting clients'/applicants' access to eligibility services through self-service rather than through visits to local HHSC eligibility offices or mailing paper applications is a primary strategic goal for HHSC.

## **2.1. General Project Requirements**

In this procurement, HHSC, for its own use, and on behalf of HHS agencies, is seeking a qualified Vendor to provide Data Broker Services that meets the general design requirements listed below. Additional data sources may be needed or required during the term of the contract. HHSC expects the proposed solution to accommodate additional data sources, and the predictive analytics solution proposed should include additional data sources as appropriate. Respondents are encouraged to thoroughly review prohibition for performance outside of the United States in Section 5.08 of the UTCs.

1. Provides information via data sources and/or applications that interface with the Data Broker System to assist staff in client eligibility determination and recertification of benefits or other purposes. This information must include but is not limited to:

### **Data sources:**

- Information on credit history from at least two credit reporting agencies;
- Texas vehicle registration information (including vehicle value records);
- Texas criminal history;
- Texas property records;
- Social Security Number (SSN) death master file;
- Asset Verification System (AVS) for financial data;
- Systematic Alien Verification for Entitlements (SAVE) for verification of immigration status;
- Texas Driver's License Information;
- Department of State Health Service/Vital Statistics Unit for birth/death/marriage/divorce certificates;
- Texas Workers Compensation Commission for income claim information;
- Texas Workforce Commission Childcare System for childcare expense verification;
- Veterans Administration for income verification;
- Equifax-The Work Number (Formerly TALX);
- National Directory of New Hires for income information;
- Texas Lottery Commission for income information;
- Texas Department of Criminal Justice for state and local incarceration information;
- Industry standard web service interface with Texas Workforce Commission (TWC) Income Verification Data and claim information; and
- Industry standard web service interface with Office of Attorney General (OAG) Child Support Data.

Additional data sources can be identified and recommended by the respondent to HHSC for further consideration for inclusion.

**Applications that interface with Data Broker Services:**

The respondent is required to provide a solution that is a seamless data interface to the Texas Integrated Eligibility Redesign System (TIERS) and YourTexasBenefits.com applications via an industry standard web service.

**Separate Access Channels**

In addition to the TIERS interface the respondent is required to provide an alternative access solution that allows access to the Data Broker Service from alternative URL or other secure Internet access source. This is required in the event the interface to TIERS is not available.

2. Provides the required data elements for each data source via a web-based application, using IP Protocol, provided and maintained by the Vendor, as detailed in this RFP. This information will be provided to ensure information is provided accurately and timely to assist staff. See the procurement library for the required data elements for each data source;
3. Accesses each data source individually as well as combined reports including data sources specified by HHSC;
4. Operates and maintains the system to meet the needs of staff when information is needed to process applications;
5. Is predictable and reliable, and presents accurate data captured from the data sources and the system meets performance standards as required in the RFP;
6. Provides data security for sensitive and confidential information in accordance with the DUA, Federal Information Security Management Act (FISMA) (PL107-347, Title III, section 301); OMB M-06- 16 as it applies to electronic storage and transport of Personally Identifiable Information (PII) between systems and the internal processing of records; Tax Information Security Guidelines for Federal, State, and Local Agencies (Publication 1075); and Health and Human Services (HHS) Enterprise Information Security Standards and Guidelines (EISSG) Controls Catalog;
7. Complies with HHSC requirements to terminate user access within twenty-four (24) hours of the request to ensure system security; and
8. Effectively manages, distributes, and accounts for all information that is provided through Data Broker Services.

HHSC is seeking a predictive analytics that provides eligibility determination staff access to the results of data immediately available to the Data Broker solution on applicants/recipients in the household entered into TIERS from the application or redetermination forms. The results should be easy to access and to read without increasing the level of effort or time needed to determine eligibility. Respondents should indicate the timeframe for the predictive analytics solution to be operational and available to end users.

HHSC currently uses an identity authentication (ID Authentication) service for users of the yourtexasbenefits.com access channel when users request to view case and benefit information. The respondent is required to propose a solution that provides user ID Authentication at a minimum of the current levels of access by users, and may propose further solution options that will work in conjunction with HHSC's technology platform, currently web services, that invokes authentication at account creation and application submission.

To provide the ID Authentication service, HHSC will submit via a web services interface to the Vendor:

- client name;
- address;
- data of birth; and
- Social Security Number (SSN), if provided.

The vendor will:

- engage the ID Authentication service;
- match identity;
- create challenge questions; and
- return results in multiple choice format that the user is then required to answer online within a set amount of time.

Currently, users must correctly answer three out of four questions within a 180 second time period, sometimes known as “out-of-the-wallet” questions, where accessible data sources are used to obtain information only the authentic or legitimate user can answer.

The proposed solution must include but is not limited to the following features:

- Configurable allowing flexibility in question wording and presentation;
- Number of attempts allowed;
- Number of answer possibilities;
- Length of history for the question generation; and
- Scalable for future expansion and enhancements.

The solution proposed must:

- Not restrict individuals who fail authentication while creating an account from being able to submit an application. It is permissible for the solution to restrict detailed account information until user successfully authenticates. Once an account is created the solution must not present to the user any indication as to if they passed or failed the authentication test, but must pass to the state clear and concise information regarding the results and indicate further authentication steps to be taken by HHSC eligibility staff;
- Include options to allow eligibility staff to invoke the authentication solution in the event of a telephonic interaction which allows eligibility staff to input responses and subsequently displays authentication results and indications of further steps to be taken by eligibility staff; and
- Be compatible with current HHSC online and mobile application technology and be able to evolve as the technology changes.

## **2.2. Financial and Performance Audits**

Texas Health and Safety Code Section 12.0123 directs HHSC to contract with an independent auditor to performance annual independent external financial and performance audits of any Medicaid contractor used by HHSC in HHSC's operation of a part of the State Medicaid program. It is HHSC's anticipation that this cost will be borne by the vendor.

## **2.3. Reporting Requirements**

### **2.3.1. Formal Communications Requirements**

The vendor must establish formal communication with HHSC for receipt and response to requests for information, high level estimates of costs, work products, ad hoc reports, deliverables, updates and other required correspondence related to performance of contract requirements. HHSC will issue State Action Requests to the vendor following established procedures and timelines. The respondent's response should describe how the respondent will establish and manage formal communication with HHSC.

Specific requirements for each functional area are contained within the applicable section.

The vendor must perform all requirements outlined in this RFP, including but not limited to the

numbered items beginning with item number DB 001 below and continuing throughout this RFP. Requirements that call for the vendor to submit tangible or intangible products to HHSC ("Deliverables") as part of this RFP include the letter "D" at the end of the item number (for example, see item DB 009-D).

In addition to the requirements stated above, the vendor must:

- DB 001        Submit complete and accurate responses to any State Action Request (SAR) memos no later than thirty (30) calendar days after the vendor's receipt of the request unless a specific date is specified in the request.
  
- DB 002        Submit written request for extension of a State Action Request (SAR) deadline that specifies the estimated date of completion and reasons for the extension no later than three (3) business days after the vendor receives the SAR.
  
- DB 003        The vendor must provide ad hoc reports and respond to Legislative inquiries and other high priority requests within thirty six (36) hours from the time of the request or by the date specified by HHSC for data or reports that already exist and are produced.

### **HHSC Responsibilities**

At its discretion, HHSC may:

- Provide SAR and related communication procedural requirements;
- Define the criteria for data elements to be included in ad hoc reports and the information which will be included in the executed reports or other high priority requests; and
- Review, approve, or require modification to the respondent's proposed formal communication process.

### **2.3.2. Deliverables**

The vendor must provide tangible, measurable, verifiable work products to HHSC to ensure quality services are delivered timely, accurately and efficiently.

Deliverables are documents, processes, reports, plans and other products that are created by the vendor and delivered to HHSC in the course of performing its obligations under the contract. The deliverables will assist HHSC in connection with, among other things, the development and implementation of quality processes; monitoring the status of operations; tracking progress towards objectives; evaluating and validating performance; ensuring adherence to policy; and ensuring timeliness, accuracy, availability and access to services.

The deliverables reporting process must ensure that necessary and appropriate information and data is timely, consistent and an accurate reflection of operations and performance. As such, the reports, plans, processes and documents must be objective, clearly written and accurate so that they can be relied upon by HHSC in making decisions that relate to operations, policy and performance, and to the vendor's compliance with its obligations under the contract.

HHSC will define the content, acceptance criteria, and format of the deliverables, and will work with the vendor to clarify HHSC expectations. Each deliverable must meet the Acceptance Criteria for that deliverable as of the initial due date of its submission. Each Deliverable that does not meet the applicable Acceptance Criteria upon submission will be considered noncompliant and will be treated as a late submission for purposes of any applicable service level agreements or performance requirements. The deliverable will continue to be regarded as late until an acceptable deliverable is re-submitted by the vendor. HHSC may choose to exercise any remedies it may have in connection with the late submission of the deliverable. HHSC may review or require



modifications to the deliverables at its discretion.

HHSC reserves the right to waive the review and approval of vendor work products. HHSC approval of the vendor's work product will not relieve the vendor of liability for errors and omissions in the work product.

### **2.3.3. Reports**

Timely, accurate, and meaningful reports are an essential functionality of the Data Broker System for management and oversight. The system must have the capability to report, at minimum, detail data sources information and detailed staff usage of the Data Broker System. The respondent proposal must include information on a reporting system that:

- Provides access, as defined by HHSC, to approved users during the hours of operation;
- Provides for the system to capture, retain, and store daily transaction logs as specified by HHSC for the term of the contract. HHSC will require access to daily reporting. The solution must capture user ID level reporting data. This report data will be defined by HHSC and available upon request and must be transferable to HHSC at the end of term of the contract;
- Is accessible by multiple concurrent users;
- Delivers on demand, ad hoc, periodic, and scheduled reports;
- Uses standardized report formats approved by HHSC; and
- Contains a catalogue of reports to include definitions on format, content, and search and filter parameter with identification of, or reference to, applicable reports in other systems and/or reporting tools.

DB 004 Design, develop, implement, and maintain a reporting solution to deliver, manage, store, and catalog reports.

DB 005 Provide HHSC the ability to validate data reported and supplied to HHSC.

### **2.4. Performance Measures and Associated Remedies**

HHSC will monitor the performance of the contract issued under this RFP. All services and deliverables under the contract shall be provided at a level of quality acceptable to HHSC. HHSC has identified a list of Key Performance Requirements (KPR), including definitions (see Exhibits 2 and 3 of this RFP) which HHSC will regularly monitor to ensure the vendor is achieving. Vendors may not include its own test transactions in KPR related data indicating production performance of the systems. This may be a measurement point, as a separate KPR or performance measure, but not in the overall system performance reporting for compliance. The reporting of all KPRs may be included within the Monthly Status Report (DB 068-D).

The Key Performance Requirements will be used to measure the vendor's successful performance of the Services and production of Deliverables. However, all areas of responsibility and all requirements in the contract will be subject to performance evaluation by HHSC. Any and all responsibilities or requirements not fulfilled may have remedies applied and either actual or liquidated damages assessed, as determined by HHSC.

The liquidated damages indicated in Exhibit 2 of this RFP may be used to assign financial responsibility if the vendor fails to achieve the performance standards required under the KPR's.

HHSC may assess a liquidated damage of up to \$1,000 per calendar day for each instance of vendor breach of non-performance of a duty that is not explicitly identified in Exhibit 2 of this RFP.

## 2.5. Key Personnel and Organizational Requirements

The respondent's proposal must demonstrate adequate staffing and must be flexible and scalable to meet the requirements of this contract and applicable state and federal requirements and as HHSC's needs change.

To establish strong vendor accountability controls, the respondent must propose and provide ongoing reporting of organizational structure and identification of Key Personnel, including resumes and references for HHSC approval.

In its proposal, the respondent must propose an organizational structure for successful fulfillment of contract and performance requirements. The respondent must identify the key personnel and propose an allocated percentage of their time that will be dedicated to this contract or up to 100% (i.e. not permitted to manage, oversee, or participate in other projects, contracts, etc). Resumes and references for Key Personnel must be provided to HHSC for evaluation and approval as part of the respondent's proposal. Additionally, the vendor must provide for HHSC approval prior written notice of any changes in Key Personnel during the term of the contract and any extension.

System performance and integrity are critical to HHSC's mission in this solution. HHSC also requests that the vendor's staff, with access to the data sources, data bases, analysis solution, TIERS, and any other state network or data systems, have a background check annually after the initial check at the beginning of their employment and the initiation of the contract term for current employees of the vendor. The background check should be comprehensive to, as reasonably practicable, ensure risk to HHSC client data compromise is eliminated.

Provide Key Personnel in respondent response and provide resumes and references for HHSC approval.

The vendor may not reduce the agreed upon organizational staffing levels without prior written approval by HHSC. The vendor must not replace any Key Personnel without notifying HHSC as specified by the requirements in this RFP. HHSC reserves the right to approve or reject any vendor staff and replacement staff.

After contract award, the vendor must report any organizational changes as specified by the requirements in this RFP that result in a restructure of the organization or redirection of Key Personnel to perform functions other than the responsibilities of their current position, either temporarily or permanently.

In addition to the requirements stated above, the vendor must:

- DB 006 Maintain a core staff sufficient for successful fulfillment of contract and performance requirements with experience in systems, operations, policy and procedures, and in the functional areas in which they work.
- DB 007 Allocate Key Personnel and their percentage of time to this contract approved by HHSC.
- DB 008-D Submit notification to HHSC in writing within fourteen (14) calendar days that a Key Personnel vacancy will occur for any reason or prior to making any changes in Key Personnel other than changes due to resignation, death, or military recall. Notification must include a plan to recruit Key Personnel.
- DB 009 Remove Key Personnel or any vendor employee or subcontractor employee found unacceptable to HHSC immediately upon request of removal by HHSC.

- DB 010 Replace any Key Personnel within an agreed timeframe with HHSC with personnel of equal or greater ability and qualifications.
- DB 011-D Submit resumes and references of proposed replacement Key Personnel within an agreed to timeframe for HHSC review prior to making a job offer.
- DB 012-D Submit an initial organizational chart within thirty (30) calendar days after contract execution or date specified by HHSC, including the names and positions of all personnel assigned to this contract. The organizational chart must designate who are Key Personnel.
- DB 013 Submit an updated organizational chart as changes in personnel occur or as specified by HHSC
- DB 014-D Submit notification to HHSC in writing within ten calendar (10) days whenever Key Personnel are temporarily redirected to perform functions other than the responsibilities of their current position.
- DB 015 Obtain appropriate background checks for all personnel and, on HHSC's request, for other personnel who by virtue of their access to information or facilities may, in HHSC's sole discretion, present a risk to the safety or security of clients/applicant and other persons or the integrity, confidentiality or security of HHSC information. The vendor must represent and warrant to HHSC that continued employment of such personnel by the vendor is contingent upon the vendor's compliance with these and other appropriate security measures that may be required by HHSC.
- DB 016 Annually obtain appropriate background checks for privileged users (such as data base administrators).
- DB 017 Ensure appropriate vendor staff is available to meet with HHSC and access to vendor staff by HHSC is not restricted.

### **HHSC Responsibilities**

At its discretion, HHSC may:

- Review, approve, or require modification to the respondent's proposed Key Personnel;
- Review, approve, or require modification to any changes in Key Personnel;
- Reserve the right to require replacement of Key Personnel or any vendor employee or subcontractor employee found unacceptable to HHSC;
- Review, approve, or require modification to the respondent's proposed initial chart and organizational changes; and
- Review and concur with technical systems staff qualification for positions.

### **2.6. Transition Phase Work Plan**

To ensure the mitigation of risk to HHSC, the vendor must establish a comprehensive Transition Phase Work Plan to track the project team's progress regarding project tasks, deliverables, management of risks and progress towards readiness for operations assumption. To ensure a successful transition of current operations to the vendor, HHSC is seeking proposals that include a comprehensive transition process. The Transition Plan must include those activities the awarded vendor must conduct between the effective date of the contract and the vendor's operational start date. The plan must describe the awarded vendor's roles and responsibilities. **The initial draft of the plan must be submitted with the respondent proposal.** The awarded vendor will be the lead in, and responsible for, coordinating and facilitating all transition activities with the outgoing

vendor.

HHSC and awarded vendor must work together throughout the Transition Phase to establish a detailed schedule for all activities and define expectations for the content and format of the contract deliverables. This detailed schedule must address continued business operations for all transition functions and requirements.

Proposals must include a work plan and examples of reports that support the progress on the work plan for the transition components including, but not limited to due dates and tasks associated with:

- Transition operations;
- Staffing;
- Training;
- Quality assurance and quality control activities;
- System equipment and testing;
- Systems and operations readiness assessment;
- Systems Implementation; and
- Coordination and communication.

For each of the above applicable components, include the following data elements within the work plan that the vendor is required to report on:

- A logical sequence of tasks and progress report;
- A clear definition of each task and progress report;
- Staff loading for each task and progress report;
- A specific target completion date for each task and progress report;
- Track and report completion of tasks within work plan; and
- Task and progress report relationships and dependencies.

In addition to the requirements stated above, the vendor must:

DB 018-D Submit a final Transition Phase Work Plan for approval within fifteen (15) calendar days after contract execution, or date specified by HHSC, addressing the business requirements detailed in the RFP and describe how the vendor will fulfill each of those requirements. The plan must include but is not limited to the following:

- An outline/schedule of key milestones and dates during the transition period including a proposed operations start date;
- Training activities to be performed by the incoming vendor;
- An outline of processes and procedures to be followed during the transition period;
- Identification of roles and responsibilities for the incoming vendor, the outgoing vendor, HHSC and additional stakeholders;
- Identification of issues that need to be addressed during a transition period, including but not limited to, meeting performance standards, training on the Data Broker System, which vendor operates the primary system, how disputes and issues will be resolved, and liability;
- Proposed method to identify, document and transfer property, tangible or intangible, and knowledge developed during the course of the outgoing vendor's contract;
- List of all subcontracts and related services;
- Stakeholders' roles and responsibilities; and
- A contact person, primary and secondary, and procedures for managing

problems or issues during the changeover period.

