

## IME SYSTEM SERVICES RFP AMENDMENT 2

WHEREAS the Department has determined it is necessary to amend RFP MED-12-001, THEREFORE RFP MED-12-001 is amended as follows:

New text (if any) is in boldface font. Deleted text (if any) has a strike-through line in it.

<b>Amendment 2</b>					
Section	Revision Description				
1.2	<b>Additionally, the MMIS must remain compliant with Section 1104 of Patient Protection and Affordable Care Act (PPACA).</b>				
1.4	Once the Core MMIS contractor ends the operation and maintenance phase, <del>ownership</del> <b>responsibility</b> of all hardware and software licenses will be transferred to the Department.				
2.1	Procurement Timetable <table border="1" style="margin-left: 20px;"> <tr> <td>Bidder's clarifications to Department responses</td> <td>August 3, 2011 (3:00 pm CT)</td> </tr> <tr> <td>Department clarification responses</td> <td>August 12, 2011</td> </tr> </table>	Bidder's clarifications to Department responses	August 3, 2011 (3:00 pm CT)	Department clarification responses	August 12, 2011
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4.6	The following <b>links provide</b> information <del>highlights</del> <b>highlighting</b> the Cisco system:- <a href="http://www.ime.state.ia.us/Reports_Publications/RFPMED10001.html">http://www.ime.state.ia.us/Reports_Publications/RFPMED10001.html</a> <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/crs/express_7_0/configuration/guide/uccx70ag.pdf">http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/crs/express_7_0/configuration/guide/uccx70ag.pdf</a>				
4.7	<b>The Core MMIS contractor will be required to participate in integration related activities with the Department and the new Eligibility System contractor to determine the interfaces, business and system requirements applicable to the new MMIS.</b>				
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4.10	<p>Table 3</p> <table border="1" data-bbox="316 611 1421 747"> <thead> <tr> <th data-bbox="316 611 885 703">Current Iowa Medicaid Enterprise Tools</th> <th data-bbox="886 611 1149 703">Not Replace</th> <th data-bbox="1151 611 1421 703">Replace</th> </tr> </thead> <tbody> <tr> <td data-bbox="316 705 885 747">4.10: Social Security Buy-In (SSBI)</td> <td data-bbox="886 705 1149 747">✗</td> <td data-bbox="1151 705 1421 747">✗</td> </tr> </tbody> </table>			Current Iowa Medicaid Enterprise Tools	Not Replace	Replace	4.10: Social Security Buy-In (SSBI)	✗	✗
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5.2.5	The proposal must include letters of commitment <b>and resumes</b> of all key personnel named <b>for the Start-up and Implementation Phases</b> in the proposal. <del>A letter of commitment must accompany resumes for all phases.</del>
5.11	<b>b. 8.) Pharmacy Point-of-Sale (POS) DW/DS – Submission of paid claims data, including details associated with the claims that are selected for review.</b>
6.2.2.1	After successful negotiation of contract(s), the Core MMIS and POS contractor(s) will <b>need</b> to establish a temporary primary project site in Des Moines, Iowa, within a 10-mile radius of the Iowa Medicaid Enterprise facility, which is located at 100 Army Post Rd., Des Moines, IA 50315.
6.2.2.2	The contractor(s) is responsible for furnishing appropriate equipment that will accommodate, at minimum, 30 MMIS and 10 POS <b>Department and other contractor testers as determined by the Department.</b>
6.2.2.3	The Department requires that all staff directly associated with the provision of contract services to the IME during the Operations, Certification and Turnover Phases will be located at the IME permanent facility <b>unless prior approval is requested and granted by the Department.</b>
6.2.3.3	The contractor(s) must provide the Department <b>and IME contractors</b> with access to all project tools.
6.2.3.7	The contractor(s) must keep project management plans current and updated within <b>24 hours three business days</b> at all times throughout the life of the Implementation and Certification Phases of the project <b>for Department review and approval.</b>
6.2.3.7 .11	<del>b. Project Work Plans for the Implementation.</del>
6.2.3.7 .11 and 6.2.3.7 .12	<del>i. Data Migration Plan for the Implementation Phase. j.i. Interface Plan for the Implementation Phase. k.j. Change Management Plan.</del>
6.2.3.7 .12	<del>c. Project Work Plans for the Implementation.</del>
6.2.3.8	As the contractor(s) provides deliverables, in written and electronic format, for each task to the Department, the Department will review the materials or documents within 10 business days after the receipt date. <del>except design deliverables where there must be 15 business days for review.</del>
6.2.3.8	The contractor(s), at no expense to the Department will bring work determined by the Department to be in non-compliance with the contract into conformance within <del>10</del> <b>5</b> business days of notice and resubmit the deliverable to the Department <b>at which time the Department will have 5 business days to approve or reject the deliverable.</b>
6.2.3.8	The Department will review deliverables in a timely manner. The contractor(s) must allow a <del>minimum of</del> 10 business days for review by the Department staff for most deliverables.
6.2.3.1 1.1	<del>A cost variance report showing the planned value of the work completed to date, the actual cost of the work completed to date and the variance.</del>

