

Amendment 2 to RFP 2024-PMO-01

April 16, 2023

NOTE THE FOLLOWING AND ATTACHED ADDITIONS, DELETIONS AND/OR CHANGES TO THE REQUIREMENTS FOR THE REQUEST FOR PROPOSAL NUMBER: RFP 2024-PMO-01. THIS AMENDMENT MUST BE INCLUDED IN THE BIDDER'S RESPONSE AND MEET THE REQUIREMENTS AS DEFINED IN THE RFP.

THE VENDOR MUST SIGN AND RETURN THIS AMENDMENT WITH THEIR PROPOSAL.

1. Section VII F – Determination of Successful Proposal, Paragraph 1 - Page 126 – Changed as follows:

Currently Reads as:

The Vendor whose proposal is determined to be in the best interest of the State will be recommended as the successful Contractor. The Project Director will forward the Evaluation Committee's recommendation, with documentation to justify the Committee's recommendation, through the supervisory chain to the Commissioner.

The Commissioner will review the Committee's recommendation as well as the Vendor's past performance under previously awarded contracts, if applicable. The Vendor whose proposal is determined by the Commissioner to be in the best interests of the State will be recommended as the successful contractor. When the final approval is received, the State will notify the selected Vendor. If the State rejects all proposals, it will notify all Vendors.

Revised as:

The Vendor whose proposal is determined to be in the best interest of the State will be recommended as the successful Contractor. The Project Director will forward ~~the Evaluation Committee's recommendation, with documentation to justify the Committee's recommendation,~~ this Vendor's proposal through the supervisory chain to the Commissioner, ~~with documentation to justify the Committee's recommendation.~~

The Commissioner will review the Committee's recommendation as well as the Vendor's past performance under previously awarded contracts, if applicable. The Vendor whose proposal is determined by the Commissioner to be in the best interests of the State will be recommended as the successful contractor. When the final approval is received, the State will notify the selected Vendor. If the State rejects all proposals, it will notify all Vendors.

2. Section II F – 6.1.3 Personnel, Paragraph 7, Page 22 - Changed as follows:

Currently Reads as:

The PMO Contractor shall have its off-site staff travel to the Agency at a minimum of six (6) trips per month with the option to add or subtract trips based on project needs. For example, requirements sessions which require direct interaction with stakeholders. The PMO Contractor shall maintain a calendar which identifies by name the scheduled on-site visits. These visits shall be identified at least three (3) months in advance of the visit. The Agency does not pay for travel time, travel expenses, meals or lodging.

Revised as:

~~The PMO Contractor shall have its off-site staff travel to the Agency at a minimum of six (6) trips per month with the option to add or subtract trips based on project needs.~~ The PMO Contractor shall have a minimum of six (6) off-site personnel travel on-site to the Alabama Medicaid Agency each month. The Agency may modify this request based on project needs. The Contractor may rotate personnel with Agency approval. The Agency defines an on-site visit as three (3) business days or more on-site. For example, requirements sessions which require direct interaction with stakeholders. The PMO Contractor shall maintain a calendar which identifies by name the scheduled on-site visits. These visits shall be identified at

least three (3) months in advance of the visit. The Agency does not pay for travel time, travel expenses, meals or lodging.

3. Section V – Corporate Background and References, 2.e, Page 112 – Changed as follows:

Currently Reads as:

e. A list of all similar projects the Vendor has completed within the last three years.

Revised as:

e. A list of all similar projects the Vendor has completed within the last ~~three~~ five years.

4. Section VI.N.1.h – Submission Requirements, Tab 8, 2.f, Page 122 – Changed as follows:

Currently Reads as:

2 f. A detailed breakdown of proposed staffing for this project, including names, education background and resumes of all employees that will be assigned to this project.

Revised as:

2 f. A detailed breakdown of proposed staffing for this project, including names, education background and resumes of all ~~employees~~² key positions that will be assigned to this project.

5. Section VI.L – Price, Page 117 - Changed as follows:

Currently Reads as:

Vendors must respond to this RFP by utilizing the RFP Cover Sheet to indicate the firm and fixed price for the implementation and updating/operation phase to complete the scope of work.

Revised as:

Vendors must respond to this RFP by utilizing the RFP Cover Sheet to indicate the firm and fixed price for the ~~PMO Services required implementation and updating/operation phase~~ PMO Services required to complete the scope of work.

6. Section III – Pricing, Paragraph 2, Page 111 - Changed as follows:

Currently Reads as:

Vendors must respond to this RFP by 1) utilizing the RFP Cover Sheet to indicate the firm and fixed price for the implementation and updating/operation phase to complete the scope of work, and 2) submitting a completed Appendix C: Pricing (Schedule) according to the instructions provided within Appendix C and including signed, printed copies of all Pricing Schedules. The Agency will only accept completed forms/worksheets, as presented, and only contained in Appendix C. Pricing (Schedule).