- DB 019-D Submit a weekly Transition Phase Status Report by 5:00 p.m. the Monday following the last day of the week covered by the report. HHSC will inform the vendor when the transition phase status report submission period begins and has ended. The status report must include but is not limited to the following:
- Accurate reflection of the status of work completed according to the outline/schedule of key milestones and dates;
  - Status of meeting activities and due dates;
  - Issues and resolution of issues, including the length of time from discovery to resolution;
  - Status of identified risks, mitigation strategies and activities, and contingency plans;
  - Identification Status of meeting activities and due dates; and
  - Status of requested corrective actions by HHSC.
- DB 020 Monitor, track and update work plan.
- DB 021 Implement and complete all transition activities identified in the Transition Plan and the Transition Phase Status Report prior to operational start date.
- DB 022 Meet all due dates contained within the Transition Plan and the Transition Phase Status Report or as otherwise directed by HHSC.

The Transition Phase Work Plan will be evaluated at the close of transition for vendor compliance and subsequently retired as a deliverable.

The Transition Phase Work Plan is a separate plan from the Business Operations Plan and will be submitted according to the requirements outlined in this RFP.

### **2.7. Risk Management & Issue Resolution Process**

To ensure the mitigation of risk to HHSC and clients/applicants, the vendor must establish a comprehensive risk management and issue resolution process for the Transition Phase, and after refinement during transition, continue as the process by which the vendor detects, manages, resolves and notifies HHSC of problems during the remainder of the contract life cycle. The respondent's proposal must include the methodology and approach to risk management and issue resolution. NIST Special Publication 800-39 provides guidance on the development and implementation of an integrated, organization-wide program for managing information security risk.

HHSC requires that where the vendor identifies risk, the vendor will identify actions to mitigate the risk or resolve the issue. The vendor must describe processes and procedures approved by and reported to HHSC, for reporting, tracking, monitoring, prioritizing, resolving, and escalating problems.

To ensure continuous improvement by the vendor and ensure a smooth transition and implementation, the vendor must develop, implement and maintain an issue resolution and notification process that will serve for the Transition Phase, and after refinement during transition, continue as the process by which the vendor detects, manages, resolves and notifies HHSC of problems during the remainder of the contract life cycle.

The vendor must develop, implement, and maintain a comprehensive risk management process

that identifies potential risks associated with each component of the Data Broker Service proposed. Vendors must include examples of previous risk management plans in their proposals.

The proposed risk management process must include:

- Risk identification methodology that identifies and classifies risk by severity, impact, and probability of occurrence;
- Operational and system implementation risks, including any that may pose a risk to the successful fulfillment of the contract;
- Process for communicating and updating HHSC; and
- A mitigation methodology, including examples of how the assessed risks will be managed, reported, monitored, and how any new risks will be identified, assessed, and mitigated.

In addition to the requirements stated above, the vendor must:

- DB 023        Develop a comprehensive risk management process and issue resolution process.
- DB 024-D     Submit a final Risk Management Process, including an issue resolution and notification process, within twenty (20) calendar days after contract execution or by the date specified by HHSC and anytime thereafter when specified by HHSC.
- DB 025        Implement and maintain the process upon receipt of HHSC approval, and revise as needed or at HHSC’s direction.
- DB 026        Report progress of identified risks and mitigation activities throughout the transition phase within the weekly Transition Phase Status Report (DB 020-D).
- DB 027        Develop risk mitigation strategies and contingency plans for any identified risks that may impact business operations in sufficient time to prevent an adverse impact to current operations.
- DB 028        Document issue resolution and closures to the satisfaction of HHSC.
- DB 029        Report resolutions of issues to HHSC, including the length of time from discovery to resolution.
- DB 030        Develop steps to prevent recurrence.

**2.8. Business Operations Plan**

To create strong vendor accountability controls and to ensure effective on-going operations with an emphasis on continuous improvement, the vendor must have strong management practices and an administrative and staffing structure sufficient to meet contractual responsibilities. Therefore, the vendor must submit a Business Operations Plan to HHSC for review and approval prior to the operational start date. The Business Operations Plan will not be implemented prior to HHSC approval. **The initial draft of the plan must be submitted with the respondent proposal.**

- DB 031-D     Submit a final Business Operations Plan within ninety (90) calendar days prior to the scheduled operational start date or by the date specified by HHSC and anytime thereafter when specified by HHSC. The Plan must include but is not limited to the following:
  - An outline (i.e. work plan) of all component activities (tasks, due dates, timelines and deliverables) planned for the upcoming year;

- The business improvement objectives, priorities, and outcomes for the upcoming year;
- The methodology for performing activities and meeting objectives;
- Plans for developing and implementing any necessary corrective actions;
- Methods for data source access and security;
- System performance monitoring and reporting; and
- Plans for maintaining current and updated user training materials.

A key component of the Business Operations Plan is an operational work plan. The operational work plan must be used to track the progress regarding tasks, timelines, deliverables, and the management of risk.

The Business Operations Plan must be an interactive and flexible working document that must be revised and updated as processes, procedures, structures, and/or organization changes occur. As a result, the vendor will be required to provide a detailed six-month evaluation report. The six-month evaluation serves as the primary basis for revisions, if any, to the business operations plan to reflect updated goals, activities, and processes. Therefore, the vendor is required to evaluate the actual activities performed as compared to HHSC approved Business Operations Plan.

In addition to the requirements stated above, the vendor must:

DB 032            Implement the Business Operations Plan after approval is obtained from HHSC.

DB 033-D        Submit a detailed six-month evaluation report of the Business Operations Plan within thirty (30) calendar days after the end of the six-month reporting period covered by the report.

### **HHSC Responsibilities**

At its discretion, HHSC may review, approve, or require modification to the respondent's proposed Business Operations Plan or establish the minimum requirements for the Business Operations Plan.

### **2.9. Readiness Assessment Process**

To ensure the mitigation of risk to HHSC and clients and assure a smooth transition, the vendor must establish a comprehensive Readiness Assessment Plan for all components of their proposal. The plan must specify how the vendor will prepare and test its staff, business practices, systems, and required system interfaces for the performance of business functions prior to the formal readiness review. **The initial draft of the plan must be submitted with the respondent proposal.**

DB 034-D        Submit, implement, and maintain a Readiness Assessment Plan for the operations and systems within twenty-five (25) calendar days after contract execution or by the date specified by HHSC. The plan must include but is not limited to the following:

- How the vendor will prepare and conduct rigorous systems testing in a tightly controlled and fully production-ready environment;
- How the vendor will test business practices, systems, and required system interfaces for the performance of business functions prior to the formal readiness review;
- How the readiness assessment will be conducted;
- How the results will be collected and presented; and
- How problems will be addressed, if identified.

DB 035-D Submit the results of the Readiness Assessment within fifteen (15) calendar days after the readiness assessment review has been completed but prior to the operational start date. The Report must address all requirements of the plan and must identify problems uncovered and indicate how and when the vendor will address and resolve the problems identified.

### 2.10. Quality Management Plan

The Quality Management plan provides the framework for a comprehensive, continuous, and measurable quality assurance program. The plan must embody the vendor endorsement of the fundamental importance of quality by promoting, reinforcing, and acknowledging quality management activities. **The initial draft of the plan must be submitted with the respondent proposal.**

DB 036-D Submit, implement, and maintain a Quality Management Plan including an overall approach for a comprehensive, continuous, and measurable quality management program within thirty (30) calendar days after contract execution or by the date specified by HHSC and annually thereafter within thirty (30) prior to the end of each operational year. The plan must include but is not limited to the following:

- Strategies and processes to promote quality;
- Procedures to periodically measure and report performance to the HHSC through the contract; and
- A requirement that the vendor shall supply to HHSC copies of all internal quality assurance audit reports when developed or received by the vendor.

### 2.11. System Security

To ensure system security of the Data Broker Services, the vendor must comply with the DUA and the Security and Privacy Initial Inquiry (SPI) requirements, which are the basic initial security controls necessary to protect the confidentiality, integrity and availability of HHS confidential information. In addition, to ensure system security, the vendor must terminate user access within twenty-four (24) hours of the HHSC request. **The respondent must submit the SPI as part of the respondent Proposal (Package 4 on the ESD).**

DB 037 In addition to the SPI initial security control requirements, the awarded vendor will be required to comply with HHSC's periodic security controls assessment and monitoring process as stated in the DUA. This is explained in the Enterprise Information Security Risk Assessment and Monitoring Procedure (EIS-RAMP) document available in the procurement library and at [http://www.hhsc.state.tx.us/about\\_hhsc/BusOpp/BO\\_home.shtml](http://www.hhsc.state.tx.us/about_hhsc/BusOpp/BO_home.shtml).

DB 038 The EIS-RAMP requires development of a System Security Plan (SSP) that will document required security controls, implementation and compliance status. The required security controls documented in the SSP will be determined by using the EIS-RAMP. HHS will coordinate the EIS-RAMP process with the awarded vendor. Compliance with the required security controls is on a risk-based approach where 100% compliance must be achieved over time.

The EIS-RAMP describes security control baselines contained in the SSP which align with and are derived from the controls prescribed in the Texas Department of Information Resources (DIR) Security Control Standards Catalog and the National Institute of Standards and Technology (NIST) Special Publication 800-53 Rev 4.



DB 039 Develop and implement a process for documenting, tracking, monitoring and reporting security issues to HHSC.

### 2.12. Security Incident Response Plan

The vendor must develop and implement a Security Incident Response Plan that provides a coordinated approach to security incidents. The plan must contain a comprehensive approach to how the vendor would respond to a security breach or suspicion of unauthorized access. Handling elements of an incident plan would include preparation, detection and analysis, containment, eradication, and recovery. **The initial draft of the plan must be submitted with the respondent proposal.**

A **security incident** is defined as an occurrence that actually or potentially jeopardizes confidentiality, integrity, or availability of the vendor's information system and/or HHSC confidential information.

DB 040-D Develop and implement a Security Incident Response Plan within forty (40) calendar days after contract execution or the date specified by HHSC. The plan must include but is not limited to the following:

- Provides the organization with a roadmap for implementing its incident response capability;
- Describes the structure and organization of the incident response capability;
- Provides a high-level approach for how the incident response capability fits into the overall vendor organization;
- Meets the unique requirements of the vendor organization, which relate to mission, size, structure, and functions;
- Defines reportable incidents;
- Provides metrics for measuring the incident response capability within the organization;
- Defines the resources and management support needed to effectively maintain and mature an incident response capability;
- Is reviewed and approved by designated officials within vendor organization;
- Reviews the incident response plan as significant changes occur in the environment; and
- Updates the incident response plan to address system organizational changes or problems encountered during plan implementation, execution, or testing.

DB 041-D Vendor will be required to follow ARTICLE 4. BREACH NOTICE, REPORTING AND CORRECTION REQUIREMENTS of the DUA relating to reporting of security incidents.

### 2.13. Acceptance Testing Plan

The Acceptance Testing Plan shall define the responsibilities of the vendor and HHSC, as well as all other parties. The Acceptance Testing Plan and supporting processes will be used throughout the term of the contract as changes occur to HHSC systems and the data broker services system. **The initial draft of the plan must be submitted with the respondent proposal.**

DB 042-D Submit, implement, and maintain an Acceptance Testing Plan within forty-five (40) calendar days after contract execution or the date specified by HHSC. The plan must include but is not limited to the following:

- Acceptance Test Work Plan -- Define the activities associated with the test,

- when they will begin and end, responsible parties;
- HHSC -- Describe the activities for which HHSC is responsible (i.e., creating test scenarios, performing the tests, and validating the test results);
- Acceptance Criteria -- Define acceptance testing criteria (metrics);
- Review and provide feedback on all relevant TIERS modifications and maintenance documentation within specified timeframes requested by HHSC;
- Support the following tests on TIERS releases:
  - System Integration Test
  - User Acceptance Test
- Ensure the Data Broker system is well integrated with TIERS, YourTexasBenefits.com, and the mobile app;
- Comply with testing requirements that ensure integration between the Data Broker system with TIERS, YourTexasBenefits.com, and the mobile app;
- Perform Data Broker System Compatibility Testing upon request; and
- Support service continuity testing.

#### **2.14. Disaster Recovery and Business Continuity Plan**

The vendor must provide a Disaster Recovery and Business Continuity Plan which addresses transition and ongoing operations. It is critical the plan provide for uninterrupted service delivery to the designated HHSC workers. **The initial draft of the plan must be submitted with the respondent proposal.**

The approved plan must be in place prior to the operational start date.

DB 043-D Submit, implement, and maintain a Disaster Recovery and Business Continuity Plan specific to the transition and on-going operations within fifty (50) calendar days after contract execution or by the date specified by HHSC; and annually thereafter within thirty (30) calendar days prior to the end of each operational year. The plan must include but is not limited to the following:

- An overall approach for reestablishing operations and service delivery within twenty-four (24) hours in the event of an unplanned system outage (e.g. hardware or software outages) and/or in the event a catastrophe occur affecting performance of operations;
- Any other systems required for operations;
- A description of potential issues that may realistically occur, including, but not limited to instances such as natural disasters, unplanned system outages, a facility is no longer available, etc., during the operations phase of a project, and an outline of courses of action to address and resolve the anticipated problems;
- A description of the vendor's approach to determining disaster recovery site location, which must be located in the continental United States. Indicate the location of the disaster recovery site and the proximity to vendor's central site;
- A description of backup and recovery procedures specifying timeframes for restoring service and whether the service restored is full or partial;
- A contingency plan addressing interruptions to the established training plan and outlining communication processes, short and/or long term resolutions, action steps, and response time frames;
- A description of the documentation and tracking instruments that will allow HHSC to determine if performance measures are met;
- A proposed reporting mechanism specific to disaster recovery and contingency operations;
- The process for informing HHSC contacts of incidents and major system

- outages; and
- A commitment to participate in an enterprise-wide test of the disaster recovery solution annually or more frequently if required by HHSC.

## 2.15. Reporting Major Systems Outage and Incidents

To ensure timely recovery of critical business functions and information technology systems in the event they are impaired or lost, mitigation of risk and timely notification, the vendor must report all major systems outages and incidents to HHSC as specified under the requirements in Section 2. In addition the vendor must meet the following requirements:

An **incident** is defined as an event that may or may not result in a disruption of the workflow or degradation of Data Broker Services. This does not include a major systems outage.

An **Incident Report** is defined as a detailed report provided by the vendor on an outage of a system that supports the Data Broker Service.

A **major system outage** is defined as an outage that results in a disruption of the workflow or degradation of Data Broker Services of more than ten (10) minutes or an agreed upon percentage of failed transactions performed by the vendor or intended to be performed for or on behalf of HHSC clients or prospective beneficiaries of a Program.

A **major system outage report** is defined as a detailed report on all major systems outages of systems controlled by the vendor as well as systems controlled by HHSC that supports the Data Broker Service.

DB 044-D All major system outages must be reported to HHSC via e-mail or telephone (if e-mail is unavailable) within five (5) minutes after vendor determines a major system outage has occurred. The vendor must submit a Major System Outage Report to HHSC via the official correspondence process within 24 hours of reported system outages detailing the incident, when and how it was discovered, system and operational impacts, and corrective measures to detect and prevent future major systems outages.

DB 045-D All incidents (excluding security incidents) must be reported to HHSC via e-mail or telephone (if e-mail is unavailable) within five (5) minutes after vendor determines an incident has occurred. The vendor must submit an Incident Report to HHSC via the official correspondence process within 24 hours of reported system outages detailing the incident, when and how it was discovered, system and operational impacts, and corrective measures to detect and prevent future incidents.

DB 046 Vendor is required to notify HHSC when an incident or major systems outage is resolved. HHSC will define the timeframe and method of notification.

DB 047 Vendor is also required to report the status of all major systems outages and incidents within the DB 068-D Monthly Status Report.

## 2.16. Change Management Plan

The vendor must establish a comprehensive Change Management Plan with strategies, process and procedures to manage change and control scope. The vendor must provide a formalized methodology for handling change management including how changes will be proposed, reviewed, tracked, approved, and implemented. **The initial draft of the plan must be submitted with the respondent proposal.**

In the event there is a reason to change the project scope, HHSC will initiate the change request via the official correspondence process. The change request will provide information regarding the change comparable to the detail originally included in the RFP documentation.

HHSC and the vendor will endeavor to agree upon appropriate and mutually agreeable changes in cost, schedule or other terms associated with the change request. No change request shall be implemented unless set forth in writing and approved and signed by an authorized representative of each party.

DB 048-D Submit, implement, and maintain a Change Management Plan within fifty-five (55) calendar days after contract execution or by the date specified by HHSC. The plan must include but is not limited to the following:

- The methodology addressing how change requests will be received, analyzed and presented;
- Identification of the impact of the change to the schedule, quality, and cost structure; and
- Details regarding how resources (systems and people) will be managed to support change requests.

DB 049 Respond to change requests via a charter, impact assessment report and/or other requested artifacts based upon agreed methodologies and submit to HHSC for approval.

DB 050 Implement approved change requests within the agreed upon release schedule and/or operational implementation timeframe.

### **2.17. System Maintenance**

The awarded vendor will be responsible for all Data Broker Services maintenance and will maintain, at optimized levels, all hardware and software at no additional cost to HHSC above what is included in the proposed fixed costs.

Software maintenance is defined as maintenance of the system products, including interfaces. At a minimum, maintenance must include; correcting hardware and software defects; patch implementation; adapting software to handle changes in the environment such as in the operating system or database management system; and perfecting the product's functionality, usability, reliability, performance, and security. Software maintenance does not include major rewrites of the product that substantially change the product's functionality. **The initial draft of the plan must be submitted with the respondent proposal.**

DB 051-D Submit, implement, and maintain a System Maintenance Plan within sixty (60) calendar days after contract execution or by the date specified by HHSC that ensures 99.5% availability of the Data Broker System. The maintenance must not interfere with system availability and required response time levels of the system.

DB 052 Ensure the proposed system will have procedures for communication and coordination with users about operating and applications systems software upgrades and for implementing these upgrades. This includes announcements of new applications, new releases, the fixing of errors, and fixes to custom software.

DB 053 Update of remote equipment for any and all upgrades, changes, etc. must be done from the vendor's central site. Vendor must describe the method of communication.

## 2.18. System Development

The vendor is to provide a system that meets the requirements of the RFP and complies with applicable state or federal laws, rules or regulations.

