

STATE OF NORTH CAROLINA Department of Health and Human Services Division of Health Benefits	REQUEST FOR INFORMATION NO. 30-2025-032-DHB Data Analytics Platform (DAP)	
	Issue Date: 6/13/2025	
Refer <u>ALL</u> Inquiries regarding this RFI to: Kevin.Barlage@dhhs.nc.gov	Due Date: 7/11/2025	
	Commodity Number: 811620	
	Description: Data Analytics Platform	
	Using Agency: Division of Health Benefits	

This Request for Information (“RFI”) is available electronically on the North Carolina electronic Vendor Portal (“NC eVP”) at <https://evp.nc.gov/>.

The purpose of this RFI is to survey the market for information requested herein and not to award a contract. Submission of a response does not create an offer, and no award will result by submitting a response.

The State recognizes that considerable effort may be required in preparing a response to this RFI. However, the Respondent shall bear all costs for preparing and submitting a response. Information obtained through this RFI process may be used to develop a future solicitation.

Responses to this RFI will be received until 2:00 p.m. EST, DATE.

EXECUTION

RESPONDENT NAME:	E-MAIL:	
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY and STATE:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
TYPE OR PRINT NAME and TITLE OF PERSON SIGNING:	FAX NUMBER:	
AUTHORIZED SIGNATURE:	DATE:	

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SECTION I. RESPONDENT QUESTIONS, RESPONSE INSTRUCTIONS, AND CONFIDENTIALITY

A. Anticipated Schedule

The Department Contract Specialist will make every effort to adhere to the following schedule.

Action	Responsibility	Date	Time (EST)
RFI Issued	Department	6/13/2025	
Responses Due	Respondent(s)	7/11/2025	2:00 pm

Table 1 – Anticipated Schedule

B. Instructions for Developing Responses

When developing Responses to this RFI, the Respondent should consider the following:

1. Read and carefully review all Sections of this RFI.
2. Prepare responses in a straightforward and detailed manner. Responses are to be submitted to the Department according to the instructions found on the cover page of the RFI and this Section II.
3. Complete the Execution section on Page 1 of this RFI and number the pages in the responses.
4. Clearly identify the specific question, section, and subsection number(s) or other identifier that corresponds with each response. This allows the Department to clearly understand the specific questions or items addressed. To the extent possible within each section of the response, the items should be addressed in the order in which they appear in the RFI.
5. Provide detailed information in a format that may include a narrative, exhibits, charts, tables or other artifacts that support the response.
6. Responses to all questions and items within the RFI are encouraged but there is no obligation to do so.
7. The Department reserves the right to contact any Respondent and request additional information. Include the contact information for the individual(s) best suited to engage with the Department.

C. Instructions for Submitting Responses

1. Respondent must submit its response to this RFI via the Ariba Sourcing Tool by the specified time and date provided in the Anticipated Schedule.
2. When submitting a response, include all pages of the RFI, a completed and signed EXECUTION Section on page 1, and responses to the requested information contained in Section IV.
3. The following copies are required to be provided to the Department in response to this RFI:
 - a. One (1) electronic copy of the signed, completed response identified as **RFI # 30-2025-032-DHB - Respondent's Name**.
 - b. One (1) electronic copy of a redacted response in accordance with Chapter 132 of the North Carolina General Statutes, the Public Records Act, identified as **RFI # 30-2025-032-DHB - Respondent's Name - Redacted**. For the purposes of this RFI, redaction means to edit a document by obscuring or removing information that is considered confidential and/or proprietary by the Respondent and that meets the definition of Confidential Information set forth in G.S. 132-1.2. Any information removed by the Respondent should be replaced with the word,

“Redacted.” If Respondent’s response does not contain Confidential Information, the Respondent must submit a signed statement to that effect identified as **RFI # 30-2025-032-DHB - Respondent’s Name - Statement of Confidential Information.**

4. The electronic copies of the response must not be password protected.
5. The electronic copies of the response must be in PDF format.