Revised as:

Vendors must respond to this RFP by 1) utilizing the RFP Cover Sheet to indicate the firm and fixed price for the **PMO Services required implementation and updating/operation phase** to complete the scope of work, and 2) submitting a completed Appendix C: Pricing (Schedule) according to the instructions provided within Appendix C and including signed, printed copies of all Pricing Schedules. The Agency will only accept completed forms/worksheets, as presented, and only contained in Appendix C. Pricing (Schedule).

7. Procurement Library updates - Changed as follows:

PL14_AMMP Tools has been updated and posted.

PL24_Employee Qualification Matrix has been updated and posted.

PL25_PMO Deliverable Schedule (Number 72) has been updated and posted.

PL02_Medicaid Enterprise Security Policy - Full Set - Moderate v1.5 has been updated and posted.

8. Section IIF – 6.24 AMMP Tool Maintenance and Configuration, Paragraph 1, Page 46- Changed as follows:

Currently Reads as:

The Agency has established enterprise project management tools used for capturing requirements, testing details, diagramming business processes, recording action items, risks, issues, decisions, and change requests for the AMMP. The PMO Contractor shall also be responsible for administering, configuring, and implementing the changes in the AMMP tools. Access to appropriate AMMP Tools artifacts will be given to the Contractor. See Appendix F: Procurement Library Contents for more information.

Revised as:

The Agency has established enterprise project management tools used for capturing requirements, testing details, diagramming business processes, recording action items, risks, issues, decisions, and change requests for the AMMP. The PMO Contractor shall also be responsible for **operational administration administering**, configuring, and implementing the changes in the AMMP tools **to support day to day operations of AMMP**. Access to appropriate AMMP Tools artifacts will be given to the Contractor. See Appendix F: Procurement Library Contents for more information.

9. Section IIL – 12.19 OCM Analyst, Page 109 - Changed as follows:

Currently Reads as:

There will be multiple positions for the term of contract based on the work per the AMMP roadmap.

Revised as:

There will be **multiple six (6) OCM Analyst** positions for the term of contract based on the work per the AMMP roadmap.

10. Section IIL – 12.3 Module Project Manager, Page 98 - Changed as follows:

Currently Reads as:

There will be a Project Manager for each module in AMMP except the CPMS and SI modules which will have 3 project managers each. These are key positions. The Agency requires an interview with any module project manager prior to joining the project.

Revised as:

There will be a Project Manager for each module (EDS=1, PM=1, MEVV/CARES/TCOE=1) in AMMP except the CPMS and SI modules which will have 3 project managers each (SI=3 and CPMS=3). These are key positions. The Agency requires an interview with any module project manager prior to joining the project.

11. Section ILL – 12.12 Senior Business Analyst. Page 104 - Changed as follows:

Currently Reads as:

Senior Business Analyst positions needs to be filled from contract onboarding. These personnel shall be involved from start of the contract to the end of contract. The PMO Contractor shall have at the minimum one (1) dedicated senior business analyst assigned to each module except for CPMS where at the minimum five (5) dedicated senior business analysts must be assigned at any given time. The PMO Contractor shall not assign the dedicated senior business analyst with multiple modules. Where required, the PMO Contractor can add business analyst resources to complete the tasks. The Senior Business Analyst will be responsible for many tasks such as gathering and documenting requirements, use cases in deliverables, artifacts, and tools for AMMP. The Senior Business Analyst shall have strong analytical and interpersonal skills to analyze impacts of changes in the system, ability to understand and relay information to various groups within the Agency and to other module contractors.

Revised as:

Senior Business Analyst positions needs to be filled from contract onboarding. These personnel shall be involved from start of the contract to the end of contract. The PMO Contractor shall have at the minimum one (1) dedicated senior business analyst assigned to each module (SI=1, PM=1, EDS=1, MEVV/CARES/TCOE=1) except for CPMS where at the minimum five (5) dedicated senior business analysts must be assigned at any given time (CPMS=5). The PMO Contractor shall not assign the dedicated senior business analyst with multiple modules. Where required, the PMO Contractor can add business analyst resources to complete the tasks. The Senior Business Analyst will be responsible for many tasks such as gathering and documenting requirements, use cases in deliverables, artifacts, and tools for AMMP. The Senior Business Analyst shall have strong analytical and interpersonal skills to analyze impacts of changes in the system, ability to understand and relay information to various groups within the Agency and to other module contractors.

12. Section IIF – 6.28 Common Processes Requirements. Master ID 6. Page 52 - Changed as follows:

Currently Reads as:

The Contractor shall have the Program Manager and one (1) Project Analyst to be onsite Monday through Friday from 8:00 AM to 5:00 PM except for scheduled time off and holidays.

