**Instructions to respondents for the completion of Exhibit A-4:**

All respondents to this solicitation shall utilize **Exhibit A-4**, Submission Requirements and Evaluation Criteria Components (Technical Response), for submission of its response and shall adhere to the instructions below for each Submission Requirement Component (SRC).

Respondents **shall not** include website links, embedded links and/or cross references between SRCs.

Each SRC contains form fields. Population of the form fields with text will allow the form field to expand and cross pages. There is no character limit.

Attachments are acceptable for any SRC but must be referenced in the form field for the respective SRC and located behind each respective SRC response. Respondents shall name and label attachments to refer to respective SRCs by SRC identifier number.

Agency evaluators will be instructed to evaluate the responses based on the narrative contained in the SRC form fields and the associated attachment(s), if applicable.

Each response will be independently evaluated and awarded points based on the criteria and points scale using the Standard Evaluation Criteria Scale below unless otherwise identified in each SRC contained within **Exhibit A-4**.

|  |  |
| --- | --- |
| **STANDARD EVALUATION CRITERIA SCALE** | |
| **Point Score** | **Evaluation** |
| 0 | The component was not addressed. |
| 1 | The component contained significant deficiencies. |
| 2 | The component is below average. |
| 3 | The component is average. |
| 4 | The component is above average. |
| 5 | The component is excellent. |

The SRCs in **Exhibit A-4** may not be retyped and/or modified and must be submitted in the original format.

Failure to submit, **Exhibit A-4**, may result in the rejection of response.

**Exhibit A-4** is available for respondents to download at:

[http://ahca.myflorida.com/procurements/index.shtml](http://ahca.myflorida.com/Procurements/index.shtml).

**Respondent Name:**

# CATEGORY 1: TABLE OF CONTENTS

# SRC# 1

The respondent shall include a Table of Contents in its response. The Table of Contents shall contain section headings and subheadings along with corresponding page numbers.

**Score: No points will be awarded for the Table of Contents.**

**CATEGORY 2: SYSTEM FUNCTIONALITY REQUIREMENTS**

**SRC# 2**

The respondent shall demonstrate its capability and approach to provide the System Functionality Requirements described in **Attachment B**, Scope of Services, **Section II.,** Manner of Service(s) Provision, **Sub-Section M.,** System Functionality.

**Response:**

**SRC# 2 Evaluation Criteria:**

1. The adequacy of the respondent’s capability and approach to have the capacity (hardware, software, and personnel) sufficient to access and generate all data and reports needed for the Contract resulting from this solicitation.
2. The adequacy of the respondent’s capability and approach to comply with the Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health (HITECH) Act.
3. The adequacy of the respondent’s capability and approach to have protocols and internal procedures for ensuring system security and the confidentiality of recipient identifiable data.

**Score: This Section is worth a maximum of 15 raw points with each of the above components being worth a maximum of 5 points each.**

**CATEGORY 3: INFORMATION TECHNOLOGY REQUIREMENTS**

**SRC# 3**

The respondent shall demonstrate its capability and approach to provide the Information Technology Requirements described in **Attachment B**, Scope of Services, **Section II.,** Manner of Service(s) Provision, **Sub-Section N.**, Information Technology.

**Response:**

**SRC# 3 Evaluation Criteria:**

The adequacy of the respondent’s capability and approach to meet the Information Technology Requirements described in **Attachment B**, Scope of Services, **Section II.,** Manner of Service(s) Provision, **Sub-Section N.**, Information Technology.

**Score: This Section is worth a maximum of 5 raw points with the above component being worth a maximum of 5 points.**

# SRC# 4: Executive Summary

The respondent shall include an executive summary which demonstrates the respondent’s overall understanding of the Scope of Services and describes the prominent features of the respondent’s technical proposal.

**Score: No points will be awarded for the Executive Summary.**

# SRC# 5: Organizational and Structure History

The respondent shall demonstrate its capability to provide the services described in this solicitation by describing its organizational structure and experience. For responses including a subcontractor, the same descriptions of organizational structure and history shall be provided, including the organization structure connecting the respondent and the subcontractor. At a minimum, the description shall include:

1. A detailed description of the respondent’s organizational structure, ownership, affiliations, and location(s);
2. A copy of the respondent’s corporate organizational chart and a depiction of where the Analytic Services Project falls within the organizational structure; and
3. Background information of the corporation, its size, and resources which shall include the following:
4. Name of respondent and any subcontractor(s);
5. Date established;
6. Ownership (public company, partnership, subsidiary, etc.);
7. Corporation’s Federal Employer’s Identification Number (FEIN) and Florida Corporate Charter Number;
8. Corporation’s primary line of business; and
9. Total number of employees.

