



STATE OF TENNESSEE  
CENTRAL PROCUREMENT OFFICE

**REQUEST FOR QUALIFICATIONS # 32101-15557  
AMENDMENT #4  
FOR SYSTEMS INTEGRATION (SI) SERVICES**

DATE: May 17, 2016

RFQ # 32101-15557 IS AMENDED AS FOLLOWS:

1. This RFQ Schedule of Events updates and confirms scheduled RFQ dates. Any event, time, or date containing revised or new text is highlighted.

	EVENT	TIME (Central Time Zone)	DATE (all dates are State business days)	UPDATED/ CONFIRMED
1.	RFQ Issued		April 1, 2016	<b>CONFIRMED</b>
2.	Disability Accommodation Request Deadline		April 6, 2016	<b>CONFIRMED</b>
3.	Pre-Response Conference	2:00 p.m.	April 8, 2016	<b>CONFIRMED</b>
4.	Notice of Intent to Respond Deadline		April 11, 2016	<b>CONFIRMED</b>
5.	Written "Questions & Comments" Deadline	12:00 p.m.	April 15, 2016	<b>CONFIRMED</b>
6.	State response to written "Questions & Comments"		May 4, 2016	<b>CONFIRMED</b>
7.	RFQ Technical Response Deadline	11:00 a.m.	June 1, 2016	<b>CONFIRMED</b>
8.	State Schedules respondent Oral Presentations (ONLY Respondents who pass Mandatory Requirements)		June 8, 2016	<b>CONFIRMED</b>
9.	Respondent Oral Presentations	8:00 a.m. - 4:30 p.m. CST	June 29, 2016 - July 1, 2016	<b>CONFIRMED</b>
10.	Open Cost Proposals		July 7, 2016	<b>CONFIRMED</b>
11.	RFQ Cost Negotiations		July 11, 2016 – July 13, 2016	<b>CONFIRMED</b>
12.	State Evaluation Notice Released	2:00 p.m.	July 18, 2016	<b>CONFIRMED</b>
13.	Solicitation Files Opened for Public Inspection		July 19, 2016	<b>CONFIRMED</b>
14.	Respondent Contract Signature Deadline		August 6, 2016	<b>CONFIRMED</b>
15.	Contract Start Date		September 1, 2016	<b>CONFIRMED</b>

2. RFQ Table of Contents is deleted in its entirety and replaced with the following:

## TABLE OF CONTENTS

### SECTIONS:

1. Introduction
2. RFQ Schedule of Events
3. Response Requirements
4. General Information & Requirements
5. Procurement Process & Contract Award

### ATTACHMENTS:

- A. Technical Response & Evaluation Guide – Mandatory Requirement Items
- B. Technical Response & Evaluation Guide – General Qualifications & Experience Items
- C. Technical Response & Evaluation Guide – Technical Qualifications, Experience & Approach Items
- D. Cost Proposal & Evaluation Guide
  - D.1 Cost Proposal Workbook
- E. Statement of Certifications & Assurances
- F. Reference Questionnaire
- G. *pro forma* Contract

Attachment 1 – Attestation RE Personnel Used in Contract Performance

Attachment 2 – Liquidated Damages

Attachment 3 – List of Notices

Attachment 4 – Letter of Diversity Commitment

Attachment 5 – List of Interfaces

Attachment 6 – List of Reports

Attachment 7 – Definitions and Abbreviations

**Attachment 8 – Framework Deliverables**

H. Proposer’s Library

I. Detailed Current State, Future State, and Roadmap Information

J. Requirements Traceability Overview and Matrix

J.1 Functional Requirements

J.2 Non Functional Requirements

K. Effort Workbook

L. Optional DHS Expansion Phase

M. HIPAA Business Associate Agreement

N. Data Sources Information

O. Additional SDLC and Operations and Maintenance Information

3. **RFQ Attachment G, *pro forma* Contract Section A.5.1.3, is deleted in its entirety and replaced with the following:** (any sentence or paragraph containing revised or new text is highlighted):

**A.5.1.3. State Framework Deliverables.** The Contractor shall comply with all applicable State and Federal policies and standards as well as all State Framework Deliverables. State Framework Deliverables include documents and plans created pursuant to the State's contract for Technical Advisory Services for integration into the MMP Governance Framework located at <http://www.tn.gov/assets/entities/hcfa/attachments/KPMG.pdf>. All applicable State Framework Deliverables are contained in Attachment 8, Framework Deliverables Table.