	<p>h. A schedule variance report showing the earned value of the work completed <b>and</b> the planned value of the work completed and the variance.</p> <p>i. Status of deliverables.</p>			
6.2.3.9	<p><b>Cost Management</b></p> <p>The contractor(s) must determine the resources necessary to complete the project in a timely and efficient manner. <del>must estimate and budget for costs and post these estimates to each task in the WBS. Although in most cases the costs will not be chargeable to the Department, the estimate will be used by the Department for planning and setting priorities and will be used by the Department and the contractor to report cost variance. During execution of the project, the contractor(s) must regularly report cost variance at the task level, based on the percentage completion of the task and the actual number of hours or days worked on the task.</del></p>			
6.3	<p>The following Implementation functions will be performed at the contractor's temporary office in Des Moines, Iowa. <b>The Department will consider work performed at another location other than the contractor's temporary office located in Des Moines, Iowa during the Start-up and Implementation phases such as the contractor's permanent facility. The contractor must request prior approval from the Department.</b></p>			
6.3.1.2	<p>i. Identify and develop additional rules as needed to meet the requirements of the RFP <b>such as an audit trail for transactions and changes as well as Geographical Information System (GIS) searches.</b></p>			
6.3.1.2	<p>x. <b>The Department's expectation is for bidders to provide the hardware and software necessary to create the disaster recovery back-up solution to be located in a state data center.</b></p>			
6.3.1.4	<p>c. <b>The contractor must avoid multiple deliverable iterations and the deliverables will be complete and accurate within the first submission.</b> <del>Must meet a measurement of ninety-nine percent accuracy.</del></p>			
6.3.2.1 .2	<p>f.2. Any problems encountered and the impact on the rest of the conversion schedule; and before and after versions of each converted file and table, including default values.</p>			
6.3.2.3 .2.1.8	<p>c. Beta Tests: For system modules that affect external users (<b>including providers</b>), such as web portals, web-based claims submission and data; the contractor(s) must have a beta testing plan, allowing external users to participate in the testing process. The contractor(s) must describe its approach to beta testing in response to this RFP. Beta Testing is a part of the ORT Period.</p>			
7.1	<p>Requirements Instructions</p> <table border="1" data-bbox="313 1654 1365 1766"> <tr> <td style="background-color: #cccccc;">D</td> <td>DDI Hours (Required entry for any Requirement with a "No" in Column B)</td> <td># of DDI Hours for <b>SM or scheduled Product Releases for COTS</b></td> </tr> </table>	D	DDI Hours (Required entry for any Requirement with a "No" in Column B)	# of DDI Hours for <b>SM or scheduled Product Releases for COTS</b>
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7.1	Member Management Requirements	
	BE1.02.03	Provide the capability to generate <del>claims based on</del> NODs for denials of selected services such as therapy services, rehabilitation therapy service, claims for occupational therapy, physical therapy and speech therapy.
7.1.2	Member Management Requirements	
7.1.2	Care Management Business Area	
	ME.SS.04	<b>Disenroll a member from PCCP program when enrolled in Medical home, and when appropriate, enroll a member in PCCP program if they leave the Medical home. ME.SS.05 Allow the capability for a member to be in a medical home and on lock-in.</b>
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7.1.2	Third Party Liability (TPL) Requirements	
7.1.3	MITA Technical Requirements	
7.1.4	WPSS1.33	Support the ability to receive and respond to secure <del>ME.SSaging</del> <b>messaging</b> and HIPAA compliant transactions from providers.
7.1.4	Web Portal Requirements	
7.1.6	Pharmacy Point-of Sale Requirement	
	POS2.23.05	Provide custom <del>ME.SSaging</del> <b>messaging</b> , as required by IME, to enhance NCPDP D.0 Messages used.