- DB 054      The proposed solution must detail how the vendor will provide instructions and documentation regarding the development as well as use of the proposed data sources in the Data Broker System in connection with each design requirement described in Section 2.1 General Project Requirements, as follows:
- Data descriptions;
  - Flow of data;
  - Processes and logic regarding the programming of each data source;
  - Maintenance schedules;
  - Guidelines for ensuring HHSC confidential information is protected in accordance with the requirements of the contract;
  - Guidelines ensuring data is virus free;
  - Overview of available data;
  - How the data is displayed to HHSC specifications;
  - How to read and use data; and
  - Limitations on the use of data.
- DB 055      Maintain and provide HHSC with up-to-date plans including but not limited to resources involved, schedules and goals.
- DB 056      Provide development and implementation schedules for all system components with periodic progress reports as defined by HHSC.
- DB 057      Provide the capability to interface with HHSC development and test/training systems using simulated data. Provide details regarding Acceptance Testing with HHSC for all systems development and modification processes.
- DB 058      Provide the ability for HHSC to add new related services or functionality, and to request additional data source development, if necessary.
- DB 059      Store data broker requests and resulting data, as well as provide a method to link to, and access to data from TIERS, in order to provide a history of activity.
- DB 060      Develop and maintain a predictive analytics solution.
- DB 061      Develop and maintain daily transaction logs and user ID level reporting data.

## 2.19. Potential System Enhancements

System enhancement is defined as a system development initiative that improves and/or adds functionality to a component. HHSC anticipates development of new data sources during the initial term of the contract.

- Alternative data sources; and
- Any other enhancements as defined by HHSC; or
- As required by Federal or state statute, and rule or policy.

## 2.20. System Availability

The respondent's proposal must include system availability which accommodates the two different

time zones in Texas and the occurrence of daylight saving time (DST). At a minimum, Vendor must provide system availability from 7:00 a.m. until 8:00 p.m. Central Time, Monday through Friday and 8:00 a.m. until 6:00 p.m. Central Time, designated Saturdays, and as specified by HHSC. The respondent's proposal must also include its notification procedures in the event hazardous conditions or other situations impair the vendor's ability to perform their normal functions in support of HHSC.

HHSC requires the vendor to perform system maintenance and upgrades during non-operational timeframes. This will include any processing of data sources that require batch processing or other systems processing to meet the requirements of the Data Broker Service.

- DB 062        The vendor must provide on-line access to the applications and functionality a minimum of 99.5% of user system availability in each calendar month.
- DB 063        Schedule maintenance during non-hours of operation unless approval is granted by HHSC.
- DB 064        Correct all incidents that may impact the HHSC user's ability to access the Data Broker System and the use of the system for eligibility determination.
- DB 065        Provide an alternative Data Broker Services solution that will provide access and performance when and if the main access method with HHSC is unavailable.

### **2.21. Transaction Response Times**

Respondents are required to propose Data Broker System response times to users that take into consideration the complexity of the data source processing and responses presentation as well as TIERS processing timeframes.

The Data Broker System must perform all inquiries requesting existing client record information (i.e. data sources, case history, usage, automated responses, etc.) with an online response time to be proposed by the respondent but not to exceed eight (8) seconds for each individual data source per request. The response time is measured and calculated on a daily basis. The awarded Vendor must measure response times during Acceptance Testing, as well as regularly thereafter, as the system expands, to monitor system compliance.

The proposed solution should provide for filtering of duplicative requests from users due to data source delayed response times. The filtering process should ensure the original request is retained until the data source responds but not allow multiple requests from the same data source for the same individual information to be processed.

### **2.22. Technology and Technical Operations**

HHSC will provide supporting system and related interfaces as follows:

- Integrated Eligibility Determination software application - Texas Integrated Eligibility Redesign System(TIERS);
- YourTexasBenefits.com applications via an industry standard web service;
- Mobile app; and
- Access and Security control.

The respondent's proposal must incorporate technology using web services, and access to such technology and website must meet all of the State of Texas accessibility requirements. The respondent proposal must also acknowledge that the final contract will include meet the requirements specified in Title 1 Texas Administrative Code Chapter 213.

The respondent proposal must include an optional technology refresh of hardware/software at no additional expense to HHSC. Proposals must describe methodology for assuring the proposed solution will remain technologically up-to-date and provide optimal functionality during the term of the contract. All refreshes of hardware/software must be approved by HHSC prior to initiation.

### 2.23. Training Requirements

The vendor must provide a Training Plan for HHSC staff, other HHS agency staff and subcontractors. The plan must support the HHSC functions and must be in accordance with vendor contractual responsibilities. The plan must also include processes for the approach to train the vendor's own staff. **The initial draft of the plan must be submitted with the respondent proposal.**

The vendor will design training for Data Broker Services specific user groups. The vendor must develop procedures for maintaining and updating the plan, training material, and modifications to the training, at the request of HHSC, throughout the contract term. HHSC will review for accuracy all training documents within the testing and production environments.

DB 066-D Submit, implement, and maintain a Training Plan within thirty (30) calendar days prior to the scheduled operational start date or by the date specified by HHSC. The plan must include, but is not limited to:

- A plan for HHSC staff, other HHS agency staff and subcontractors
  - Minimum hardware requirements;
  - Set up procedures;
  - An explanation of the functionality and appropriate use of the system;
  - Overview of available data;
  - Current HHSC policy/procedures;
  - How to read the data;
  - How to use the data;
  - How to protect HHSC Confidential Information;
  - Limitations on the use of data (for example permissible purpose);
  - Case scenarios provided by HHSC for appropriate use of the system;
  - Requirement that users achieve a minimum assessment score established by HHSC, or a Pass/Fail option; and
  - Refresher training.
- A plan for an electronic training repository of all training activities performed within the Data Broker System application with HHSC access via web services. The electronic training repository must be maintained throughout the contract term. All materials within the repository must be available upon request and must be transferable to HHSC at the end of term of the contract.
- A plan for the vendor's own staff training
  - Vendor will outline appropriate staff training method, including but not limited to vendor operations, processes, procedures and policy (existing as well as potential changes in law and/or policy), quality, security and privacy, and confidentiality.
  - Vendor will address staff training including but not limited to HIPAA, client/applicant confidentiality, and safeguarding client/applicant data. Vendor will follow the State's requirements for training guidelines and timeframes.
  - Vendor will design training plans for initial, remedial, corrective action, refresher/reinforcement, and continuous improvement for all new hires and

- existing staff, including supervisory/management staff.
- HHSC reserves the right to observe and participate in training sessions.

DB 067-D Provide any training materials including all updates or modifications for review and approval by HHSC forty-five (45) calendar days prior to implementation. Exceptions to timeframes must be approved by HHSC.

### **2.23.1. Continuous Improvement**

- Vendor will continuously develop and recommend processes that support ongoing employee excellence, growth and development in regards to Data Broker Training;
- Vendor will modify/change and provide updated Training versions as HHSC deems necessary for HHSC staff to perform their responsibilities when accessing the Data Broker System; and
- Vendor will provide ad hoc reports when deemed necessary by HHSC.

### **2.24. Operational Status**

During the life of the contract, the vendor will be required to carry out daily operational activities related to providing Data Broker Services as described under Section 2. To ensure the outcomes, products and services delivered are performed and meet or exceed federal, state, and HHSC requirements, a monthly status must be provided.

DB 068-D Submit a Monthly Status Report within ten (10) business days following the last day covered by the report. HHSC will inform the vendor when the monthly status report submission period begins. The monthly status report must include but is not limited to the following:

- Performance data and metrics, KPR compliance;
- Include the status of identified risks, mitigation strategies and activities, and contingency plans;
- Issues, resolution of issues, including the length of time from discovery to resolution;
- Requested corrective actions by HHSC and the status;
- Detailed description of all major systems outages and incidents, detailing the incident, when and how it was discovered, system and operational impacts, and corrective measures to detect and prevent future major systems outages/incidents;
- Summary data of Quality Management activities conducted; and
- Detailed report validating terminations of user accounts within the required timeframe for the month as a result of weekly HHSC termination requests submitted to the vendor and/or users terminated as a result of HHSC policies.

### **2.25. Turnover Requirements**

The following presents the turnover requirements to which the vendor must agree. Turnover is defined as those activities that are required for the vendor to perform in order to transition contract operations to a subsequent vendor or to HHSC.

#### **2.25.1. Turnover Phases**

At the commencement and during turnover, the vendor must ensure that HHSC and the clients/applicants do not experience any adverse impact from the transfer of services to another entity or to HHSC. The vendor must develop and implement an HHSC approved, comprehensive



Turnover Plan that details the processes to be followed, the proposed scheduled, activities including knowledge transfer, and resource requirements associated with the turnover tasks identified.

Turnover activities include, but are not limited to:

- Transfer of information including data and reference tables (if applicable); data entry software (if utilized); third-party software and modifications; documentation relating to software and interfaces; functional business process flows; and operational information concerning subcontractors;
- Transfer of all documentation pertaining to filling all requirements of the RFP that are necessary for successful turnover to another vendor,
- Transfer of all training materials in electronic format including but not limited to: development methodology including software package if used, curriculum materials, materials in development and supporting documentation, best practice materials, all other training and curriculum development documentation and data;
- Process and components of comprehensive and complete knowledge transfer to HHSC or to another entity of all components in this RFP and the contract; and
- The implementation of a quality assurance process to monitor turnover activities.

The vendor must not execute contracts, leasing or licensing agreements under the contract that are not transferable to another entity or HHSC upon Turnover.

HHSC will make the final determination regarding completion of knowledge transfer.

### **2.25.2. Turnover Plan**

To ensure smooth transition of turnover and mitigate risk to HHSC and clients, the vendor must prepare a comprehensive Turnover Plan that clearly identifies those activities that are required in order to transition contract operations to a subsequent vendor for HHSC. The vendor awarded a contract pursuant to this RFP is designated as the outgoing vendor for purposes of the Turnover Plan. The plan must acknowledge that the outgoing vendor will be responsive to incoming vendor.

The plan must be a comprehensive document detailing the processes, proposed schedule, activities and systems, and resource requirements associated with the turnover tasks. Additionally, the plan, must be provided in a format and media specified by HHSC.

DB 069-D      Submit initial Turnover Plan within seventy (70) calendar days after contract execution or by the date specified by HHSC. The Turnover Plan must:

- Have a provision stating that copies of all relevant data and reference tables, documentation, or other pertinent information necessary to take over and successfully assume operational activities, including all works in progress will be provided to HHSC;
- Have a provision stating that current inventories, correspondence, documentation of outstanding issues, and other operations support documentation will be provided;
- Have a provision for the transfer of all written (electronic format) documentation, including work in progress pertaining to the business processes including but not limited to: work instructions, work process flows, system user instructions, process memos, plans, and any other materials used in the business process;
- Have a provision for detailed documentation describing all relevant information regarding the data sources used within the data broker solution and needed information for the combined report presented in TIERS;

- Have a provision for the transfer of all training materials in electronic format including but not limited to: development methodology including software package if used, curriculum materials in development and supporting documentation, best practice materials, all other training and curriculum development documentation and data;
- Include a provision for a Knowledge Transfer Plan that provides for the complete transfer to HHSC or to another entity of all components in this RFP and the contract. HHSC will make the final determination regarding completion of knowledge transfer;
- Include a quality assurance process to monitor turnover activities;
- Include a provision for a post Turnover Results Report;
- Include a provision for access by the incoming vendor or HHSC to a manager-level employee with significant experience with the contract and other technical and operational experts for up to ninety (90) days after the transition date for defect resolution, and turnover activities, including software maintenance; and
- Provide a description of the vendor's approach and schedule for transfer for all of the Transition Plan requirements to the incoming vendor.

- DB 070-D Submit a final Turnover Plan within six (6) months after the initiation of the contract or date specified by HHSC, and annually thereafter within thirty (30) calendar days prior to the end of each operational year or date specified by HHSC, including any extension for HHSC approval. The Turnover Plan must include all of the above requirements.
- DB 071-D Submit a comprehensive Knowledge Transfer Plan, including training products and subject matter experts within sixty (60) calendar days prior to the end of the contract operational year.
- DB 072-D Submit a Turnover Results Report within forty-five (45) calendar days after the completion of turnover activities or by the date specified by HHSC. Turnover will not be considered complete and final payment will not be made until the Turnover Results Report is received and approved by HHSC.
- DB 073 Appoint, with HHSC approval, a manager to manage and coordinate all turnover activities outlined in the Turnover Plan approved by HHSC.
- DB 074 Not reduce operational staffing levels during the turnover period without prior approval by HHSC.
- DB 075 Provide to HHSC or its designee upon request, copies of all relevant data and reference tables, documentation, systems, data entry software (if utilized); third party software and modifications; documentation relating to software; functional business process flows, or other pertinent information necessary to take over and successfully assume operational activities, including all works in progress.
- DB 076 Provide all relevant information and documentation regarding the Predicative Analytics and ID Authentication solutions will be provided, including the development process documentation if conducted during the term of this contract.
- DB 077 Turn over the operation and management of all business functions to HHSC or its designee. This turnover must be planned and managed in an orderly fashion so that no disruption of service to users.

- DB 078 Provide training to the successor vendor and HHSC prior to completion of turnover.
- DB 079 Work closely with HHSC to ensure that the turnover of responsibilities and the necessary knowledge transfer is completed by the end of the contract period.
- DB 080 Begin turnover activities ninety (90) calendar days prior to contract termination or by the date specified by HHSC.
- DB 081 Respond in a timely manner to all HHSC requests regarding turnover requirements.
- DB 082 Be responsible for any malfunctions that existed in the equipment, hardware, and software prior to turnover or that were caused by lack of vendor support during turnover, as may be determined by HHSC.
- DB 083 Propose and provide experienced vendor personnel to support HHSC during the entire post-turnover support period.
- DB 084 Vendor must agree to the final payment being withheld up to 180 calendar days following contract termination to assure the vendor's compliance with the agreed post-turnover support.

**2.26. Financial Reporting Requirements**

The awarded vendor must submit a monthly invoice following the month in which the vendor provides services. HHSC will process and pay the monthly fixed prices plus one or more variable fee approach related to the administrative services in accordance with Chapter 2251, Texas Government Code (Prompt Payment Act).

HHSC, at its sole discretion, may choose to process only a portion of an invoice, if only a portion of the invoice can be verified and validated by the information submitted. If HHSC decides to process an invoice in this manner, an adjustment will be made by HHSC and only that portion of the invoice that can be verified and validated will be paid.

The vendor must submit supplemental invoice(s) along with any and all necessary corrections to be paid for the modification fee(s) previously denied or not processed by HHSC. HHSC intends to process and pay modification fee(s) billed on supplemental invoices in accordance with Chapter 2251, Texas Government Code. Each invoice will be processed and paid separately. .

- DB 085-D Prepare an invoice for payment for each month during the term of the agreement no later than thirty (30) calendar days following the end of the previous month. In addition, a vendor will supply detailed information in an electronic format that supports the monthly invoice. HHSC reserves the right to request financial information and supporting information in a format that will allow HHSC to most efficiently comply with its state and federal financial reporting requirements.
- DB 086 Maintain an accounting system that provides an audit trail containing sufficient financial documentation to allow for the reconciliation of billings, reports, and financial statements with all general ledger accounts and specific business functional areas within any applicable components.

**HHSC Responsibilities**

HHSC will pay invoices in a timely manner in accordance with the Prompt Payment Act.

### **2.26.1. Business Objective**

The objective of the Financial Approach is to describe the financial components that will enable HHSC and the state programs included in this RFP to achieve the Mission Objectives described in Section 1.5 of the RFP and to ensure that all services required of the vendor are provided as efficiently and effectively as possible to assist HHSC in its responsibility for the efficient and effective administration of federal awards through the application of sound management practices.

### **2.27. Financial: Accounting and Reporting Requirements**

#### **Overview**

This section presents HHSC and vendor responsibilities for recording and reporting Contract transactions.

The need for greater public and financial accountability in the administration of critical taxpayer-funded programs has led to a demand for more information regarding government programs and services. Public officials, legislators, and citizens want and need to know whether government funds are handled properly and in compliance with laws and regulations.

The business objectives relating to Accounting and Reporting requirements include:

- A. Accumulating and reporting accounting data in accordance with the following standards (as they may be amended during the term of the Contract):
  - 1) Generally Accepted Accounting Principles (GAAP);
  - 2) Title 48 CFR, Chapter 1, Parts 30 and 31 and Chapter 99;
  - 3) Federal guidelines, rules and regulations applicable to programs within the scope of the RFP;
  - 4) HHSC guidelines, rules, regulations and provisions applicable to programs within scope of this procurement. Where HHSC guidelines, rules, regulations and provisions of this procurement are in conflict with GAAP, Title 48 CFR Chapter 99, Title 48 CFR, Chapter 1, Part 30 or Title 48 CFR Chapter 1, Part 31, then the HHSC guidelines, rules, regulations and provisions of this procurement will prevail; and
  - 5) Providing authorized governmental representatives of the State and the Federal government full access to all information needed to conduct financial reviews and audits required by law or by the contract resulting from this RFP in accordance with applicable standards.
- B. Effectively regulating costs. To this end, allowable costs are costs that, in HHSC's sole determination are:
  - 1) Necessary and reasonable for the proper and efficient performance and administration of applicable federal awards;
  - 2) Allocable to applicable federal awards under the provisions of the federal standards or any other accounting provisions include in the Contract resulting from this RFP;
  - 3) Authorized or not prohibited under state laws, state regulations or any provision included in the Contract resulting from this RFP;
  - 4) In conformity with any limitations or exclusions set forth in applicable accounting principles, federal laws, terms and conditions of the federal award(s) to HHSC and/or the Contract;
  - 5) Consistent with policies, regulations and procedures that apply uniformly to federal awards impacting the Contract;
  - 6) Determined in accordance with GAAP;
  - 7) Adequately documented; and

- 8) Consistent with a prospective Vendor's normal treatment of the expense. A cost may not be assigned to a federal award or a Contract resulting from this RFP as a direct cost if any other cost incurred for the same purpose in like circumstances has been allocated to a federal award or a different contract with HHSC as an indirect cost.

#### **2.27.1. Financial Accounting Requirements**

Accruals of expenses or liabilities are subject to HHSC review and approval. HHSC will not recognize as valid costs, any accruals that it deems inappropriate. For example, lease agreement costs beyond the effective date of termination or completion of the Contract, or lease cancellation expenses resulting from termination or completion of the Contract, will not represent valid allowable costs.