For training on how to use the Ariba Sourcing Tool to view solicitations, submit questions, develop responses, upload documents, and submit offers to the State, Respondents should go to the following site: <https://eprocurement.nc.gov/training/vendor-training>.

Questions or issues related to using the Ariba Sourcing Tool itself can be directed to the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM EST to 5:00 PM EST.

D. Notice Regarding Confidentiality

1. Per NCGS 132-1, et seq., information or documents provided to the Department in response to this RFI are Public Record and subject to inspection, copy and release to the public unless properly marked and exempt from disclosure by statute, including, but not limited to, NCGS § 132-1.2.
2. As provided for in the North Carolina Administrative Code (NCAC), including but not limited to 01 NCAC 05B .0103, 09 NCAC 06B .0103 and 09 NCAC 06B .0302, all information and documentation whether electronic, written or verbal relative to the development of a contractual document for a proposed procurement or contract shall be deemed confidential in nature. In accordance with these and other applicable rules and statutes, such material shall remain confidential until the award of a contract or until the need for procurement no longer exists. **Any proprietary or confidential information, which conforms to exclusions from public records as provided by NCGS § 132, must be clearly marked as such with each page containing the trade secret or confidential information identified in boldface as “CONFIDENTIAL.” If only a portion of each page marked “CONFIDENTIAL” contains trade secret information, the trade secret information shall be designated with a contrasting color or by a box around such information. In addition to marking confidential information as required by NCAC 05B.0103, confidential pages or portions of the response shall be reflected in the redacted copy identified as RFI 30-2025-32-DHB - Respondent’s Name – Redacted.** By submitting a redacted copy, the Respondent warrants that it has formed a good faith opinion, having received such necessary or proper review by counsel and other knowledgeable advisors that the portions marked confidential and redacted meet the requirements of NCGS §132. The Respondent must identify the legal grounds for asserting that the information is confidential, including the citation to state law.

SECTION II. RIGHTS AND OBLIGATIONS

A. Rights to Submitted Material

All responses, inquiries or correspondence relating to or in reference to this RFI, and all documentation submitted by the various Respondents shall become the property of the Department when received. Ideas, approaches, and options presented by Respondents may be used in whole or in part by the State in developing a future solicitation should the Department decide to proceed with a solicitation. Further, combinations of ideas from various Respondents may also become part of a solicitation, based

on consideration of various RFI submissions and the needs of the Department, which may differ from any Respondent's experience in other places.

B. Obligations of the State

The Department may choose to issue a solicitation for the procurement of a solution. However, this RFI is not a guarantee that a solicitation will be issued for any or all of the services or systems referenced herein, about which ideas and approaches are being sought, Information submitted by Respondents for this RFI will remain confidential until after the award of any solicitation or until the State decides not to issue a solicitation.

SECTION III. DATA ANALYTICS PLATFORM SOLUTION

A. Background and Program Information

The North Carolina Department of Health and Human Services (NCDHHS) works closely with beneficiaries, health care professionals, community leaders and advocacy groups; local, state, and federal entities; and other community partners vested to improve the health and safety of all North Carolinians by providing essential human services. NCDHHS is one of the largest and most complex agencies in the state, with about 17,000 employees. The Division of Health Benefits (DHB) within NCDHHS is committed to advancing innovative solutions that improve health, promote well-being, and foster independence for all North Carolinians. DHB manages and oversees North Carolina Medicaid, NC Medicaid Managed Care, and other programs that provide access to services and support for parents, children, seniors, people with intellectual/developmental disabilities, and behavioral health, substance use and traumatic brain injury disorders. With a budget of over \$21 billion in state and federal funds per fiscal year, DHB ensures that more than 96,000 enrolled providers are reimbursed for delivering covered services to 2.9 million beneficiaries.

