

87STATE OF NORTH CAROLINA Department of Health and Human Services Division of Health Benefits	REQUEST FOR INFORMATION NO. 30-2024-049-DHB	
	Issue Date: December 20, 2024	
	Due Date: February 14, 2025	
Refer <u>ALL</u> Inquiries regarding this RFI to: Michael Brown – Contract Specialist Kevin.barlage@dhhs.nc.gov Michael.c.brown@dhhs.nc.gov Medicaid.Procurement@dhhs.nc.gov	Commodity Number: 811620	
	Description: Contract Lifecycle Management Solution	
	Using Agency: NC Department of Health and Human Services, Division of Health Benefits	

This Contract Lifecycle Management System 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, February 14, 2025.

EXECUTION

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

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SECTION I. RESPONDENT QUESTIONS, RESPONSE INSTRUCTIONS, AND CONFIDENTIALITY

A. Respondent Questions Regarding this Request for Information (RFI)

1. Written questions concerning this RFI must be received by the date provided in the Anticipated Schedule. The questions must be submitted to the Contract Specialist listed on Page One of this RFI via the Ariba Sourcing Tool's message board. Please enter "Questions RFI 30-2024-049-DHB" as the subject for the message. The questions should be submitted in the format below, adding additional lines as needed.

No.	RFI Section	RFI Page Number	Respondent's Question
1	(Ex. Section IV.C.1.a)	(Ex. Page 8)	
2			

2. The North Carolina Department of Health and Human Services, Division of Health Services (Department), intends to prepare responses to written questions submitted by the specified deadline and post an addendum on the Ariba Sourcing Tool with the Department's responses by the date provided in the Anticipated Schedule.

B. Anticipated Schedule

The Department's Contract Specialist will make every effort to adhere to the following schedule:

Action	Responsibility	Date	Time (EST)
RFI Issued	Department	December 20, 2024	
Written Questions Deadline	Respondent(s)	January 17, 2025	2:00 pm
Department's Response to Written Questions / RFI Addendum Issued	Department	January 31, 2025	
Responses Due	Respondent(s)	February 14, 2025	2:00 pm

C. 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 in 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 identifiers that correspond with each response. This allows the Department to clearly understand the specific questions or items addressed. Each section of the response should, to the extent possible, address the items 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.

D. Instructions for Submitting Responses

1. The Respondent must submit their response to this RFI via the Ariba Sourcing Tool by the specified time and date provided in the Anticipated Schedule.

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.

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 30-2024-049-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 30-2024-049-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 30-2024-049-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.

E. Notice Regarding Confidentiality

1. 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 the 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 30-2024-049-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.

2. Protection of Cost Information – Under State procurement rules and practices, Respondents submitting offers, proposals, bids or quotes in response to competitive or other procurement solicitations are typically prohibited from designating cost information as confidential. However, since the purpose of this RFI is to survey the market for information and not to award a contract, Respondents should mark and redact any proprietary or confidential cost information which meets the requirements of NCGS §132-1.2.
3. Except as otherwise provided above, pursuant to 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 exempt from disclosure by statute, including, but not limited to, NCGS § 132-1.2. Redacted copies provided by the Respondent to the Department may be released in response to public record requests without notification to the Respondent.
4. During the period spanning the issuance of the RFI to the time the Department completes any procurement activities related to this RFI, possession of responses, accompanying information, and subsequent Department led discussions are limited to personnel of the Department and any third parties involved in this procurement process.
5. Each Respondent submitting a response (including its representatives, subcontractors, and suppliers or other pilot partners or affiliates) is prohibited from having any communications with any person inside or outside the using agency, issuing agency, other government agency office, or body (including the Department's Contract Administrator named on page 1 above, department secretary, agency head, members of the General Assembly and Governor's office), or private entity, if the communication refers to the content of Respondent's response or another Respondent's response, and/or the transmittal of any other communication of information that could be reasonably considered to have the effect of directly or indirectly influencing the review of a response. Only those discussions, communications or transmittals of information authorized or initiated by the issuing agency for this RFI, or general inquiries directed to the Department's Contract Administrator regarding requirements of the RFI are excepted from this provision.
6. The Department may serve as custodian of Respondent's confidential information and not as an arbiter of claims against Respondent's assertion of confidentiality. If an action is brought pursuant to NCGS §132-9 to compel the Department to disclose information marked confidential, the Respondent agrees that it will intervene in the action through its counsel and participate in defending the Department, including any public official(s) or public employee(s). The Respondent agrees that it shall hold the Department, State of North Carolina, and any official(s) and individual(s) harmless from all damages, costs, and attorneys' fees awarded against the Department in the action. The Department will provide reasonable notice to the Respondent in writing of any action seeking to compel the disclosure of Respondent's confidential information. The Department shall have the right, at its option and expense, to participate in the defense of the action through its counsel. The Department shall have no liability to Respondent with respect to the disclosure of Respondent's confidential information ordered by a court of competent authority pursuant to NCGS 132-9 or other applicable 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 competitive 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. As provided in Section I, paragraph E-Notice Regarding Confidentiality of this RFI, 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. CONTRACT LIFECYCLE MANAGEMENT SOLUTION