**A.5.1.3.1. Current Framework Deliverables.** The Contractor shall comply with all Current Framework Deliverables. Current Framework Deliverables are all approved documents and plans within the State's Governance Framework as of the Effective Date of this Contract. The Contractor acknowledges that current Framework Deliverables are subject to revision. If revised, the updated Current Framework Deliverable will be delivered by the State to Contractor. The State and Contractor shall work in good faith to resolve any recommendations from Contractor, with the State making final determinations. State shall then deliver the Framework Deliverable to the Contractor in a Control Memorandum as described in Section A.29.

**A.5.1.3.2. Future Framework Deliverables.** Future Framework Deliverables are certain Framework Deliverables, identified in Attachment 8, that are not scheduled to be finalized before the Effective Date of this Contract. The Contractor acknowledges that these Framework Deliverables are critical aspects of the State's information technology strategy and shall comply with all Future Framework Deliverables. Once final, Future Framework Deliverables will be delivered by the State to Contractor. The State and Contractor shall work in good faith to resolve any recommendations from Contractor, with the State making final determinations. The State shall then deliver the Framework Deliverable to Contractor in a Control Memorandum.

4. RFQ Attachment G *pro forma* Contract Attachment 8, is deleted in its entirety and replaced with the following: (any sentence or paragraph containing revised or new text is highlighted):

**ATTACHMENT 8**

**FRAMEWORK DELIVERABLES**

TAS Contract Reference #	Framework Deliverable Name	Framework Deliverable Type	Framework Deliverable Description	Applicable Contract Deliverable	Relevant Contract Sections
A.17	Enterprise Architecture (EA) - Business Operating Model (BOM) Management Plan	Current	The plan details the approach, related activities and deliverables that will be completed for each Program project and that will be included as part of the Program and each project's EA - BOM Design. The EA-BOM Management Plan includes State architectural and infrastructural standards and is based on industry leading practices and enterprise reference architectures	Project-wide	A.7
A.18	Project Charter Standards Program Project Charter Template	Future	Program Project Charter Standards and a Program Project Charter template and method for management of the creation of Program Project Charters for State and other stakeholder review, and State approval.	Deliverable 1	A.8
A.25	Project and Systems Development Lifecycle Management Plan	Current	The plan details the roles of the TAS Contractor, the State, the State MMP Contractors in the overall Project and Systems Development Lifecycle Management Design. The plan details the standards for the Project and Systems Development Lifecycle Management framework, and the tools and technologies used to manage it. This plan serves as specifications for the creation of each project's related plans that are to be performed by the applicable State MMP Contractors.	Deliverable 1 Deliverable 17 Deliverable 18	A.8, A.10, A.19.14

TAS Contract Reference #	Framework Deliverable Name	Framework Deliverable Type	Framework Deliverable Description	Applicable Contract Deliverable	Relevant Contract Sections
A.26	Stakeholder Analysis and Management Plan	Future	The plan defines the approach to identifying, analyzing, recording and maintaining the Stakeholders for each Program project in a Program Stakeholder Register. The plan details roles for TAS Contractor, the State, the State MMP Contractors and any other Program actor in the completion and State approval of Stakeholder analysis. The final designation of roles to be performed by each party shall be made by the State.	Deliverable 1	A.10.2, A.20
A.27	Business Analysis Plan	Future	The plan details the roles of the TAS Contractor, the State, and the State MMP Contractors in the overall Business Analysis approach. This plan also serves as specifications for the creation of each project Business Analysis Plan that is to be performed by the applicable State MMP Contractors.	Deliverable 5	A.10.3.3
A.28	Business Process Management Plan	Future	The plan details the roles of the TAS Contractor, the State, and the State MMP Contractor in the overall creation and maintenance of business processes. The plan also details the standards for the Program business process management framework and the standards for the definition of the business processes. This plan also serves as specifications for the creation of each project Business Process Management Plan that is to be performed by the applicable State MMP Contractors.	Deliverable 5 Deliverable 19 Deliverable 20 Deliverable 26	A.10.7
A.29	Business Rules Management Plan	Future	The plan details the roles of the TAS Contractor, the State, and the State MMP Contractors in the overall Business Rules Definition framework and approach. The plan also details the standards for the Program business rules management framework, the standards for the definition of the rules, and the technologies used to deploy and maintain business rules. This plan also serves as specifications for the creation of each project Business Rules Management Plan that is to be performed by the applicable State MMP Contractors.	Deliverable 4	A.10.8