North Carolina Medicaid is modernizing its MMIS systems, including the current Medicaid Enterprise data platform, NCAalytics, which was developed using monolithic structures and outdated frameworks. These systems require a fundamental technological system change to ensure continued support for the North Carolina Medicaid Program. The NC MIMS system will incrementally modernize, reduce the size and complexity of, and create sustainability for these systems. This modernization effort defines the vision, strategy, and high-level technology roadmap that will guide North Carolina Medicaid's technology investment strategy and align with the Centers for Medicare and Medicaid Services' (CMS') Seven (7) Standards and Conditions-based approach to modern systems development and deployment, particularly by leveraging and reusing other modular state solutions, where applicable. These technological investments are critical in assisting the Agency mature its business operations and information management approach, improving how NCDHHS services are delivered and how outcomes are measured for its user community.

The Department is in the process of planning a comprehensive modernization of its Medicaid Enterprise Data platform. The Decision Support System (DSS) / Data Warehouse (DW) (DSS/DW) business area encompasses software tools used by the Department to extract and/or analyze Medicaid data in order to inform program and policy decisions, and to report on the delivery of the Medicaid program. The DSS/DW module has been named by the Department as the "Data Analytics Platform" (DAP), which will serve as the formal reference for this initiative and solution.

As part of the DAP solution initiative, the Department is actively seeking information on cloud-based data platforms that can effectively support the organization's expanding data storage, processing,

reporting, and analytics requirements. The goal is to identify solutions that not only address the current needs, but also scale to accommodate future growth, enhance operational efficiency, and improve the overall management of Medicaid-related data and analytics capabilities.

1. Current State

The NC Medicaid data platform is a multi-payer system used by DHHS users, primarily by the Medicaid Business Intelligence and Analytics team, to produce analytics, reports, and dashboards that support the program oversight, evaluation, policy development, operations, and informed decision making across the organization

The data platform consists of the following components:

- a. Data Warehouse - Serves as a repository for the Medicaid data supplied from disparate systems, including medical and pharmacy fee-for-service (FFS), claims, managed care encounter data, provider data, member demographics, member eligibility and enrollment, electronic visit verifications, financial data, prior authorization, reference data, and other data elements. Currently, the data warehouse holds approximately 72TB of data and is expected to grow by about 10% annually as program data increases and reporting needs expand.
- b. Integrated reporting and analytics platform - Supports data exploration, reporting, and visualizations to extract meaningful insights and inform decision-making.
- c. Surveillance and Utilization Review Subsystem (SURS) - Provides payment integrity support, including the detection of fraud, waste, and abuse.
- d. National Committee for Quality Assurance (NCQA) certified Healthcare Effectiveness Data and Information Set (HEDIS) quality metric reporting.
- e. Parameterized queries - Allow quick and easy access to data by Department of Justice – Medicaid Investigations Division
- f. Managed file transfer solution - Ensures the data files from source systems are securely transferred to the data platform for processing
- g. Pre-defined analytical models – Includes tools such as the Quality Rules Engine; Physician/Health Plan focus; Inpatient Admissions Grouper; Outpatient Event Grouper; and Service Categories, which provide the State with deeper insights into the patient care provided by Prepaid Health Plans (PHPs) and FFS providers
- h. User access - Integrated with the State of NC's NCID

The figure in *Appendix 1: NCAalytics - Current State* provides the architectural diagram of the current state.

2. Future State Vision

The future DAP solution will be a scalable, cloud-ready platform that enables faster, data-driven decisions. It will replace legacy systems with modular, secure, and automated solutions. This shift supports improved transparency, operational efficiency, and healthcare outcomes.

The future DAP will facilitate faster, data-informed decisions that improve care delivery, policy evaluation, and population health. It will enhance reporting accuracy, reduce operational delays, and support compliance with federal and legislative mandates. Overall, it advances the Department's mission to deliver high-quality, efficient, and equitable healthcare to Medicaid beneficiaries.

Table 2 provides a list of high-level functional elements envisioned with the future DAP Solution.