A. Background and Program Information

The North Carolina Department of Health and Human Services (DHHS or Department), in collaboration with our partners, protect the health and safety of North Carolinians and provide essential human services. DHHS is one of the largest, most complex agencies in the state of North Carolina, having approximately 18,000 employees. The Department is responsible for providing human service support for special populations including individuals who are deaf, blind, developmentally disabled and mentally ill, and helping poor North Carolinians achieve economic independence.

Within DHHS, the Division of Health Benefits (DHB or NC Medicaid) arrange and reimburse health care services for the most vulnerable North Carolina residents. DHB currently serves over 1.8 million low-income parents, children, seniors, and people with disabilities through North Carolina.

The Contract Management and Procurement Unit (Contracts Unit) within DHB is responsible for contract development, contract administration and oversight, and eProcurement for all contracts to support the NC Medicaid program. The Unit is comprised of six functional areas: (1) Medicaid Operational Contracting – Non-IT, (2) Managed Care Contracting, (3) Technology and MES Contracting, (4) Technology Monitoring and Compliance, (5) Contract Monitoring and Oversight – Non-IT, and (6) eProcurement. These areas work in concert with DHB program areas, leadership, and other internal and external stakeholders to actualize the contracting goals and objectives of NC Medicaid at each phase of the contract and vendor management lifecycles.

The Contracts Unit manages over two hundred and fifty (250) contracts of varying complexities and monetary values to support the NC Medicaid program. The transition of NC Medicaid from a fee-for-service delivery model to managed care increased the volume of contracting activities. Contracting volumes are projected to steadily increase with the launch of Behavioral Health Tailored Plans, Medicaid expansion, rollout of Medicaid Enterprise System (MES) modularity, technology innovation, statewide Healthy Opportunities and the continuation of Medicaid Direct, Standard Plans, EBCI Tribal Option, and other major NC Medicaid initiatives. Additionally, the Unit supports the development, vendor performance management and oversight of legacy, information technology and automation contracts as well.

The Department requires a Contract Lifecycle Management System (CLMS) that provides contract management and oversight, vendor management, and monitoring and oversight capabilities in one consolidated system that includes interoperability with current state systems to streamline the full spectrum of all contract functions, from initiation to closeout. The estimated number of associates requiring access to this solution is provided in the following table:

Role	Description	Est. Number
Administrators	Have full control over the system (Configuration and Security setup)	10
Content Editor	Creates, edits, and submits content for review	50
Approver	Reviews and approves content	100
Subscriber	Only views published content	250

B. Purpose of the RFI

The purpose of the RFI is to:

1. Solicit feedback from potential vendors with experience delivering and deploying contract lifecycle management solutions.
2. Obtain a rough order magnitude estimate of the total cost of ownership to develop, implement, and maintain the solution defined in the RFI, as well as the implementation timeline.
3. Obtain information which may be used to develop a Request for Proposal (RFP) to solicit vendors competitively to provide contract lifecycle management solution to the Department.