8.1	The Operations Phase is the daily performance of all required activities by the new contractor. <del>Vendors</del> <b>Bidders</b> will need to describe required coordination and safeguards to assure a successful operation.
8.1	<p><b>It is the responsibility of the Core MMIS contractor to provide technical assistance for MMIS related issues; such as availability of the system, system access and user notifications as system changes are implemented.</b></p> <p>The Department's intent is to have the Iowa Medicaid Enterprise, including the MMIS and POS fully operational on <del>August 4, 2014</del> <b>October 1, 2014</b> or a later date set by the Department. Fully operational is defined as having the MMIS and the POS established and operational with five years of claim data online; processing correctly all claim types, claims adjustments and other financial transactions; maintaining all system files; producing all required reports; meeting all system specifications; supporting all required interfaces, paying all provider types and performing all other contractor responsibilities specified in the RFP.</p> <p>Compliance with <del>August 4, 2014</del> <b>October 1, 2014</b> is critical to the Department's interest. Therefore all contractors are potentially subject to damages to the extent their failure to meet the operations start date prevented the IME from becoming operational on the specified start date. The contractors' capability to meet this date will be determined by the Department following the conclusion of the MMIS Implementation.</p>
8.1.10.2	The Core MMIS contractor performs claims processing activities for the majority of the claims <del>types</del> <b>operations</b> . However, the state assumes responsibility for the following claims <del>types</del> <b>operations</b> :
8.1.17.2	r. Accept and process the Department of Administrative Services <b>Vendor Offset Program</b> file received <del>monthly</del> <b>weekly</b> from the Department.
8.3	<b>The Core MMIS contractor will be the lead contractor for the certification phase.</b>
8.4.1.1	<p>Turn over all:</p> <ol style="list-style-type: none"> <li>1. Paper claims and paper claim adjustments.</li> <li>2. Paper provider files.</li> <li>3. Paper file maintenance forms.</li> <li>4. Paper financial records.</li> <li>5. All reports associated with the contract(s) throughout the Operations Phase must be provided to the Department and placed in a designated folder determined by the Department.</li> </ol> <p><b>6. A turnover results report.</b></p>
8.4.1.2	<ol style="list-style-type: none"> <li>a. Schedule of turnover activities.</li> <li>b. Turnover Plan.</li> <li>c. Non-proprietary source code.</li> <li>d. Proprietary source code letter.</li> <li>e. Current staffing plan.</li> <li>f. Facility and resource statement.</li> </ol>