Functional Element Description
Access to easy-to-use data marts and self-service tools
Shared glossary and migrated analytics models to ensure consistent reporting
Promote Coding standards, reusable components, and guided logic recommendations
Use of prepared templates and past report logic to reduce duplication
Searchable metadata and KPI lineage to improve visibility and reduce redundancy
Use of and customization of Medicaid-ready dashboards and templates using BI tools
NCQA compliant to calculate quality measures and integration of claims, pharmacy, and clinical data to offer real-time gap alerts
Data model alignment with CMS standards and support evolving Medicaid needs
Mapping, validation, and preservation of Historical data from legacy systems
Provide scalability for both computation and storage independently and support cloud-native design
Use APIs and FHIR/HL7 standards for integration and middleware will replace point-to-point setups
Strong governance to track data lineage and support federated models
Secure, role-based access with NCID SSO integration
Support fraud detection using rules and predictive models
Offer dashboards, workflows, and peer comparisons
Offer and support ML/AI, predictive modeling, and real-time insights
Support external data integration and model deployment
Accelerate insights, reduce reporting delays, and improve compliance

Table 2 – Future State Functional Areas

The figure in *Appendix 2: Data Analytics Platform – Future State* provides an architectural diagram of the envisioned future state. This diagram serves as a general reference for the solution architecture envisioned by the Department and illustrates top-level information flow. Offerors are encouraged to propose innovative approaches and solutions that achieve the outcomes and functionality described in this document.

B. Purpose of the RFI

The purpose of the RFI is to:

1. Solicit feedback from potential vendors with experience developing and deploying similar solutions and understand the relative number of vendors in the market capable of providing a solution comparable to the solution’s functionality defined in this RFI.
2. Obtain a rough order magnitude estimate of the total cost of ownership to develop, implement, and maintain the solution defined in this RFI.
3. Obtain information that may be used to develop a Request for Proposal (RFP) to solicit a vendor capable of providing the solution defined in the RFI.

C. Definitions and Acronyms

1. **AI:** Artificial Intelligence - The simulation of human intelligence processes by machines, especially computer systems. It's the ability of a computer or other machine to perform tasks that typically require human intelligence, such as learning, problem-solving, decision-making, and creativity.
2. **API:** Application Programming Interface - Set of rules and protocols that allows different software programs to communicate and exchange data.
3. **CFR:** Code of Federal Regulations - A codification of the final rules published in the Federal Register by federal agencies that serves as a repository of the final, legally binding rules and regulations of the federal government.
4. **CI/CD:** Continuous Integration / Continuous Deployment - A software development and delivery process that automates the building, testing, and deployment of applications.
5. **CMS:** Centers for Medicare and Medicaid Services - A federal agency within the U.S. Department of Health and Human Services that manages and oversees major healthcare programs such as Medicare, Medicaid, and the Children's Health Insurance Program (CHIP).
6. **DHB:** Division of Health Benefits – A division within the North Carolina Department of Health and Human Services that is committed to advancing innovative solutions that improve health, promote well-being and foster independence for all North Carolinians.
7. **DAP:** Data Analytics Platform – Software tools used by the Department to extract and/or analyze Medicaid data to inform program decisions, policy decisions, and report on the delivery of the Medicaid program. This solution is also referred to as the Data Support System and Data Warehouse module by CMS.
8. **DSS / DW:** Data Support System and Data Warehouse - Software tools used by the Department to extract and/or analyze Medicaid data to inform program decisions, policy decisions, and report on the delivery of the Medicaid program. This solution is also referred to as the Data Analytics Platform by the Department.
9. **FFS:** Fee for Service - A payment model where healthcare providers are compensated for each specific service they provide.
10. **FHIR/HL7:** Fast Healthcare Interoperability Resources – A standard developed by HL7, to simplify the exchange of healthcare data between different systems using RESTful APIs and open web technologies.
11. **HEDIS:** Healthcare Effectiveness Data and Information Set - A set of standardized performance measures used to evaluate and compare the quality of healthcare provided by health plans.
12. **HIPAA:** Health Insurance Portability and Accountability Act - Establishes national standards for the privacy, security, and administrative simplification of protected health information (PHI). It protects individuals' PHI by outlining when uses and disclosures of PHI are required, permitted, or subject to individual authorization.
13. **MES:** Medicaid Enterprise System - A modular, flexible, and upgradable system used by state Medicaid agencies to manage various aspects of the Medicaid program, including beneficiary eligibility, enrollment, care management, provider enrollment, and fraud detection.
14. **ML:** Machine Learning – The use of systems that can learn and adapt without following explicit instructions, by using algorithms and statistical models to analyze and draw inferences from patterns in data.
15. **MMIS:** Medicaid Management Information Systems - System that states use to process and manage Medicaid claims and information. It's a core component of the Medicaid program,