Allowable and non-allowable direct and indirect costs wherever applicable to any payments to the Contractor will be governed by the principles set forth in the following regulations (as they may be amended during the term of the contract) and documents:

- Title 48 CFR, Chapter 1, Part 31 – Contract Cost Principles and Procedures;
- Title 48 CFR, Chapter 1, Part 30 – Cost Accounting Standards Administration; and
- Title 48 CFR, Chapter 99 – Cost Accounting Standards.

In addition to costs that are unallowable pursuant to the above accounting principles, HHSC has deemed some of the allowable costs to be specifically unallowable for the Contract resulting from this RFP. A list of additional unallowable costs is as follows:

- 1) Local and State taxes paid to local or state governments outside of Texas (other than hotel, airline and sales taxes expended specifically for the Contract resulting from this RFP);
- 2) Federal taxes (other than hotel, airline and sales taxes expended specifically for the contract resulting from this RFP);
- 3) Proposal costs of any type;
- 4) Employee bonuses in excess of 10% of the employee's base pay;
- 5) Public Relations and Selling costs;
- 6) Actual costs, remedies and/or damages due to HHSC as a result of the Contractor not meeting State performance requirements;
- 7) Actual costs, including interest expense due to HHSC or any other party as a result of the Contractor not meeting State performance requirements;
- 8) Any monies owed to the federal government by the State as a result of the Contractor not meeting federal performance requirements;
- 9) Dispute resolution and arbitration costs;
- 10) Contingency funding costs;
- 11) Pre-contract costs;
- 12) Indirect expenses (Overhead, General & Administrative charges, etc.) and administrative service fees related to Pass-Through Items; and
- 13) Inter-company profits and margins related to all transactions with any parent, affiliate, or subsidiary organization, including inter-company profits and margins related to all transactions the Contractor or the Contractor's subsidiary has with any parent, affiliate, or

subsidiary organization.

Any parent, affiliate, or subsidiary organization providing services associated with this procurement is required to comply with these requirements related to unallowable contract expenses.

As indicated in FAR 31.203, any indirect costs and associated profit applicable to subcontract costs where the Contractor does not provide "added value" (e.g., subcontract management functions) are considered excessive pass-through costs which are unallowable.

## **2.28. General Access to Accounting Records**

The awarded vendor must provide authorized governmental representatives of HHSC and the federal government full access to all financial and accounting records related to the performance of the contract resulting from this RFP, including all requested subcontractor financial and accounting records. The financial and accounting records shall be provided to the authorized governmental representatives of HHSC and the federal government in an electronic format when requested.

In addition to the requirements stated above, the vendor and its subcontractors must:

- DB 087 Cooperate with HHSC, HHSC auditors, Texas State Auditor's Office (SAO) and the federal government in their inspections, audits, and/or reviews, and provide all necessary records and information. As required by Title 48 CFR, Chapter 1, Part 30, Title 48 CFR, Chapter 1, Part 31 and Title 48 CFR, Chapter 99, it is the responsibility of any awarded vendor to provide adequate documentation and justification to the authorized representatives of HHSC, HHSC auditors, Texas State Auditor's Office (SAO) and the federal government during the inspection, audit and/or review process for all expenses included in the awarded vendor's accounting records.
- DB 088 Permit authorized governmental representatives of HHSC and the federal government full access, both on-line (on a read-only basis) and in person, during normal business hours, to the accounting records that HHSC, HHSC auditors, Texas State Auditor's Office (SAO) and/or the federal government determine are relevant to the contract resulting from this RFP.
- DB 089 Make accounting records or supporting documentation relevant to the resulting contract available to HHSC or its agents within 10 business days of receiving a written request from HHSC for specified records or information. At the request of HHSC or its agents, provide copies of any accounting records or supporting documentation HHSC determines is relevant to a resulting contract within 10 business days of receiving a written request from HHSC for copies of the specified records or information.
- DB 090 Deliver to HHSC any contractually relevant reports or records that cannot be accessed on-line by HHSC personnel.
- DB 091 Provide authorized governmental representatives of HHSC, HHSC auditors, Texas State Auditor's Office (SAO) and the federal government with access to the accounting and financial records of the vendor's parent company, vendor's affiliates, vendor's subsidiaries and to any individual, partnership, firm, subsidiary, affiliate, or corporation of the vendor or parent company of the vendor that transacts business with any department, board, commission, institution or other HHSC or federal agency connected with the contract resulting from this RFP. This

requirement is limited to those records that relate to the performance of the contract resulting from this RFP.

## **2.29. Financial Report Requirements**

HHSC will require the awarded vendor to provide financial reports to support contract monitoring and support any HHSC and federal reporting requirements.

In addition to the requirements stated above, the vendor must:

DB 092-D Provide financial statements no later than ninety (90) calendar days after contract execution, or date specified by HHSC, including, but not limited to an Annual Report or Income Statement, depicting the vendor's operation for the initial review of this RFP that ties back to the cost proposal. HHSC reserves the right to request financial information in a format that will allow HHSC to most efficiently comply with its state and federal financial reporting requirements under the contract resulting from this RFP.

## **HHSC Responsibilities**

At its discretion, HHSC may review financial reports provided by the vendor for accuracy and completeness.

## **2.30. Financial Payment Structure and Provisions**

The financial payment structure for the Data Broker Services contract relates to the Administrative Payments. The following sections describe the pricing structures and the major variables affecting the administrative payments.

### **2.31. Overview of Financial Payment Structures**

Payment for the contractual services described in this RFP will be based on several pricing structures, depending on the specific component, specific service and/or deliverable required and whether the vendor correctly performed the required service and/or deliverable. The vendor will receive payments monthly as compensation for correctly and appropriately performing the services required in the contract resulting from this RFP.

The methods by which the vendor will be paid for services under the Contract include:

#### **2.31.1. Non-Recurring Maintenance, Modifications, and Additional Periodic Activities**

HHSC anticipates that, during the life of the Contract, implementation of federal and state mandates and other state initiatives will require additions or changes to the activities performed under the contract resulting from this RFP. If applicable, payment for costs associated with non-recurring modifications and additional periodic activities required after the Operational Start Date will be negotiated with the vendor. The costs for such non-recurring modifications will be based on the explicit fixed hourly rates proposed by a vendor as described in the instructions for completion of the pricing proposal forms (payment for additional activities - catalog pricing/all-inclusive hourly labor rates) and the actual number of hours worked on the specific modification by the vendor's staff or the staff of a vendor's subcontractor.

A vendor will employ the all-inclusive hourly labor rates proposed in developing pricing proposals for the performance of non-recurring modifications and additional periodic activities required after the Operational Start Date. Additional periodic activities are defined as the provision of any service(s), deliverable(s), or product(s) that will not be performed on a regular recurring basis. The all-inclusive hourly labor rates will be proposed for the first twelve (12) months of the resulting

contract. Rates for subsequent 12-month operational periods and for periods less than 12 months following the first 12 months of the contract will be determined by the application of a fixed annual price inflator/deflator proposed by the vendor and accepted by HHSC. The vendors application of the fixed annual price inflator/deflator to the all-inclusive hourly labor rates will be dependent on the States fixed annual inflator (if none is designated to the State workers then it will not apply to the vendor).

### **2.31.2. Payment for Pass-Through Items**

Actual expenditures for pass-through items made on HHSC's behalf will be paid without allocation of any indirect charges (general & administrative expenses, overhead, etc.) or the allowable administrative service fee. The vendor must utilize the detailed pricing schedules included in Attachment A, Appendix A-2 to depict the amount of pass-through expenses that will be paid without indirect charges or the allowable administrative service fee. Items designated as pass-through items include the following:

- Software license fees and software maintenance fees;
- Office rent (including leasehold improvements and lease pass-through expenses); and
- All HHSC approved printing and postage costs.

Actual expenditures for pass-through items made on HHSC's behalf will be paid without allocation of any indirect charges (general & administrative expenses, overhead, etc.) or the allowable administrative service fee for any proposed expenses submitted by the vendor and reviewed by HHSC to determine the appropriate fixed and/or variable fee adjustments included in the amendment executed to include the additional recurring activities in the applicable contract.

### **2.31.3. Payment for Administrative Services**

Payment to the awarded vendor for administrative services will be based on a combination of one or more fixed administrative fee(s) plus one or more variable administrative fee(s). HHSC reserves the right to determine the final percentage of fixed fees and variable fees in the contract for the Data Broker Services.

Any expenses incurred by a vendor after the commencement of the operational phase of the contract resulting from this RFP to complete transition activities or correct any defects from the Transition Phase must not be recorded as an operational expense and will not be considered an allowable expense for the respective contract.

HHSC will reduce the fixed and/or variable administrative payments for any services that become obsolete or no longer necessary during the contract resulting from this RFP.

HHSC will not recognize as valid costs any excessive charges or fees from the awarded vendor or any of the awarded vendor's subcontractors that HHSC deems inappropriate.

HHSC will reduce the fixed and/or variable administrative payments in any option year exercised by HHSC for any expenses that will not be applicable during the option year.

HHSC reserves the right to enter into negotiations to modify the fixed and variable fee payment methodologies to include fewer variable payment elements and/or additional variable payment elements in the administrative payment structure at any time during the contract resulting from this RFP.

The respondent's Cost Proposal and Price Summary Sheet(s) depicted below must be based on the respondent's proposed costs and an administrative service fee that will be included as part of



each proposed Fixed Fee, each proposed Variable Fee and each proposed Periodic Activity Fee. The final administrative service fee included in the contract resulting from this RFP will remain unchanged and be applicable for all fixed fees, variable fees, periodic activity fees, recurring activity fees and any change orders executed during the term of the contract.

#### **2.31.4. Fixed Administrative Fees**

Separate fixed administrative fees will be proposed for the first 12-month operational period of a resulting contract for the Data Broker Services subsequent contract years (12-month operational periods) and any applicable operational period less than 12 months, the fixed administrative fees will be determined by the application of a fixed annual inflator/deflator proposed by the vendor and subject to approval and acceptance by HHSC. The final annual fixed administrative fees included in the resulting contract will be paid in 12 equal monthly payments. Fixed administrative fees for an operational period less than 12 months will be paid in equal monthly payments based on the total number of applicable months included in the final operational period. Operational costs in excess of the final fixed price amount(s) included in the contract resulting from this RFP will not be paid by HHSC.

A vendor must submit one or more monthly invoice(s) following the month in which the vendor provides administrative services. HHSC will process and pay monthly fixed administrative fees in accordance with Chapter 2251, Texas Government Code.

A vendor will supply detailed information with the invoice(s) as directed by HHSC to enable HHSC to allocate costs for the services according to the various state and federal funding sources that support the contract for specific segments of the service component. Each invoice must show separate lines for each state funding source. The vendor must also provide supporting documentation for fixed administrative cost invoices, in an electronic format, subject to approval by HHSC, by state funding source.

HHSC, at its sole discretion, may choose to process only a portion of a fixed administrative fee invoice, if only a portion of the invoice can be verified and validated by the information submitted. If HHSC decides to process an invoice in this manner, an adjustment will be made by HHSC and only that portion of the fixed administrative invoice that can be verified and validated will be paid.

To be paid for the fixed administrative fees previously denied or not processed by HHSC, the vendor must submit supplemental invoice(s) along with any and all necessary corrections. HHSC will process and pay fixed administrative fees billed on supplemental invoices in accordance with Chapter 2251, Texas Government Code. Each invoice will be processed and paid separately.

### **2.32. Payment for Implementation and Modifications**

#### **2.32.1. Transition Costs**

Transition costs to meet the RFP requirements will be paid on a fixed fee basis.

Transition costs in excess of the final fixed price amount(s) included in the contract resulting from this RFP will not be paid by HHSC.

Transition costs will be proposed to allow the awarded vendor to assume the responsibilities of each Key Milestone included in the RFP effective with the operational start date included in this RFP applicable to the specific Key Milestone. Transition costs will not be paid as an element of operational administrative costs. Transition costs will be paid to the vendor retrospectively.

Any expenses incurred by a vendor after the operational start date of a specific Key Milestone to

complete transition activities or correct any defects from the Transition Phase of that specific Key Milestone must not be recorded as an operational expense and will not be considered an allowable expense.

HHSC intends to process and pay the transition costs in accordance with Chapter 2251, Texas Government Code. Separate invoices for each Key Milestone must be submitted by the vendor to HHSC in the format specified by HHSC. Each invoice will be processed and paid separately. As directed by HHSC, the vendor will separate the invoices according to the various state and federal funding sources that support the applicable contract that have responsibilities for specific Key Milestones and/or segments of the respective service components.

HHSC, at its sole discretion, may choose to process only a portion of a Key Milestone transition invoice, if only a portion of the invoice can be verified and validated by the information submitted. If HHSC decides to process an invoice in this manner, an adjustment will be made by HHSC and only that portion of the Key Milestone transition invoice that can be verified and validated will be paid.

A vendor must submit supplemental invoice(s) along with any and all necessary corrections to be paid for the Key Milestone transition fees previously denied or not processed by HHSC. HHSC will process and pay Key Milestone transition fee(s) billed on supplemental invoices in accordance with Chapter 2251, Texas Government Code. Each invoice will be processed and paid separately.

Proposed transition costs will be included in the pricing evaluation for each Key Milestone. Actual transition costs in excess of the amount included in the Contract for each Key Milestone will not be paid by HHSC. Transition requirements for each Key Milestone will be subjected to one or more performance measurement(s). Performance remedies, either liquidated damages and/or actual damages, may apply to each Key Milestone if the awarded vendor is not able to provide all of the necessary services and/or deliverables on the specified operational start date for the specific Key Milestone(s) included in the awarded vendor's contract resulting from this RFP.

### **3. General Instructions and Proposal Requirements**

#### **3.1. Vendor Conference**

HHSC will hold a vendor conference on October 7, 2015 at 10 a.m. (CST).

Location: Criss Cole Rehabilitation Center (CCRC) Auditorium  
4800 N. Lamar Blvd.  
Austin, Texas 78756

Vendor conference attendance is recommended, but is not required.

For directions to the CCRC go to <http://www.dars.state.tx.us/dbs/ccrc/index.shtml>.

Respondents may email questions for the conference to the HHSC Point of Contact (see Section 1.2) up until three (3) days prior to the conference. HHSC will also give respondents the opportunity to submit written questions at the conference. All questions should reference the appropriate RFP page and section number.

HHSC may respond to questions at the vendor conference, but responses are not official until posted in final form on the ESBD. HHSC reserves the right to amend answers prior to the proposal submission deadline.

Note: If attending the Vendor Conference, you are encouraged to arrive 20 minutes prior to the conference start time in order to obtain a visitor's pass from building security.

People with disabilities who wish to attend the meeting and require auxiliary aids or services should contact the sole point of contact identified in the HHS RFP/solicitation at least 72 hours before the meeting so appropriate arrangements can be made.

### **3.2. Questions and Comments**

All questions and comments regarding this RFP should be sent to the HHSC Point of Contact (see Section 1.2). Questions must reference the appropriate RFP page and section number, and must be received by the HHSC Point of Contact by the deadline set forth in Section 1.3. HHSC may choose not to respond to questions received after the deadline. HHSC's responses to vendor questions will be posted on the ESBD. HHSC reserves the right to amend answers prior to the proposal submission deadline. Amended answers will be posted on the ESBD.

Respondents must notify HHSC of any ambiguity, conflict, discrepancy, exclusionary specification, omission or other error in the RFP and any referenced documents (e.g. UTCs, SPI, etc.) by the deadline for submitting questions and comments. If a respondent fails to notify HHSC of these issues, respondent will submit a proposal at its own risk, and if awarded a contract: (1) shall have waived any claim of error or ambiguity in the RFP or resulting contract, (2) shall not contest HHSC's interpretation of such provision(s), and (3) shall not be entitled to additional compensation, relief or time by reason of the ambiguity, error, or its later correction.

### **3.3. Modification or Withdrawal of Proposal**

Prior to the proposal submission deadline set forth in Section 1.3, a respondent may: (1) withdraw its proposal by submitting a written request to the HHSC Point of Contact, or (2) modify its proposal by submitting a written amendment to the HHSC Point of Contact. HHSC may request proposal modifications at any time.

HHSC reserves the right to waive minor informalities in a proposal and award a contract that is in the best interest of the State of Texas. A "minor informality" is an omission or error that, in HHSC's determination, if waived or modified when evaluating proposals, would not give a respondent an unfair advantage over other respondents or result in a material change in the proposal or RFP requirements. When HHSC determines that a proposal contains a minor informality, it may at its discretion provide the respondent with the opportunity to correct.

### **3.4. News Releases**

Prior to award, a respondent may not issue a press release or provide any information for public consumption regarding its participation in the procurement. Requests should be directed to the HHSC Point of Contact identified in Section 1.2.

This Section 3.4 does not preclude business communications necessary for a respondent to develop a proposal, or required reporting to shareholders or governmental authorities.

### **3.5. Incomplete Proposals**

HHSC may reject without further consideration a proposal that does not include a complete, comprehensive, or total solution as requested by the RFP.

### **3.6. State Use of Ideas**

HHSC reserves the right to use any and all ideas presented in a proposal unless the respondent presents a valid legal case that such ideas are trade secret or confidential information, and identifies the information as such in its proposal (see Section 3.13). A respondent may not object

to the use of ideas that are not the respondent's intellectual property and so designated in the proposal that: (1) were known to HHSC before the submission of the proposal, (2) were in the public domain through no fault of HHSC, or (3) became properly known to HHSC after proposal submission through other sources or through acceptance of the proposal.

### **3.7. Property of HHSC**

Except as otherwise provided in this RFP or the resulting contract, all products produced by a respondent, including without limitations the proposal, all plans, designs, software, and other contract deliverables, become the sole property of HHSC.

### **3.8. Copyright Restriction**

HHSC will not consider any proposal that bears a copyright.

### **3.9. Additional Information**

By submitting a proposal, the respondent grants HHSC the right to obtain information from any lawful source regarding the respondent's and its directors', officers', and employees': (1) past business history, practices, and conduct, (2) ability to supply the goods and services, and (3) ability to comply with contract requirements. By submitting a proposal, a respondent generally releases from liability and waives all claims against any party providing HHSC information about the respondent. HHSC may take such information into consideration in evaluating proposals.