	<p>g. The Department data, files and user and operations documentation in hard and soft copy format.</p> <p>h. All reports associated with the contract(s) created during the Operations portion of the contract.</p> <p><b>i. Turnover results report.</b></p>
8.1.5.1	<p><b>b. The Department will identify the most cost effective way to print and mail.</b></p> <p><b>c. The Department will be responsible for identifying large-volume mailings.</b></p>
8.1.5.2	<p><del>b. The Department will identify for large-volume mailings the most cost-effective way to print and mail.</del></p> <p><del>d. The Core MMIS contractor will be responsible for the small-volume mailings and the Department will identify the mailing entity for large-volume mailings.</del></p> <p><b>b.</b> The contractor generating the mailing will be responsible for providing a print-ready copy of the documents to the printer the Department selects (such as the state print shop or a commercial print shop).</p> <p><b>dc.</b> Develop and maintain screening instructions for each claim type. Screen all hard copy claims upon receipt. This includes:</p> <ul style="list-style-type: none"> <li>Date-stamp the claims.</li> <li>Sort and batch the claims.</li> <li>Screen the claims.</li> <li>Assign claim control numbers.</li> <li>Scan and image the claims.</li> </ul> <p><b>ed.</b> Imaged claims must be immediately available for processing and viewing.</p>
8.1.5.3	<p>d. One hundred percent of claims and all other documents will be scanned and available within the system within a 24 hour period of receipt <b>excluding state holidays and weekends.</b></p>
8.1.9.4	<p>n. Maintain a service level (SL) percentage of at least 80 percent for incoming <b>EDI</b> calls as calculated by the following formula:</p>
8.1.9.4	<p>o. Ninety-five percent of all provider <b>clean</b> claims are able to clear EDI editing and continue to be uploaded and processed in the system.</p>
8.2.2.1	<p>6. Comply with the project management deliverable requirements for CMRs <del>meeting the definition of a large, medium or small project as defined in Section 5 General Requirements of this RFP and</del> at the direction of the Department.</p>
9.1	<p>The Technical Proposal and Cost Proposal must also be submitted on CD-ROM or DVD. The Company Financial Information should not be included on the CD-ROM. The Department is requiring two CD-ROM or DVD copies per bid proposal. One submitted CD-ROM or DVD will contain one full version of the Technical Proposal and the Cost Proposal. The second CD-ROM or DVD will contain the “sanitized” version of the Technical Proposal and a copy of the Cost Proposal if applicable. Electronic proposal files must be submitted as <del>protected</del>-PDF files that individually identify the system services (MMIS or POS), proposal volume title and full or excised status (such as Core MMIS Operations Cost Proposal Sanitized).</p>