ensuring proper claims processing, eligibility verification, and financial control, all while adhering to federal requirements and supporting various Medicaid business functions.

16. **NCAalytics:** - The current Medicaid Enterprise analytics platform that will be replaced with the new DAP solution.
17. **NCDHHS:** North Carolina Department of Health and Human Services – Department responsible for managing health and human related services for all North Carolinians. It's an umbrella agency that includes various divisions focused on specific areas like Medicaid, social services, and others.
18. **NCID:** North Carolina Identity – A secure online user ID and password set up to access many North Carolina government programs, including NC Medicaid. Used with the state-wide identity management system in North Carolina which acts as a secure login system for individuals and businesses to access various state-provided services online.
19. **NCQA:** National Committee for Quality Assurance – An independent organization in the United States that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation.
20. **PHI:** Protected Health Information - Refers to any individually identifiable health information that is created, received, or maintained by a healthcare provider or a health plan.
21. **PHP:** Prepaid Health Plan - A type of health insurance where a fixed premium is paid in advance for future medical services. This model aims to provide affordable and predictable healthcare costs by spreading the financial risk among the plan's subscribers.
22. **SSO:** Single Sign On - An authentication method that allows users to access multiple applications and services with a single set of login credentials.
23. **SURS:** Surveillance and Utilization Review Subsystem – System used to detect and prevent fraud, waste, and abuse within healthcare programs.

D. Desired Outcomes

The CMS required Outcomes and Metrics in the following table are specific to a CMS Certified DSS/DW solution and are used to demonstrate that the system complies with applicable federal regulations pertaining to the DSS/DW (DAP) module.

Reference #	CMS Required Outcomes	Default Metrics	Regulatory Sources
DSS/DW1	The system supports various business processes' reporting requirements	- Verify and validate the CMS annual report provisions from 431.428 (1) through 431.428 (11) are met annually.	42 CFR 431.428
DSS/DW2	The solution includes analytical and reporting capabilities to support key policy decision making	- Produce data-driven reporting on transaction data and performance to meet 433.112 (b) (15).	42 CFR 433.112

In addition to the CMS outcomes, the modern DAP solution and its associated services should be capable of addressing the following outcomes:

1. Enhanced Decision-Making

- a. Equip leadership and program teams with timely, accurate, and trusted data to support program monitoring and oversight, evaluation, policy development, and informed decision-making.
- b. Enable data driven decision making by reducing turnaround time for business users to obtain data, enable analytics, and provide flexibility so real time data is readily available.
- c. Integrate Medicaid data with supplemental data from other sources, such as public health data, clinical data, etc.
- d. Achieve accurate, unified member and provider records through identity resolution and master data management.

2. Operational Efficiency

- a. Implement a modular, scalable architecture that supports both batch and real-time data processing.
- b. Leverage reusable low-code/no-code frameworks to streamline ingestion and transformation workflows.
- c. Automate the onboarding of new data sources to reduce manual tasks, accelerate integration, and improve data quality.
- d. Eliminate redundant data by promoting standardized, consistent data products across domains.
- e. Enforce robust coding standards, automated quality checks, and version control to support efficient development.
- f. Provide comprehensive platform visibility into usage of data assets, pipelines, and BI reports.