TAS Contract Reference #	Framework Deliverable Name	Framework Deliverable Type	Framework Deliverable Description	Applicable Contract Deliverable	Relevant Contract Sections
A.30	Requirements Management Plan	Current	The plan details the roles of the TAS Contractor, the State, and the State MMP Contractors in the overall Requirements Management framework and approach. The plan also details the standards for the Program requirements management framework, the standards for the definition of the requirements, and the technologies used to deploy and maintain requirements. This plan also serves as specifications for the creation of each project Requirements Management Plan that is to be performed by the applicable State MMP Contractors	Deliverable 3	A.10.9
A.31	Configuration Management Plan	Future	The plan details the roles of the TAS Contractor, the State, and the State MMP Contractors in the overall Configuration Management framework and approach. The plan also details the standards for the Program configuration management framework, the standards for Configuration Management, and the technologies used to perform Configuration Management. This plan also serves as specifications for the creation of each project Configuration Management Plan that is to be performed by the applicable State MMP Contractors. The Configuration Management Plan defines the controls that will be followed for all the projects within the Program related to managing the changes to any item under configuration control. This includes deliverables as well as software systems developed to meet functional requirements. All projects in this Program will follow the defined Configuration Management Plan to maintain version integrity of documents as well as software systems.	Deliverable 1 Deliverable 27	A.17.10

TAS Contract Reference #	Framework Deliverable Name	Framework Deliverable Type	Framework Deliverable Description	Applicable Contract Deliverable	Relevant Contract Sections
A.32	Change Management Plan	Future	The Plan details the roles of the TAS Contractor, the State, and the State MMP Contractors in the overall Change Management framework and approach. The plan will also detail the standards for the Program change management framework, the standards for Change Management, and the technologies used to perform Change Management. This plan also serves as specifications for the creation of each project Change Management Plan that is to be performed by the applicable State MMP Contractors.	Deliverable 1	A.17.11
A.33	Test Management Plan	Current	The plan details the roles of the TAS Contractor, the State, and the State MMP Contractors in the overall Test Management framework and approach. The plan also details standards for the Program test management framework, the standards for Test Management, and the technologies used to perform Test Management. This plan will also serve as specifications for the creation of each project Test Management Plan that is to be performed by the applicable State MMP Contractors. The Test Management Plan defines the standard test management phases and the related entrance and exit criteria the processes and standards to be used in all phases of testing for all projects. The plan includes definition of the specific roles and services the TAS Contractor will provide in Program Test Management on behalf of the State and in relation to the various State MMP Contractors.	Deliverable 6	A.10.10.8

TAS Contract Reference #	Framework Deliverable Name	Framework Deliverable Type	Framework Deliverable Description	Applicable Contract Deliverable	Relevant Contract Sections
A.34	Interface / Integration Management Plan	Current	The plan details the roles of the TAS Contractor, the State, and the State MMP Contractors in the overall Interface/ Integration Management framework and approach. The Interface/ Integration Management Plan defines the framework for Interface/Integration design, testing and deployment that will support the formation of each Program project's Interface/Integration Management plans that will collectively yield overall optimal, enterprise systems Interface/Integration.	Deliverable 22	A.10.11
A.35	System Performance Management Plan	Future	The plan details the roles of the TAS Contractor, the State, and the State MMP Contractors in the overall System Performance and Availability framework and approach. The System Performance and Availability Management Plan defines the framework for System Performance and Availability design, testing and deployment that will support the formation of each Program project's System Performance and Availability plans that will collectively yield overall optimal, System Performance and Availability.	Deliverable 1 Deliverable 13	A.8, A.17.5