Revised as:

The Contractor shall have the Program Manager, ~~and~~ one (1) Project Analyst, ~~and one (1) OCM Communication Lead~~ to be onsite Monday through Friday from 8:00 AM to 5:00 PM except for scheduled time off and holidays.

13. RRM updates – Req ID 6 - Changed as follows:

Currently Reads as:

The Contractor shall have the Program Manager and one (1) Project Analyst to be onsite Monday through Friday from 8:00 AM to 5:00 PM except for scheduled time off and holidays.

Revised as:

The Contractor shall have the Program Manager, ~~and~~ one (1) Project Analyst, ~~and one (1) OCM Communication Lead~~ to be onsite Monday through Friday from 8:00 AM to 5:00 PM except for scheduled time off and holidays.

14. Section IIF – 6.1.3 Personnel. Paragraph 4. Page 22 - Changed as follows:

Currently Reads as:

All Project Personnel shall have workspace provided by the Agency. The PMO Contractor shall provide adequate coverage for all business areas during the Agency normal work hours of 8:00 A.M to 5:00 P.M Central time, Monday through Friday. The Program Manager and Senior Business Analyst must be full-time, dedicated solely to the AMMP and must be available as needed to fulfill responsibilities that meet the Agency’s needs. See Section II. L. Staffing for more information. The PMO Contractor must propose key personnel who will, to the best of their knowledge, be available for the duration of the project. These individuals shall be the primary contacts for the Agency on a day-to-day basis. The PMO Contractor’s staff, including the Program Manager and Senior Business Analyst, shall be available for in-person meetings as needed.

Revised as:

~~All~~ **On-site** Project Personnel shall have workspace provided by the Agency. The PMO Contractor shall provide adequate coverage for all business areas during the Agency normal work hours of 8:00 A.M to 5:00 P.M Central time, Monday through Friday. The Program Manager, **Lead Business Analyst**, and Senior Business Analysts must be full-time, dedicated solely to the AMMP and must be available as needed to fulfill responsibilities that meet the Agency’s needs. See Section II. L. Staffing for more information. The PMO Contractor must propose key personnel who will, to the best of their knowledge, be available for the duration of the project. These individuals shall be the primary contacts for the Agency on a day-to-day basis. The PMO Contractor’s staff, including the Program Manager and Senior Business Analyst, shall be available for in-person meetings as needed.

15. Section III – 12.17 OCM Communication Lead, Page 108 - Changed as follows:

Currently Reads as:

There will be one OCM Communication Lead for AMMP. This person shall be on site 75% of the time.

Revised as:

There will be one OCM Communication Lead for AMMP. This person shall be on site ~~75%~~ 100% of the time.

16. Section E – Introduction, Paragraphs 1 and 5, Page 19 - Changed as follows:

Currently Reads as:

The Contractor shall meet all the requirements specified in each section and subsection narrative and shall be responsible for delivery and maintenance of services, activities, artifacts and/or other deliverables to Agency's expectations specified within this RFP.

All PMO Contractor responsibilities defined in this RFP related to the modules/services, will remain in place until ninety (90) calendar days after the module receives Federal certification. This includes any delays that may occur after the ORR prior to CR. This does not apply to the SI module which will be addressed in Section II. K. Project Phase.

All PMO Contractor responsibilities defined in this RFP related to the System Integration Services shall remain for the term of the contract.

All times used in this RFP or AMMP are central time.

Failure to comply with delivery, timeliness, requirements, specifications, or Agency expectations may result in a Statement of Concern (SOC) or Corrective Action Plan (CAP). See Section II. F. Common Processes. 6.20 AMMP Statement of Concern (SOC) and Corrective Action Plan (CAP).

Revised as:

The Contractor shall meet all the requirements specified in each section and subsection narrative and shall be responsible for delivery and maintenance of services, activities, artifacts and/or other deliverables to Agency's expectations specified within this RFP. [The Personnel references in this PMO Services RFP are directly related to the contract services defined in this PMO Services RFP.](#)

All PMO Contractor responsibilities defined in this RFP related to the modules/services, will remain in place until ninety (90) calendar days after the module receives Federal certification. This includes any delays that may occur after the ORR prior to CR. This does not apply to the SI module which will be addressed in Section II. K. Project Phase.

All PMO Contractor responsibilities defined in this RFP related to the System Integration Services shall remain for the term of the contract.

All times used in this RFP or AMMP are central time.