3. Self-Service Enablement for Program Teams

- a. Empower business users with secure access to governed data, reducing dependency on centralized BI teams.
- b. Offer easy-to-use data marts, shared glossaries, and tools that support ad-hoc analysis with minimal coding.
- c. Enable exploratory analysis on both raw and curated datasets through intuitive, self-service environments.

4. Data Governance and Compliance

- a. Implement proactive and reactive data quality monitoring with auditable, rule-based validations.
- b. Ensure compliance with Medicaid, CMS, HIPAA, and broader healthcare data standards.
- c. Enable encryption and secure handling of data in transit and at rest, using industry-standard protocols.
- d. Provide a searchable data catalog and standardized business glossary to drive consistency and discoverability.
- e. Support data observability, lineage tracking, and provenance across the full data lifecycle.
- f. Enforce fine-grained, role-based access control down to the row and column levels.

5. Scalability for Future Innovation

- a. A cloud-native architecture will enable seamless scalability and support future enhancements such as machine learning, predictive analytics, and real-time dashboards without the need for major redesign or re-architecture.

SECTION IV. REQUESTED INFORMATION FROM RESPONDENT

A. Content and Format

The Department requests concise, detailed responses to the inquiries in Sections IV.B., IV.C, IV.D, and IV.E below. The response in its entirety shall be limited to fifty (50) pages.

B. Information about Respondent

1. Responses should provide an overview of Respondent company's history, scope of products and services offered, and its locations of operation. Responses should also describe the Respondent's experience providing solutions similar in size and scope to the projects desired outcomes.
2. Response should provide the following:
 - a. Description of the Respondent's primary customer base or market, including other state Medicaid programs.
 - b. Description of relevant additional services offered by the Respondent.
 - c. Listing of states or agencies which utilize Respondent's solution in a manner that is the same as, or similar to, the requirements outlined in this RFI. The response should include the state/agency name, most recent implementation, contract start and end dates, description of the scope of work, duration of any contracts, and termination dates.
 - d. Lessons learned from working with other states or agencies to implement a solution of similar size and scope, with requirements the same or similar to those required of the Department.

C. Solution Functionality and Performance

Respondents should provide detailed information regarding their Solution and associated capabilities, specifically how the desired outcomes in section III.D are achieved. The response should include sufficient information in the following areas:

1. Solution Architecture

- a. Describe the overall architecture of the data platform and how data flows through it.
- b. Identify the cloud platforms on which the solution runs or that it supports (e.g., AWS, Azure, GCP).
- c. Describe how the platform is designed to integrate with other systems and support modular components.
 - i. Describe support for APIs, data pipelines, or event-driven frameworks.
 - ii. Describe how the Solution connects with systems such as MMIS, claims, eligibility.
 - iii. Describe how the Solution handles both batch and real-time data exchange, including whether it supports FHIR standards.
 - iv. Describe how the Solution decouples services for better maintainability.

- d. Describe how the platform supports scalability and cloud-native design.
 - i. Provide a list of all cloud-native features (e.g., containerization, elasticity, disaster recovery) that are leveraged.

2. Data Layer and Management

- a. Describe the Solution's data model and whether it supports Medicaid-specific reporting needs and allows flexibility for future updates.
 - i. Describe whether the Solution offers a pre-built, Medicaid-optimized data model or if it will be developed collaboratively.
 - ii. Address whether the Solution's data model aligns with CMS guidelines (e.g., T-MSIS, MITA).
 - iii. Describe the approach the Solution model uses to accommodate new programs or evolving policy requirements.
- b. Describe the Solution's approach and process for converting data and code from the current state platform to the new Data Analytics Platform.
- c. Describe how the Solution handles data ingestion, transformation, and validation, especially for Medicaid data.
 - i. Explain how the Solution's pipelines handle structured, semi-structured, and un-structured data.
 - ii. Describe how data ingestion failures are logged and managed.
- d. Describe the processes and tools used for maintaining data quality and reconciling data discrepancies
 - i. Provide a list of tools and frameworks used to ensure data accuracy and completeness.
 - ii. Describe whether the Solution supports parallel run comparisons.

