Requirements Traceability Matrix Instructions

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

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

Technology Standards Requirements

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

Technology Standards Requirements

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

Technology Standards Requirements

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

Technology Standards Requirements

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

Technology Standards Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-TECH-STND-026	The Solution shall comply with all current COV ITRM Policies and Standards, as applicable, found at: http://www.vita.virginia.gov/library/default.aspx?id=537? If proposed solution does not, please provide details that specify the Standard/Policy and how Offeror's solution does not comply.				

Major Milestones and Deliverables Requirements

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

Major Milestones and Deliverables Requirements

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

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-PROJ-DDI-008	The Contractor shall provide a Project Manager (PM) with the Key Staff requirements and agrees to replace the PM only if necessary, and with someone possessing equally or more qualified skills and experience, as approved by the agency.				
ISS-PROJ-DDI-009	The Contractor shall entertain baseline changes to the COTS package and provide a method for enhancement input in lieu of customizations through a User Input group or another forum to accept product input.				
ISS-PROJ-DDI-010	The Contractor shall provide a Hardware and Equipment Acquisition Plan for the DDI.				
ISS-PROJ-DDI-011	The Contractor shall provide a Software Acquisition and Installation Plan for the DDI.				
ISS-PROJ-DDI-012	The Contractor shall provide a Risk Management Plan for the DDI.				
ISS-PROJ-DDI-013	The Contractor shall provide a Quality Management Plan for the DDI.				
ISS-PROJ-DDI-014	The Contractor shall provide an Implementation and Transition Plan for the DDI which is coordinated with Department staff, and possibly other dependent MES contractors.				
ISS-PROJ-DDI-015	The Contractor shall provide a Training Plan for the DDI which addresses business owner input to satisfy operational needs.				
ISS-PROJ-DDI-016	The Contractor shall conduct all DDI training in accordance with the approved DDI Training Plan.				
ISS-PROJ-DDI-017	The Contractor shall provide a Training Plan for Operations which ensures ongoing operational training needs are met.				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-PROJ-DDI-018	The Contractor shall conduct all Operations training in accordance with the approved Operations Training Plan.				
ISS-PROJ-DDI-019	The Contractor shall analyze and document project lessons learned, hold a walkthrough meeting of the results and provide an evaluation report.				
ISS-PROJ-DDI-020	The Contractor shall provide a Communications Management Plan which addresses all stakeholders' communication needs for the project.				
ISS-PROJ-DDI-021	The Contractor shall provide a Performance Reporting Plan which includes status reporting and critical success factors.				
ISS-PROJ-DDI-022	The Contractor shall provide a Documentation Management Plan that: ▪ Identifies all of the documentation and deliverables that will be produced to support its DDI methodology as well as on-going Operations and Maintenance. ▪ Provides what is needed by the Contractor to successfully implement and operate the proposed solution. ▪ Provides DMAS with the information it requires to understand and approve the details of the solution as well as provide the information it needs to fulfill its business requirements with respect to the solution.				
ISS-PROJ-DDI-023	The Contractor shall provide a Release Management plan and milestones on an annual schedule with an approach to work with the ISS Contractor, any other impacted MES Contractor, and DMAS PMO with a desired 6-month lead time.				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-PROJ-DDI-024	The Contractor shall provide a detailed project plan for each new project or release that is coordinated with the ISS Contractor, any other impacted MES Contractor, and agency PMO.				
ISS-PROJ-DDI-025	The Contractor shall provide a Resource Utilization and Acquisition plan for each new project or release including Project Management, technical support, and business support as needed.				
ISS-PROJ-DDI-026	The Contractor shall develop a Root Cause Analysis process and reporting in conjunction with the ISS Contractor for all defects discovered.				
ISS-PROJ-DDI-027	The Contractor shall create a DDI Project Management Plan according to the schedule outlined in Appendix I to be approved by DMAS. The project management plan shall include: ▪ Quality Management Plan ▪ Scope Management Plan ▪ Requirements Management Plan ▪ Risk and Issues Management Plan ▪ Change Management Plan ▪ Configuration Management Plan ▪ Project Performance Management Summary Plan ▪ Communications Management Plan ▪ Documentation Management Plan ▪ Training Plan ▪ Disaster Recovery Plan - DDI ▪ Business Continuity Plan ▪ Turnover Plan				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-PROJ-DDI-028	The Contractor shall develop a Project Work Breakdown Structure (WBS) to include both Contractor and DMAS milestones and tasks. An initial Work Plan, according to the schedule outlined in Appendix I, shall involve top-down planning. The work plan shall adhere to PMBOK® best practices for project management. The WBS shall include tasks, resources, deliverables, task dependencies, percent complete, planned start, planned finish, actual start, and actual finish columns. The baseline work plan shall be delivered within 60 days of contract signing unless otherwise agreed to by the Agency. The Work Plan shall be updated and presented weekly.				
ISS-PROJ-DDI-029	The Contractor's PMO shall participate in Agency Integration and Program Management Meetings.				
ISS-PROJ-DDI-030	The Contractor shall make Project Documents available online to the Agency and contractor staff including but not limited to: work plan, status reports, status meeting agenda, and minutes.				
ISS-PROJ-DDI-031	The Contractor shall develop a Project CMS Certification Plan which defines the Contractor's approach to CMS certification. It shall include processes and procedures which will be used to manage certification requirements throughout the project lifecycle. The plan shall include, but not be limited to: completing the certification checklist, complete certification phase deliverables, validate solution functionality against the checklist, and create traceable deliverables to the checklist.				
ISS-PROJ-DDI-032	The Contractor shall create documents which support certification activities.				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-PROJ-DDI-033	The Contractor shall assist and participate in CMS certification visits.				
ISS-PROJ-DDI-034	The Contractor shall respond to CMS queries during and after the site visit.				
ISS-PROJ-DDI-035	The Contractor shall provide training which includes specific areas such as quality management, risk management, requirements management, overall design and development of the solution and be comprehensive enough so the Agency PMO can participate in the deliverable production and review process.				
ISS-PROJ-DDI-036	The Contractor's PMO shall work with DMAS and have a PM and other resources willing to periodically be onsite to attend meetings and to conduct presentations as requested.				
ISS-PROJ-DDI-037	The Contractor shall provide a deliverable tracking method to ensure all DDI related deliverables have been accounted for and scheduled and coordinated with the Department MES PMO. All deliverables shall be approved by DMAS.				
ISS-PROJ-DDI-038	The Contractor shall provide an Escalation Management Plan to include risk and issue resolution paths through the organizational structure.				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-PROJ-DDI-039	The Contractor shall provide the status of the project to the MES Program Management Office according to the schedule outlined in the DDI Project Plan chart Appendix I with input from the DMAS MES PMO. Reports shall contain Key Project indicators including Cost Performance Index (CPI) and Schedule Performance Index (SPI). The reports shall convey upcoming milestones progress and overall percentage complete. The report shall have updates on risks, issues and action items. A dashboard shall be created with standards for reporting Green, Yellow, or Red status. Any Red status reporting shall be accompanied by a Corrective Action Plan (CAP). The Contractor shall provide weekly meeting minutes.				
ISS-PROJ-DDI-040	The Contractor shall provide end user documentation written in a procedural, systematic format, and aligned with business transformation documents.				
ISS-PROJ-DDI-041	The Contractor shall ensure that abbreviations and acronyms are defined and consistent throughout the documentation.				
ISS-PROJ-DDI-042	The Contractor shall use consistent field names for the same fields on different records throughout the documentation.				
ISS-PROJ-DDI-043	The Contractor shall provide online documentation, including an online search capability with context sensitive help screens.				
ISS-PROJ-DDI-044	The Contractor shall ensure definitions of codes used in various sections of end user manuals are consistent.				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-PROJ-DDI-045	The Contractor shall identify acronyms used in end user instructions, and ensure that they are consistent with windows, screens, reports, and the data element dictionary.				
ISS-PROJ-DDI-046	The Contractor shall provide illustrations of windows and screens used in that module, with all data elements on the screens identified by number, in each end user manuals.				
ISS-PROJ-DDI-047	The Contractor shall provide an electronic documentation format that facilitates efficient and immediate updating and dissemination of new or modified data.				
ISS-PROJ-DDI-048	The Contractor shall provide a way to update the electronic versions of the document. Each version shall have: ▪ All pages numbered within each section ▪ A new revision date on each page ▪ All revisions clearly identified in bold print				
ISS-PROJ-DDI-049	The Contractor shall create and maintain end user documentation consistent with the current Department standards.				
ISS-PROJ-DDI-050	The Contractor shall provide documentation to the Department on request on encrypted DVD/CD-ROM, and ensure access to end users via the website during the Operations Phase.				
ISS-PROJ-DDI-051	The Contractor shall ensure end user documentation is written and organized so that end users not trained in applications can learn from reading the documentation how to access the online windows/screens, read module reports, and perform ad hoc report development and other related end user functions.				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-PROJ-DDI-052	The Contractor shall present descriptions of error messages for all fields incurring edits, including the necessary steps to correct such errors.				
ISS-PROJ-DDI-053	The Contractor shall provide a section in each end user manual describing all reports generated within the business area or function, which includes the following: ▪ A narrative description of each report ▪ The purpose of the report ▪ Definition of all fields in the report, including detailed explanations of calculations used to create all data and explanations of all subtotals and totals ▪ Definitions of all user defined, report specific code descriptions; and copies of representative pages of each report				
ISS-PROJ-DDI-054	The Contractor shall present together all functions and supporting material for file maintenance (e.g., coding values for fields and the names of the files presented as independent sections of the manual).				
ISS-PROJ-DDI-055	The Contractor shall ensure that instructions for making online updates clearly depict which data and files are being changed.				
ISS-PROJ-DDI-056	The Contractor shall ensure that documentation does not contain any protected health information (PHI).				
ISS-PROJ-DDI-057	The Contractor shall use draft versions of end user documentation as the basis for UAT and training, unless otherwise specified by the Department. Final versions shall be updated and completed for training before the start of the operations.				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-PROJ-DDI-058	The Contractor shall exclude Contractor(s) trademarks, logos, and identifying information in, or on all documentation.				
ISS-PROJ-DDI-059	The Contractor shall provide online hyperlinks with references to Medicaid and non-Medicaid policy origination documents managed by the Department and the Contractor.				
ISS-PROJ-DDI-060	The Contractor shall provide a writing style-guide for all documentation for purposes of creating consistency among all documents and containing a maintained list of acronyms used.				
ISS-PROJ-DDI-061	The Contractor shall implement internal policy and procedures to promote data documentation, development, and management of defined data entities, attributes, data models, and relationships sufficiently to convey the overall meaning and use of Medicaid data and information.				
ISS-PROJ-DDI-062	The Contractor shall support the adoption of statewide standard data definitions, data semantics, and harmonization strategies.				
ISS-PROJ-DDI-063	The Contractor shall maintain the following flow diagrams: ▪ Overall system flow ▪ Each individual module flow ▪ Business process flow ▪ Business architecture ▪ Technical architecture ▪ Network architecture				

