

NEW MEXICO HUMAN SERVICES DEPARTMENT

Medicaid Management Information System Replacement (MMISR) Project



**PROPOSAL ADDENDUM 15 (Fifteen)
ADDENDUM TITLE: HHS 2020 Omnicaid Turnover**

Created/Updated: December 1, 2016
Version: 1.01

Exhibit A

Amended Scope of Work

Deliverable 41, Turnover at End of Contract is amended as follows:

<u>Deliverable Forty-One</u>	<u>Due Date</u>	<u>Compensation</u>
Turnover at End of Contract	As Requested by The Procuring Agent	No Compensation

Task Item	Subtasks	Description
41.1 Develop and Maintain Turnover Plan	41.1.1 Provide Turnover Plan per Agreed Schedule 41.1.2 Meet Detailed Specifications for Turnover Plan	<p>Within sixty (60) days of receipt of notification of intent to transfer or replace (in any event, no later than twenty-four (24) months prior to the end of the Contract, including extensions), the CONTRACTOR shall provide a Turnover Plan to the Procuring Agency. Such Plan, and all subsequent activities related to Turnover, shall apply to CONTRACTOR and all its subcontractors.</p> <p>The Turnover Plan will include, at a minimum, CONTRACTOR's:</p> <p>41.1.2.1 Proposed approach to Turnover.</p> <p>41.1.2.2 Tasks and sub-tasks for Turnover.</p> <p>41.1.2.3 Schedule for Turnover.</p> <p>41.1.2.4 Production program and documentation update and sign-off procedures during Turnover, attestation of manuals and training documents being up to date, and Contractors plan for notification of Turnover to submitters.</p> <p>41.1.2.5 A statement of the resources that will be required by the Procuring Agency or its CONTRACTORs to take over the operational responsibilities of the MMIS.</p> <p>41.1.2.6 Estimates of the number and type of personnel required to operate the equipment and the system, and to perform the other functions of the MMIS. The statement will be separated by type of activity including, at a minimum, the staff categories defined by the Procuring Agency.</p>

<p>41.1 Develop and Maintain Turnover Plan (continued)</p>		<p>41.1.2.7 A statement of the number, type, and all costs associated with all Contractor personnel that will be available for operations as well as the additional Contractor staff needed for turnover activities</p> <p>41.1.2.8 A Statement of Resource Requirements that clearly describes all facilities and other resources required to operate the MMIS, including data processing hardware/equipment, system and special software, other equipment, telecommunications circuits, office space, volumetric data, and any other requirements to estimate levels of effort or system specifications. The Statement of Resource Requirements will be based on the CONTRACTOR's experience in the operation of the MMIS and will reflect actual CONTRACTOR resources devoted to the operation of the system. The CONTRACTOR shall also provide a detailed organization chart depicting the CONTRACTOR's total MMIS operation.</p>
<p>41.2 Provide Turnover Support</p>	<p>41.2.1 Turn Over Items Specified, According to the State's Directions and Schedule</p>	<p>Upon the Procuring Agency's initiation of turnover activities, whether to the State or a successor contractor, the CONTRACTOR shall turn over the following as directed and scheduled by the Procuring Agency:</p> <p>41.2.1.1 All computer source code on magnetic tapes or electronic media such as COLD or CD as directed by the Procuring Agency.</p> <p>41.2.1.2 All necessary data and reference files in a format directed by the State.</p> <p>41.2.1.3 All JCL and other utilities required to operate the MMIS, including transferring software licenses.</p> <p>41.2.1.4 All records of claims, providers, encounters, etc., created during the full term of the contract.</p> <p>41.2.1.5 Required documentation including, at a minimum, the system documentation, user and operation manuals that are currently used to operate and/or maintain the system, training manuals and Companion Guides.</p> <p>41.2.1.6 Current operational and training manuals, Companion</p>