3. Analytics and Reporting

- a. Describe the tools available to both technical and non-technical users to explore, analyze, report, and visualize the data.
- b. Describe how the Solution enables self-service access for business users to generate their own reports and dashboards on demand, with minimal BI analyst's involvement.
- c. Describe the approach to configuring current reports, analytical models, and dashboards within the Solution.
- d. Describe how the Solution supports data literacy initiatives, such as maintaining glossary of standard definitions, reporting inventory, standard coding practices for data analysts / data scientists, onboarding tools, etc.
- e. Describe how the Solution will provide an NCQA certified tool to produce HEDIS measures and whether the tool supports digital quality measures.

4. Operations and Maintenance

- a. Describe the levels of service offered for system uptime, support response times, query performance, and issue resolution. Include in your narrative the metrics and definitions for each service level.
- b. Describe the Solution's monitoring and alerting capabilities for tracking daily operations, including the approach to monitoring job failures, data latency, or report refresh status. Monitoring capabilities should cover all aspects including Infrastructure, cost, pipelines and integration components.

- c. Describe the tools or support available for improving query speed and platform performance. Indicate whether you offer tools for performance analysis of slow queries or jobs.
- d. Describe your approach to manage software updates, patches, and change requests with minimal disruption. Include the processes used to support Continuous Integration / Continuous Delivery (CI/CD) with managed, governed and automated process including code quality, coverage and security scan, version control and rollback activities.

5. Security and Access

- a. Describe the compliance standards or certifications that the Solution supports. (e.g., HIPAA, PHI, PII, SOC 2).
- b. Describe how user access is managed across the Solution platform. Include in your narrative whether access levels can be customized and whether the Solution supports SSO, role-based access, or row-level security.
- c. Describe how the Solution supports secure data sharing with outside organizations or vendors. Include in your narrative whether Solution access can be time-bound or project-specific, and whether data masking or redaction is available.
- d. Describe how the Solution maintains audit logs and supports compliance checks or external audits.
- e. Describe the approach to disaster recovery and business continuity.

D. Financial / Total Cost of Ownership

- 1. Respondents are asked to provide information regarding the estimated costs to procure and operate a Solution as described in this RFI. This information will help the Department understand acquisition and ongoing costs and will be used to support budget development and funding requests.
- 2. Respondents are asked to provide cost information in the format of the Respondent’s choosing and, to the extent possible, include the following:
 - a. An estimated cost model or likely range of costs to purchase, implement, and operate the described solution, including the cost items listed in Table 3. Include any basis of estimates and assumptions used to develop the costs; and

Cost Items	Guidance
Implementation Services	Describe the scope of services provided during the Implementation phase
Implementation Fees	Describe other fees required during the implementation phase
Annual Software Licensing Fees	Provide any annual software licensing fees
Annual Software Maintenance Fees	Provide any annual software maintenance fees
Annual Cloud Hosting Fees	Provide any annual cloud hosting fees
Annual Other Fees	Describe any other annual fees. For example, costs associated with maintaining data pipelines and assets
Other Unit Costs - Describe	Describe any unit costs associated with event driven activities or cost per unit of data storage or similar.

Table 3 – Cost Items

- b. If pricing information is limited or unavailable, describe Respondent’s preferred pricing model or structure, including unit costs based on key variables. Include any basis of estimates and assumptions used to develop the costs.
- 3. Respondents will not be held to the pricing estimates provided in response to this RFI, should the Department decide to proceed with a competitive solicitation.