### **3.10. Multiple Responses**

A respondent may only submit one proposal as a prime vendor. If a respondent submits more than one proposal, HHSC may reject one or more of the submissions. This requirement does not limit a subcontractor's ability to collaborate with one or more respondents submitting proposals.

### **3.11. No Joint Proposals**

HHSC will not consider joint or collaborative proposals that require it to contract with more than one respondent.

### **3.12. Use of Subcontractors**

Subcontractors providing services under the contract shall meet the same requirements and level of experience as required of the respondent. No subcontract under the contract shall relieve the respondent of the responsibility for ensuring the requested services are provided. Respondents planning to subcontract all or a portion of the work to be performed shall identify the proposed subcontractors.

### **3.13. Texas Public Information Act**

#### **3.13.1. General Requirement for the Release of Proposals**

Proposals will be subject to the Texas Public Information Act (the Act), located in Chapter 552 of the Texas Government Code, and may be disclosed to the public upon request. Subject to the Act, respondents may protect trade secret and confidential information from public release. If the respondent asserts that information provided in the proposal is trade secrets or other confidential information, it must be clearly marked such information in boldface type and include the words "confidential" or "trade secret" at top of the page. Furthermore, the respondent must identify trade secret or confidential information, and provide an explanation of why the information is excepted from public disclosure, on the Respondent Information and Disclosures form.

HHSC will process any request from a member of the public in accordance with the procedures outlined in the Act. Respondents should consult the Texas Attorney General's website ([www.oag.state.tx.us](http://www.oag.state.tx.us)) for information concerning the Act's application to proposals and potential

exceptions to disclosure.

### 3.13.2. Publication of Major Contracts

[Texas Government Code §322.020](#) requires HHSC to provide copies of “major contracts” to the Legislative Budget Board (LBB). If the contract resulting from this procurement falls within the §322.020 definition of a “major contract,” the LBB will provide the public with access to all contract documents. This includes the proposal, unless the respondent can demonstrate that all or part of the proposal is exempted from disclosure under the Texas Public Information Act. In such cases, the respondent will be responsible for preparing, for HHSC’s approval, an appendix that describes the exempt information contained in the proposal without disclosing its content, as required by [Texas Government Code §322.020 \(d\)](#).

### 3.14. Instructions for Submitting Proposals

#### 3.14.1. Number of Copies

Submit one (1) original and five (5) hard of copies of the proposal. **An authorized representative must sign the original in ink.** In addition, submit ten (10) electronic copies of the proposal on a portable media, such as but not limited to compact disk, compatible with Microsoft Office 2010, and in the same format as the Business Proposal identified in Section 3.15.1. HHSC will not accept telephone and facsimile proposals. Any disparities between the contents of the original printed proposal and the electronic proposal will be interpreted in favor of HHSC.

#### 3.14.2. Submission

Submit all copies of the proposal to HHSC’s Procurement and Contracting Services (PCS) Division no later than 2:00 p.m. (CST) on November 30, 2015. All submissions will be date and time stamped when received by PCS. The clock in the PCS office is the official timepiece for determining compliance with the deadlines in this procurement. HHSC reserves the right to reject late submissions. It is the respondent’s responsibility to appropriately mark and deliver the proposal to HHSC by the specified date.

#### Physical Address for hand delivery and overnight and commercial mail:

Kevin Warren, CTPM  
HHSC Procurement and Contracting Services (PCS)  
1100 W 49<sup>th</sup> St  
MC 2020  
Austin, TX 78756  
Phone: 512-406-2539  
[kevin.warren@hhsc.state.tx.us](mailto:kevin.warren@hhsc.state.tx.us)

All proposals become the property of HHSC after submission.

#### 3.14.3. Additional Requirements

All proposals must be:

- clearly legible;
- sequentially page-numbered and include the respondent’s name at the top of each page;
- organized in the sequence outlined in Section 3.15;
- bound in a notebook or cover;
- correctly identified with the RFP number and submittal deadline;
- responsive to all RFP requirements;

- typed on 8½ by 11” paper; and
- in Arial or Times New Roman font, size 12 for normal text, no less than size 10 for tables, graphs and appendices.

Proposals may not include materials or pamphlets not specifically requested in this RFP

### **3.15. Format and Content**

The proposal must consist of the following parts:

- Part 1 – Business Proposal;
- Part 2 – Technical Proposal; and
- Part 3 – Cost Proposal

#### **3.15.1. Part 1 – Business Proposal**

The Business Proposal must include the following sections:

- Section 1 – Executive Summary;
- Section 2 – Corporate Background and Experience;
- Section 3 – Project Work Plan;
- Section 4 – Value-added Benefits;
- Section 5 – Assumptions;
- Section 6 – Appendices;
- Section 7 – HUB Subcontracting Plan;
- Section 8 – Certifications and Other Required Forms; and
- Section 9 -- RFP Section vs Proposal Response Crosswalk.

##### **3.15.1.1 Section 1 – Executive Summary**

In this section, condense and highlight the content of the Business Proposal to provide HHSC with a broad understanding of the respondent’s approach to meeting the RFP’s business requirements. The summary must demonstrate an understanding of HHSC’s goals and objectives for this procurement.

##### **3.15.1.2 Section 2 -- Corporate Background and Experience**

This section details the respondent’s corporate background and experience. If the respondent proposes to use subcontractor(s), it must describe any existing or ongoing relationships with the subcontractor(s), including project descriptions. The section should include the following information:

#### **1. Corporate Background and Experience**

Describe the respondent’s corporate background as it relates to projects similar in scope and complexity to the project described in this RFP.

Include a description and at least three (3) references from projects performed within the last five (5) years that demonstrate the respondent’s ability to perform the Scope of Work described in the RFP. Include contract dates and contact information (customer points of contact, address, telephone number and email address). The respondent must explain whether it performed the work as a prime vendor or subcontractor. If the respondent performed the work as a subcontractor, the respondent must describe the scope of subcontracted activities.

If the proposal includes the use of subcontractors, include a similar description of each subcontractor’s corporate background and experience.

## **2. Résumés**

Identify and describe the respondent's and its subcontractor's proposed labor skill set and provide résumés of all proposed Key Personnel (as defined by the respondent). Résumés must demonstrate experience germane to the position proposed. Résumés should include work on projects cited under the respondent's corporate experience (if applicable), and the specific functions performed on such projects. Each résumé should include at least three (3) references from recent projects. References may not be the respondent's or subcontractor's employees.

## **3. Financial Capacity**

A respondent must supply evidence of financial stability sufficient to demonstrate reasonable stability and solvency appropriate to the requirements of this procurement. Respondents must submit a current financial statement plus two (2) years of audited financial reports including all supplements, management discussion and analysis, and actuarial opinions. At a minimum, such financial statements and reports shall include: balance sheet; statement of income and expense; statement of changes in financial position; and cash flows. If the respondent is a corporation that is required to report to the Securities and Exchange Commission, it must submit its two most recent SEC Forms 10K, Annual Reports. If any change in ownership is anticipated during the twelve (12) months following the proposal due date, the respondent must describe the circumstances of such change and indicate when the change is likely to occur.

## **4. Corporate Guarantee**

If the respondent is substantially owned or controlled, in whole or in part, by one or more other legal entities, the respondent must submit the information required under the "Financial Capacity" section above for each such entity, including the most recent financial statement for each such entity. The respondent must also include a statement that the entity or entities will unconditionally guarantee performance by the respondent of each and every obligation, warranty, covenant, term and condition of the contract. If HHSC determines that an entity does not have sufficient financial resources to guarantee the respondent's performance, HHSC may require the respondent to obtain another acceptable financial instrument or resource from such entity, or to obtain an acceptable guarantee from another entity with sufficient financial resources to guarantee performance.

## **5. Bonding**

HHSC reserves the right to require the vendor to procure one or more performance, fidelity, payment or other bond, if during the term of the contract; HHSC in its sole discretion determines that there is a business need for such requirement.

### **3.15.1.3 Section 3 – Project Work Plan**

Describe the respondent's proposed processes and methodologies for providing all components of the Mission Results/Scope of Work described in Article 2, including the respondent's approach to meeting the Project Schedule.

### **3.15.1.4 Section 4 – Value-added Benefits**

Describe any services or deliverables that are not required by the RFP that the respondent proposes to provide to HHSC. Respondents are not required to proposed value-added benefits, but inclusion of such benefits may result in a more favorable evaluation.

### **3.15.1.5 Section 5 – Assumptions**

State any business, economic, legal, programmatic, or practical assumptions that underlie the respondent's response to the Business Proposal. HHSC reserves the right to accept or reject any assumptions. All assumptions not expressly identified and incorporated into the contract resulting from this RFP are deemed rejected by HHSC.

### **3.15.1.6 Section 6 – Appendices**

There are no additional appendices required for this section other than those which may be required elsewhere in the RFP.

### **3.15.1.7 Section 7 – HUB Subcontracting Plan**

Attach the respondent's Historically Underutilized Business (HUB) Subcontracting Plan. Instructions for completing this section are in Article 4 of the RFP. Package 6 on the ESBD contains a Quick Check List and HUB Subcontracting Plan that can be utilized to meet this submittal requirement.

Submit one (1) copy of the HUB Subcontracting Plan (HSP), in accordance with the RFP, in a separate sealed envelope, with the RFP submission, labeled: HUB Subcontracting Plan (HSP), and include all supporting documentation in accordance with the HSP.

### **3.15.1.8 Section 8 – Certifications and Other Required Forms**

Respondents must submit the following required forms with their proposals:

- Child Support Certification;
- Debarment, Suspension, Ineligibility, and Voluntary Exclusion of Covered Contracts;
- Federal Lobbying Certification;
- Nondisclosure Statement;
- Required Certifications; and
- Respondent Information and Disclosures.
- Security and Privacy Initial Inquiry (SPI) form

The forms listed above can be located by going to the [HHSC Business Opportunities](#) page and clicking on Required Forms for all HHSC Procurements.

The SPI form (and instructions) is located in the body of the HHSC Business Opportunities Page.

## **3.15.2. Part 2 – Technical Proposal**

Respondents must provide a detailed description of the proposed technical solution, which must support all business activities and requirements described in the RFP. The Technical Proposal must reflect a clear understanding of the nature of the work undertaken, and must include a detailed descriptions of the proposed system(s).

The Technical Proposal must include a description of the following system components, at a minimum:

- Section 1 – Technology Architecture;
- Section 2 – Capacity Management and System Availability; Section 3 – Software and Hardware Components;
- Section 4 -- Systems Integration;
- Section 5 – System Administration, Support, and Maintenance; Section 6 – System Security and Disaster Recovery;
- Section 7 – Performance Monitoring and Management;
- Section 8 – Value-added Benefits;
- Section 9 – Assumptions; and
- Section 10 – Appendices.

### **3.15.2.1 Section 1 -- Technology Architecture**

Provide a detailed description of the proposed technology architecture and include one or more diagrams that detail the relationships between key technical components.



### **3.15.2.2 Section 2 – System Availability and Capacity**

The respondent is responsible for delivering a cost-effective, high-availability environment that minimizes the frequency and impact of system failures, reduces downtime, and minimizes recovery time in the event of catastrophic failure. In this section, provide details on the respondent's approach to providing a highly available system. In addition, provide details on the proposed approach to monitoring system performance and use and planning, sizing and controlling the system as capacity needs change.

### **3.15.2.3 Section 3 -- Software and Hardware Components**

Provide details on the software and hardware components the respondent proposes to use in its system as applicable to the requirements contained in this RFP. This includes, but is not limited to, the proposed server topology, specifications for the hardware components, and data storage components. The respondent should also include details on the tools and utilities used to design, build, test, deploy, report, monitor, and operate the system and its components.

### **3.15.2.4 Section 4 – Systems Integration**

Describe the respondent's approach to integrating the proposed system with other information systems.

### **3.15.2.5 Section 5 -- System Administration, Support, and Maintenance**

Detail the respondent's approach to administering the system and system components. Detail the proposed approach to system support, including the levels of support offered and the process for requesting support. In addition, provide a summary of the respondent's proposed strategy for maintaining and repairing the system.

### **3.15.2.6 Section 6 – System Security and Disaster Recovery**

Detail on the respondent's approach to security architecture, including the development and implementation measures that will provide security and protection for the system. Describe the proposed backup and recovery processing approach, and proposed virus protection strategy. Describe the respondent's general approach to reestablishing operations in the event of a catastrophe, as well as its approach to providing HHSC with a disaster recovery plan. Provide specifications on any hardware and software components utilized by the proposed security and disaster recovery solutions. Describe the respondent's approach to determining disaster recovery site location. Indicate whether the site is located in the continental United States and the proximity to respondent's main location.

### **3.15.2.7 Section 7 -- Performance Monitoring and Management**

Describe the respondent's proposed methodology for monitoring and reporting system performance, as well as the respondent's proposed approach to technology management. This includes the methods for centrally managing system resources such as servers, backup, archiving, and recovery equipment, databases and applications. Address methods for auditing, tracing and scanning the system. Provide details on the use of specialized tools the respondent will use to automate and track monitoring and management activities.

### **3.15.2.8 Section 8 - Value-added Benefits**

Describe any enhancements or additions to the system that are not required by the RFP that the respondent proposes. Respondents are not required to proposed Value-added benefits, but inclusion of such benefits may result in a more favorable evaluation.

### **3.15.2.9 Section 9 – Assumptions**

State any business, economic, legal, programmatic, or practical assumptions that underlie the respondent's response to the Technical Proposal. HHSC reserves the right to accept or reject any assumptions. All assumptions not expressly identified and incorporated into the contract

resulting from this RFP are deemed rejected by HHSC.

### **3.15.2.10 Section 10 – Appendices**

There are no additional appendices required for this section other than those which may be required elsewhere in the RFP.

### **3.15.3. Part 3 – Cost Proposal**

The respondent's Price Proposal and Price Summary Sheets must complete this form and place it in a separate, sealed package, clearly marked with the respondent's name, "original" or "copy", and the RFP submission date.

A cover letter referencing the Price Proposal and Price Summary Sheets must be included in the respondent's separate, sealed package, **and must be signed by an individual authorized to legally bind the vendor for the proposal and price summary sheet(s) submitted.** Respondents must base their Price Proposals on the Project Scope described in this RFP and must complete and sign and date the Price Proposal verifying that the enclosed information is valid for 180 days from date of submission.

Respondents must base their Cost Proposals on the Scope of Work described in Section 2. This section should include any business, economic, legal, programmatic, or practical assumptions that underlie the Cost Proposal. HHSC reserves the right to accept or reject any assumptions. All assumptions not expressly identified and incorporated into the contract resulting from this RFP are deemed rejected by HHSC.

Respondents must separately identify value-added benefits, cost-savings and cost-avoidance methods and measures, and the effect of such methods on the Cost Proposal and Scope of Work.

**Cost Proposal Forms are contained in Package 2 on the ESBD.**

### **3.15.4. Cost Proposal and Price Summary**

The attached Transitional Pricing Schedules (Attachment A, Appendix A-1), Operational Pricing Schedules (Attachment A, Appendix A-2), Predictive Analytics and ID Authentication Pricing Schedules (Attachment A, Appendix A-3), and Price Summary Sheets (Attachment A, Appendix A-4), must include required supporting documentation to validate all costs included in the respondent's Cost Proposal. All assumptions associated with the price proposal must be documented.

### **3.15.5. Pricing Schedules and Price Sheets**

Forms substantially similar to those described in this section must provide the component costs of the Prices quoted for providing the services and deliverables set forth in this RFP. Attachment A, Appendix A-1 contains Transitional Pricing Schedules, Attachment A, Appendix A-2 contains Operational Pricing Schedules, Attachment A, Appendix A-3 contains the Predictive Analytics and ID Authentication Pricing Schedule and Attachment A, Appendix A-4 contains the formal Price Summary Sheets.

The respondent must structure its pricing quotation to allow HHSC a method to map the proposed costs for the cost proposal submitted back to the Vendor's Detailed Work Plan for the initial term of the Contract. For purposes of responding to this RFP, the respondent should provide separate Transitional Costs through the proposed transition period for the initial startup, Predictive Analytics and ID Authentication. For the Operations period, the respondent must provide the costs for the entire operations period. For Predictive Analytics and ID Authentication, the respondent must

provide the costs of development and the continued operation of the application.

**1. Transition Pricing Schedules**

The potential respondent’s transitional cost proposal sheets must be delineated by the Transitional period (Appendix A-1) as listed below.

TRANSITIONAL PRICING SCHEDULES – APPENDIX A-1	
PRICING SCHEDULE	DESCRIPTION
1	All Inclusive Hourly Rate and number of hours by Key Milestone, Position Classification, and Month (For all months of Transition)
2	Summary of Pricing Schedule (by Key Milestone)
3	Subcontractor Listing
4	Consultant Listing

**2. Operational Pricing Schedules**

The Cost Proposal must contain the following operational pricing schedules found in Appendix A-2.

OPERATIONAL PRICING SCHEDULES – APPENDIX A-2	
PRICING SCHEDULE	DESCRIPTION
1	All-Inclusive Hourly Rate and number of hours by Functional Area, Position Classification, and Month (for all months of operations)
2	Summary of Pricing Schedule (by Contract Year)
3	Subcontractor(s) Listing
4	Consultant(s) Listing

The Cost Proposal must also contain the following Predictive Analytics and ID Authentication pricing schedules found in Appendix A-3. **Note that Predictive Analytics and ID Authentication must be treated as individual stand-alone solutions and priced as such.**

PREDICTIVE ANALYTICS and ID AUTHENTICATION PRICING SCHEDULES – APPENDIX A-3	
PRICING SCHEDULE	DESCRIPTION
1	Transitional/Development and Ongoing Operational Estimating Assumptions
2	Transitional Pricing – Milestone Chart
3	Summary of Budget Information (by Contract Year)
4	Operational Pricing - All Inclusive Hourly Rate and number of hours by Functional Area, Position Classification, and Month (for all months of operations)
5	Subcontractor(s) Listing
6	Consultant(s) Listing

The Price Summary must also contain the following price summary sheets found in Appendix A-4.