TAS Contract Reference #	Framework Deliverable Name	Framework Deliverable Type	Framework Deliverable Description	Applicable Contract Deliverable	Relevant Contract Sections
A.36	System Capacity Plan	Future	The plan details the roles of the TAS Contractor, the State, and the State MMP Contractors in the overall System Capacity framework and approach. The System Capacity Plan defines the framework for System Capacity design, testing and deployment that will support the formation of each Program project's System Capacity plans that will collectively yield overall optimal, System Capacity. It shall include specifications for each project to perform a Business Impact Analysis and insure the System Capacity approach and technology selected and designed represents industry leading practices and is appropriate for the project with consideration for existing State standards and applicable federal regulations/ requirements. It shall also include specifications for the System Capacity process design framework detailing the industry standard Interface/Integration process elements.	Deliverable 11	A.17.5.4
A.37	Software Problem Resolution Standards / Procedures Plan	Future	The plan details the roles of the TAS Contractor, the State, and the State MMP Contractors in the overall Software Problem Resolution Standards/Procedures framework and approach. The plan also details the standards for the Software Problem Resolution Standards/Procedures framework, the standards for Software Problem Resolution/Procedures, and the technologies used to perform Software Problem Resolution / Procedures. This plan also serves as specifications for the creation of each project Change Management Plan that is to be performed by the applicable State MMP Contractors.	Deliverable 46 Deliverable 58	A.10.10, A.10.11

TAS Contract Reference #	Framework Deliverable Name	Framework Deliverable Type	Framework Deliverable Description	Applicable Contract Deliverable	Relevant Contract Sections
A.38	Integrated Business Continuity / Disaster Recovery Plan	Future	The plan defines the framework for BC/DR design, testing and deployment that will support the formation of each Program project's BC/DR plans that will collectively yield an overall optimal, integrated enterprise BC/DR capability. It shall include, but not be limited to specifications for each project to perform a Business Impact Analysis and insure the technology selected and designed represents industry leading practices and is appropriate for the project with consideration for existing State standards and applicable federal regulations/requirements. The plan shall also include specification for the BC / DR process design framework detailing the industry standard BC/DR process elements. The plan drives an enterprise approach to all project BC/DR design, testing and deployment. This plan also defines the type of metrics and acceptance criteria that are to be defined for each project's BC/DR plan.	Deliverable 10	A.17.7

TAS Contract Reference #	Framework Deliverable Name	Framework Deliverable Type	Framework Deliverable Description	Applicable Contract Deliverable	Relevant Contract Sections
A.39	Integrated System Implementation Management Plan	Future	The plan defines the framework for Integrated System Implementation Management activities. It shall include, but not be limited to specifications for each project to perform a Business Impact Analysis and insure the technology selected and designed represents industry leading practices and is appropriate for the project with consideration for existing State standards and applicable federal regulations/ requirements. The plan shall also include specification for the System Implementation process framework detailing the industry standard System Implementation process elements. The plan drives an enterprise approach to all project System Implementation activities. This plan also defines the type of metrics and acceptance criteria that are to be defined for each project's System Implementation Plan that is to be performed by the applicable State MMP Contactors.	Deliverable 7	A.10.12