Failure to comply with delivery, timeliness, requirements, specifications, or Agency expectations may result in a Statement of Concern (SOC) or Corrective Action Plan (CAP). See Section II. F. Common Processes. 6.20 AMMP Statement of Concern (SOC) and Corrective Action Plan (CAP). [The requirements and tasks defined in this RFP do not apply to the legacy Alabama Medicaid Management Information System \(AMMIS\) except when the requirement or task relates to interactions between the AMMIS and a module.](#)

17. Section VI.N.1.h.10 – Tab 8, Page 123 - Changed as follows:

Currently Reads as:

10. Required Key Personnel

Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.8 – Scope of Work, Staffing

Revised as:

10. Required Key Personnel

Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.8 L – Scope of Work, Staffing

18. RRM Updates – Instruction and Legend - Changed as follows:

Instructions and Legend page has been updated and posted to be able to enter the 'INSERT VENDOR/ORGANIZATION NAME HERE'.

19. Section VI.N.1.h – Tab 8, Page 122 - Changed as follows:

Currently Reads as:

3. Furnish three (3) references for projects of similar size and scope to support the experience requirements listed above, including contact name, title, telephone number, and address using [Appendix G: Corporate Reference Worksheet](#). Performance references should also include contract type, size, and duration of services rendered. **You may not use any Alabama Medicaid Agency contract as a reference. Two of the three references must be other State MMIS Modernization PMO contracts wherein the submitter is the primary vendor.**

Revised as:

3. Furnish three (3) references for projects of similar size and scope to support the experience requirements listed above, including contact name, title, telephone number, and address. ~~using Appendix G: Corporate Reference Worksheet~~. Performance references should also include contract type, size, and duration of services rendered. **You may not use any Alabama Medicaid Agency contract as a reference. Two of the three references must be other State MMIS Modernization PMO contracts wherein the submitter is the primary vendor.**

20. Appendix C – Pricing, Page 164 - Changed as follows:

Currently Reads as:

Pricing Schedule E – COTS Deliverable Price

To complete Schedule D, Vendors must adhere to the following Notes:

- Cost Proposal Schedule E must be completed by all vendors. The workbook will transfer values to Schedule A, but vendors must verify that totals are correct.
- Enter data in green shaded cells.
- The PMO Contractor shall plan on one COTS Deliverables request per year. If COTS Deliverables request is not needed for a specific year, then the line item in

the pricing schedule will not be paid. COTS Implementation Deliverables will be paid if the Agency decide to proceed with implementation of a new COTS product. All COTS Deliverables costs should be included in the firm and fixed price for COTS Deliverables (Schedule E).

- The price of each yearly COTS Deliverables, which will be added to the Firm and Fixed Total Price on Schedule A.
- The Firm and Fixed Total Price will be used to calculate the Cost Proposal score in RFP Section VII.E. – Evaluation and Selection Process – Scoring.
- The winning vendor’s prices on Schedule E will become part of the firm fixed contract price. The detailed timing and invoicing of operational components will be agreed upon in the Initiation and Planning Phase.
- When Schedule E has been completed, verify that all entries are accurate and complete, and verify your totals. This pricing schedule workbook was created and tested only in Microsoft Excel 2016®.
- Print out Schedule E. A printed Schedule E must be signed and dated and returned with the proposal submission.

Revised as:

Pricing Schedule E – COTS Deliverable Price

To complete Schedule ~~D~~ E, Vendors must adhere to the following Notes:

- Cost Proposal Schedule E must be completed by all vendors. The workbook will transfer values to Schedule A, but vendors must verify that totals are correct.
- Enter data in green shaded cells.
- The PMO Contractor shall plan on one COTS Deliverables request per year. If COTS Deliverables request is not needed for a specific year, then the line item in the pricing schedule will not be paid. ~~COTS Implementation Deliverables will be paid if the Agency decide to proceed with implementation of a new COTS product.~~ All COTS Deliverables costs should be included in the firm and fixed price for COTS Deliverables (Schedule E).
- The price of each yearly COTS Deliverables, which will be added to the Firm and Fixed Total Price on Schedule A.
- The Firm and Fixed Total Price will be used to calculate the Cost Proposal score in RFP Section VII.E. – Evaluation and Selection Process – Scoring.
- The winning vendor’s prices on Schedule E will become part of the firm fixed contract price. ~~The detailed timing and invoicing of operational components will be agreed upon in the Initiation and Planning Phase.~~
- When Schedule E has been completed, verify that all entries are accurate and complete, and verify your totals. This pricing schedule workbook was created and tested only in Microsoft Excel 2016®.
- Print out Schedule E. A printed Schedule E must be signed and dated and returned with the proposal submission.