C. Definitions and Acronyms

1. **CLMS:** Contract Lifecycle Management System
2. **CMS:** Centers for Medicare & Medicaid Services – A federal agency that provides health coverage to more than 160 million through Medicare, Medicaid, the Children's Health Insurance Program, and the Health Insurance Marketplace.
3. **Department:** Collectively North Carolina Department of Health and Human Services, Division of Health Benefits
4. **DHB:** Division of Health Benefits
5. **ECBI:** Eastern Band of Cherokee Indian
6. **eVP:** Electronic Vendor Portal – The State of North Carolina's system to connect vendors with state government organizations that purchase goods and services.
7. **HOP:** Healthy Opportunities Pilot, a Medicaid 1115 waiver program that provides evidence-based interventions to high-needs Medicaid enrollees
8. **IFB:** Invitation for Bid
9. **MOA:** Memorandum of Agreement
10. **MOU:** Memorandum of Understanding
11. **NC eVP:** North Carolina electronic Vendor Portal located at <https://evp.nc.gov/> – the North Carolina system to connect vendors with state government organizations that purchase goods and services.
12. **NCAC:** North Carolina Administrative Code at <http://reports.oah.state.nc.us/ncac.asp>
13. **NC Fast:** North Carolina Families Accessing Services through Technology
14. **NCFS:** North Carolina Financial System – A cash management system supported by the North Carolina Office of the State Controller.
15. **NCGS:** North Carolina General Statutes at <https://www.ncleg.gov/Laws/GeneralStatutesTOC> - the official North Carolina legal code, a collection of the statewide laws in force at the time of publication
16. **PCDU:** PHP Contract Data Utility – A secure file transfer platform that allows Prepaid Health Plans (PHPs) to submit contract deliverables and reports to the Department for review and approval.
17. **RFI:** Request for Information
18. **RFP:** Request for Proposal
19. **RFQ:** Request for Quotation
20. **SaaS:** Software as a Service
21. **SAP Ariba:** A cloud-based software company that helps businesses manage their supply chains and procurement processes.
22. **ServiceNow:** A platform that automates business and support processes for state agencies.

D. Core Contract Lifecycle Management Solution Functions

The solution should have the capability to provide the following functionality:

- a. Solution should be cloud based and a Software as a Service (SaaS).
- b. Solution should be scalable for the capability to add modules or integrate with state systems.

- i. Have the capability to integrate with current systems in place: SAP Ariba, Electronic Vendor Portal (eVP), North Carolina Financial System (NCFS), ServiceNow, PHP Contract Data Utility (PCDU), DocuSign, and MS Office.
- c. Provide a system with 99.9% availability, operating 24 hours/day; except during scheduled maintenance, and capable of recovering from issues within 1 hour.
- d. Provide a secure digital environment that allows authorized users to develop, modify, review, and approve contracts and supporting documents through the entire contract lifecycle.
- e. Provide intuitive graphical user interface functionality to support contract development, dashboards and reporting, workflows and approvals, reporting and file management.
- f. Provide users with a view of document change activities, through version control and notifications of key events and milestones throughout the contract development process and contract post-award.
- g. Provide contract amendment development and collaboration functionality with associated approval workflows.
- h. Provide functionality to analyze external party language for deviations from contract standards.
- i. Provide a secure digital environment that allows authorized users to manage, access and view current and expired contracts and supporting documents through close out retention (3-5 years).
- j. Provide users with notifications of key events and milestones throughout the contract monitoring period.
- k. Provide intuitive graphical user interface and reporting functionality to support contract post award compliance and monitoring in areas of contract milestones, deliverables, service level agreements, key performance indicators, and other metrics to track vendor performance automatically.