PRICE SUMMARY SHEETS – Appendix A-4	
PRICING SHEET	DESCRIPTION
1	Transitional Pricing Schedule: Fixed Administrative Fees
2	Operational Pricing Schedule: Fixed Administrative Fees
3	Operational Pricing Schedules : Variable Administrative Fees
4	Operational Pricing Schedule: Periodic Activity, Pass Thru Cost, All-Inclusive Hourly Labor Rates

Instructions for completing each schedule and the declaration form are given in the following sections. Summary forms should be supported by the detailed information contained on monthly schedules. Amounts shown on the monthly schedules must agree with the cumulative amounts shown on the summary forms. In addition to paper copies of the respondent’s Cost Proposal and Price Summary sheets, respondents must submit electronic versions in MS Excel format. Any electronic version of the pricing forms must contain any and all formulas used to calculate pricing information contained on the forms and include any and all links to other worksheets/forms included in the respondent’s Cost Proposal.

**3. Transitional Pricing Schedules**

A respondent must use the same set of transitional pricing schedules for submitting proposed pricing. Transitional pricing schedules must include the costs related to the required Transition Project Management Office.

**3.1 Transitional Pricing Schedules 1**

Pricing Schedule 1 shows the all-inclusive hourly rate and the number of hours by Key Milestone, position classification, and month for the transitional phase of the Contract.

This schedule must present the respondent’s transitional project staffing levels. It should detail the proposed staffing levels by Key Milestone, by position classification, and by month

**3.2 Transitional Pricing Schedule 2**

Pricing Schedule 2 shows the respondent’s total proposed costs for the transitional phase of the Contract by each Key Milestone that must be completed by the respondent. This schedule summarizes and totals the respondent’s proposed transitional costs as detailed in Transitional Pricing Schedule 1 with designations for the Key Milestones that are applicable for the transitional phase. Each Key Milestone must be completed and accepted by HHSC before any payment will be due the vendor. No partial payments will be authorized.

**3.3 Transitional Pricing Schedule 3**

Pricing Schedule 3 shows the respondent’s list of proposed subcontractors-for the transition period. The respondent must provide the following for each proposed subcontractor:

- A detailed description of each type of service each subcontractor will provide;
- The subcontractor’s name and contact information;
- The need for this subcontractor and the need for the subcontractor’s services;
- All travel reimbursements proposed by each subcontractor;
- The deliverables the vendor expects from each subcontractor; and
- The total cost for each subcontractor.

HHSC reserves the right to have any subcontractor submit a complete set of pricing sheets

(Appendix A-1, Appendix A-2, and Appendix A-3).

### **3.4 Transitional Pricing Schedule 4**

Pricing Schedule 4 shows the respondent's list of proposed consultants for the transition period. The respondent must provide the following for each proposed consultant:

- A detailed description of each type of service each consultant will provide;
- The consultant's name and contact information;
- The need for this consultant and the need for the consultant's services;
- All travel reimbursements proposed by each consultant;
- The deliverables the vendor expects from each consultant; and
- The total cost for each consultant.

## **4. Operational Pricing Schedules**

### **4.1 Operational Pricing Schedule 1**

Pricing Schedule 1 shows all-inclusive hourly rate and the number of hours by business functional area, position classification, and month for the operational phase of the Contract.

This schedule must present the respondent's operational project staffing levels. Each schedule must detail the proposed staffing levels by business functional area, by position classification, and by month, and extend the totals of all personnel through the entire operational phase of the Contract. Operational Pricing Schedule 1 must show the same position classifications as those shown in Transitional Pricing Schedule 1.

### **4.2 Operational Pricing Schedule 2**

Pricing Schedule 2 shows the respondent's total proposed costs for the operational phase of the Contract. This schedule summarizes and totals the respondent's proposed operational costs as detailed in Operational Pricing Schedule 1.

### **4.3 Operational Pricing Schedule 3**

Pricing Schedule 3 shows the respondent's list of proposed subcontractors for the operational period. The respondent must provide the following for each proposed subcontractor:

- A detailed description of each type of service each subcontractor will provide;
- The subcontractor's name and contact information;
- The need for this subcontractor and the subcontractor's services;
- All travel reimbursements proposed by each subcontractor;
- The deliverables the vendor expects from each subcontractor; and
- The total cost for each subcontractor.

HHSC reserves the right to have any subcontractor submit a complete set of pricing sheets (Appendix A-1, Appendix A-2, and Appendix A-3).

### **4.4 Operational Pricing Schedule 4**

Pricing Schedule 4 shows the respondent's list of proposed consultants for the operational period. The respondent must provide the following for each proposed consultant:

- A detailed description of each type of service each consultant will provide;
- The consultant's name and contact information;
- The need for this consultant and the need for the consultant's services;
- All travel reimbursements proposed by the consultant;
- The deliverables the vendor expects from each consultant; and

- The total cost for each consultant.

## **5. Transitional and Operational Pricing Schedules for Predictive Analytics and ID Authentication**

A respondent must use the same set of transitional and operational pricing schedules for submitting proposed Predictive Analytics and ID Authentication solution pricing. Transitional pricing schedules must include the costs related to the required Transition Project Management Office. Predictive Analytics and ID Authentication must be treated as individual stand-alone solutions and priced as such.

### **5.1 Transitional and Operational Pricing Schedule 1 for Predictive Analytics and ID Authentication**

Pricing Schedule 1 shows a detailed analysis of the respondent's estimating assumptions for Predictive Analytics and ID Authentication. The respondent must give a detailed analysis of each major assumption made while estimating work effort and assessing impacts to the contracts pricing shown in the Transitional Pricing Schedule 2 and Operational Pricing Schedule 4 within the same Excel workbook. The analysis of each of the respondent's estimating assumptions should take into account issues including but not limited to:

- How will HHSC be involved;
- What tasks is HHSC expected to perform;
- Factors not included in estimate;
- Assumptions of reusable assets including current knowledge;
- Define all risks identified as part of the estimate and impact assessment. The respondent should pay particular attention to risks that would change the development and operational estimate;
- Define all issues identified as part of the estimate and impact assessment including the amount(s) applicable for the development period and operational contract years 1 – 5; and
- An analysis of the impact this specific solution/component would have on the respondent's current Fixed and Variable pricing and indirect rate(s).

### **5.2 Transitional Pricing Schedule 2 for Predictive Analytics and ID Authentication**

Pricing Schedule 2 shows the all-inclusive hourly rate and number of hours by key milestone, position classification, and month for the transitional phase for each of the individual solutions.

### **5.3 Operational Pricing Schedule 3 for Predictive Analytics and ID Authentication**

Pricing Schedule 3 shows the respondent's total proposed costs for the operational phase of the Contract. This schedule summarizes and totals the respondent's proposed operational costs as detailed in the individual solutions in Operational Pricing Schedule 4.

### **5.4 Predictive Analytics and ID Authentication Operational Pricing Schedule 4**

For Predictive Analytics and ID Authentication, Pricing Schedule 4 shows the respondent's proposed all-inclusive hourly rate and number of hours by functional area and position classification.

### **5.5 Transitional and Operational Pricing Schedule 5 for Predictive Analytics and ID Authentication**

Pricing Schedule 5 shows the respondent's list of proposed subcontractors for the operational period. The respondent must provide the following for each proposed subcontractor:

- A detailed description of each type of service each subcontractor will provide;
- The subcontractor's name and contact information;
- The need for this subcontractor and the subcontractor's services;

- All travel reimbursements proposed by each subcontractor;
- The deliverables the vendor expects from each subcontractor; and
- The total cost for each subcontractor.

HHSC reserves the right to have any subcontractor submit a complete set of pricing sheets (Appendix A-1, Appendix A-2, and Appendix A-3).

### **5.6 Transitional and Operational Pricing Schedule 6 for Predictive Analytics and ID Authentication**

Pricing Schedule 6 shows the respondent's list of proposed consultants for the operational period. The respondent must provide the following for each proposed consultant:

- A detailed description of each type of service each consultant will provide;
- The consultant's name and contact information;
- The need for this consultant and the need for the consultant's services;
- All travel reimbursements proposed by the consultant;
- The deliverables the vendor expects from each consultant; and
- The total cost for each consultant.

## **6. Price Summary Sheets**

The Price Summary sheets are included in Appendix A-4. Instructions for completing each sheet and the declaration form are given in the following sections.

### **6.1 Price Summary Sheet 1**

Price Summary Sheet 1 shows the fixed administrative fees for the transitional period. The total fixed fees on this sheet must be consistent with the detailed Transitional Pricing Schedules in Appendix A-1.

### **6.2 Price Summary Sheet 2**

Price Summary Sheet 2 shows the fixed administrative fees for the five operational years. It must be consistent with the more detailed Operational Pricing Schedules in Appendices A-2 and Appendix A-3.

### **6.3 Price Summary Sheet 3**

Price Summary Sheet 3 shows the variable administrative fees for the five year operational period by the specific types of variable activities and will be calculated utilizing four decimal places (0.xxxx).

### **6.4 Price Summary Sheet 4**

Price Summary Sheet 4 shows the all-inclusive hourly labor rate(s) used to show costs associated with additional non-recurring and/or periodic activities to be performed by the vendor by service categories. The maximum fees associated with additional non-recurring and/or periodic activities to be performed by the vendor will be based on explicit fixed prices proposed for vendor inputs and the actual number of hours worked on the specific modification by the vendor's staff and/or the staff of a vendor's subcontractor. All-inclusive hourly labor rates are to be proposed for the applicable transition period and the five operational years, for each of the position classifications listed in Appendices A-1, A-2 and A-3.

### **3.15.6. Cost Proposal - Assumptions**

The respondent must provide a detailed explanation of any assumptions the respondent made in responding to the Cost Proposal(s) for the RFP.

### 3.15.7. Financial Capacity and Financial Solvency

#### Financial Statements

Evidence of adequate financial stability must be supplied. If the respondent is either substantially or wholly owned by another corporate (or other) entity, the respondent must also include the most recent detailed financial report of the parent organization and a statement that the parent organization will unconditionally guarantee performance by the vendor in each and every term, covenant, and condition of the contract resulting from this RFP as executed by the parties.

The respondent must submit a current financial statement plus two years of audited financial reports, including the United States Securities and Exchange Commission, Form 10K, Annual Report Pursuant to Section 13 or 15(d) of the Securities Exchange Act of 1934, if applicable.

If any change of ownership of the company is anticipated during the 12 months following the proposal due date, the respondent must describe the anticipated circumstances of such change and indicate when the change may occur.

#### 4. Historically Underutilized Business Participation

In accordance with Texas Government Code [Chapter 2161, Subchapter F, §2161.252 \(b\)](#) a proposal that does not contain a [HUB Subcontracting Plan](#) (HSP) is non-responsive; and in accordance with Texas Administrative Code [§20.14\(b\)\(3\)](#). Responses that do not include a completed HUB subcontracting plan in accordance with this subsection shall be rejected due to material failure to comply with Government Code, [§2161.252\(b\)](#).

##### 4.1. Introduction

#### The sole point of contact for HUB inquires:

**Texas Health and Human Services Commission**  
**Sherice Williams, HUB Coordinator**  
**Phone: (512) 406-2542**  
**E-mail: [sherice.williams@hsc.state.tx.us](mailto:sherice.williams@hsc.state.tx.us)**

HHSC is committed to promoting full and equal business opportunities for businesses in state contracting in accordance with the goals specified in the State of Texas Disparity Study. HHSC encourages the use of Historically Underutilized Businesses (HUBs) through race, ethnic and gender-neutral means. HHSC has adopted administrative rules relating to HUBs and a [Policy on the Utilization of HUBs](#) which is located on HHSC's website.

Pursuant to Texas Government Code [§2161.181](#) and [§2161.182](#) and HHSC's HUB policy and rules, HHSC is required to make a good faith effort to increase HUB participation in its contracts. HHSC may accomplish the goal of increased HUB participation by contracting directly with HUBs or indirectly through subcontracting opportunities.

##### 4.2. HHSC's Administrative Rules

HHSC has adopted the CPA's HUB rules as its own. HHSC's rules are located in the Texas Administrative Code [Title 1, Part 15, Chapter 391, Subchapter G](#) and the CPA rules are located in Texas Administrative Code [Title 34, Part 1, Chapter 20, Subchapter B](#). If there are any discrepancies between HHSC's administrative rules and this RFP, the rules shall take priority.

##### 4.3. Statewide Annual HUB Utilization Goal

The CPA has established **statewide annual HUB utilization goals** for different categories of contracts in Texas Administrative Code [Title 34, Part 1, Chapter 20, Subchapter B, §20.13](#) of the HUB rules. In order to meet or exceed the **statewide annual HUB utilization goals**, HHSC



encourages outreach to certified HUBs. Contractors shall make a good faith effort to include certified HUBs in the procurement process.

This procurement is classified as an **All Other Services** procurement under the CPA rule and therefore has a **statewide annual HUB utilization goal** of **26%** per fiscal year.

#### **4.4. Required HUB Subcontracting Plan**

In accordance with Texas Government Code [Chapter 2161, Subchapter F, §2161.252](#) each state agency that considers entering into a contract with an expected value of \$100,000 or more shall, before the agency solicits bids, proposals, offers, or other applicable expressions of interest for the contract, determine whether there will be subcontracting opportunities under the contract. If the state agency determines that there is that probability, the agency shall require that each bid, proposal, offer, or other applicable expression of interest for the contract include a historically underutilized business subcontracting plan.

In accordance with Texas Administrative Code [Title 34, Part 1, Chapter 20, Subchapter B, §20.14 \(a\)\(1\)\(C\)](#) of the HUB Rule, state agencies may determine that subcontracting is probable for only a subset of the work expected to be performed or the funds to be expended under the contract. If an agency determines that subcontracting is probable on only a portion of a contract, it shall document its reasons in writing for the procurement file.

HHSC has determined that subcontracting opportunities are probable for this RFP. As a result, the respondent must submit an HSP with its proposal. The HSP is required whether a respondent intends to subcontract or not.

**Submit one (1) copy of the HUB Subcontracting Plan (see Package 6 on the ESBD), in accordance with the RFP, in a separate sealed envelope, with the RFP submission, labeled: HUB Subcontracting Plan (HSP), and include all supporting documentation in accordance with the HSP.**

In the HSP, a respondent must indicate whether it is a Texas certified HUB. Being a certified HUB does not exempt a respondent from completing the HSP requirement.

HHSC shall review the documentation submitted by the respondent to determine if a good faith effort has been made in accordance with solicitation and HSP requirements. During the good faith effort evaluation, HHSC may, at its discretion, allow revisions necessary to clarify and enhance information submitted in the original HSP.

If HHSC determines that the respondent's HSP was not developed in good faith, the HSP will be considered non-responsive and will be rejected as a material failure to comply with advertised specifications. The reasons for rejection shall be recorded in the procurement file.

#### **4.5. CPA Centralized Master Bidders List**

Respondents may search for HUB subcontractors in the CPA's Centralized Master Bidders List (CMBL) HUB Directory, which is located on the CPA's website at <http://www2.cpa.state.tx.us/cmb/cmbhub.html>. For this procurement, HHSC has identified the following class and item codes for potential subcontracting opportunities:

##### **4.5.1. National Institute of Governmental Purchasing (NGIP) Class/Item Code(s):**

- Codes: 920-41 (Retrieval Services)

Respondents are not required to use, nor limited to using, the class and item codes identified

above, and may identify other areas for subcontracting.

HHSC does not endorse, recommend nor attest to the capabilities of any company or individual listed on the CPA's CMBL. The list of certified HUBs is subject to change, so respondents are encouraged to refer to the CMBL often to find the most current listing of HUBs.

Package 6 on the ESBD contains a list of certified HUBs that are associated with the above referenced NIGP code.

#### **4.6. HUB Subcontracting Procedures – If a Respondent Intends to Subcontract**

An HSP must demonstrate that the respondent made a good faith effort to comply with HHSC's HUB policies and procedures. The following subparts outline the items that HHSC will review in determining whether an HSP meets the good faith effort standard. A respondent that intends to subcontract must complete the HSP to document its good faith efforts.

##### **4.6.1. Identify Subcontracting Areas and Divide Them into Reasonable Lots**

A respondent should first identify each area of the contract work it intends to subcontract. Then, to maximize HUB participation, it should divide the contract work into reasonable lots or portions, to the extent consistent with prudent industry practices.

##### **4.6.2. Notify Potential HUB Subcontractors**

The HSP must demonstrate that the respondent made a good faith effort to subcontract with HUBs. The respondent's good faith efforts shall be shown through utilization of all methods in conformance with the development and submission of the HSP and by complying with the following steps:

Divide the contract work into reasonable lots or portions to the extent consistent with prudent industry practices. The respondent must determine which portions of work, including goods and services, will be subcontracted.

Use the appropriate method(s) to demonstrate good faith effort. The respondent can use either method(s) 1, 2, 3, 4 or 5:

##### **Method 1: Respondent Intends to Subcontract with only HUBs:**

The respondent must identify in the HSP the HUBs that will be utilized and submit written documentation that confirms 100% of all available subcontracting opportunities will be performed by one or more HUBs; or,

##### **Method 2: Respondent Intends to Subcontract with HUB Protégé(s):**

The respondent must identify in the HSP the HUB Protégé(s) that will be utilized and should:

- include a fully executed copy of the Mentor Protégé Agreement, which must be registered with the CPA prior to submission to HHSC; and
- identify areas of the HSP that will be performed by the Protégé.

HHSC will accept a Mentor Protégé Agreement that has been entered into by a respondent (Mentor) and a certified HUB (Protégé) in accordance with Texas Government Code §2161.065. When a respondent proposes to subcontract with a Protégé(s), it does not need to provide notice to three (3) HUB vendors for that subcontracted area.

Participation in the Mentor Protégé Program, along with the submission of a Protégé as a

subcontractor in an HSP, constitutes a good faith effort for the particular area subcontracted to the protégé; **or**,

**Method 3: Respondent Intends to Subcontract with HUBs and Non-HUBs (Meet or Exceed the Goal):**

The respondent must identify in the HSP and submit written documentation that one or more HUB subcontractors will be utilized and that the aggregate expected percentage of subcontracts with HUBs will meet or exceed the goal specified in this solicitation. When utilizing this method, only HUB subcontractors that have existing contracts with the respondent for five years or less may be used to comply with the good faith effort requirements.