**Attachments are limited to the following:**

* Organizational chart of company and subsidiaries; and
* List of physical locations of company and subsidiaries.

**Score: No points will be awarded for the Organizational and Structure History.**

# SRC# 6: Vendor Qualifications

The respondent shall demonstrate its capability to provide the services described in **Attachment B,** Scope of Services,by describing its relevant experience in providing services of the nature as described below. Details of corporate experience (including subcontractors’ capabilities) shall describe all contracts related to **Attachment B,** Scope of Services, in this solicitation within the last five (5) years, from the date of solicitation issuance, as specified in **Attachment A,** Instructions and Special Conditions, **Section A.1.,** Instructions, **Sub-Section A.,** Overview, **Item 4.,** Date of Issuance, and shall cover relevant experience with:

* 1. Providing medical and pharmacy claims and enrollment data analytics that are scalable to accommodate a variety of user levels and types, hosted in a secure environment;

* 1. Working with data in the National Opinion Research Center’s data enclave or a similar enclave environment. The respondent’s narrative must detail the restrictive requirements of the environment; and must note how the respondent accommodated restrictions on data access and data release;
  2. Developing aggregate level health data tables and visualizations using standardized health care metrics, measures, and groupings;
  3. Developing and/or providing technical assistance for the development, testing, and validation of custom metrics or measures; and
  4. Developing and providing data tables and visualizations, and outputs that are compliant with State and Federal laws, rules, and regulations including but not limited to the Health Insurance Portability and Accountability Act (HIPAA) and applicable antitrust regulations.

**Response:**

### SRC#6 Evaluation Criteria:

1. The adequacy of the respondent’s capability and approach to meeting the requirements described in this solicitation, based on the relative experience in the performance of current or previous contracts for which it is/was the lead Vendor during the past five (5) years, from the date of solicitation issuance, as specified in **Attachment A,** Instructions and Special Conditions, **Section A.1.,** Instructions, **Sub-Section A.,** Overview, **Item 4.,** Date of Issuance.
2. The adequacy of the respondent’s experience with.
   1. Providing medical and pharmacy claims and enrollment data analytics that are scalable to accommodate a variety of user levels and types, hosted in a secure environment
   2. Working with data in the National Opinion Research Center’s data enclave or a similar enclave environment. The respondent’s narrative must detail the restrictive requirements of the environment; and must note how the respondent accommodated restrictions on data access and data release;
   3. Developing aggregate level health data tables and visualizations using standardized health care metrics, measures, and groupings;
   4. Developing and/or providing technical assistance for the development, testing, and validation of custom metrics or measures; and
   5. Developing and providing data tables and visualizations and outputs that are compliant with State and Federal laws, rules, and regulations including but not limited to the Health Insurance Portability and Accountability Act (HIPAA) and applicable antitrust regulations.

**Score: This Section is worth a maximum of 25 raw points with each of the above components being worth a maximum of 5 points each.**

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# SRC# 7: Security Rating Score

The respondent shall demonstrate its capability and approach to meet the requirements described in **Attachment B,** Scope of Services, **Section II.,** Manner of Service(s) Provision, **Sub-Section N.**, Information Technology, **Item 20**.

**Response:**

### SRC# 7 Evaluation Criteria:

The adequacy of the respondent’s security rating score by determining whether the respondent has received:

* 1. A top tier security rating score;
  2. A middle tier security rating score; or
  3. A bottom tier security rating score.

**Score: This Section is worth a maximum of 5 raw points as outlined below:**

1. 5 points for a top tier security rating score;
2. 3 points for a middle tier security rating score; or
3. 0 points for a bottom tier security rating score or no security rating score submitted with the response.

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# SRC# 8: Business Solution Requirements Objective

The respondent shall demonstrate its proposed approach to the meeting the Business Objectives, addressing all requirements in **Attachment B,** Scope of Services, **Section I.,** General Overview, **Sub-Section B.,** Overview/Purpose, **Item 1.,** at a minimum, the description shall include the following:

Approach to achieving the required business outcomes in order to meet the following objectives:

1. Optimize the value of the submitted claims data through the enhanced ability to inform sound policy decisions and support vital research into health care access, utilization, quality and cost;
2. Enhance the Agency’s ability to be responsive to inquiries and answer key questions about the performance of the health services market in the state; and
3. Support the Agency’s Transparency Initiatives to make data and information more broadly available, by facilitating consumer awareness of price variation, for example, regionally and by care-setting.