21. Appendix C – Pricing, Page 165 - Changed as follows:

Currently Reads as:

Pricing Schedule D – Extra Contractual Services Price

To complete Schedule D, Vendors must adhere to the following Notes:

- Cost Proposal Schedule F must be completed by all vendors. The workbook will transfer values to Schedule A, but vendors must verify that totals are correct.
- Enter data in green shaded cells.
- Enter an Hourly Personnel Rate for Extra Contractual services --the single firm fixed aggregate hourly rate for personnel to develop and execute extra contractual services.
- For proposal evaluation only, the Agency will use 1000 personnel-hours expended in each year in contract years 1 through 5 to calculate the extra contractual services evaluated price. The extra contractual services evaluated price will be added to the Firm and Fixed Total Price on Schedule A.
- The Firm and Fixed Total Price will be used to calculate the Cost Proposal score in RFP Section VII.E. – Evaluation and Selection Process – Scoring.
- The number and scope of extra contractual services to be issued has not been determined by the Agency. The vendor's proposal is ceiling value, but not a guaranteed contract amount. The amount to be paid by the Agency--if any--will be determined as required for each extra contractual service that may be required in the future.
- When Schedule F has been completed, verify that all entries are accurate and complete, and verify your totals. This pricing schedule workbook was created and tested only in Microsoft Excel 2016®.
- Print out Schedule F. A printed Schedule F must be signed and dated and returned with the proposal submission.

Revised as:

Pricing Schedule ~~D~~ F – Extra Contractual Services Price

To complete Schedule ~~D~~ F, Vendors must adhere to the following Notes:

- Cost Proposal Schedule F must be completed by all vendors. The workbook will transfer values to Schedule A, but vendors must verify that totals are correct.
- Enter data in green shaded cells.
- Enter an Hourly Personnel Rate for Extra Contractual services --the single firm fixed aggregate hourly rate for personnel to develop and execute extra contractual services.
- For proposal evaluation only, the Agency will use 1000 personnel-hours expended in each year in contract years 1 through 5 to calculate the extra contractual services evaluated price. The extra contractual services evaluated price will be added to the Firm and Fixed Total Price on Schedule A.
- The Firm and Fixed Total Price will be used to calculate the Cost Proposal score in RFP Section VII.E. – Evaluation and Selection Process – Scoring.
- The number and scope of extra contractual services to be issued has not been determined by the Agency. The vendor's proposal is ceiling value, but not a guaranteed contract amount. The amount to be paid by the Agency--if any--will be determined as required for each extra contractual service that may be required in the future.
- When Schedule F has been completed, verify that all entries are accurate and complete, and verify your totals. This pricing schedule workbook was created and tested only in Microsoft Excel 2016®.

- Print out Schedule F. A printed Schedule F must be signed and dated and returned with the proposal submission.

22. Section VI.N – Tab 6 – Scope of Work and narrative Response. Page 120 - Changed as follows:

Currently Reads as:

This Tab must include narrative responses to all sub-sections within RFP Section II – Scope of Work and all section-specific narrative questions contained within this RFP. In this tab the Vendor will provide a response aligned to the following format:

- Tab 6 CANNOT exceed max 78 pages (39 pages front and back), in length.

Revised as:

This Tab must include narrative responses to all sub-sections within RFP Section II – Scope of Work and all section-specific narrative questions contained within this RFP. In this tab the Vendor will provide a response aligned to the following format:

- Tab 6 CANNOT exceed max 78 pages **single sided** (~~39 pages front and back~~), in length.

23. Section III.L – 12.1 Program Manager. Page 97 - Changed as follows:

Currently Reads as:

There will be one Program Manager for AMMP, and this is a key position. The Agency requires an interview with the PMO program manager prior to joining the project.

Revised as:

There will be one Program Manager for AMMP, and this is a key position. **This person must be on-site at Alabama Medicaid 100% of their time.** The Agency requires an interview with the PMO program manager prior to joining the project.

24. Section VI.N.1.j – Tab 10 - Additional Attachments. Page 123 - Changed as follows:

Currently Reads as:

The proposal response for this tab does not have a page count requirement or limitation, and should include:

- Signed, Pricing Schedule A through F
- Additional, sample, draft, example Deliverables and/or Artifacts, Templates, supporting the responses in Tabs 6 – 8.

Revised as:

The proposal response for this tab does not have a page count requirement or limitation, and should include:

• ~~Signed, Pricing Schedule A through F~~

- Additional, sample, draft, example Deliverables and/or Artifacts, Templates, supporting the responses in Tabs 6 – 8.
- Employee Qualification Matrix
- E-Verify Memorandum of Understanding

25. Section II.F – 6.2.2 Commercial Off-The-shelf (COTS) Software. Paragraphs 4, 5, and 6 Page 23 - Changed as follows:

Currently Reads as:

The PMO Contractor shall plan on one COTS software recommendation product request per year. If COTS software recommendation is not needed for a specific year, then the line item in the pricing schedule will not be paid.