Major Milestones and Deliverables Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-PROJ-DDI-064	The Contractor shall maintain the following items for reference and it shall be searchable from the web. Also it shall be kept for each environment and access to these items shall be granted by the Department. ▪ List of application servers and its usage ▪ List of web servers and its usage ▪ List of ESB and its usage ▪ Network IP and port details ▪ Environment variables ▪ Hyperlinks ▪ Document links ▪ Organization chart ▪ Contact details ▪ On-call support				

Testing Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-TEST-001	The Contractor shall provide an Integrated Test Facility (ITF) which includes separate environments for all test phases, to include at a minimum; unit, integration, SIT, UAT, interface, performance, regression, ORT, system recovery, and mock production.				
ISS-TEST-002	The Contractor shall provide the Department with access to the ITF as required for testing onsite, from State offices, and/or remotely during the DDI phase and throughout the life of the Contract.				
ISS-TEST-003	The Contractor shall provide the capability for version control in the ITF.				
ISS-TEST-004	The Contractor's test environment(s) shall be capable of mirroring the production system in its size, files, databases, processing, and reporting.				
ISS-TEST-005	As system improvements or enhancements are implemented, that functionality shall also be deployed to test environments.				
ISS-TEST-006	Test environment(s) data refresh shall be scheduled per the DMAS approved Change Management Plan.				
ISS-TEST-007	The Contractor shall provide a process for extracting data from the production environment and importing into non-production environments.				
ISS-TEST-008	The Contractor shall provide a process for masking, sanitizing, scrambling, or de-sensitizing sensitive data (e.g. PII/PHI) when extracting data from the production environment for use in non-production environments.				
ISS-TEST-009	The Solution shall provide the ability to perform temporal testing within all testing environments.				

Testing Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-TEST-010	The Solution shall provide the ability to allow a tester to easily manipulate the system date for temporal testing.				
ISS-TEST-011	The Solution shall provide the ability to execute performance tests of a simulated user load consistent with the actual load projected or used in production.				
ISS-TEST-012	The Contractor shall support provider testing of new provider claims submission systems by allowing providers to submit direct data entry claims and electronic claims test files that are processed through the adjudication cycle without impact on system data.				
ISS-TEST-013	The Contractor shall utilize a DMAS approved or supplied automated testing tool that works seamlessly with all components of the MES.				
ISS-TEST-014	The testing tool shall include predictive modeling that supports the ability to run “What if” scenarios related to a variety of parameters including, but not limited to rates, coverage, and budgets using historical production claims.				
ISS-TEST-015	The Contractor shall design and document detailed test cases for each sub-phase of testing.				
ISS-TEST-016	The Contractor shall provide test cases that include identifications, detailed steps, expected results, and actual results.				
ISS-TEST-017	The Contractor shall utilize a well-established and DMAS approved or supplied defect tracking tool for management and reporting of system defects.				
ISS-TEST-018	The Contractor shall perform regression testing for all defects identified and provide regression testing results.				

Testing Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-TEST-019	The Contractor shall submit all test results for each test sub-phase to DMAS which includes: number of test scenarios, cases, and scripts executed; pass/fail ratio; number of defects identified and corrected along with their severity ranking.				
ISS-TEST-020	The Contractor shall communicate the progress of the System Integration Test effort through a regular progress report. This report shall address all test scenarios and test cases and report the status of the test effort relative to the test schedule.				
ISS-TEST-021	The Contractor shall track and report weekly on the defects identified and the progress made toward resolution of the defects during the System Integration Test effort.				
ISS-TEST-022	The Contractor shall document and present the results from the System Integration Testing.				
ISS-TEST-023	The Contractor shall obtain DMAS approval of all tests results before testing is considered complete.				
ISS-TEST-024	The Contractor shall plan for and include State participation and involvement in all testing efforts throughout the Software Development Lifecycle.				
ISS-TEST-025	The Contractor shall provide training on the system, process, and tools that will be used to execute UAT and training on the operation of the technical environment to support user validation.				
ISS-TEST-026	The Contractor shall support DMAS in all testing activities by providing support staff and technical expertise.				
ISS-TEST-027	The Contractor shall provide a functional demonstration of the system including any changes or enhancements prior to user acceptance testing.				

Testing Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-TEST-028	The Contractor shall develop a Test Management Plan to successfully meet business needs for initial product implementation.				
ISS-TEST-029	The Test Management Plan shall include the approach to each of the test phases as outlined in the Required Testing Methods.				
ISS-TEST-030	The Test Management Plan shall include the testing schedule.				
ISS-TEST-031	The Test Management Plan shall describe how, and at which phase, other Contractor products will be incorporated in the overall testing.				
ISS-TEST-032	The Test Management Plan shall include roles and responsibilities throughout all testing phases.				
ISS-TEST-033	The Test Management Plan shall describe how test scenarios, test cases, and test results will be traced to requirements.				
ISS-TEST-034	The Test Management Plan shall describe the processes, procedures, and tools for problem identification and resolution.				
ISS-TEST-035	The Test Management Plan shall include templates of test progress and defect reports.				
ISS-TEST-036	The Test Management Plan shall describe how regression testing will be done at all levels when errors are corrected.				
ISS-TEST-037	The Test Management Plan shall discuss contingencies for risk mitigation and delays during the test effort.				
ISS-TEST-038	The Test Management Plan shall define procedures for notifying DMAS of problems discovered in testing, testing progress, and adherence to the test schedule.				

Testing Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-TEST-039	The Test Management Plan shall include a strategy for enhancing system performance based on findings obtained during test activities.				
ISS-TEST-040	The Test Management Plan shall include a description of the process used for the identification and preparation of data required for the System Integration Test effort, including a description of the use of converted data during test.				
ISS-TEST-041	The Test Management Plan shall describe the process employed for security testing, including compliance for handling of PII and PHI.				
ISS-TEST-042	The Test Management Plan shall include a description of entry criteria and prerequisites to the System Integration Test effort.				
ISS-TEST-043	The Test Management Plan shall define the exit criteria which, when met and approved by DMAS, provide evidence of the completion of the System Integration Test effort.				
ISS-TEST-044	The Contractor shall provide a walk-through of the Test Management Plan before submitting to DMAS for approval.				
ISS-TEST-045	The Contractor shall submit the Test Management Plan for DMAS review and approval.				
ISS-TEST-046	The Test Management Plan shall describe how the Contractor will work with DMAS and MES QA Contractor to develop the Acceptance Test Plan and Test Cases.				
ISS-TEST-047	The Test Management Plan shall define how defect tracking is used to identify organizational or procedural weaknesses and track the resulting corrective actions.				