<p>41.2 Provide Turnover Support (continued)</p>	<p>41.2.2 Train the Designated Staff in MMIS Operations</p>	<p>Guides and policies for the system shall be provided in their latest and most up to date versions.</p> <p>41.2.1.7 Current procedures for updating computer programs, JCL, and related documentation.</p> <p>41.2.1.8 Any other items determined to be required in support of a successful turnover, including (for example) identification and specifications for all MMIS interfaces.</p> <p>41.2.1.9 All configuration management logs.</p> <p>41.2.1.10 Contractor must participate fully in the Procuring Agency’s required planning and mapping sessions on data conversion and transfer. Contractor must provide current and timely information on its data elements and database specifications, and provide a data dictionary to assist in the mapping required for data transfer. Contractor shall ensure that it takes the steps necessary to deliver timely, complete and satisfactory transmission of data from its system to the new data locations designated by the Procuring Agency. At a minimum, such steps shall include dedicated Contractor resources to assist with successful export and import of data in a standard ASCII format into Procuring Agency’s new data warehouse. Data</p> <p>At the request of the Procuring Agency, the CONTRACTOR shall train designated staff of the Procuring Agency and its designated agents in the operation of select facets of the MMIS. Unless directed otherwise by the Procuring Agency, such training will be completed at least five (5) months prior to the end of the contract. Such training will address critical processes and procedures required to successfully operate the MMIS.</p> <p>Following the turnover of operations, provide the Procuring Agency with a Turnover Results Report that will document completion and results of each step of the Turnover Plan.</p>
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<p>41.2 Provide Turnover Support (continued)</p>	<p>41.2.3 Provide the Specified Turnover Results Report to the State</p>	<p>The CONTRACTOR may not prohibit any staff or management working for the MMIS from choosing to accept a position with a successor MMIS contractor or the State of New Mexico.</p>
	<p>41.2.4 Ensure Contractor's MMIS Staff are Free to Accept New Employment with Successor MMIS Operator</p>	<p>The CONTRACTOR shall be responsible for all operational activities, reporting and deliverables up to and including the day of contract expiration, even if those activities cannot be completed until after the expiration of the contract. These activities include but are not limited to payment issuance; mailing of warrants; remittance advices and notices; update of MMIS and data warehouse tables to reflect cycle activity; transfer of files; turnover of all in process documents; daily, weekly, monthly, and quarterly reporting; and satisfying all terms of the Procuring Agency approved turnover plan. Contractor shall take all necessary steps to ensure that all pended provider applications are closed by the turnover date, that all suspended claims are worked by the turnover date and that its 1099 file reflects all payments for the calendar year.</p>
	<p>41.2.5 Ensure MMIS Operations, Reporting and Deliverables Up to the Last Day of Contract Expiration</p>	<p>Following the turnover of operations, the CONTRACTOR shall supply corrections of data errors caused by incomplete or erroneous transfer at turnover, as determined by the Procuring Agency, at no additional cost to the Procuring Agency.</p>
<p>41.3 Provide Post-Turnover Support</p>	<p>41.3.1 Correct Data Errors Made During Turnover at No Additional Cost</p>	<p>Notwithstanding the terms of this deliverable, at the conclusion of the turnover period and at the option of the Procuring Agency, the CONTRACTOR may be asked to continue, at a compensation level agreed to between the Procuring Agency and the CONTRACTOR, support for some or all of the MMIS operations should the successor contractor fail to satisfactorily implement or perform those operations.</p>
	<p>41.3.2 Negotiate</p>	

<p>41.4 Support Data Conversion Prior to Turnover</p>	<p>Compensation Levels for Any MMIS Support Requested After Turnover is Complete</p> <p>41.4.1 Run Automated Scripts</p> <p>41.4.2 Support Data Conversion Testing</p>	<p>Contractor shall suggest areas and methods for automated clean up and at Procuring Agency’s request, run scripts to clean up data in an automated fashion. Data clean-up will be performed through the current numbered memo process for maintenance of the system.</p> <p>Contractor will utilize existing legacy system maintenance staff to support new vendor testing with the Procuring Agent and its designated agents, review results, re-test (multiple times) and re-validate for up to six (6) months of iterations. Contractor shall have a dedicated test environment (and staff) in which to produce extracts, scripts for cleansing data, for report production, reviewing test results, and performing multiple iterations of review and testing. Contractor shall recommend refinements to the testing as it deems appropriate. No new hardware or software will be purchased for this purpose.</p> <p>The downloaded data will be supplied at a frequency requested by the procuring agency or vendor for a period limited to 6 (six) months; after which charges will apply based on CPU costs.</p> <p>If more staff are necessary to support the Data Conversion Testing, the procuring agent will utilize Deliverable 39 for supplemental support staffing.</p> <p>The Data Conversion will be organized, managed and led by the procuring agency or the vendor receiving the data.</p> <p>Contractor will use existing legacy system maintenance staff to perform parallel testing with Procuring Agency’s new vendor(s) for up to six (6) months prior to and three (3) months after Turnover if requested by the Procuring Agency.</p> <p>The Parallel Testing will be organized, managed and led by the Procuring Agency or the vendor receiving the data.</p>
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<p>41.4 Support Data Conversion Prior to Turnover (continued)</p> <p>41.5 Manage Turnover Work per Compensation Agreement</p>	<p>41.4.3 Parallel Testing</p> <p>41.4.4 Provide Data Cleansing Reports</p> <p>41.5.1 Acknowledge There is No Compensation for Deliverable 41</p>	<p>Contractor will use existing legacy system maintenance staff to produce reports of data that could not be cleansed with automated processing. Such reports shall be provided to Procuring Agency for manual clean up in the system prior to next test run.</p> <p>CONTRACTOR shall meet all specifications for Deliverable 41 with no compensation from Procuring Agency for this work as long as not additional staff, hardware or software are required beyond what is currently utilized in the current contract.</p>
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