If configuration costs are not part of the initial software install, the PMO Contractor shall provide a Configuration cost assessment that identifies the tasks, roles and hours required for the software configuration. The Agency will utilize the Project Change Request process to request the COTS software configuration, implementation, and maintenance. Documentation such as Detail Product Design, Software Operation Manual, Software User Manual and updates to other AMMP tool documents will be part of the PCR if the Agency proceeds with COTS software recommended. Detail Product Design, Software Operations Manual and Software User Manual are grouped as COTS implementation deliverables and will only be required if the Agency decide to proceed with implementation of new COTS product. See Section II.F.6.19 AMMP Project Change Request (PCR).

Any PMO Contractor recommended COTS software must allow the Agency and any other contractors on the modularity project free full access and rights to the product. Any functional limitations or exclusions must be approved by the Agency prior to the limitation or exclusion being applied. The Agency shall have the same administration/configuration rights as the PMO Contractor and shall be included in all training provided on the software. The PMO Contractor shall be responsible for maintaining the software and the data in the software as well as ensuring it stays current on patches/releases/updates. The PMO Contractor shall apply patches, releases and/or updates within thirty (30) calendar days of the release. The Agency must approve the delay of any patch, release and/or update that is delayed more than thirty (30) calendar days. If there are known problems with the patch, release or update, these should be documented and presented to the Agency with a request to delay the application of the release or update.

Once the software is installed and system configured by the software vendor, the PMO Contractor shall conduct software configuration sessions with the Agency and document the results of the sessions in a Detail Product Design document. The PMO Contractor shall provide a software operations manual that defines the day-to-day activities required to maintain the software. The PMO Contractor must also produce a software user manual that defines how to use the software as the Agency has it configured. Agency approval will be required for all these documents. The PMO Contractor shall update these manuals for the term of the contract.

Revised as:

The PMO Contractor shall plan on one COTS software recommendation product request per year. If COTS software recommendation is not needed for a specific year, then the line item in the pricing schedule will not be paid.

If configuration costs are not part of the initial software install, the PMO Contractor shall provide a Configuration cost assessment that identifies the tasks, roles and hours required for the software configuration. The Agency will utilize the Project Change Request process to request the COTS software recommendation. Any PMO Contractor recommended COTS software must allow the Agency and any other contractors on the modularity project free full access and rights to the product. Any functional limitations or exclusions must be approved by the Agency prior to the limitation or exclusion being applied. The Agency shall have the same administration/configuration rights as the PMO Contractor and shall be included in all training provided on the software. ~~software configuration, implementation, and maintenance. Documentation such as Detail Product Design, Software Operation Manual, Software User Manual and updates to other AMMP tool documents will be part of the PCR if the Agency proceeds with COTS software recommended. Detail Product Design, Software Operations Manual and Software User Manual are grouped as COTS implementation deliverables and will only be required if the Agency decide to proceed with implementation of new COTS product.~~ See Section II.F.6.19 AMMP Project Change Request (PCR).

Once the Agency decides on a COTS software, the PMO Contractor shall submit a second PCR for the tasks to support and maintain the COTS Software and data. The PMO Contractor shall work with the COTS contractor to conduct software configuration sessions with the Agency and document the results of the sessions in a Detail Product Design document. All documentation created by the PMO Contractor for the COTS software must be specific to the way the Agency uses the software. The PMO Contractor shall provide a software operations manual that defines the day-to-day activities required to maintain the software. The PMO Contractor must also produce a software user manual that defines how to use the software as the Agency has it configured. Agency approval will be required for all these documents. The PMO Contractor shall update these manuals for the term of the contract. ~~Any PMO Contractor recommended COTS software must allow the Agency and any other contractors on the modularity project free full access and rights to the product. Any functional limitations or exclusions must be approved by the Agency prior to the limitation or exclusion being applied. The Agency shall have the same administration/configuration rights as the PMO Contractor and shall be included in all training provided on the software. The PMO Contractor shall be responsible for maintaining the software and the data in the software as well as ensuring it stays current on patches/releases/updates. The PMO Contractor shall apply patches, releases and/or updates within thirty (30) calendar days of the release. The Agency must approve the delay of any patch, release and/or update that is delayed more than thirty (30) calendar days. If there are known problems with the patch, release or update, these should be documented and presented to the Agency with a request to delay the application of the release or update.~~

The PMO Contractor shall be responsible for applying patches, releases and/or updates within thirty (30) calendar days of the release. The Agency must approve the delay of any patch, release and/or update that is delayed more than thirty (30) calendar days. If there are known problems with the patch, release, or update, these should be documented and presented to the Agency with a request to delay the application of the release or update. ~~Once the software is installed and system configured by the software vendor, the PMO Contractor shall conduct software configuration sessions with the Agency and document the results of the sessions in a Detail Product Design document. The PMO Contractor shall provide a software operations manual that defines the day to day activities required to maintain the software. The PMO Contractor must also produce a software user manual that defines how to use the software as the Agency~~

~~has it configured. Agency approval will be required for all these documents. The PMO Contractor shall update these manuals for the term of the contract.~~

The PMO Contractor shall be responsible for the data, maintenance, and operations of the COTS software for the term of the contract.