Testing Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-TEST-048	The Test Management Plan shall describe how services that execute on the Enterprise Service Bus (ESB) are unit, integration, and SIT tested.				
ISS-TEST-049	The Test Management Plan shall describe how message-oriented interactions is accomplished.				
ISS-TEST-050	Test Management Plan shall describe the Contractor's organizational structure and how the testing function is managed.				
ISS-TEST-051	The Test Management Plan shall describe the Contractor support that is assigned and provided to DMAS and Contractor staff for each testing phase.				
ISS-TEST-052	The Test Management Plan shall address the division of responsibilities between the Contractor, DMAS, and MES QA Contractor.				
ISS-TEST-053	The Test Management Plan shall describe how the Contractor maintains the test environments; including loading test data routinely used by the system to perform its automated processes (e.g., reference values such as system parameters, system lists, reference tables, edits, dispositions, and security tables).				
ISS-TEST-054	The Test Management Plan shall provide a testing methodology and approach on how the Contractor will test and verify conversion data and files.				
ISS-TEST-055	The Test Management Plan shall define how defects and other issues reported by DMAS are analyzed, tracked, resolved; how required system changes implemented; and how testing is integrated with other project phases.				
ISS-TEST-056	The Test Management Plan shall describe how the testing methodology accommodates workflow testing.				

Testing Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-TEST-057	The Test Management Plan shall provide a testing methodology and approach on how the Contractor tests and verifies Extensible Markup Language (XML).				
ISS-TEST-058	The Contractor shall develop comprehensive positive and negative test cases for all phases of testing.				
ISS-TEST-059	The Contractor shall have processes in place to routinely load production and other data into the ITF, at DMAS request, as necessary to perform its automated processes.				
ISS-TEST-060	The Contractor shall provide comprehensive documentation for requested test results for DMAS approval, prior to any software or COTS product being implemented in the production environment.				
ISS-TEST-061	The Contractor shall be responsible for scheduling and coordinating all testing activities to ensure that each test is prepared and performed in accordance with the test plan.				

Change Management Requirements

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

Change Management Requirements

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

IV&V and CMS Certification Requirements

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

IV&V and CMS Certification Requirements

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

IV&V and CMS Certification Requirements

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

Audit Support Requirements

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

Audit Support Requirements

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

Audit Support Requirements

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

Audit Support Requirements

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

Audit Support Requirements

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

Audit Support Requirements

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

Audit Support Requirements

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

Audit Support Requirements

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

Turnover Requirements

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

Seven Conditions and Standards Requirements

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

Seven Conditions and Standards Requirements

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

Seven Conditions and Standards Requirements

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

Seven Conditions and Standards Requirements

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

Security/Compliance Audit Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-SSDR-SAD-001	The Solution shall support encryption at rest for all relational database items.				
ISS-SSDR-SAD-002	The Solution shall require all relational database(s) to enforce Transport Layer Security (TLS 1.2 or above) for all incoming database connections.				
ISS-SSDR-SAD-003	The Solution requires a minimum of 256 bit encryption (AES preferred).				
ISS-SSDR-SAD-004	The Solution utilized to encrypt the database shall include security that contains encryption keys to be a minimum of 2048 bits.				
ISS-SSDR-SAD-005	The Solution utilized to encrypt the database requires methods used by relational databases to be FIPS-140-2 certified or higher.				
ISS-SSDR-SAD-006	The Solution utilized to encrypt the database requires methods used by relational databases to be common criteria certified.				
ISS-SSDR-SAD-007	The Contractor shall provide a Security Plan which will be in compliance with all State and Federal enterprise information security policies, standards, security initiatives, and regulations.				
ISS-SSDR-SAD-008	The Contractor shall provide a security solution which complies with VITA Information Security Standard Regulation SEC 501-09 or latest (SEC501-09 is updated annually and is based on NIST 800-53 v.4).				
ISS-SSDR-SAD-009	The Solution shall ensure that all data considered to be Protected Health Information (PHI) is secured while in transit and at rest (via encryption or an industry standard method of secure file transport). Data shall be stored in the continental United States.				

Security/Compliance Audit Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-SSDR-SAD-010	The Contractor shall provide guest network connectivity from its offices and facilities during the life of the contract, at the Contractor's expense. This can be guest Wi-Fi or some other DMAS approved method. Requested guest accounts will be provisioned within twenty four (24) hours.				
ISS-SSDR-SAD-011	The Contractor shall collaborate and provide significant participation in support of the development and annual maintenance of the CMS System Security Plan (SSP).				
ISS-SSDR-SAD-012	The Solution shall provide the capacity to manage the creation of unique and permanent User ID's across multiple systems.				
ISS-SSDR-SAD-013	The Solution shall provide the capability for the provisioning of all MES accounts through the use of federated lists of tables.				
ISS-SSDR-SAD-014	The Solution shall have the functionality to allow for automated password resets using industry standard algorithms.				
ISS-SSDR-SAD-015	The Solution's password complexity shall require the use of all four of the following characteristics: Upper Case, Lower Case, Special Characters, and Numbers.				
ISS-SSDR-SAD-016	The Solution's passwords shall be a minimum of 12 characters in length and expire every 42 days.				
ISS-SSDR-SAD-017	The Contractor shall ensure the Solution integrates with a central ICAM/SS-O using web services.				
ISS-SSDR-SAD-018	The Contractor shall ensure the Solution provides an authorization system and workflow for setting up user roles/access levels.				

Security/Compliance Audit Requirements

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

ISS SSO Global Security Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-ICAM-SSO-GLBL-001	All applications (Custom or COTS) shall have the ability to seamlessly enable Single Sign-On (SSO) capability with appropriate authorization and entitlements for various user levels. This is accomplished by integrating with the MES Portal at DMAS, which in turn will communicate with an Enterprise Identity, Credential, Access and Session Management Solution (ICAM Solution), a COTS product thereby providing security functionalities like Identity, Credentials, Access, Entitlement and Session Management as per the "Security and Privacy Model", MITA 3.0 guidelines.				
ISS-ICAM-SSO-GLBL-002	All applications (Custom or COTS) shall have the ability to communicate with an Enterprise Identity, Credential, Access, and Session Management Solution (ICAM Solution), a COTS product to validate user request for security guardrail checks like session token expiration, entitlements, credentials etc. as per the "Security and Privacy Model," MITA 3.0 guidelines.				
ISS-ICAM-SSO-GLBL-003	Contractor proposed authorization solution shall support the MES SSO concept.				
ISS-ICAM-SSO-GLBL-004	Contractor proposed authorization solution shall establish and maintain user role definitions as defined by DMAS Security Office.				
ISS-ICAM-SSO-GLBL-005	Contractor proposed authorization solution shall provide a bi-directional interface with the authentication service.				
ISS-ICAM-SSO-GLBL-006	Contractor proposed authorization solution shall provide a bi-directional interface with the MES Contractor's systems.				

ISS SSO Global Security Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-ICAM-SSO-GLBL-007	Contractor proposed authorization solution shall allow for user roles, as defined by DMAS Office of Compliance and Security, to be synched with other MES Contractors.				
ISS-ICAM-SSO-GLBL-008	Contractor shall provide a VITA hosted solution or an in house solution. Upon acceptance of implementation (final product), shall be in due course of time be turned over to DMAS for ongoing maintenance.				
ISS-ICAM-SSO-GLBL-009	Contractor shall provide training to DMAS as part of the turn over phase.				
ISS-ICAM-SSO-GLBL-010	Contractor shall supply ICAM technical support and account conversion staff during the implementation phase of the contract. All existing provider portal users shall be on boarded into the MES Portal. All DMAS/COV accounts shall be populated into the ICAM solution. All new MES system accounts shall be on boarded before implementation.				

ICAM Solution Technical Functionality Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-ICAM-001	Contractor proposed authorization Solution shall support the MES SSO concept.				
ISS-ICAM-002	Contractor proposed authorization Solution shall establish and maintain user role definitions as defined by DMAS Security Office.				
ISS-ICAM-003	Contractor proposed authorization Solution shall provide a bi-directional interface with the authentication service.				
ISS-ICAM-004	Contractor proposed authorization Solution shall provide a contractor agnostic bi-directional interface with the MES Contractors.				
ISS-ICAM-005	Contractor proposed authorization Solution shall allow for user roles, as defined by DMAS Office of Compliance and Security, to be synched with MES Contractors.				
ISS-ICAM-006	Contractor shall provide a VITA-hosted Solution or an in-house Solution. Upon acceptance of implementation (final product), shall be turned over to DMAS for ongoing maintenance.				
ISS-ICAM-007	Contractor shall provide training on ICAM to DMAS as part of the turnover phase.				
ISS-ICAM-008	Contractor shall supply ICAM technical support and account conversion staff during the implementation phase of the contract. All existing provider portal users shall be on boarded into the MES Portal. All DMAS/Commonwealth accounts shall be populated into the ICAM Solution. All new MES system accounts shall be on boarded before implementation.				
ISS-ICAM-009	Contractor shall provide a COTS based identity, credentials and access management solution (ICAM).				
ISS-ICAM-010	Contractor's Solution shall provide privileged user management monitoring and reporting.				