9.2.3.3	The Department requests that bidders develop a System Services Requirements Cross-Reference <b>for section 7 MMIS and POS System Requirements</b> for each Technical Proposal under consideration based upon the sample RFP cross-reference form in RFP Attachment M Sample Cross-Reference.										
9.2.6	The Department requires that bidders produce a project management methodology which includes the project work plans for each phase of the contract: Start-Up and Implementation Phases <b>which includes Transition to Operations</b> , Operational Phase, Certification and Turnover Phases.										
9.2.6	In addition to task lists and corresponding start and end dates, the project plans for each phase will include a calendar-year-based schedule for all tasks (including operational tasks), specify the allocation of resources by job for those tasks and identify the timeframes in which the tasks will occur (expressed in <del>weeks during transition and turnover and in quarters during operations</del> <b>hours and days for all contract phases</b> ).										
9.2.6	The project work plan and schedules required for <b>Start-up and Implementation which includes Transition to Operations</b> , Certification, <b>Operations</b> and Turnover phases must include a detailed project work plan broken down by tasks and subtasks and a schedule for the performance of each task included in each phase of the contract. The schedule should allow <del>fifteen (15)</del> <b>10</b> business days for the Department approval of each submission or <b>5 business days</b> for re-submission of each deliverable. The work plan to be proposed must include <u>all</u> responsibilities, milestones and deliverables outlined previously in this RFP.										
9.2.6	e. A schedule for all deliverables, with a <del>minimum of</del> 10 business days for the Department to review.										
9.2.10	Bidders will also explain in detail how they plan to approach each <del>contractor responsibility and operational</del> <b>MMIS and POS system</b> requirement for the contract function.										
9.2.10	<del>This section should provide a comprehensive integrated narrative that describes how the contractor will meet the requirements, including a description of the bidder's processes, control procedures and quality assurance procedures for each contract function. In addition, the bidder may provide process flow diagrams to supplement the narrative.</del>										
9.2.10.1	<b>MMIS External Interfaces</b> The <b>MMIS</b> Bidder must provide a detailed description of the approach to meeting the <b>MMIS</b> external interface requirements in section 7 MMIS and POS System Requirements of the RFP. In addition, this section must provide the detailed description of how each of the requirements in section 7 will be met.										
11 Attachments	<p><b>Table 15: IME System Services RFP Attachments</b></p> <table border="1"> <thead> <tr> <th>Identifier</th> <th>Title of Attachment</th> </tr> </thead> <tbody> <tr> <td>J-2</td> <td><del>Certification of Bid Proposal</del></td> </tr> <tr> <td>J-3 J-2</td> <td>Certification of Drug Free Workplace</td> </tr> <tr> <td>J-4 J-3</td> <td>Primary Bidder Detail Form and Certification</td> </tr> <tr> <td>J-5 J-4</td> <td>Subcontractor Disclosure Form</td> </tr> </tbody> </table>	Identifier	Title of Attachment	J-2	<del>Certification of Bid Proposal</del>	J-3 J-2	Certification of Drug Free Workplace	J-4 J-3	Primary Bidder Detail Form and Certification	J-5 J-4	Subcontractor Disclosure Form
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Attach ment B	Bidder has reviewed the <del>A</del> Additional <del>C</del> Certifications, which are incorporated herein by reference, and by signing below represents that Bidder agrees to be bound by the obligations included therein.
Attach ment J2	This Attachment has been removed from the RFP as this is a duplicate of Attachment B.
Attach ment J3	This Attachment has been renumbered as J2

Attach ment J4	<p>This Attachment has been renumbered as J3 <i>(Return this completed form behind Tab 3 5 of the Proposal. If a section does not apply, label it "not applicable".)</i></p>												
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="3" style="background-color: #e1eef6;">Request for Confidential Treatment (See Section 3.1)</th> </tr> <tr> <th style="width: 25%; background-color: #e1eef6;">Location in Bid (Tab/Page)</th> <th style="width: 25%; background-color: #e1eef6;">Statutory Basis for Confidentiality</th> <th style="width: 50%; background-color: #e1eef6;">Description/Explanation</th> </tr> <tr> <td style="height: 40px;"></td> <td></td> <td></td> </tr> </table>		Request for Confidential Treatment (See Section 3.1)			Location in Bid (Tab/Page)	Statutory Basis for Confidentiality	Description/Explanation						
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RFP Section and Page	Language to Which Bidder Takes Exception	Explanation and Proposed Replacement Language:	Cost Savings to the Agency if the Proposed Replacement Language is Accepted										
<p><b>BID PROPOSAL CERTIFICATION</b></p> <p>By signing below, Bidder certifies that:</p> <p><del>Bidder accepts and will comply with all Contract Terms and Conditions contained in the Sample Contract (Attachment O) without change except as otherwise expressly stated in the Primary Bidder Detail Form &amp; Certification.</del></p> <p><del>Bidder has reviewed the Additional Certifications, which are incorporated herein by reference, and by signing below represents that Bidder agrees to be bound by the obligations included therein.</del></p> <p><del>Bidder does not discriminate in its employment practices with regard to race, color, religion, age (except as provided by law), sex, marital status, political affiliation, national origin, or handicap;</del></p> <p><del>No cost or pricing information has been included in the Bidder's Technical Proposal;</del></p> <p><del>Bidder has received any amendments to this RFP issued by the Agency;</del></p> <p><del>Bidder either is currently registered to do business in Iowa or agrees to register if Bidder is awarded a Contract pursuant to this RFP;</del></p> <p><del>The person signing this Bid Proposal certifies that he/she is the person in the Bidder's organization responsible for, or authorized to make decisions regarding the prices quoted and he/she has not participated, and will not participate, in any action contrary to the anti-competitive agreements outlined above;</del></p> <p><del>Bidder specifically stipulates that the Bid Proposal is predicated upon the acceptance of all terms and conditions stated in the RFP and the Sample Contract without change</del></p>													