When the aggregate expected percentage of subcontracts with HUBs meets or exceeds the goal specified in this solicitation, respondents may also use non-HUB subcontractors; **or**,

**Method 4: Respondent Intends to Subcontract with HUBs and Non-HUBs (Does Not Meet or Exceed the Goal):**

The respondent must identify in the HSP and submit documentation regarding both of the following requirements:

- Written notification to trade organizations and/or development centers to assist in identifying potential HUBs of the subcontracting opportunities the respondent intends to subcontract.
- Respondents must give trade organizations and/or development centers at least seven (7) working days prior to submission of the respondent's response for dissemination of the subcontracting opportunities to their members. A list of trade organizations and/or development centers is located on CPA's website under the Minority and Women Organization Links.
- Written notification to at least three (3) HUB businesses of the subcontracting opportunities that the respondent intends to subcontract. The written notice must be sent to potential HUB subcontractors prior to submitting proposals and must include:
  - a description of the scope of work to be subcontracted;
  - information regarding the location to review project plans or specifications;
  - information about bonding and insurance requirements;
  - required qualifications and other contract requirements; and
  - a description of how the subcontractor can contact the respondent.
- Respondents must give potential HUB subcontractors a reasonable amount of time to respond to the notice, at least seven (7) working days prior to submission of the respondent's response unless circumstances require a different time period, which is determined by the agency and documented in the contract file.
- Respondents must also use the CMBL, the HUB Directory, and Internet resources when searching for HUB subcontractors. Respondents may rely on the services of contractor groups, local, state and federal business assistance offices, and other organizations that provide assistance in identifying qualified applicants for the HUB program.

**4.6.3. Written Justification of the Selection Process**

HHSC will make a determination if a good faith effort was made by the respondent in the development of the required HSP. One or more of the methods identified in the previous sections may be applicable to the respondent's good faith efforts in developing and submission of the HSP. HHSC may require the respondent to submit additional documentation explaining how the

respondent made a good faith effort in accordance with the solicitation.

A respondent must provide written justification of its selection process if it chooses a non-HUB subcontractor. The justification should demonstrate that the respondent negotiated in good faith with qualified HUB bidders and did not reject qualified HUBs who were the best value responsive bidders.

#### **Method 5: Respondent Does Not Intend to Subcontract**

When the respondent plans to complete all contract requirements with its own equipment, supplies, materials and/or employees, it is still required to complete an HSP.

The respondent must complete the “Self Performance Justification” portion of the HSP, and attest that it does not intend to subcontract for any goods or services, including the class and item codes identified in Section 4.5. In addition, the respondent must identify the sections of the proposal that describe how it will complete the Scope of Work using its own resources or provide a statement explaining how it will complete the Scope of Work using its own resources. The respondent must agree to comply with the following if requested by HHSC:

- provide evidence of sufficient respondent staffing to meet the RFP requirements;
- provide monthly payroll records showing the respondent staff fully dedicated to the contract;
- allow HHSC to conduct an on-site review of company headquarters or work site where services are to be performed and,
- provide documentation proving employment of qualified personnel holding the necessary licenses and certificates required to perform the Scope of Work.

#### **4.7. Post-award HSP Requirements**

The HSP shall be reviewed and evaluated prior to contract award and, if accepted, the finalized HSP will become part of the contract with the successful respondent(s).

After contract award, HHSC will coordinate a post-award meeting with the successful respondent to discuss HSP reporting requirements. The contractor must maintain business records documenting compliance with the HSP and must submit monthly subcontract reports to HHSC by completing the HUB HSP [Prime Contractor Progress Assessment Report](#). This monthly report is required as a condition for payment to report to the agency the identity and the amount paid to all subcontractors.

As a condition of award, the Contractor is required to send notification to all selected subcontractors as identified in the accepted/approved HSP. In addition, a copy of the notification must be provided to the agency’s Contract Manager and/or HUB Program Office within 10 days of the contract award.

During the term of the contract, if the parties in the contract amend the contract to include a change to the scope of work or add additional funding, HHSC will evaluate to determine the probability of additional subcontracting opportunities. When applicable, the Contractor must submit an HSP change request for HHSC review. The requirements for an HSP change request will be covered in the post-award meeting.

When making a change to an HSP, the Contractor will obtain prior written approval from HHSC before making any changes to the HSP. Proposed changes must comply with the HUB Program good faith effort requirements relating to the development and submission of a HSP.

If the Contractor decides to subcontract any part of the contract after the award, it must follow the good faith effort procedures outlined in Section 4. of this RFP (e.g., divide work into reasonable

lots, notify at least three (3) vendors per subcontracted area, provide written justification of the selection process, and/or participate in the Mentor Protégé Program).

For this reason, HHSC encourages respondents to identify, as part of their HSP, multiple subcontractors who are able to perform the work in each area the respondent plans to subcontract. Selecting additional subcontractors may help the selected contractor make changes to its original HSP, when needed, and will allow HHSC to approve any necessary changes expeditiously.

Failure to meet the HSP and post-award requirements will constitute a breach of contract and will be subject to remedial actions. HHSC may also report noncompliance to the CPA in accordance with the provisions of the Vendor Performance and Debarment Program.

## **5. Proposal Evaluation**

HHSC will use a formal evaluation process to select the successful respondent(s). HHSC will consider capabilities or advantages that are clearly described in the proposal, which may be confirmed by oral presentations, site visits, demonstrations, and references contacted by HHSC. HHSC reserves the right to contact individuals, entities, or organizations that have had dealings with the respondent or proposed staff, whether or not identified in the proposal.

HHSC will more favorably evaluate proposals that offer no or few exceptions, reservations, or limitations to the terms and conditions of the RFP, including HHSC's UTCs.

### **5.1. Evaluation Criteria**

HHSC will evaluate proposals based on the following best value criteria, listed in order of precedence:

- (1) The extent to which the services meet the agency's needs;
- (2) The quality and reliability of the respondent's services;
- (3) Indicators of probable respondent performance under the contract such as past respondent performance, the respondent's financial resources and ability to perform, the respondent's experience and responsibility, and the respondent's ability to provide reliable maintenance agreements;
- (4) The price proposal;
- (5) The extent to which the respondent has the administrative capacity to support HHSC's mission and goals; and
- (6) The extent that respondent's processes are designed to promote/provide efficiencies by providing data broker services that support eligibility determinations made by HHSC eligibility staff, including but not limited to providing:
  - a. A comprehensive user-friendly solution,
  - b. Acceptable response times to enable efficiencies by HHSC eligibility staff,
  - c. Flexibility to modify the presentation of data sources or add data sources, and
  - d. Access to accurate and complete data sources while providing reliability in system "up time" and performance.

### **5.2. Initial Compliance Screening**

HHSC will perform an initial screening of all proposals received. Unsigned proposals and proposals that do not include all required forms and sections are subject to rejection without further evaluation.

In accordance with Section 3.3, HHSC reserves the right to waive minor informalities in a proposal and award contracts that are in the best interest of the State of Texas.

### **5.3. Competitive Range Determinations**

HHSC may determine that certain proposals are within the competition range for consideration for negotiation and possible contract award which may consist of the proposals that receive the highest or most satisfactory ratings. HHSC may, in the interest of administrative efficiency, place reasonable limits on the number of proposals that will be included in the competitive range.

### **5.4. Oral Presentations and Site Visits**

HHSC may, at its sole discretion, request oral presentations, site visits, and/or demonstrations from one or more respondents admitted to the field of competition. HHSC will notify selected respondents of the time and location for these activities, and may supply agendas or topics for discussion. HHSC reserves the right to ask additional questions during oral presentations, site visits, and or demonstrations to clarify the scope and content of the written proposal.

The respondent's oral presentation, site visit, and/or demonstration must substantially represent material included in the written proposal, and should not introduce new concepts or offers unless specifically requested by HHSC.

### **5.5. Discussions with Respondents**

HHSC may, but is not required to, conduct discussions with all, some, or none of the respondents for the purpose of obtaining the best value for HHSC. HHSC may, but is not required to, permit respondents to prepare best and final offers. For this reason, respondents are encouraged to treat their original proposals, and any revised offers requested by HHSC, as best and final offers.

HHSC may make an award prior to the completion of discussions if HHSC determines that the award represents best value to the State of Texas.

# Appendix A-1

**Note:**

Rows, columns and cells highlighted in yellow contain live formulas that link the entire spreadsheet together. Please do not hardcode numbers into the yellow highlighted areas. If additional row, columns or cells are needed please ensure formulas are correctly linked.

Vendor's Company Name (Enter Here)

**Appendix A-1  
Transitional Pricing Proposals A-1**

	<b>All Inclusive Hourly Rate</b>	<b>Month 1</b>	<b>Month 2</b>	<b>Month 3</b>	<b>Month 4</b>	<b>Month 5</b>	<b>Month 6</b>	<b>Total</b>
<b>Data Broker Services</b>		<b>Transitional Pricing Schedule 1 - Hourly Rates and Number of Hours by Key Milestones</b>						
<b>1. (Key Milestone)</b>								
(position classification)								-
(position classification)								-
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(position classification)								-
(position classification)								-
<b>Sub-Total</b>		-	-	-	-	-	-	-
<b>2. (Key Milestone)</b>								
<b>Sub-Total</b>		-	-	-	-	-	-	-
<b>3. (Key Milestone)</b>								
<b>Sub-Total</b>		-	-	-	-	-	-	-
<b>4. (Key Milestone)</b>								
<b>Sub-Total</b>		-	-	-	-	-	-	-
<b>5. (Key Milestone)</b>								
<b>Sub-Total</b>		-	-	-	-	-	-	-
<b>6. (Key Milestone)</b>								
<b>Sub-Total</b>		-	-	-	-	-	-	-
<b>7. (Key Milestone)</b>								
<b>Sub-Total</b>		-	-	-	-	-	-	-
<b>Grand Total</b>		-	-	-	-	-	-	-

**Expand Hidden Rows as Needed** (keep formulas consistent)

Positions in each Key Milestone should be aggregated by position classification. List all position classification that will be providing services for the specific Key Milestone. Please refer to the Key Milestones as defined elsewhere in this document. Include a written narrative and additional supporting schedules justifying the proposed position(s) including, but not limited to, the start date, the transitional milestones to be performed, and the number of weeks to perform readiness reviews with HHSC program staff, etc.



Vendor's Company Name (Enter Here)

**Appendix A-1  
Transitional Pricing Proposals  
Transitional Pricing Schedule 2**

**Summary Pricing Schedule**

<b>Data Broker Services</b>		
<b>By Key Milestones</b>		<b>Total Transition Fees</b>
1	<i>Key Milestone #1</i>	\$ -
2	<i>Key Milestone #2</i>	\$ -
3	<i>Key Milestone #3</i>	\$ -
4	<i>Key Milestone #4</i>	\$ -
5	<i>Key Milestone #5</i>	\$ -
6	<i>Key Milestone #6</i>	\$ -
7	<i>Key Milestone #7</i>	\$ -
<b>Total Transition Fees</b>		<b>\$ -</b>

Vendor's Company Name (Enter Here)

**Appendix A-1  
Transitional Pricing Proposals  
Transitional Pricing Schedule 3**

<b>Subcontractor(s) Listing</b>	
<b>1</b>	<b>(Subcontractor Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
<b>2</b>	<b>(Subcontractor Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
<b>3</b>	<b>(Subcontractor Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
<b>4</b>	<b>(Subcontractor Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)

Vendor's Company Name (Enter Here)

**Appendix A-1  
Transitional Pricing Proposals  
Transitional Pricing Schedule 4**

<b>Consultant(s) Listing</b>	
<b>1</b>	<b>(Consultants Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
<b>2</b>	<b>(Consultants Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
<b>3</b>	<b>(Consultants Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
<b>4</b>	<b>(Consultants Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)

# Appendix A-2

**Note:**

Rows, columns and cells highlighted in yellow contain live formulas that link the entire spreadsheet together. Please do not hardcode numbers into the yellow highlighted areas. If additional row, columns or cells are needed please ensure formulas are correctly linked.

Vendor's Company Name (Enter Here)

**Appendix A-2  
Operational Pricing Proposals  
Operational Pricing Schedule 1**  
Hourly Rate and Number of Hours by Functional Area and Position Classification

<b>Data Broker Services</b>	<b>All Inclusive Hourly Rate</b>	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	<b>Operational Year 1 Sub-Total</b>
<b>1. (functional area)</b>														
(position classification)														\$ -
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(position classification)														\$ -
<b>Sub-Total</b>		-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>2. (functional area)</b>														
(position classification)														\$ -
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(position classification)														\$ -
<b>Sub-Total</b>		-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>3. (functional area)</b>														
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<b>Sub-Total</b>		-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>4. (functional area)</b>														
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<b>Sub-Total</b>		-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>5. (functional area)</b>														
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<b>Sub-Total</b>		-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>6. (functional area)</b>														
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<b>Sub-Total</b>		-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>Grand Total</b>		-	-	-	-	-	-	-	-	-	-	-	-	\$ -

**Expand Hidden Rows as Needed** (keep formulas consistent)  
 Positions in each business functional area (functional area) should be aggregated by position classification. List all position classification that will be providing services for the specific functional areas. Please refer to the functional area as defined elsewhere in this document. Include a written narrative and additional supporting schedules

Vendor's Company Name (Enter Here)

Data Broker Services	Month 13	Month 14	Month 15	Month 16	Month 17	Month 18	Month 19	Month 20	Month 21	Month 22	Month 23	Month 24	Operational Year 2 Sub-Total	Month 25	Month 26	Month 27	Month 28	Month 29	Month 30	Month 31	Month 32	Month 33	Month 34	Month 35	Month 36	Operational Year 3 Sub-Total	
<b>1. (functional area)</b>																											
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<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>2. (functional area)</b>																											
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<b>3. (functional area)</b>																											
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<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>4. (functional area)</b>																											
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<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>5. (functional area)</b>																											
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<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>6. (functional area)</b>																											
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<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>Grand Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ -

Expand Hidden Rows as Needed (keep formulas consistent)  
 Positions in each business functional area (functional area) should be aggregated by position classification. List all position classification that will be providing services for the specific functional areas. Please refer to the functional area as defined elsewhere in this document. Include a written narrative and additional supporting schedules

Vendor's Company Name (Enter Here)

Data Broker Services	Month 37	Month 38	Month 39	Month 40	Month 41	Month 42	Month 43	Month 44	Month 45	Month 46	Month 47	Month 48	Operational Year 4 Sub-Total	Month 49	Month 50	Month 51	Month 52	Month 53	Month 54	Month 55	Month 56	Month 57	Month 58	Month 59	Month 60	Operational Year 5 Sub-Total	Total - Operational Period	
<b>1. (functional area)</b>																												
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<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ -	\$ -
<b>2. (functional area)</b>																												
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<b>3. (functional area)</b>																												
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<b>4. (functional area)</b>																												
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<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ -	\$ -
<b>5. (functional area)</b>																												
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<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ -	\$ -
<b>6. (functional area)</b>																												
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<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ -	\$ -
<b>Grand Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ -	\$ -

Expand Hidden Rows as Needed (keep formulas consistent)  
 Positions in each business functional area (functional area) should be aggregated by position classification. List all position classification that will be providing services for the specific functional areas. Please refer to the functional area as defined elsewhere in this document. Include a written narrative and additional supporting schedules



Vendor's Company Name (Enter Here)

**Appendix A-2**  
**Operational Pricing Proposals**  
**Operational Pricing Schedule 2**

Summary Pricing Schedule						
	Operational Year 1 (12 months)	Operational Year 2 (12 months)	Operational Year 3 (12 months)	Operational Year 4 (12 months)	Operational Year 5 (12 months)	Total Operational Fees
<b>Data Broker Services</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -



Vendor's Company Name (Enter Here)

**Appendix A-2  
Operational Pricing Proposals  
Operational Pricing Schedule 3**

<b>Subcontractor(s) Listing</b>	
<b>1</b>	<b>(Subcontractor Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
<b>2</b>	<b>(Subcontractor Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
<b>3</b>	<b>(Subcontractor Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
<b>4</b>	<b>(Subcontractor Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)

**Expand Schedule as Needed**

Vendor's Company Name (Enter Here)

**Appendix A-2  
Operational Pricing Proposals  
Operational Pricing Schedule 4**

<b>Consultant(s) Listing</b>	
<b>1</b>	<b>(Consultants Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
<b>2</b>	<b>(Consultants Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
<b>3</b>	<b>(Consultants Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
<b>4</b>	<b>(Consultants Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)

**Expand Schedule as Needed**

# Appendix A-3

**Note:**

Rows, columns and cells highlighted in yellow contain live formulas that link the entire spreadsheet together. Please do not hardcode numbers into the yellow highlighted areas. If additional row, columns or cells are needed please ensure formulas are correctly linked.

Vendor's Company Name (Enter Here)

**Appendix A-3**

**Predictive Analytics and ID Authentication Operational Pricing Proposals**

**Predictive Analytics and ID Authentication Operational Pricing Schedule 1**

**Transitional/Developmental and Ongoing Operational Estimating Assumptions**

**Predictive Analytics - Assumptions**

	Document major assumptions made while estimating work effort and assessing impacts. Things to consider: - How will HHSC be involved. What tasks are we expected to perform. - Factors not included in estimate - Assumption of reusable assets including current knowledge

**Risks**

	Define all risks identified as part of the estimate and impact assessment. Pay particular attention to risks that would change the estimate.

**Issues**

	Define all issues identified as part of the estimate and impact assessment.

**Questions**

	Define all open questions identified as part of the estimate and impact assessment.

**Note that Predictive Analytics and ID Authentication must be as treated as individual stand-alone solutions and priced as such.**

## ID Authentication - Assumptions

	Document major assumptions made while estimating work effort and assessing impacts. Things to consider: - How will HHSC be involved. What tasks are we expected to perform. - Factors not included in estimate - Assumption of reusable assets including current knowledge

### Risks

	Define all risks identified as part of the estimate and impact assessment. Pay particular attention to risks that would change the estimate.

### Issues

	Define all issues identified as part of the estimate and impact assessment.

### Questions

	Define all open questions identified as part of the estimate and impact assessment.