ICAM Solution Technical Functionality Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-ICAM-011	Contractor's Solution shall provide provisioning (onboarding) workflows with tracking.				
ISS-ICAM-012	Contractor's Solution shall support compliance reporting utilizing workflows with tracking.				
ISS-ICAM-013	Contractor's Solution shall provide an integrated security workflow solution. Additionally, Contractor shall provide details about how well the proposed Solution integrates with SharePoint.				
ISS-ICAM-014	Contractor's Solution shall provide analytics and metrics available for system logs and workflow statistics.				
ISS-ICAM-015	Contractor's Solution shall provide IT audit monitoring and reporting.				
ISS-ICAM-016	Contractor's Solution shall provide regulation support like HIPAA, Sarbanes-Oxley (SOX), etc.				
ISS-ICAM-017	Contractor's Solution shall provide a process for the conversion of existing agency accounts to new system roles.				
ISS-ICAM-018	Contractor's Solution shall include Audit Policy enforcement.				
ISS-ICAM-019	Contractor's Solution shall provide Role based support (i.e., roles can be delegated to other personnel with respect to date ranges and/or organizational role demands). These privileges for a role could be changed on an as needed basis and all the role-based delegation and supervisor role changes shall be audit trailed with date and time stamp logs to show the historical changes.				
ISS-ICAM-020	Contractor's Solution shall support Federation of user access rights on web applications across otherwise untrusted networks.				

ICAM Solution Technical Functionality Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-ICAM-021	Contractor shall provide a back-end database solution approved by DMAS for storage of all transaction, access, audit critical access logs, and other essential data that will need to be retained as per security regulations.				
ISS-ICAM-022	Contractor's Solution shall provision all agency supervisors to monitor and manage security roles of their direct reports, including request for granting and revoking access. DMAS management hierarchy definition maintained by DMAS Office of Compliance and Security (OCS) shall be captured by the ICAM Solution.				
ISS-ICAM-023	Contractor's Solution shall provide proxy capabilities for substituting supervisor's responsibilities.				
ISS-ICAM-024	Contractor's Solution shall provide a Secure Token Server (STS), which has a mechanism to generate several types of token types based on security frameworks, including but not limited to: SAML, OAuth, WS Security, and encrypted tokens based on user categories.				
ISS-ICAM-025	Contractor's Solution provided STS shall have a mechanism to generate tokens that shall expire with a hard and soft timeouts.				
ISS-ICAM-026	Contractor's Solution shall provide a mechanism to generate and store public and private keys for encryption and decryption of data through a Portal User Interface (UI).				
ISS-ICAM-027	Contractor's Solution shall provide a mechanism to override the existing private and public key combination on an encrypted data store by an authorized system administrator to mitigate risks caused by ransomware or other security breaches.				

ICAM Solution Technical Functionality Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-ICAM-028	Contractor's Solution shall provide a mechanism to mandate a change of private keys, public keys, and passwords beyond a certain period of days. This setting should have the capability to be configured through the Portal UI by system administrators based on various user levels, entitlements, and application access.				
ISS-ICAM-029	Contractor's Solution shall provide a mechanism for Multi Factor Authentication (MFA) for all users, with a minimum of 2 levels up to 4 levels based on the user access level. A sample scenario would be a member can have 2-factor authentication, user-provisioning approver shall have 3 levels of authentication, while a system administrator shall have 4 levels of authentication.				
ISS-ICAM-030	Contractor's Solution shall provide a UI functionality where various applications integrated or communicating with ICAM Solution shall be provisioned.				
ISS-ICAM-031	Contractor's Solution shall provide a UI functionality where various user roles and entitlements can be individually provisioned with respect to the applications.				
ISS-ICAM-032	Contractor's Solution shall provide a mechanism to authenticate the identity and allow access based on entitlements by encrypting the details in the token generated.				
ISS-ICAM-033	Contractor's Solution shall provide a mechanism to validate the security token expiration and entitlements when requested by other systems, and it shall return a status of this credential. This is critical as an already logged in user may have been idle for a while and it is the responsibility of the application to make a call to the ICAM Solution to determine the security token validity before fulfilling the request.				

ICAM Solution Technical Functionality Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-ICAM-034	Contractor's Solution shall provide a mechanism to immediately terminate a security token on suspicious activity based on in built security algorithms and patterns. This activity needs to be reported to the security team for further investigation to rule out false positives.				
ISS-ICAM-035	Contractor's Solution shall provide the functionality to enable ad-hoc response to SSO validation status check request that come from other systems.				
ISS-ICAM-036	Contractor's Solution shall provide a secure encrypted storage of credential information.				
ISS-ICAM-037	Contractor's Solution shall provide a reporting dashboard, which will display reports, transaction logs, audit logs, etc. for a particular user or a group.				
ISS-ICAM-038	Contractor's Solution shall provide Business Process Management with a Business Rules Engine to provide quick creation of workflow processes on user, groups, or application provisioning.				
ISS-ICAM-039	Contractor's Solution shall provide a workflow mechanism, which will allow the user provisioning process to be automated once the registration is completed.				
ISS-ICAM-040	Contractor's Solution shall provide an immediate workflow approval process for less risk users (e.g., guest members or internal users requesting limited access) based on system algorithms to avoid delay in manual intervention.				
ISS-ICAM-041	Contractor's Solution shall provide an optional functionality for ICAM Solution to be easily integrated with other enterprise-wide systems like EDI, EMR, ECM, ITSM Change management tools, etc. by non-cumbersome configuration changes.				

ICAM Solution Technical Functionality Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-ICAM-042	Contractor's Solution shall provide an optional functionality for infrastructure provisioning to enable quick creation of virtual instances in a localized data center or cloud based environment.				
ISS-ICAM-043	Contractor shall ensure all the testing requirements and guidelines are met as per security standards. Thorough testing will include system testing with full load capacity and ICAM Solution integrated/communicating with other solutions.				
ISS-ICAM-044	Contractor shall work with DMAS ISO team to determine threat vulnerabilities and perform failure testing to ensure there are no false positives or outliers during the failure load testing.				
ISS-ICAM-045	Contractor shall provide an ad hoc reporting system against ICAM data that will allow the saving ad hoc report definition for future requests.				

Integration Services Requirements

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

Rules Engine Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-RULE-EGN-001	The Contractor's Rules Engine shall meet MITA 3.0 standards by using COTS Business Rules Engine products using BPMN and BPEL methodologies.				
ISS-RULE-EGN-002	The Contractor's Rules Engine shall allow integration with Identity Access Management products for several elevated user levels for business rules approvals.				
ISS-RULE-EGN-003	The Contractor’s provided workflow shall automate details for any rules creation/modification/deletion and scheduled auto deployment shall be explained.				
ISS-RULE-EGN-004	The Contractor's Rules Engine shall provide a testing environment with dashboard drill downs using past production data to show how functionality/end result will change by the rule changes. This can be displayed in the dashboard by a graphical and columnar view for easy impact assessment by the business user.				
ISS-RULE-EGN-005	The Contractor shall provide a Rules Engine Business Dictionary which includes data elements, definition, data size, meaning, description and its usage.				
ISS-RULE-EGN-006	The Contractor's Rules Engine shall allow changes to be made to the valid values without bringing down the rules engine.				
ISS-RULE-EGN-007	The Contractor's Rules Engine shall have tracking mechanisms to identify which rules are executed for the particular transactions.				
ISS-RULE-EGN-008	The Contractor's Rules Engine shall be able to produce a report on rules passed or failed for all transactions.				
ISS-RULE-EGN-009	The Contractor's Rules Engine shall send alerts to the appropriate resource if there is any issue in the rules engine.				

Rules Engine Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-RULE-EGN-010	The Contractor's Rules Engine shall allow logging to be turned ON or OFF.				
ISS-RULE-EGN-011	The Contractor's Rules Engine shall provide a debugging tool to debug the rules execution.				
ISS-RULE-EGN-012	The Contractor's Rules Engine shall allow rules to run sequentially and in parallel.				
ISS-RULE-EGN-013	The Contractor's Rules Engine shall allow Individual rules testing features available.				
ISS-RULE-EGN-014	The Contractor's Rules Engine shall include test data creation tools.				
ISS-RULE-EGN-015	The Contractor's Rules Engine shall allow users to map JSON or XML documents as input data elements.				
ISS-RULE-EGN-016	The Contractor's Rules Engine shall be easily accessed through Java or web services.				
ISS-RULE-EGN-017	The Contractor's Rules Engine shall process high volume transactions and shall be scalable.				
ISS-RULE-EGN-018	The Contractor's Rules Engine shall be able to support NoSQL or MongoDB.				
ISS-RULE-EGN-019	Rules Editor shall allow the subject matter experts or technical resource to write the rules in the natural language.				
ISS-RULE-EGN-020	The Contractor shall supply a dashboard to monitor the rules execution and its performance and statistics.				
ISS-RULE-EGN-021	The Contractor's Rules administration process shall control user access, modify and execute the rules.				