TAS Contract Reference #	Framework Deliverable Name	Framework Deliverable Type	Framework Deliverable Description	Applicable Contract Deliverable	Relevant Contract Sections
A.40	Post Implementation Evaluation Plan	Future	The plan details the roles of the TAS Contractor, the State, the State MMP Contractors in the overall Post Implementation Evaluation framework and approach. The plan also details the standards for the Post Implementation Evaluation framework and the standards for the Post Implementation Evaluation processes. This plan also serves as specifications for the creation of each project System Capacity Plan that is to be performed by the applicable State MMP Contractors. The Post Implementation Evaluation Plan describes the metrics and criteria by which the TAS and IV&V Contractors will perform the post implementation evaluation for each project. The plan defines how the EA-BOM design will be used during the evaluation process. This plan also defines the process to be used to identify the approach to decommissioning replaced systems in a cost effective manner and covers cancelation of licenses, confirming data removal, and confirming termination of hardware and software use.	Deliverable 7 Deliverable 57	A.10.13
A.41	Integrated Program Operations and Maintenance (O&M) Planning / Deployment Plan	Current	The plan defines the framework for Integrated Program Operations & Maintenance Planning/Deployment activities. The plan drives an enterprise approach to all project Program Operations & Maintenance Planning/deployment activities as well as defines the type of metrics and acceptance criteria that are to be defined for each project's Program Operations & Maintenance Planning/Deployment Plan.	Deliverable 46 Deliverable 58	A.17

TAS Contract Reference #	Framework Deliverable Name	Framework Deliverable Type	Framework Deliverable Description	Applicable Contract Deliverable	Relevant Contract Sections
A.42	State & Federal Agency / Committee Communications Management Plan	Future	The plan details the roles of the TAS Contractor, HCFA State personnel and other State MMP Contractor personnel involved in external State and Federal Agency/Committee Program Communications, regular and ad hoc Program communications. Communications shall include Program status, risks, issues, and action items identification, reporting, escalation and mitigation/resolution with agencies and committees. The plan shall include a State and Federal Agency / Committee communications management plan involving all TAS Key Project Personnel and Non-Key Project Personnel, the State and other State MMP Contractor personnel communications involving these agencies / committees that categorizes communication types, their priorities and communication and issue escalation paths.	Deliverable 1	A.5, A.10.1, A.24
A.43	Procurement Management Plan	Future	The plan details the roles, processes and technologies involved in drafting, submitting, reviewing and approving all procurements of professional services, products and sub-systems required for or associated with the Program. The plan shall be based on State procurement laws, policies and procedures. The plan addresses all necessary procurement steps both inside and outside of HCFA.	Project-wide	A.17.12, A.24
A.46	Organizational Change & Training Management Plan	Current	The plan defines the overall Program strategy and methodology to be used to manage organizational change management and training. The plan also defines the planning and execution of the project organizational change activities and training delivery.	Deliverable 1	A.10.2, A.20

TAS Contract Reference #	Framework Deliverable Name	Framework Deliverable Type	Framework Deliverable Description	Applicable Contract Deliverable	Relevant Contract Sections
A.47	Communication Management Plan	Current	The plan defines how project communications will be planned, structured, monitored, and controlled for all Stakeholders. This plan also defines the framework for the Communications Management Plans for each of the projects included within the Program. The details associated with managing communications on the various projects will be developed by the Project Manager of that specific project in accordance with this defined framework.	Deliverable 1	A.8, A.10.11
A.48	Document Management Plan	Future	The plan documents the State's framework approach to Program document management. The approach prescribes the people (roles and responsibilities), processes and technologies, new or existing, that will be used for document management over the lifecycle of the Program. Industry leading practices shall be used to determine the roles and responsibilities of the State, the State MMP Contractors and any other relevant parties.	Deliverable 1	A.24
A.49	Program Governance Management Plan	Current	The plan establishes the framework for how people, processes and technology will work together for effective planning, decision making and oversight of Program projects and their subsequent operations and maintenance.	Deliverable 1	A.5
A.50	Quality Management Plan	Future	The plans details the (i) scope and approach for MMP Quality Management; (ii) quality management roles of the TAS Contractor, the State, and the State MMP Contractors; and (iii) quality standards and the metrics that will be used to measure the standards.	Deliverable 1	A.8

TAS Contract Reference #	Framework Deliverable Name	Framework Deliverable Type	Framework Deliverable Description	Applicable Contract Deliverable	Relevant Contract Sections
A.51	Issues, Risks, Action Items Registers Plan	Future	The plan prescribes the technologies, new or existing, that will be used for issues, risks and action items registries over the lifecycle of the Program. Industry leading practices inform the prescribed registers and the related roles and responsibilities for each major Program participant including the State and the State MMP Contractors.	Deliverable 1 Deliverable 15	A.19.14

5. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.