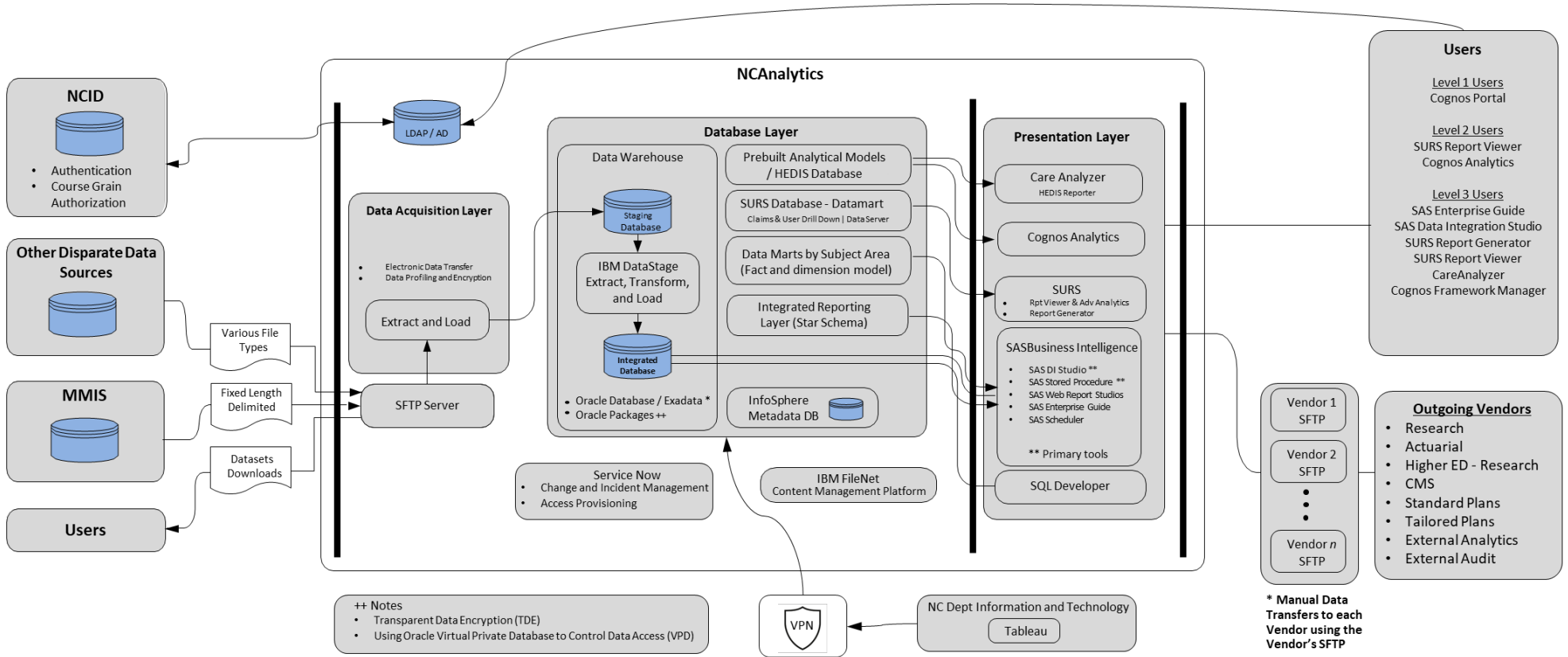
E. Implementation Timeline

- 1. Respondents are asked to provide information regarding estimated Implementation schedules and timelines, including the project phases listed in Table 4. This information will help the Department understand the time required to plan, design, develop, and implement the solution.

Phase	Guidance	Range of Time
Planning	Provide scope of activities during the planning phase	
Design	Provide scope of activities during the design phase	
Development	Provide scope of activities during the development phase	
Implementation	Provide scope of activities during the implementation phase	

Table 4 – Project Phases

APPENDIX 1 – NC ANALYTICS - CURRENT STATE



APPENDIX 2 – DATA ANALYTICS PLATFORM - FUTURE STATE