26. Section IIA – Scope of Work - Overview, Page 9 - Changed as follows:

Currently Reads as:

This document outlines the services to be provided by, and the qualifications that must be met in order for an entity to serve as the Alabama Medicaid Enterprise Systems (MES) Modernization Program (AMMP) PMO Contractor. It is imperative that potential Contractors describe **in detail** how they intend to approach the Scope of Work (SOW) specified in this RFP. The ability to perform these services or how the respondent proposes to satisfy the specifications and scope must be carefully documented, even if the Contractor has been or is currently participating in a Medicaid Program. Proposals will be evaluated and scored based on the written information that is presented in the response. This requirement emphasizes the importance and the necessity of providing in-depth information in the proposal with all supporting documentation.

The Contractor shall provide PMO services for all the modules and services detailed in Section II. B. Alabama Medicaid Enterprise System Modernization Program (AMMP).

Entities that are currently excluded under federal and/or state laws from participation in Medicare/Medicaid or any state's health care programs are prohibited from submitting bids.

Revised as:

This document outlines the services to be provided by, and the qualifications that must be met ~~in order~~ for an entity to serve as the Alabama Medicaid Enterprise Systems (MES) Modernization Program (AMMP) PMO Contractor. It is imperative that potential Contractors describe **in detail** how they intend to approach the Scope of Work (SOW) specified in this RFP. The ability to perform these services or how the respondent proposes to satisfy the specifications and scope must be carefully documented, even if the Contractor has been or is currently participating in a Medicaid Program. Proposals will be evaluated and scored based on the written information that is presented in the response. This requirement emphasizes the importance and the necessity of providing in-depth information in the proposal with all supporting documentation.

The Contractor shall provide PMO services for all the modules and services detailed in Section II. B. Alabama Medicaid Enterprise System Modernization Program (AMMP).

Entities that are currently excluded under federal and/or state laws from participation in Medicare/Medicaid or any state's health care programs are prohibited from submitting bids. **The requirements and tasks defined in this RFP do not apply to the legacy Alabama Medicaid Management Information System (AMMIS) except when the requirement or task relates to interactions between the AMMIS and a module.**

27. RRM updates – Req ID 7 - Changed as follows:

Currently Reads as:

The Contractor shall have the off-site staff travel to the Agency at a minimum of six (6) trips per month with the option to add or subtract trips based on project needs.

Revised as:

~~The Contractor shall have the off-site staff travel to the Agency at a minimum of six (6) trips per month with the option to add or subtract trips based on project needs.~~ The Contractor shall have a minimum of six (6) off-site personnel travel on-site to the Alabama Medicaid Agency each month. The Agency defines an on-site visit as three (3) business days or more on-site.

28. Section II.F – 6.28 Common Processes Requirements, Req ID 7 - Changed as follows:

Currently Reads as:

The Contractor shall have the off-site staff travel to the Agency at a minimum of six (6) trips per month with the option to add or subtract trips based on project needs.

Revised as:

~~The Contractor shall have the off-site staff travel to the Agency at a minimum of six (6) trips per month with the option to add or subtract trips based on project needs.~~ The Contractor shall have a minimum of six (6) off-site personnel travel on-site to the Alabama Medicaid Agency each month. The Agency defines an on-site visit as three (3) business days or more on-site.

29. Pricing Schedule - Changed as follows:

Pricing Schedule A (Rows 112,113,114,115), and Schedule E (Rows 14,15,16,17) have been updated and posted.

30. Section II.L – 12.20 Staffing Requirements, Req ID 249 - Changed as follows:

Currently Reads as:

The Contractor shall fill key positions identified by the Agency one for each module from start of the contract through the term of the contract: -

1. Module Project Manager (all modules except CPMS and SI)

Revised as:

The Contractor shall fill key positions identified by the Agency one for each module (PM=1, EDS=1, MEVV/CARES/TCOE=1) from start of the contract through the term of the contract: -

1. Module Project Manager (all modules except CPMS and SI)

31. RRM updates – Req ID 249 - Changed as follows:

Currently Reads as:

The Contractor shall fill key positions identified by the Agency one for each module from start of the contract through the term of the contract: -

1. Module Project Manager (all modules except CPMS and SI)

Revised as:

The Contractor shall fill key positions identified by the Agency one for each module (PM=1, EDS=1, MEVV/CARES/TCOE=1) from start of the contract through the term of the contract: -

1. Module Project Manager (all modules except CPMS and SI)

32. Section ILL – 12.20 Staffing Requirements, Req ID 252 - Changed as follows:

Currently Reads as:

The Contractor shall fill positions identified by the Agency one per each module from contract start through term of the contract: -