	<p><del>except as otherwise expressly stated in the Primary Bidder Detail Form &amp; Certification. Objections or responses shall not materially alter the RFP. All changes to proposed contract language, including deletions, additions, and substitutions of language, must be addressed in the Bid Proposal;</del></p> <p><del>Bidder certifies that the Bidder organization has sufficient personnel resources available to provide all services proposed by the Bid Proposal, and such resources will be available on the date the RFP states services are to begin. Bidder guarantees personnel proposed to provide services will be the personnel providing the services unless prior approval is received from the Agency to substitute staff;</del></p> <p><del>Bidder certifies that if the Bidder is awarded the contract and plans to utilize subcontractors at any point to perform any obligations under the contract, the Bidder will (1) notify the Agency in writing prior to use of the subcontractor, and (2) apply all restrictions, obligations, and responsibilities of the resulting contract between the Agency and contractor to the subcontractors through a subcontract. The contractor will remain responsible for all Deliverables provided under this contract.</del></p> <p><del>Bidder guarantees the availability of the services offered and that all Bid Proposal terms, including price, will remain firm until a contract has been executed for the services contemplated by this RFP or one year from the issuance of this RFP, whichever is earlier; and,</del></p> <p><del>Bidder certifies it is either a) registered or will become registered with the Iowa Department of Revenue to collect and remit Iowa sales and use taxes as required by Iowa Code chapter 423; or b) not a “retailer” of a “retailer maintaining a place of business in this state” as those terms are defined in Iowa Code subsections 423.1(42) &amp; (43). The Bidder also acknowledges that the Agency may declare the bid void if the above certification is false. Bidders may register with the Department of Revenue online at: <a href="http://www.state.ia.us/tax/business/business.html">http://www.state.ia.us/tax/business/business.html</a>.</del></p> <p><del>By signing below, I certify that I have the authority to bind the Bidder to the specific terms, conditions and technical specifications required in the Agency’s Request for Proposals (RFP) and offered in the Bidder’s Proposal. I understand that by submitting this Bid Proposal, the Bidder agrees to provide services described herein which meet or exceed the requirements of the Agency’s RFP unless noted in the Bid Proposal and at the prices quoted by the Bidder. I certify that the contents of the Bid Proposal are true and accurate and that the Bidder has not made any knowingly false statements in the Bid Proposal.</del></p>
Attach ment J5	<p>This Attachment has been renumbered as J4 <i>(Return this completed form behind Tab 3 5 of the Proposal. If a section does not apply, label it “not applicable”).</i></p>
Attach ment L	<p>17. Are all electronic files in read-only PDF format?</p>





Attach ment N-9	POS Software Costs					
	Software Product	Number of Licenses	License Type	COTS or Proprietary	Costs	
			Concurrent, Named or Site		Purchase Price	Annual Maintenance Fee*
	<b>Total</b>					
Attach ment N-10	POS Hardware Costs					
	Hardware Product	Number of Licenses	COTS or Proprietary	Costs		
				Purchase Price	Annual Maintenance Fee*	