**Response**:

### SRC# 8 Evaluation Criteria:

The adequacy of the respondent’s approach to achieving the required business outcomes in order to meet the following objectives:

1. Optimize the value of the submitted claims data through the enhanced ability to inform sound policy decisions and support vital research into health care access, utilization, quality and cost;
2. Enhance the Agency’s ability to be responsive to inquiries and answer key questions about the performance of the health services market in the state; and
3. Support the Agency’s Transparency Initiatives to make data and information more broadly available, by facilitating consumer awareness of price variation, for example, regionally and by care-setting.

**Score: This Section is worth a maximum of 15 raw points with each of the above components being worth a maximum of 5 points each.**

# SRC# 9: Project Management

The respondent shall demonstrate its proposed approach to the requirements for Project Management, addressing all requirements in **Attachment B,** Scope of Services, **Section II.,** Manner of Service(s) Provision, **Sub-Section B.,** Services Provided by the Vendor, **Item 1.,** Project Management. At a minimum, the description shall include the project management approach, which shall follow proven project management standards noted in Chapter 60GG-1, Florida Administrative Code.

**Response**:

### SRC# 9 Evaluation Criteria:

1. The adequacy of the project management approach to comply with the specified requirements.
2. The adequacy of the approach to internal and external engagement and requirements gathering.

**Score: This Section is worth a maximum of 10 raw points with each of the above components being worth a maximum of 5 points each.**

# SRC# 10: Project Implementation

The respondent shall demonstrate its proposed approach to the requirements for Project Implementation, addressing all requirements in **Attachment B,** Scope of Services, **Section II.,** Manner of Service(s) Provision, **Sub-Section B.,** Services Provided by the Vendor, **Item 2.,** Project Implementation.

The respondent shall submit a draft implementation plan, which shall identify key implementation tasks, associated milestones and deliverables necessary for complete functionality of the resulting analytic solution and any services related. At a minimum, the description shall include the following:

1. A detailed timeline which includes details on meeting the Agency’s requirement to provide initial reporting of tables, project team tasks and estimated task durations, solution testing and a rollout strategy which shall include Agency training on use of the platform;
2. Responsibilities and tasks associated with the establishment of a “project team” or similar organization with which the respondent shall manage implementation activities;
3. Identification of interdependencies between activities in the implementation plan; and
4. Identification of respondent expectations regarding participation by the Agency and/or its agent(s) in the activities in the implementation plan and dependencies between these activities and implementation activities for which the Agency and/or its agent(s) shall be responsible.

**Attachments are limited to the following:**

* Draft Implementation Plan.

**Response**:

### SRC# 10 Evaluation Criteria:

The adequacy of the draft implementation plan to identify key implementation tasks, associated milestones and deliverables necessary for complete functionality of the resulting analytic solution and any services related; including the below minimum criteria:

1. A detailed timeline which includes details on meeting the Agency’s requirement to provide initial reporting of tables, project team tasks and estimated task durations, solution testing and a rollout strategy which shall include Agency training on use of the platform;
2. Responsibilities and tasks associated with the establishment of a “project team” or similar organization with which the respondent shall manage implementation activities;
3. Identification of interdependencies between activities in the implementation plan; and
4. Identification of respondent expectations regarding participation by the Agency and/or its agent(s) in the activities in the implementation plan and dependencies between these activities and implementation activities for which the Agency and/or its agent(s) shall be responsible.

**Score: This Section is worth a maximum of 20 raw points with each of the above components being worth a maximum of 5 points each.**

# SRC# 11: Requirements for Data Access, Quality and Integration

The respondent shall demonstrate its proposed approach to the requirements for Data Access, Quality and Integration, addressing all requirements in **Attachment B,** Scope of Services, **Section II.,** Manner of Service(s) Provision, **Sub-Section B.,** Services Provided by the Vendor, **Item 3.,** Data Access, Quality and Integration.

The Respondent shall identify their:

1. Approach to developing and maintaining data stores to optimize the use of the Analytic Services;
2. Approach to accessing or receiving data;
3. Approach to hosting and aggregation of data;
4. Approach for developing and implementing a comprehensive data quality strategy; and
5. Approach to developing and disseminating a data dictionary.