Workflow Requirements

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

Portal Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-TECH-WEB-001	All Contractor websites shall comply with section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) and meet the standards published in the Federal Register on December 21, 2000 (36 CFR Part 1194).				
ISS-TECH-WEB-002	All Contractor website components used to publish or create content or user accessible interfaces shall comply with the Authoring Tool Accessibility Guidelines (ATAG) 2.0 as published by the Worldwide Web Consortium (W3C).				
ISS-TECH-WEB-003	All Contractor website components or content accessed via a Web Browser shall comply with Virginia web standards as published at: http://www.vita.virginia.gov/library/default.aspx?id=663				
ISS-TECH-WEB-004	The Contractor's online help shall be available and provide current and accurate information. Online Help shall be content sensitive to the extent possible. The format and structure of online help shall be approved by DMAS.				
ISS-TECH-WEB-005	All Contractor website components or content accessed via a Web Browser shall meet the W3C Web Content Accessibility Guidelines (WCAG) V2.0.				
ISS-TECH-WEB-006	All Contractor websites shall support human-readable URLs which are usable as navigational aids to end users.				
ISS-TECH-WEB-007	All Contractor websites shall be accessible using common major web browsers like, but not limited to Chrome, Firefox, IE, Edge, and Opera and shall be compatible with previous versions approved by DMAS.				
ISS-TECH-WEB-008	All Contractor websites shall be accessible using, but not limited to mobile devices, tablets and PC's.				

Portal Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-TECH-WEB-009	All Contractor's solution components or content accessed via a Web Browser shall comply with the W3C Mobile Web Application Best Practices as published on December 14, 2010.				
ISS-TECH-WEB-010	All Contractor websites shall support English, Spanish, and any other language that is used by 5% or more of the population.				
ISS-TECH-WEB-011	All Contractor website components or content accessed via a Web Browser shall display a dismissible alert when being accessed by a browser type or browser version that is not fully supported.				
ISS-TECH-WEB-012	All Contractor website components or content accessed via a Web Browser shall not use, nor have any dependencies on Active-X controls, Flash, Frames or iframes.				
ISS-TECH-WEB-013	For supported browsers, all Contractor websites shall print what the users see. The Solution shall provide options to print or download HTML and PDF documents.				
ISS-TECH-WEB-014	All Contractor websites shall include a knowledge based component and frequently asked questions.				
ISS-TECH-WEB-015	The Contractor shall ensure all browser run scripts load from website servers, unless approved otherwise by DMAS.				
ISS-TECH-WEB-016	The Contractor shall ensure all browser run scripts are verified only to communicate with websites, unless approved otherwise by DMAS.				
ISS-TECH-WEB-017	The Contractor shall ensure all browser run scripts use minified version in production.				
ISS-TECH-WEB-018	The Contractor shall ensure all websites are developed using current technologies such as Angular JS, JavaScript, JQuery, and Bootstrap.				

Portal Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-TECH-WEB-019	The Contractor shall ensure all websites disallow multiple concurrent logins by an individual user or by a single user ID.				
ISS-TECH-WEB-020	The Contractor shall ensure all platforms supporting or hosting browser accessible components or content shall be scanned for known vulnerabilities no less frequently than once a month. Scan results shall be sent to DMAS Security Officer.				
ISS-TECH-WEB-021	The Contractor's websites shall be scalable to support growth in the number of Medicaid providers, members and for future growth of Medicaid program.				
ISS-TECH-WEB-022	The Contractor shall ensure users attempting to access a solution component or content that is unavailable due to scheduled maintenance shall receive a response notifying them of the reason for non-availability and an expected service resumption time.				
ISS-TECH-WEB-023	The Contractor shall ensure all website users are notified of any scheduled maintenance on the website's main page.				
ISS-TECH-WEB-024	The Contractor's websites shall adhere to the "Government Data Collection and Dissemination Practices Act" Code of Virginia, § 2.2-3800, "Administration of systems including personal information; Internet privacy policy; exceptions" Code of Virginia, § 2.2-3803, the "Virginia Freedom of Information Act" § 2.2-3700, et seq., and HIPAA regulations (Health Insurance Portability and Accountability Act (1996) (HIPAA).				

Portal Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-TECH-WEB-025	The Contractor shall ensure all solution components that are accessible from the Public Internet (e.g. websites) shall make the site's privacy policy and terms of service available prior to authentication.				
ISS-TECH-WEB-026	The Contractor shall ensure cookie dependencies for Solution components or content accessed via a web browser is limited to session cookies.				
ISS-TECH-WEB-027	The Contractor shall ensure any cookies generated, used, or required by the solution do not contain user identifiable data.				
ISS-TECH-WEB-028	The Contractor shall ensure users attempting to access a solution component or content that has a dependency on cookies with a browser that has cookies disabled shall receive a response notifying them of features, modules, or services that may not be available.				
ISS-TECH-WEB-029	The Contractor shall ensure website form fields are validated on the client side as well as on server side.				
ISS-TECH-WEB-030	The Contractor shall ensure fields have standard formats such as phone numbers, date, time, currency, numbers, SSN use input mask to aid users.				
ISS-TECH-WEB-031	The Contractor shall ensure users do not see technical implementation details in error messages on production system, e.g. 500 errors shall display a message such as "we are experiencing technical problems, please check back soon" with a link back to home page or the page they came from.				

Portal Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-TECH-WEB-032	The Contractor shall ensure the website provides the ability to upload multiple files and show end users the progress of the upload using, but not limited to JQUERY or Angular file upload plugin.				
ISS-TECH-WEB-033	The Contractor shall ensure the website can validate and scan for potential malware and viruses before uploading files to the secured area.				
ISS-TECH-WEB-034	The Contractor shall ensure the website provides live chat functionality for end user personnel to be connected with a customer service representative (site specific).				
ISS-TECH-WEB-035	The Contractor shall ensure the website provides auto call back technology. Auto call back shall be triggered based on the average wait time, the number of people in the queue, the current service-level, or the current abandon rate to reduce the number of repeat callers and provide greater customer satisfaction (site specific).				
ISS-TECH-WEB-036	The Contractor shall ensure the website provides the ability for users to save data in heavily used forms as user specific templates for future submission (site specific).				
ISS-TECH-WEB-037	The Contractor shall ensure the website provides the ability for users to clone previously entered forms that are Department selected and approved (site specific).				
ISS-TECH-WEB-038	The Contractor shall ensure the website provides links for context sensitive referenced materials, e.g. materials from manuals, price lists, referenced materials (site specific).				

Electronic Data Interchange Requirements

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

Electronic Data Interchange Requirements

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

ISS Functional Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-FUNC-001	The ISS Contractor transaction capacity shall be scalable based on workload.				
ISS-FUNC-002	The ISS Contractor shall support non-disruptive configuration changes.				
ISS-FUNC-003	The ISS Contractor shall support integration with heterogeneous systems.				
ISS-FUNC-004	The ISS Contractor shall provide a graphical administration interface.				
ISS-FUNC-005	The ISS Contractor shall support non-disruptive upgrades.				
ISS-FUNC-006	The ISS Contractor shall use a standards based widely used language for service development.				
ISS-FUNC-007	The ISS Contractor shall support industry standard protocols.				
ISS-FUNC-008	The ISS Contractor services shall comply with applicable Commonwealth and federal laws and regulations.				
ISS-FUNC-009	The ISS Contractor shall provide a robust Service Portfolio Management.				
ISS-FUNC-010	The ISS Contractor service development shall use a centralized code repository that supports all aspects of source control.				
ISS-FUNC-011	The ISS Contractor shall provide a Service Registry.				
ISS-FUNC-012	The ISS Contractor shall provide service performance monitoring.				
ISS-FUNC-013	The ISS Contractor shall provide configurable service performance alerting.				
ISS-FUNC-014	The ISS Contractor shall provide automated service failure alerting.				
ISS-FUNC-015	The ISS Contractor shall provide configurable service failure, exception and alert logging.				
ISS-FUNC-016	The ISS Contractor services shall be continuously available during scheduled availability hours.				