1. Senior Business Analyst (all modules except CPMS)

Revised as:

The Contractor shall fill positions identified by the Agency one per each module (SI=1, PM=1, EDS=1, MEVV/CARES/TCOE=1) from contract start through term of the contract: -

1. Senior Business Analyst (all modules except CPMS)

33. RRM updates – Req ID 252 - Changed as follows:

Currently Reads as:

The Contractor shall fill positions identified by the Agency one per each module from contract start through term of the contract: -

1. Senior Business Analyst (all modules except CPMS)

Revised as:

The Contractor shall fill positions identified by the Agency one per each module (SI=1, PM=1, EDS=1, MEVV/CARES/TCOE=1) from contract start through term of the contract: -

1. Senior Business Analyst (all modules except CPMS)

34. Section H - AMMP Medicaid Enterprise Architecture (MEA), 8.3 MEA Models and Objects Paragraph 4, Page 72 — Changed as follows:

Currently Reads as:

Currently, the Agency maintains an MMIS Concept of Operations and a MITA Concept of Operations (the ‘legacy CONOPS documents’). The PMO Contractor shall develop, produce, and deliver an MES Concept of Operations document, based on the MMIS Concept of Operations and the MITA Concept of Operations. Initial deliveries of the MES Concept of Operations shall include both legacy CONOPS documents. The PMO Contractor shall research and monitor the latest CMS guidance regarding the requirements for states to produce and/or provide any legacy Concept of Operations documents or their replacement documents and ensure that the Agency is in compliance. In the event CMS changes or eliminates the need for either or both legacy CONOPS documents and any replacement documents, the PMO Contractor shall continue to deliver the MES Concept of Operations but shall recommend to the Agency any revisions to the format, content and purpose for the MES Concept of Operations. The MES Concept of Operations will be expanded each time a module integrates with the MMIS or CPMS through

the System Integration Platform, to include coverage of the MMIS or CPMS and of the integrated modules. The MES Concept of Operations will be based on the MEA and will include MEA artifacts.

Revised as:

Currently, the Agency maintains an MMIS Concept of Operations and a MITA Concept of Operations (the ‘legacy CONOPS documents’). These documents are separately updated and delivered. Each AMMP Module Contractor is required to develop, produce, and deliver their module’s Concept of Operations as an appendix to the MMIS Concept of Operations. The PMO Contractor shall ~~develop, produce, and deliver an MES Concept of Operations document, based on~~ synchronize the update and delivery of the MMIS Concept of Operations and the MITA Concept of Operations ~~as separate documents, but will be managed as one single deliverable. Initial deliveries of the MES Concept of Operations shall include both legacy CONOPS documents.~~ The PMO Contractor shall research and monitor the latest CMS guidance regarding the requirements for states to produce and/or provide any legacy Concept of Operations documents or their replacement documents and ensure that the Agency is in compliance. In the event CMS changes or eliminates the need for either or both legacy CONOPS documents and any replacement documents, the PMO Contractor shall continue to deliver the ~~MES Concept of Operations~~ MMIS Concept of Operations and the MITA Concept of Operations but shall recommend to the Agency any revisions to the format, content and purpose for the ~~MES Concept of Operations~~ Concept of Operations documents. ~~The MES Concept of Operations will be expanded each time a module integrates with the MMIS or CPMS through the System Integration Platform, to include coverage of the MMIS or CPMS and of the integrated modules.~~ The ~~MES Concept of Operations~~ MMIS Concept of Operations and the MITA Concept of Operations will be ~~based on~~ aligned with the MEA and will include MEA artifacts.

35. Appendix D – Contract Deliverable, Number 72, EA-NEW4, Page 175, Changed as follows-

Currently Reads as:

72	Project Plans	EA-New4	MES Concept of Operations	Replaces and includes former MMIS and MITA CONOPS; wherever CMS takes this/these. Combine EA-f MMIS Concept of Operations and EA-f1 MITA Concept of Operations	6.27.3	Sixty (60) calendar days after contract start	As needed and every six months after initial delivery,
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Revised as:

72	Project Plans	EA-New4	MES MMIS and MITA Concept of Operations Documents	Replaces and includes former MMIS and MITA Conops; wherever CMS takes this/these. Combine the updates and deliveries of the EA-f MMIS Concept of Operations and EA-f1 MITA Concept of Operations as separate documents but as one priced deliverable, including wherever CMS takes these.	6.27.3	Sixty (60) calendar days after contract start	As needed and every six months after initial delivery,
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36. Pricing Schedule - Changed as follows:

Schedule A (Row84) and Schedule C (Row54) have been updated and posted.

I hereby acknowledge the receipt of Amendment 2 to *RFP 2024-PMO-01*.

Authorized [Proposer/Vendor] Signature

Date

[Proposer/Vendor] Organization