**Response**:

### SRC# 11 Evaluation Criteria:

1. The adequacy of the approach to developing and maintaining data stores to optimize the use of the Analytic Services;
2. The adequacy of the approach to accessing or receiving data;
3. The adequacy of the approach to hosting and aggregation of data;
4. The adequacy of the approach for developing and implementing a comprehensive data quality strategy; and
5. The adequacy of the approach to developing and disseminating a data dictionary.

**Score: This Section is worth a maximum of 25 raw points with each of the above components being worth a maximum of 5 points each.**

# SRC# 12: Requirements for Analytics Services

The respondent shall demonstrate its proposed approach to the Analytics Services addressing all requirements in **Attachment B,** Scope of Services, **Section II.,** Manner of Service(s) Provision, **Sub-Section B.,** Services Provided by the Vendor, **Item 4.,** Analytic Services, Supporting Information Technology Platform, and Software The respondent shall propose their solution for web based Analytics Services that enables authorized Agency analysts and public end users to view and generate standard and customized health data tables and visuals related to trends in health care costs, quality, utilization, and access using the paid claims data that it is collected and maintained by the Agency’s contracted vendor.

1. The respondent shall include a detailed preliminary list of reporting packages for healthcare utilization and costs, and their data attributes and descriptions, identification of any risk adjustment, predictive analytic or health care groupers used, that must be made available to the Agency.
2. The respondent must detail the approach for Analytic Services that provides capability for querying and further aggregating the Florida claims data, provides data in a variety of tabular, graphic, and data extract formats and is accessible to end users twenty-four (24) hours a day, 365 days a year.
3. The respondent shall detail the capabilities for visualizations, tables, and extracts to be saved and exported into other existing Agency tools including, but not limited to, Word, Excel, PowerPoint, Tableau, PDF, CSV, delimited, and text and also allow users to save and share query logic, aggregation criteria, and report templates with other users, as well as allow the logic to be exported for technical documentation purposes.
4. The respondent shall detail the approach to updating the Analytic Services annually or as needed when refreshed or additional data becomes available.
5. The respondent shall detail the approach to conducting ad hoc analyses and providing ad hoc analytic tables and visualizations upon Agency request.

**Response**:

### SRC# 12 Evaluation Criteria:

The adequacy of the Respondent’s approach to provide Analytic Services as specified in this procurement, which should detailaproposed solution for web based Analytics Services that enables authorized Agency analysts and public end users to view and generate standard and customized health data tables and visuals related to trends in health care costs, quality, utilization, and access using the paid claims data that it is collected and maintained by the Agency’s contracted vendor.

1. The respondent shall include a detailed preliminary list of reporting packages for healthcare utilization and costs, and their data attributes and descriptions, identification of any risk adjustment, predictive analytic or health care groupers used, that must be made available to the Agency.
2. The respondent must detail the approach for Analytic Services that provides capability for querying and further aggregating the Florida claims data, provides data in a variety of tabular, graphic, and data extract formats and is accessible to end users twenty-four (24) hours a day, 365 days a year.
3. The respondent shall detail the capabilities for visualizations, tables, and extracts to be saved and exported into other existing Agency tools including, but not limited to, Word, Excel, PowerPoint, Tableau, PDF, CSV, delimited, and text and also allow users to save and share query logic, aggregation criteria, and report templates with other users, as well as allow the logic to be exported for technical documentation purposes.
4. The respondent shall detail the approach to updating the Analytic Services annually or as needed when refreshed or additional data becomes available.
5. The respondent shall detail the approach to conducting ad hoc analyses and providing ad hoc analytic tables and visualizations upon Agency request.

**Score: This Section is worth a maximum of 25 raw points with each of the above components being worth a maximum of 5 points each.**

# SRC# 13: Requirements for Platform Maintenance

The respondent shall demonstrate its proposed approach to Analytic Services Platform Maintenance addressing all requirements in **Attachment B,** Scope of Services, **Section II.,** Manner of Service(s) Provision, **Sub-Section B.,** Services Provided by the Vendor, **Item 5.,** Maintenance and Ongoing Updates. The respondent shall propose their approach to Platform Maintenance that allows for modification, improvement, and adaptations to a modified environment.