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Attachment N-12	<p><b>SUMMARY OF TOTAL POS PROPOSAL</b></p> <table border="1"> <thead> <tr> <th>Component</th> <th>Implementation Price</th> <th>Base Operational Price</th> <th>Extension (36 Months) Operational Price</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>POS</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td><b>Total</b></td> <td>-----</td> <td>-----</td> <td>-----</td> <td>-----</td> </tr> </tbody> </table>	Component	Implementation Price	Base Operational Price	Extension (36 Months) Operational Price	Total	POS					<b>Total</b>	-----	-----	-----	-----
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Contract	<p><b>5 Scope of Work and Service Requirements</b></p> <p>Services applicable to all Iowa Medicaid Enterprise (IME) contractors are set forth in Sections 5, 6, 7 and 8 of RFP MED-12-001 and are incorporated herein by reference. Service requirements and performance standards applicable to the system services component contractors of the IME are set forth in Section 7 of RFP MED-12-001 and are incorporated herein by reference.</p>															
Contract	<p><b>TERM OF THE CONTRACT</b></p> <p>6 The term of the Base Contract is January XX, 2012 through - July 31, 2018 with operations effective <del>August</del> <b>October</b> 1, 2014.</p>															
Contract	<p>7.1</p> <p>The prices for DDI and Operations in the Base Term are:</p> <p>SFY 2012 \$XXXXX  SFY 2013 \$XXXXX  SFY 2014 \$XXXXX  SFY 2015 \$XXXXX  SFY 2016 \$XXXXX  SFY 2017 \$XXXXX  SFY 2018 \$XXXXX  <b>SFY 2019 \$XXXXX</b></p> <p>The prices for the three (3) Renewal Option Years are:</p> <p><del>SFY 2019</del> <b>2020</b> \$XXXXX  <del>SFY 2020</del> <b>2021</b> \$XXXXX  <del>SFY 2021</del> <b>2022</b> \$XXXXX</p>															

Contract	<p>7.1 Implementation Payment: <b>Upon Department acceptance of the completed milestones, the Contractor may invoice the Department for each DDI milestone at the percentage rate indicated in the RFP Pricing Schedules N-1 (MMIS) and N-8 (POS). A 15% withhold will be applied to each milestone invoiced and a payment of 85% of the value of the milestone will be paid to the Contractor. The remaining 15% will be held by the Department until CMS has notified the Department of the MMIS and POS systems certification at which time the Contractor may invoice the remaining amount to the Department.</b> <del>Eighty percent (80%) of the DDI Price may be invoiced at the end of the first two months of the Contract term after a successful implementation to operations as determined by the Department. Payment shall be made upon presentation of evidence that a successful DDI to operations has occurred. Twenty percent (20%) of the DDI Price may be invoiced on or August 4, 2014, following the Department's approval of the Contractor's successful commencement of the Operations Phase.</del></p>
Contract	<p>7.1 Final Payment: The Department may retain the final payment due Contractor pursuant to this Contract until Contractor has completed all <del>DDI</del> Responsibilities as set forth in this Contract and the Department has fully closed out this Contract.</p>
Contract	<p>Attachment A, 9.26 Care of Property. Licensor shall be responsible for the proper custody and care of any <del>Licensee</del> Property furnished for Licensor's use in connection with the performance of the Agreement, and Licensor will reimburse the Licensee for any loss or damage to such property caused by Licensor, or any person, agent or subcontractor employed or utilized by Licensor, normal wear and tear excepted.</p>
Contract	<p>Performance Bond 14.1 The Contractor <del>shall post</del> <b>will not be required to post</b> a performance bond or an irrevocable letter of credit acceptable to the Department <b>during DDI.</b> <del>in an amount equal to fifty percent (50%) of the DDI price. The surety shall be in force during the DDI Phase of the contract and shall remain in force until the Department approves, in writing, the completion of the successful DDI to operations. The performance bond or irrevocable letter of credit shall be delivered to the Department within 30 days of executing the contract.</del></p>
Contract	<p>14.2 The Contractor shall post <del>another</del> a performance bond or an irrevocable letter of credit acceptable to the Department for the Operations phase. The amount shall be based on a declining graduated formula adjusted and posted with the Department on an annual basis. Beginning on <del>August 1, 2014</del> <b>October 1, 2014,</b></p>