ISS Functional Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-FUNC-017	Each ISS Contractor transaction shall be uniquely identifiable and transaction flow must be traceable from end to end.				
ISS-FUNC-018	The ISS Contractor shall support disparate versions of the same service running simultaneously.				
ISS-FUNC-019	The ISS Contractor shall support both synchronous and asynchronous transactions.				
ISS-FUNC-020	The ISS Contractor shall provide standardized error and exception message logging and reporting with a level of detail that supports debugging down the individual user.				
ISS-FUNC-021	The services developed shall be configurable without hard-coding.				
ISS-FUNC-022	The ISS Contractor shall be able to connect to all the industry standard database products.				
ISS-FUNC-023	The ISS Contractor shall be able to maintain/manage connection pools to all the industry standard database products.				
ISS-FUNC-024	The ISS Contractor shall support federated transactions.				
ISS-FUNC-025	The ISS Contractor shall support each phase of CAQH-CORE rules (currently Phase 4).				
ISS-FUNC-026	The ISS Contractor shall implement SOA framework components and related services utilities and interfaces that support modularity and reuse of the modular MES modules and component functionality as a unique redeployment in another business area.				
ISS-FUNC-027	The ISS Contractor's solution shall support flexibility for upgrades or replacement components in the future, and be capable of exposing system components for use by other State agencies or other entities.				

ISS Functional Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-FUNC-028	The ISS Contractor shall support multiple industry standards, including, but not limited to, IBM MQ, XML, XSLT, JCA, J2EE, and .NET technologies.				
ISS-FUNC-029	The ISS Contractor shall provide the capability to create a business process from an existing Services inventory within a timeframe approved by the Department.				
ISS-FUNC-030	The ISS Contractor shall provide the capability to invoke a Service locally or remotely within a timeframe approved by the Department.				
ISS-FUNC-031	The ISS Contractor shall provide the capability to invoke Services in a variety of protocols. The choice of protocol must not restrict the behavior of the Service. (Binding to a specific protocol takes place at run-time/deployment-time, not at design or development).				
ISS-FUNC-032	The ISS Contractor shall provide the capability to participate in a message queuing system feature using industry standard specifications for messaging e.g. Simple Object Access Protocol (SOAP).				
ISS-FUNC-033	The ISS Contractor shall provide the capability to meet future MITA or other external architecture requirements.				
ISS-FUNC-034	The ISS Contractor shall provide the capability to mask differences among underlying platforms, software architectures, and network protocols.				
ISS-FUNC-035	The ISS Contractor shall provide the capability to ensure information delivery even when some systems or networks may go off line from time to time (a/k/a. Guaranteed Message Delivery).				
ISS-FUNC-036	The ISS Contractor shall provide the capability to re-route, log, and enrich information without requiring applications to be rewritten.				

ISS Functional Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-FUNC-037	The ISS Contractor shall provide ability to support incremental service and application integration as driven by business requirements, not as governed by available technology.				
ISS-FUNC-038	The ISS Contractor shall authenticate all accesses, and entities must authenticate with a Service account ID once every 24 hours.				
ISS-FUNC-039	The ISS Contractor shall implement services capable of performing specific tasks based upon business rules that are programmable, separating the logic of the business requirement from the software program performing the execution.				
ISS-FUNC-040	The ISS Contractor shall use a token for authentication when connections between are between authentications.				
ISS-FUNC-041	The ISS Contractor shall provide the following environments but not limited to: ▪ Sandbox ▪ Development ▪ String Test ▪ System Integration Test ▪ Quality Assurance Test ▪ User Acceptance Test ▪ Contractor Integration Test ▪ Performance Test ▪ Production				

System Reporting Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-TECH-RPT-001	The Solution shall capture logs containing but not limited to the following types of messages: ▪ Security messages ▪ Incoming and outgoing requests and responses ▪ Internal processing messages				
ISS-TECH-RPT-002	All transaction related log messages shall contain a unique identifier that is assigned when the request came in, and that relates all log messages in a transaction.				
ISS-TECH-RPT-003	The Solution shall retain two types of log message, current and archived, per SLA requirements. Current period logs must be available directly to the online system.				
ISS-TECH-RPT-004	The Solution shall capture transaction statistics e.g. number of transactions, errors counts, and types of transactions.				
ISS-TECH-RPT-005	The Solution shall provide security incident reporting and mitigation mechanisms, e.g. Generate warning or report on system activity based on security parameters, Terminate access and generate report when potential security violation detected, Preserve and report specified audit data when potential security violation detected.				
ISS-TECH-RPT-006	The Solution shall provide a Security Management Summary report quarterly, including a summary of incidents and violations that occurred during the reporting period with a Department approved Corrective Action Plan (CAP).				
ISS-TECH-RPT-007	The Solution shall provide transaction statistics reports on demand or at set frequencies as determined by DMAS.				
ISS-TECH-RPT-008	The Solution shall provide a repository of the reports generated that are retained per the Commonwealth SLA.				

System Reporting Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-TECH-RPT-009	The Solution shall provide an online system to authorized end users, containing but not limited to the following: Role based dashboards containing real time and historical items, Historical graphs of statistics, Access to the complete end-to-end transaction history of a transaction, and Access to the reports repository.				
ISS-TECH-RPT-010	The Solution shall provide access to logs that can be searched using but not limited to: (transaction id, and fields specified by the Department), to find the transactions required for review.				
ISS-TECH-RPT-011	The Solution shall provide real time alerting when defined thresholds are met and shall be communicated via agreed methods.				
ISS-TECH-RPT-012	The Solution shall provide a method for managing alert thresholds and the users alerted.				
ISS-TECH-RPT-013	The Solution shall provide a monthly incident report for all identified system issues and potential risks with content and in a media and format approved by the Department.				
ISS-TECH-RPT-014	The ISS Contractor shall provide incident supporting data upon request and include a summary report of the incident performance including, but not limited to: ▪ Key performance Indicators (KPIs) and related service-levels targeted vs. actual results ▪ KPIs and related service-levels prior period report comparisons ▪ KPIs and service-levels reported as non-compliant ▪ KPI corrective action plans (CAP) and estimated compliance date ▪ KPI resolution date and detailed corrective status for all CAP resolutions				

System Reporting Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-TECH-RPT-015	The Solution shall provide a summary of the enhancements in a report including but not limited the following items: ▪ Number of enhancements by type or class ▪ Number of active enhancements (by current month, year) ▪ Number of completed enhancements (by current month, year) ▪ Budget and schedule deviations ▪ Identified issues, proposed solution, and status				
ISS-TECH-RPT-016	The Solution shall provide access to all data and supporting documentation used to generate all reports in a content, media, and format approved by the Department.				
ISS-TECH-RPT-017	The Solution shall provide produce ad hoc reports on agreed upon timeframes.				
ISS-TECH-RPT-018	The Solution shall track performance metrics including but not limited to: ▪ Transactions processed at the type level ▪ Transactions errors ▪ Logins ▪ Login failures ▪ Queue level ▪ Response time				

Onboarding Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-TRN-ONB-001	The Contractor shall provide Training that includes a detailed overview of the Contractor's ISS.				
ISS-TRN-ONB-002	The Contractor shall provide training for all API specifications.				
ISS-TRN-ONB-003	The Contractor shall provide training for the Data Dictionary.				
ISS-TRN-ONB-004	The Contractor shall provide training for all connection instruction details.				
ISS-TRN-ONB-005	The Contractor shall provide Training for the ISS technical information contained in the online portal.				
ISS-TRN-ONB-006	The Contractor shall provide training on the Contractor's change management procedures.				
ISS-TRN-ONB-007	The Contractor shall provide training on the Contractor's ISS testing procedure.				

Disaster Recovery Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-NFR-DR-001	The Contractor shall prepare and submit for Commonwealth approval a comprehensive Disaster Recovery Plan due to the Commonwealth on an annual basis and after a substantive change to the ISS that would require revision to the DR Plan.				
ISS-NFR-DR-002	The Contractor shall provide back-up processing capability at a remote site from the primary site such that normal ISS processing can continue in the event of a disaster or major hardware problem at the primary site. All operations at the remote back-up site will meet established contractual performance and SLA requirements.				
ISS-NFR-DR-003	The Contractor shall coordinate with and demonstrate to the Department the Contractor's disaster recovery capabilities in accordance with SLAs. The Contractor will include recovery of any new functionality implemented during the previous year.				
ISS-NFR-DR-004	The Contractor shall, in the event of a catastrophic (i.e. possibility of crimes, terrorism, hackers, intentional torts, human error, virus, etc.) or natural disaster, resume normal operational business functions at the earliest possible time in accordance with specified SLAs and according to the Department-approved disaster recovery plan.				
ISS-NFR-DR-005	The Contractor shall, in the event of other disasters caused by such things as criminal acts, human error, malfunctioning equipment, computer viruses, or electrical supply, resume normal business functioning at the earliest possible time, in accordance with SLAs.				
ISS-NFR-DR-006	The Contractor shall plan and coordinate disaster recovery activities with Department-approved business partners.				