1. Provide for modification of Analytic Services, related software, tables and visualizations after delivery to correct faults, improve performance or other attributes, or adapt the product to a modified environment.
2. Provide for maintenance to ensure that the platform and any related software continues to satisfy user requirements, including system changes due to corrective and non-corrective software actions. Maintenance must be performed in order to:
3. Correct faults;
4. Improve design;
5. Implement enhancements; and
6. Ensure proper interfaces with other systems.
7. Provide software updates to the proposed solution at no additional cost. Updates are any improvement to the base solution that would benefit the Agency and other customers.
8. Document the maintenance strategy that is required to support daily operation of the Analytic solution and any associated software, tables and visualizations.

**Response**:

### SRC# 13 Evaluation Criteria:

The adequacy of the Respondent’s approach Analytic Services Platform Maintenance as specified in this procurement, including respondents approach to:

1. Provide for modification of Analytic Services, related software, tables and visualizations after delivery to correct faults, improve performance or other attributes, or adapt the product to a modified environment.
2. Provide for maintenance to ensure that the platform and any related software continues to satisfy user requirements, including system changes due to corrective and non-corrective software actions. Maintenance must be performed in order to:
3. Correct faults;
4. Improve design;
5. Implement enhancements; and
6. Ensure proper interfaces with other systems.
7. Provide software updates to the proposed solution at no additional cost. Updates are any improvement to the base solution that would benefit the Agency and other customers.
8. Document the maintenance strategy that is required to support daily operation of the Analytic solution and any associated software, tables and visualizations.

**Score: This Section is worth a maximum of 20 raw points with each of the above components being worth a maximum of 5 points each.**

# SRC# 14: Project Close Out

The respondent shall develop a plan for project close out addressing all requirements in **Attachment B,** Scope of Services, **Section II.,** Manner of Service(s) Provision, **Sub-Section B.,** Services Provided by the Vendor, **Item 8.,** Project Close Out/Transition,facilitating thetransfer of services at the end of the resulting Contract. The plan should include a schedule detailing when knowledge transfer will occur, including the identification of milestones, transfer of key deliverables and the identification of data and software the Agency will assume once knowledge transfer is completed.

**Response**:

### SRC# 14 Evaluation Criteria:

The adequacy of the respondent’s approach to closing out the project at the end of the resulting Contract.

**Score: This Section is worth a maximum of 5 raw points.**

**SRC# 15 Disaster Recovery**

The respondent shall demonstrate its capability and approach to meet the requirements for Disaster Recovery described in **Attachment B**, Scope of Services, **Section II.,** Manner of Service(s) Provision, **Sub-Section O.,** Disaster Recovery.

**Response:**

**SRC 15: Evaluation Criteria:**

1. The adequacy of the respondent’s proposed approach and capability to develop and maintain a disaster recovery plan for restoring the application of software and current master files and for hardware backup in the event the production systems are disabled or destroyed.
2. The adequacy of the respondent’s proposed approach and capability to ensure the disaster recovery plan limits service interruption to a period of twenty-four (24) clock hours and ensures compliance with all requirements under the resulting Contract.
3. The adequacy of the respondent’s proposed approach and capability to ensure the records backup standards and a comprehensive disaster recovery plan shall be developed and maintained by the respondent for the entire period of the resulting Contract and submitted for review annually by the anniversary date of the resulting Contract.
4. The adequacy of the respondent’s proposed approach and capability to ensure it maintains a disaster recovery plan for restoring day-to-day operations including alternative locations for the respondent to conduct the requirements of the resulting Contract.
5. The adequacy of the respondent’s proposed approach and capability to ensure it maintains database backups in a manner that shall eliminate disruption of service or loss of data due to system or program failures or destruction.
6. The adequacy of the respondent’s proposed approach and capability to ensure the disaster recovery plan is finalized no later than thirty (30) calendar days prior to the resulting Contract effective date.
7. The adequacy of the respondent’s proposed approach and capability to ensure it amends or updates its disaster recovery plan in accordance with the best interests of the Agency and at no additional cost to the Agency.
8. The adequacy of the respondent’s proposed approach and capability to ensure it makes all aspects of the disaster recovery plan available to the Agency at all times.
9. The adequacy of the respondent’s proposed approach and capability to ensure it conducts an annual Disaster Recovery Plan test and submits the results for review to the Agency.

**Score:** **This Section is worth a maximum of 45 raw points with each of the above components being worth a maximum of 5 points each.**