**Note that Predictive Analytics and ID Authentication must be as treated as individual stand-alone solutions and priced as such.**

Vendor's Company Name (Enter Here)

**Appendix A-3  
 Predictive Analytics and ID Authentication Solutions Transitional Pricing Proposals  
 Schedule 2**

	All-Inclusive Hourly Rate	Month 1	Month 2	Month 3	Total
<b>Predictive Analytics</b>		<b>Transitional Pricing Schedule - Hourly Rates and Number of Hours by Key Milestones</b>			
<b>1. (Key Milestone)</b>					
(position classification)					-
(position classification)					-
(position classification)					-
(position classification)					-
(position classification)					-
(position classification)					-
(position classification)					-
(position classification)					-
(position classification)					-
(position classification)					-
(position classification)					-
(position classification)					-
(position classification)					-
<b>Sub-Total</b>		-	-	-	-
<b>2. (Key Milestone)</b>					
<b>Sub-Total</b>		-	-	-	-
<b>3. (Key Milestone)</b>					
<b>Sub-Total</b>		-	-	-	-
<b>4. (Key Milestone)</b>					
<b>Sub-Total</b>		-	-	-	-
<b>5. (Key Milestone)</b>					
<b>Sub-Total</b>		-	-	-	-
<b>6. (Key Milestone)</b>					
<b>Sub-Total</b>		-	-	-	-
<b>7. (Key Milestone)</b>					
<b>Sub-Total</b>		-	-	-	-
<b>Grand Total</b>		-	-	-	-

**Expand Rows as Needed** (keep formulas consistent)

Positions in each Key Milestone should be aggregated by position classification. List all position classification that will be providing services for the specific Key Milestone. Please refer to the Key Milestones as defined elsewhere in this document. Include a written narrative and additional supporting schedules justifying the proposed position(s) including, but not limited to, the start date, the transitional milestones to be performed, and the number of weeks to perform readiness reviews with HHSC program staff, etc.

**Note that Predictive Analytics and ID Authentication must be treated as individual stand-alone solutions and priced as such.**

Vendor's Company Name (Enter Here)

**Appendix A-3  
 Predictive Analytics and ID Authentication Solutions Transitional Pricing Proposals  
 Schedule 2**

	All-Inclusive Hourly Rate	Month 1	Month 2	Month 3	Total
<b>ID Authentication</b>	<b>Transitional Pricing Schedule - Hourly Rates and Number of Hours by Key Milestones</b>				
<b>1. (Key Milestone)</b>					
(position classification)					-
(position classification)					-
(position classification)					-
(position classification)					-
(position classification)					-
(position classification)					-
(position classification)					-
(position classification)					-
(position classification)					-
(position classification)					-
(position classification)					-
(position classification)					-
<b>Sub-Total</b>		-	-	-	-
<b>2. (Key Milestone)</b>					
<b>Sub-Total</b>		-	-	-	-
<b>3. (Key Milestone)</b>					
<b>Sub-Total</b>		-	-	-	-
<b>4. (Key Milestone)</b>					
<b>Sub-Total</b>		-	-	-	-
<b>5. (Key Milestone)</b>					
<b>Sub-Total</b>		-	-	-	-
<b>6. (Key Milestone)</b>					
<b>Sub-Total</b>		-	-	-	-
<b>7. (Key Milestone)</b>					
<b>Sub-Total</b>		-	-	-	-
<b>Grand Total</b>		-	-	-	-

**Expand Rows as Needed** (keep formulas consistent)  
 Positions in each Key Milestone should be aggregated by position classification. List all position classification that will be providing services for the specific Key Milestone. Please refer to the Key Milestones as defined elsewhere in this document. Include a written narrative and additional supporting schedules justifying the proposed position(s) including, but not limited to, the start date, the transitional milestones to be performed, and the number of weeks to perform readiness reviews with HHSC program staff, etc.

**Note that Predictive Analytics and ID Authentication must be treated as individual stand-alone solutions and priced as such.**

Vendor's Company Name (Enter Here)	
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**Appendix A-3**  
**Predictive Analytics and ID Authentication Operational Pricing Proposals**  
**Predictive Analytics and ID Authentication Operational Pricing Schedule 3**

Summary Budget Information by Component						
	Operational Year 1 (12 months)	Operational Year 2 (12 months)	Operational Year 3 (12 months)	Operational Year 4 (12 months)	Operational Year 5 (12 months)	Total Operational Fees
Predictive Analytics	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ID Authentication	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Contract Impact	
<b>Summary:</b>	
Predictive Analytics	\$
ID Authentication	\$
<b>Fixed Price:</b>	
Predictive Analytics	\$
ID Authentication	\$
<b>Variable Price:</b>	
Predictive Analytics	\$
ID Authentication	\$

**Note that Predictive Analytics and ID Authentication must be treated as individual stand-alone solutions and priced as such.**





Vendor's Company Name (Enter Here)

Predictive Analytics and ID Authentication Operational Pricing Proposals  
 Predictive Analytics and ID Authentication Operational Pricing Schedule 4

Hourly Rate and Number of Hours by Functional Area and Position Classification

ID Authentication	All Inclusive Hourly Rate	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Operational Year 1 Sub-Total
<b>1. (functional area)</b>														
(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
<b>Sub-Total</b>		-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>2. (functional area)</b>														
(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
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(position classification)														\$ -
(position classification)														\$ -
<b>Sub-Total</b>		-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>3. (functional area)</b>														
(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
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(position classification)														\$ -
(position classification)														\$ -
<b>Sub-Total</b>		-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>4. (functional area)</b>														
(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
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(position classification)														\$ -
(position classification)														\$ -
(position classification)														\$ -
<b>Sub-Total</b>		-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>5. (functional area)</b>														
(position classification)														\$ -
(position classification)														\$ -
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(position classification)														\$ -
<b>Sub-Total</b>		-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>6. (functional area)</b>														
(position classification)														\$ -
(position classification)														\$ -
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(position classification)														\$ -
<b>Sub-Total</b>		-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>Grand Total</b>		-	-	-	-	-	-	-	-	-	-	-	-	\$ -

**Expand Rows as Needed** (keep formulas consistent)  
 If a functional area (functional area) should be aggregated by position classification, list all position classification that will be providing services for the specific functional areas. Please refer to the functional area as defined elsewhere in this document. Include a written narrative and additional supporting schedules justifying the proposed FTE's including, but not limited to, the number of proposed FTE's, the start date, the operational functions to be performed, the number of weeks necessary to train staff for the respective duties, the number of weeks to perform readiness reviews with HHSC program staff, etc.

Note that Predictive Analytics and ID Authentication must be treated as individual stand-alone solutions and priced as such.

Vendor's Company Name (Enter Here)

Predictive Analytics	Month 13	Month 14	Month 15	Month 16	Month 17	Month 18	Month 19	Month 20	Month 21	Month 22	Month 23	Month 24	Operational Year 2 Sub-Total
<b>1. (functional area)</b>													\$ -
(position classification)													\$ -
(position classification)													\$ -
(position classification)													\$ -
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(position classification)													\$ -
<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>2. (functional area)</b>													\$ -
(position classification)													\$ -
(position classification)													\$ -
(position classification)													\$ -
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(position classification)													\$ -
(position classification)													\$ -
<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>3. (functional area)</b>													\$ -
(position classification)													\$ -
(position classification)													\$ -
(position classification)													\$ -
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(position classification)													\$ -
<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>4. (functional area)</b>													\$ -
(position classification)													\$ -
(position classification)													\$ -
(position classification)													\$ -
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<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>5. (functional area)</b>													\$ -
(position classification)													\$ -
(position classification)													\$ -
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<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>6. (functional area)</b>													\$ -
(position classification)													\$ -
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(position classification)													\$ -
<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>Grand Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -

**Expand Rows as Needed** (keep formulas) (functional area) should be aggregated by position classification. List all position classification that will be providing services for the specific functional areas. Please refer to the functional area as defined elsewhere in this document. Include a written narrative and additional supporting

**Note that Predictive Analytics and ID Authentication must be treated as individual stand-alone solutions and priced as such.**





Vendor's Company Name (Enter Here)

Predictive Analytics	Month 25	Month 26	Month 27	Month 28	Month 29	Month 30	Month 31	Month 32	Month 33	Month 34	Month 35	Month 36	Operational Year 3 Sub-Total
<b>1. (functional area)</b>													\$ -
(position classification)													\$ -
(position classification)													\$ -
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(position classification)													\$ -
<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>2. (functional area)</b>													\$ -
(position classification)													\$ -
(position classification)													\$ -
(position classification)													\$ -
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<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>3. (functional area)</b>													\$ -
(position classification)													\$ -
(position classification)													\$ -
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<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>4. (functional area)</b>													\$ -
(position classification)													\$ -
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<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>5. (functional area)</b>													\$ -
(position classification)													\$ -
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(position classification)													\$ -
<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>6. (functional area)</b>													\$ -
(position classification)													\$ -
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<b>Sub-Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
<b>Grand Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	\$ -

**Expand Rows as Needed** (keep formulas) (functional area) should be aggregated by position classification. List all position classification that will be providing services for the specific functional areas. Please refer to the functional area as defined elsewhere in this document. Include a written narrative and additional supporting

**Note that Predictive Analytics and ID Authentication must be treated as individual stand-alone solutions and priced as such.**





Vendor's Company Name (Enter Here)

Predictive Analytics	Month 37	Month 38	Month 39	Month 40	Month 41	Month 42	Month 43	Month 44	Month 45	Month 46	Month 47	Month 48	Operational Year 4 Sub-Total	Month 49	Month 50	Month 51	Month 52	Month 53	Month 54	Month 55	Month 56	Month 57	Month 58	Month 59	Month 60	Operational Year 5 Sub-Total	Total - Operational Period	
<b>1. (functional area)</b>																												
(position classification)													\$ -														\$ -	\$ -
(position classification)													\$ -														\$ -	\$ -
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(position classification)													\$ -														\$ -	\$ -
<b>Sub-Total</b>													\$ -														\$ -	\$ -
<b>2. (functional area)</b>																												
(position classification)													\$ -														\$ -	\$ -
(position classification)													\$ -														\$ -	\$ -
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<b>Sub-Total</b>													\$ -														\$ -	\$ -
<b>3. (functional area)</b>																												
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<b>Sub-Total</b>													\$ -														\$ -	\$ -
<b>4. (functional area)</b>																												
(position classification)													\$ -														\$ -	\$ -
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<b>Sub-Total</b>													\$ -														\$ -	\$ -
<b>5. (functional area)</b>																												
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<b>6. (functional area)</b>																												
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<b>Sub-Total</b>													\$ -														\$ -	\$ -
<b>Grand Total</b>													\$ -														\$ -	\$ -

Expand Rows as Needed (keep formulas in place)  
 (functional area) should be aggregated by position classification. List all position classification that will be providing services for the specific functional areas. Please refer to the functional area as defined elsewhere in this document. Include a written narrative and additional supporting information.

Note that Predictive Analytics and ID Authentication must be treated as individual stand-alone solutions and priced as such.

Vendor's Company Name (Enter Here)

ID Authentication	Month 37	Month 38	Month 39	Month 40	Month 41	Month 42	Month 43	Month 44	Month 45	Month 46	Month 47	Month 48	Operational Year 4 Sub-Total	Month 49	Month 50	Month 51	Month 52	Month 53	Month 54	Month 55	Month 56	Month 57	Month 58	Month 59	Month 60	Operational Year 5 Sub-Total	Total - Operational Period	
<b>1. (functional area)</b>																												
(position classification)													\$ -														\$ -	\$ -
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<b>4. (functional area)</b>																												
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<b>5. (functional area)</b>																												
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<b>6. (functional area)</b>																												
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<b>Sub-Total</b>													\$ -														\$ -	\$ -
<b>Grand Total</b>													\$ -														\$ -	\$ -

Expand Rows as Needed (keep formulas on rows) by position classification. List all position clas for the specific functional areas. Please refer elsewhere in this document. Include a written schedules justifying the proposed FTE's incl proposed FTE's, the start date, the operation number of weeks necessary to train staff for t weeks to perform readiness reviews with HHS

Note that Predictive Analytics and ID Authentication must be treated as individual stand-alone solutions and priced as such.



Vendor's Company Name (Enter Here)

**Appendix A-3**  
**Predictive Analytics and ID Authentication Operational Pricing Proposals**  
**Predictive Analytics and ID Authentication Operational Pricing Schedule 5**

<b>Predictive Analytics Subcontractor(s) Listing</b>	
<b>1</b>	<b>(Subcontractor Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
<b>2</b>	<b>(Subcontractor Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
<b>3</b>	<b>(Subcontractor Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
<b>4</b>	<b>(Subcontractor Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)

**Expand Schedule as Needed**

**Note that Predictive Analytics and ID Authentication must be treated as individual stand-alone solutions and priced as such.**

Vendor's Company Name (Enter Here)

**Appendix A-3  
 Predictive Analytics and ID Authentication Operational Pricing Proposals  
 Predictive Analytics and ID Authentication Operational Pricing Schedule 5**

ID Authentication Subcontractor(s) Listing	
1	(Subcontractor Name)
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
2	(Subcontractor Name)
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
3	(Subcontractor Name)
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
4	(Subcontractor Name)
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)

**Expand Schedule as Needed**

**Note that Predictive Analytics and ID Authentication must be treated as individual stand-alone solutions and priced as such.**

Vendor's Company Name (Enter Here)

Appendix A-3

Predictive Analytics and ID Authentication Operational Pricing Proposals  
 Predictive Analytics and ID Authentication Operational Pricing Schedule 6

Predictive Analytics Consultant(s) Listing	
1	(Consultants Name)
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
2	(Consultants Name)
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
3	(Consultants Name)
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
4	(Consultants Name)
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)

**Expand Schedule as Needed**

**Note that Predictive Analytics and ID Authentication must be treated as individual stand-alone solutions and priced as such.**

Vendor's Company Name (Enter Here)

**Appendix A-3  
 Predictive Analytics and ID Authentication Operational Pricing Proposals  
 Predictive Analytics and ID Authentication Operational Pricing Schedule 6**

ID Authentication Consultant(s) Listing	
<b>1</b>	<b>(Consultants Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
<b>2</b>	<b>(Consultants Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
<b>3</b>	<b>(Consultants Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)
<b>4</b>	<b>(Consultants Name)</b>
	Types of Services
	Detailed explanation of need for sub-contractor and service(s) to be provide to prime contractor
	Subcontractor travel budget
	Expected deliverable(s) to be provided to prime contractor
	Subcontractor Cost (amount included in proposal)

**Expand Schedule as Needed**

**Note that Predictive Analytics and ID Authentication must be treated as individual stand-alone solutions and priced as such.**

# Appendix A-4

**Note:**

Rows, columns and cells highlighted in yellow contain live formulas that link the entire spreadsheet together. Please do not hardcode numbers into the yellow highlighted areas. If additional row, columns or cells are needed please ensure formulas are correctly linked.

Vendor's Company Name:

**Appendix A-4  
Pricing Summary  
Pricing Summary 1**

<b>Fixed Administrative Fees for Transition</b>	
<b>Data Broker Services</b>	
<b>By Key Milestones</b>	<b>Fixed Fee (Transition Months)</b>
1	<i>Key Milestone #1</i>
2	<i>Key Milestone #2</i>
3	<i>Key Milestone #3</i>
4	<i>Key Milestone #4</i>
5	<i>Key Milestone #5</i>
6	<i>Key Milestone #6</i>
<b>Total Fixed Fees</b> \$ -	

**Expand Schedule as Needed** (keep formulas consistent)  
Please refer to the Key Milestones as defined elsewhere in this document. If more milestones are needed add rows and link appropriately

Vendor's Company Name:

**Appendix A-4  
Pricing Summary  
Pricing Summary 2**

<b>Fixed Administrative Fees for Operations</b>	
<b>Data Broker Services</b>	
	<b>Annual Fixed Fee</b>
<b>Operational Year 1</b> (include only fees for months after attaining "System Ready" status)	
<b>Operational Year 2</b>	
<b>Operational Year 3</b>	
<b>Operational Year 4</b>	
<b>Operational Year 5</b>	

<b>Fixed Administrative Fees for Predictive Analytics Operations (if any)</b>	
<b>Data Broker Services</b>	
	<b>Annual Fixed Fee</b>
<b>Operational Year 1</b> (include only fees for months after attaining "System Ready" status)	
<b>Operational Year 2</b>	
<b>Operational Year 3</b>	
<b>Operational Year 4</b>	
<b>Operational Year 5</b>	

<b>Fixed Administrative Fees for ID Authentication Operations (if any)</b>	
<b>Data Broker Services</b>	
	<b>Annual Fixed Fee</b>
<b>Operational Year 1</b> (include only fees for months after attaining "System Ready" status)	
<b>Operational Year 2</b>	
<b>Operational Year 3</b>	
<b>Operational Year 4</b>	
<b>Operational Year 5</b>	

<b>Total Fixed Administrative Fees for the Contract</b>	
<b>Data Broker Services</b>	
	<b>Annual Fixed Fee</b>
<b>Operational Year 1</b> (include only fees for months after attaining "System Ready" status)	\$ -
<b>Operational Year 2</b>	\$ -
<b>Operational Year 3</b>	\$ -
<b>Operational Year 4</b>	\$ -
<b>Operational Year 5</b>	\$ -

Vendor's Company Name:

**Appendix A-4  
Pricing Summary  
Pricing Summary 3**

<b>Variable Administrative Fees for Operations</b>	
<b>Data Broker Services</b>	
<b>Variable Fee Description</b>	<b>Monthly Variable Fee</b>
	\$ -
	\$ -
	\$ -
	\$ -

<b>Variable Administrative Fees for Predictive Analytics Operations</b>	
<b>Data Broker Services</b>	
<b>Variable Fee Description</b>	<b>Monthly Variable Fee</b>
	\$ -
	\$ -
	\$ -
	\$ -

<b>Variable Administrative Fees for ID Authentication Operations</b>	
<b>Data Broker Services</b>	
<b>Variable Fee Description</b>	<b>Monthly Variable Fee</b>
	\$ -
	\$ -
	\$ -
	\$ -

The Vendor must include assumptions utilized to calculate the monthly variable fees included above with the overall pricing assumptions required in Section 2.2.10.7.4



Vendor's Company Name:

**Appendix A-4  
Pricing Summary  
Pricing Summary 4**

<b>Catalog Pricing for Operations and Predictive Analytics Operations</b>	
<b>Activity</b>	<b>All-inclusive Hourly Labor Rate</b>
Non-technical Operations (individually list service levels)	\$ -
Other Administrative Services (individually list service levels)	\$ -

**Expand Schedule as Needed**