Disaster Recovery Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-NFR-DR-007	The Contractor shall coordinate with and demonstrate to the Department the Business Continuity and Contingency Plan every calendar year in conjunction with the annual disaster recovery demonstration.				
ISS-NFR-DR-008	The Contractor shall leverage and use the LAST environment as the Disaster Recovery site for the ISS. The extent to which the primary site cannot be restored in accordance with SLAs, may determine that the recovery site be considered the new primary site.				
ISS-NFR-DR-009	The Contractor shall, upon notification by DMAS that the primary production site is deemed inoperable, execute the Disaster Recovery Plan.				
ISS-NFR-DR-010	The Contractor shall provide back-up network connectivity at both the primary Production and Disaster Recovery sites with the capacity to support ISS and its components.				
ISS-NFR-DR-011	The Contractor shall ensure that the DRP is available to Commonwealth and Federal auditors at all times.				
ISS-NFR-DR-012	The Contractor shall establish, in cooperation with DMAS a hierarchy of critical services and infrastructure to determine the order that services will be restored.				
ISS-NFR-DR-013	The Contractor shall maintain a DRP that provides for the recovery of critical ISS services in accordance with SLAs upon the discovery of the service disruption, the declaration of a disaster or ISS Production site becoming unsafe or inoperable.				
ISS-NFR-DR-014	The Contractor shall maintain or otherwise arrange for a disaster recovery site for its system operations in the event of a disaster that renders the ISS Production site inoperable.				

Disaster Recovery Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-NFR-DR-015	The Contractor shall modify the DRP, software installation procedures, and operational procedures as needed to reflect the changes implemented with new data sources, system changes, or any enhancements that will impact the disaster recovery capability.				
ISS-NFR-DR-016	The Contractor shall perform an annual review of the disaster recovery back-up site, procedures for all off-site storage and validation of security procedures.				
ISS-NFR-DR-017	The availability schedules and corresponding SLAs for the Production ISS shall apply to the disaster recovery environment when fulfilling the Production role.				
ISS-NFR-DR-018	The Contractor's DRP test shall be performed, each year at no additional cost to DMAS. In the event the Contractor's test is deemed by HHS to be unsuccessful, the Contractor shall continue to perform the test at its expense until satisfactory results are received and approved by DMAS.				
ISS-NFR-DR-019	The Contractor shall develop, maintain, and submit to DMAS, in advance, all proposed off-site procedures, locations, and protocols for DMAS review and approval prior to implementation. The Contractor shall incorporate these items as components of the Disaster Recovery Plan (DRP).				
ISS-NFR-DR-020	The Contractor shall execute a disaster recovery test to demonstrate the Contractor's capability to restore processing capability in accordance with the DRP and for all critical system components at a remote site. The DRP test shall be included as a part of Acceptance Testing. The length of the test shall be the amount of time that is necessary to recover from the disaster and provide proof that the recovery has been successfully completed.				

Disaster Recovery Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-NFR-DR-021	In the event of disaster, full EDW functionality shall be restored in accordance with SLAs. Critical ISS functions are defined as daily ETL refresh cycle and basic access to published data (querying, reporting, data analysis, web services, and web portal).				
ISS-NFR-DR-022	The Contractor shall take all precautions to ensure that EDW system interruptions in service, resulting from a Production hardware failure, data corruption or a disaster that renders the Contractor's primary computer facility unusable are avoided.				
ISS-NFR-DR-023	If the ISS Production site becomes unavailable during the contract period, the Contractor shall be required to move ISS operations to the disaster recovery site. In this event, the Contractor shall not be allowed to return to the original Production site without approval of DMAS.				
ISS-NFR-DR-024	The Contractor's disaster recovery test shall include the processing of one weekly ETL cycle and one daily ETL cycle as in place at the time of the test, and will involve all major ISS functions including data acquisition, data access (Web portal, business intelligence capabilities), and data delivery. A report summarizing disaster recovery test results shall be provided to DMAS in accordance with SLAs. This report will include remediation steps taken to resolve any issues discovered during the test.				
ISS-NFR-DR-025	The Contractor shall comply with all SLAs that are relevant to Disaster Recovery Requirements.				

Disaster Recovery Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-NFR-DR-026	The Contractor's Disaster Recovery Plan shall adhere to Commonwealth and Federal laws, rules, regulations, and guidelines, will address recovery of ISS functions, human resources and the technology infrastructure and shall include: ▪ Checkpoint/restart capabilities ▪ Retention and storage of back-up files and software ▪ Hardware back-up for the servers ▪ Hardware back-up for data entry ▪ Network back-up for telecommunications ▪ Telephone communications lines to the disaster back-up site ▪ Recovery prioritization list (hardware and software applications) ▪ Telecommunication Voice Switch				
ISS-NFR-DR-027	The Contractor's Disaster Recovery Plan shall include detailed procedures to address (but not be limited to) the following potential events: ▪ Natural disasters (e.g., earthquake, fire, flood, storms) ▪ Terrorist acts ▪ Power disruptions or power failure ▪ Computer software or hardware failures ▪ Computer shutdown due to hackers or viruses ▪ Significant compromises/degradation of ISS performance ▪ Processing shutdowns				
ISS-NFR-DR-028	The Contractor shall coordinate with VITA to meet the minimum geographic offsite location requirement of 100 miles between the disaster recovery site and the Production environment site.				

Training Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-TRN-001	The Contractor shall work with DMAS to analyze, define, and tailor training to each specific user role and group.				
ISS-TRN-002	The Contractor shall submit to DMAS for approval, all training plans which address the training needs for each user group and role.				
ISS-TRN-003	The Contractor shall provide hands on training to the DMAS user community prior to each ISS release.				
ISS-TRN-004	The Contractor shall conduct initial onsite training for each ISS release in Richmond Virginia to train essential Department staff that will use the ISS and the newly developed reports.				
ISS-TRN-005	The Contractor shall develop a multi-tier training curriculum to educate Commonwealth staff on the use of the ISS and the use any reporting tools, using Commonwealth defined user proficiency levels from Basic to Super.				
ISS-TRN-006	The Contractor shall provide a computer-based training (CBT) course for each ISS release for new employees and existing staff.				
ISS-TRN-007	The Contractor shall procure a training facility and related resources at no cost to the State, if Commonwealth facilities are not available.				
ISS-TRN-008	The Contractor shall be required to provide a fully qualified, expert user of the ISS and related reporting tool, for Commonwealth staff training.				
ISS-TRN-009	If the Contractor sponsors training courses, symposiums, or users' conferences, the registration fee shall be waived for the attendance of essential DMAS staff. These sponsored training(s) will be identified in the training plan.				

Training Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-TRN-010	The Contractor shall provide ongoing training and update CBT courses to address system or functionality changes for the ISS.				
ISS-TRN-011	The Contractor shall equip the training and resource center, including classroom-training facilities to accommodate stand-up instructor-led sessions, with effective learning environment and tools.				
ISS-TRN-012	The Contractor shall equip the training facility for an effective and accessible learning environment with all necessary educational equipment to provide effective training, complete with desks, chairs, computers, tables, whiteboard, flip charts and access to electronic information.				
ISS-TRN-013	The Contractor shall furnish and maintain appropriate hardware, software and telecommunications to support the development, maintenance and presentation of training program(s).				
ISS-TRN-014	The Contractor shall use DMAS approved training media including, but not limited to, teleconferencing, Web-based, and computer-based training.				
ISS-TRN-015	The Contractor shall comply with all SLAs that are relevant to this section.				

Contractor Support Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS--SR-VS-001	The Contractor shall supply all necessary project resources in order to provide adequate project support 24/7/365 days per year. The Contractor shall either set up a facility in Richmond or co-locate with DMAS staff for key personnel. DMAS will determine the staffing requirements based on the phase of the project and effectiveness of the Contractor team. The operations facility shall provide the infrastructure necessary to support all required Commonwealth staff functions.				
ISS-SR-VS-002	The Contractor shall utilize VITA issued laptops and have to be physically present in Richmond, Virginia to collect the laptops after completing identification screening. Upon DMAS request, the Contractor shall be able to provide computers with connectivity to the State server, internet and phone access for each employee, telecommunications, and tech support to staff. Those computers shall have suitable, sufficient processor speed, memory, and hard drive space to operate and support the current release of Microsoft's operating system and Office Suite software, as well as any additional equipment and software necessary to access and utilize ISS functions. All equipment at the Contractor's operations facility to which staff shall be assigned, shall have equivalent standards as those defined by VITA.				

Contractor Support Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-SR-VS-003	The following minimum activities shall also be performed at the Contractor's primary project site: ▪ Contract administration/housing key personnel ▪ Project Coordination ▪ Joint application design (JAD) and review sessions ▪ Demonstrations of design prototypes ▪ Discussion and presentations of proposed system design changes ▪ Deliverable walkthroughs ▪ Technical and user support help desk functions ▪ System testing task walkthroughs ▪ User acceptance test support ▪ Implementation planning ▪ Transition management support ▪ Regularly scheduled and DMAS-requested training sessions ▪ The Contractor shall accommodate these activities in accordance with the release schedule.				
ISS-SR-VS-004	The Contractor shall provide a solution for multi-layered production support based on response time and severity. The Contractor will include details about support for ISS.				
ISS-SR-VS-005	The Contractor shall be solely responsible for obtaining all permits, approvals, licenses, certifications and similar authorizations required by any local, State, or Federal entities for the project and maintaining them throughout the duration of the contract.				
ISS-SR-VS-006	The Contractor shall protect equipment from physical risks, including but not limited to power failures and other electrical anomalies.				

Contractor Support Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-SR-VS-007	The Contractor may perform functions, including computer processing, outside of Virginia but must perform the functions within the continental United States.				
ISS-SR-VS-008	The Contractor shall comply with all SLAs that are relevant to this section.				

Post-Implementation Support Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-SR-POST-001	The Contractor shall provide post-implementation support after every release and until 6 months after ICAM & ISS goes live.				
ISS-SR-POST-002	The Contractor shall provide cost estimate for three (3) years of maintenance after implementation of all phases of ICAM & ISS.				
ISS-SR-POST-003	The Contractor shall provide support for all general activities and tasks including operations, administration, maintenance and technical support for ICAM & ISS.				
ISS-SR-POST-004	The Contractor support will include ongoing administration required to manage software updates and patches, data partitioning, indexes, statistics updates, file vacuuming, and scaling.				
ISS-SR-POST-005	The Contractor shall be required to provide system maintenance which will include at a minimum: ▪ Maintenance activities for Service changes or System Upgrades ▪ Activities necessary to correct deficiencies ▪ Activities necessary to meet performance requirements ▪ Activities necessary to ensure audit logs, programs, and documentation are current ▪ Changes to scripts or system parameters concerning frequency, number, sorting, and generation of transaction reports ▪ Addition of new configuration settings, SOA modifications, Service modifications ▪ Perform critical patch updates to ICAM or ISS systems due to OS level threat vulnerabilities				
ISS-SR-POST-006	The Contractor shall provide Level 3 support for those capabilities released into production.				

Post-Implementation Support Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-SR-POST-007	The Contractor shall provide support responsible for handling the most difficult or advanced problems (Level 3) via the Contractor's Operational Support Team. Level 3 supports might include providing solutions to new or unknown issues.				
ISS-SR-POST-008	The Contractor shall be responsible for higher level diagnosis and action when problems are escalated from Level 1 or Level 2 support.				
ISS-SR-POST-009	The Contractor shall be available at the Contractor's facility and provide support in accordance with Service-level agreements (SLAs).				
ISS-SR-POST-010	The Contractor shall provide a process for requesting on-site support during special circumstances depending on legislative and/or other circumstances.				
ISS-SR-POST-011	Knowledgeable support personnel shall be available via a toll-free number during normal business hours. The Contractor shall maintain sufficient telephone lines and personnel so that no more than five percent (5%) of incoming calls within a month meet the following conditions: ▪ Ring busy ▪ On-hold for more than two (2) minutes ▪ Call not answered within ten (10) rings				
ISS-SR-POST-012	The Contractor support shall include, but is not limited to, ISS & ICAM troubleshooting and monitoring, defect tracking and resolution, developing specialized reports, developing alternative ways to group, present, or otherwise.				

Hours of Operation Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-SR-HOP-001	The Contractor shall provide secure, on-line role-based access for inquiries, reporting, updates, and submissions to the ISS and ancillary applications for authorized users from 6:00AM-8:00PM (Eastern Time), Monday through Friday, excluding official Commonwealth of Virginia closed holidays. The Contractor shall notify and obtain approval from the Department prior to scheduling non-emergency system downtime/maintenance during these times. Expected system uptime is 24/7/365 days a year. Any outage for maintenance shall be planned and approved by normal Change Management approval process.				
ISS-SR-HOP-002	The Contractor shall provide a process for requesting access to the ISS during special circumstances depending on legislative and/or other circumstances. This may require platform availability and ISS Operational support staff outside of the above business hours including weekends. When possible, DMAS will provide notification to the Contractor three (3) business days prior to requiring operations outside of the standard hours.				
ISS-SR-HOP-003	The Contractor shall provide network availability in accordance with SLAs.				
ISS-SR-HOP-004	The Contractor shall comply with all SLAs that are relevant to this section.				

Document Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-DOC-001	The Contractor shall capture all the incoming and outgoing documents in the repository with a unique ID, date, and timestamp.				
ISS-DOC-002	The Contractor shall include electronic documentation context sensitive help screens for all online functions (desktop and browser).				
ISS-DOC-003	The Documentation Management system shall provide full functionality for a robust Documentation Management system solution, including but not limited to: ▪ Web-based access ▪ Document storage ▪ Category meta-tagging ▪ Collaborative editing with version controls ▪ Workflow with automated notifications ▪ Integrate and interface with common desktop productivity software ▪ The ability to search among documents ▪ The ability to enter notes or annotate documents				
ISS-DOC-004	The Documentation Management system shall store all generated outputs, including but not limited to reports and letters.				
ISS-DOC-005	The Documentation Management system shall store all MES documentation, including but not limited to designs, manuals, and training materials.				
ISS-DOC-006	The Documentation Management system shall store all documents transmitted by internal and external sources, including but not limited to reports generated by other systems, faxes, and uploaded materials.				

Document Management Requirements

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

Document Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-DOC-013	The Documentation Management system shall maintain an audit trail of all actions related to ECM content, including but not limited to: ▪ Date and time document is entered in the System ▪ Any actions taken on the document or attachment; including the date and time of the edits/modification ▪ Record the user responsible for the changes ▪ Record all user inquiries even if no action was taken by the user				
ISS-DOC-014	Audit trail reports shall be available on demand, both an aggregated report of all actions by type (inquiry, add, change, etc.) and by an individual user ID.				
ISS-DOC-015	The Documentation Management system shall provide a scalable environment with a separate testing/staging environment.				
ISS-DOC-016	The Documentation Management system shall convert and store the contents of the legacy ECM.				
ISS-DOC-017	The Documentation Management system shall support data retention and deletion in accordance with Commonwealth record retention policies.				
ISS-DOC-018	The Documentation Management system shall install and manage application-specific malware protection.				
ISS-DOC-019	The Documentation Management system shall deploy customizations (e.g., web parts and solutions) supplied by an Authorized User using server tools.				
ISS-DOC-020	The Documentation Management system shall provide all enterprise-level infrastructure hardware and software licensing required to support the services.				

Document Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-DOC-021	The Documentation Management system shall continually evolve to stay contemporary with best of breed market offerings.				
ISS-DOC-022	The Contractor shall provide electronic documentation management capability that promotes automatic updates to the documentation when content, technical, and operational changes occur.				
ISS-DOC-023	The Contractor shall provide an electronic document management capability to link, track, and update all electronic documentation, technical and operational, when affected by a subsystem or component or business practice and rules requirement change.				
ISS-DOC-024	The Contractor shall provide the methodology to work with the Department to finalize the service-level criteria for the following: ▪ Distinguishing the priority and severity of a problem ▪ Determining the category of the problem ▪ Establishing the nature of the problem				
ISS-DOC-025	The Contractor shall present instructions for requesting reports or other outputs with examples of input documents and replicas of screens (desktop and browser).				
ISS-DOC-026	The Contractor shall provide the ability to accommodate electronic signatures.				
ISS-DOC-027	The Contractor shall provide artifacts, including but not limited to reports, letters, documents, and documentation, for an Enterprise Content Management (ECM) system.				

EDI Call Center Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-ECC-001	The Contractor shall provide a call center to assist with EDI related submission, compliance, translation, and other technical support issues and questions.				
ISS-ECC-002	The Contractor shall provide the ability to track call center inquiries from receipt to resolution.				
ISS-ECC-003	The Contractor shall provide the capability for DMAS to easily access call center logs, and call statistics.				
ISS-ECC-004	The Contractor EDI call center shall utilize all applicable existing DMAS EDI help desk phone numbers. The Contractor agrees to relinquish ownership of the toll-free numbers upon actual transfer back to DMAS or a DMAS assigned agent, at which time the Department shall take title to these telephone numbers.				

Secure Web Portal Dashboard for Authentication Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
ISS-AUTH-001	The Contractor shall provide a SSO Web Portal for internal and external users.				
ISS-AUTH-002	The Contractor solution shall seamlessly integrate with the Web Portal of other MES vendors based on the users entitlement.				
ISS-AUTH-003	The Contractor solution shall be compatible and capable of interfacing with a COTS based ICAM solution.				

Meeting Space Requirements

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