E. Standard Requirements

The proposed solution must be compliant with:

1. CMS regulations and guidelines;
<https://www.cms.gov/marketplace/resources/regulations-guidance>
2. The Department's Confidentiality, Privacy and Security policies and other applicable regulatory requirements:
 NCDHHS Privacy Manual and Security Manual, both located here:
<https://policies.ncdhhs.gov/departmental/policies-manuals/section-viii-privacy-and-security>

 NC Statewide Information Security policies, located here:
<https://it.nc.gov/resources/cybersecurity-risk-management/esmo-initiatives/statewide-information-security-policies>

SECTION IV. REQUESTED INFORMATION FROM RESPONDENT

A. Content and Format

1. The Department requests concise, detailed responses to the inquiries in Sections IV.B. and IV.C below. The response in its entirety shall be limited to fifty (50) pages.
2. Responses should fully describe how the Respondent's services would comply with this RFI.

B. Information about Respondent

1. The Respondent should provide an overview of their company's history, scope of products and services offered, and locations of operation.

2. The Respondent should indicate their experience in providing solutions with requirements similar to those provided in this RFI by selecting from the following experience ratings:

Level of Experience	Description of Level of Experience
None	New to the solution required in this RFI or no successful implementations of a solution
In Progress	No implementation of a solution completed, one (1) or more implementations of a solution currently in progress
Limited	One (1) to four (4) successful implementations of a solution in the last two (2) years
Extensive	Five (5) or more successful implementations of a solution in the last two (2) years

3. Response should provide the following:

- Description of the Respondent's primary customer base or market;
- Respondent's policy or statement outlining support provided for current and previous services similar to those required in this RFI;
- Description of relevant additional services offered by Respondent;
- Description of how the Respondent's solution would comply with the requirements contained within this RFI.
- Listing of states or agencies which utilize Respondent's solution in a manner that is the same as or similar to those required by this RFI. Response should include the state/agency name, most recent implementation, contract start and end date, description of scope of work, the duration of the any contracts, and the termination dates;
- Lessons learned from working with other states or agencies to implement a solution of similar size, scope and with requirements the same or similar to those required by the Department;
- Description of the impact the implemented solution had with other states in terms of the benefits and efficiencies made to the CLMS solution;
- Description of familiarity with and work done to implementing like solutions in an enterprise environment; access to be provided to an estimated 100 users.
- Current or previous efforts to utilize Historically Underutilized Businesses (HUB's) and/or the implementation of equity, diversity, and inclusion in hiring practices, policies, and procedures.

C. Solution Functionality and Performance

Respondents should provide detailed information regarding their Contract Lifecycle Management Solution and associated capabilities. Include detailed descriptions of the specifications in the following areas:

1. Solution Architecture

A. Contract Development

Outcome 1: Provide a secure digital environment which allows authorized users to manage, access and view current and expired contracts and supporting documents. Describe how the solution provides:

- Role-based access that allows authorized contracting and legal users to access and manage contract development activities.
- The ability for additional approvers, such as business owners, to review/redline/approve draft contracts.
- Integration with MS Office, collaboration tools such as SharePoint, and approval tools such as DocuSign.

- d. Different template structures and clause libraries for different contract types to include State and Federal clauses.
- e. Contract meta-data properties updated automatically.
- f. The capability that tracks every change made to contracts with a conformed document.
- g. Integration with the contract repository.

Outcome 2: Provide intuitive graphical user interface functionality to support contract development, dashboards and reporting, workflows and approvals, and file management. Describe how the solution provides:

- a. Centralized contract processes like intake, review, and approval routing.
- b. The ability to create and manage pre-approved templates for contracts and related documents.
- c. The ability to develop and administer automated workflows to streamline the contract creation, review, and approval processes.
- d. Locking/unlocking current versions during contract development with the ability to look at and restore previous drafts.
- e. Comparison of different versions to identify changes.
- f. Contracts to be constructed using modular parts and attachments, with functionality to manage how they are combined
- g. A graphical method to upload contract artifacts and allow for multiple files to be uploaded.
- h. A dashboard configured to show elements such as contract status, notifications and reports.
- i. Ad-hoc reporting

Outcome 3: Provide users with a view of document change activities and notifications of key events and milestones throughout the contract development process. Describe how the solution provides:

- a. Reporting and analytics tools for generating reports and analyzing contract data.
- b. A historical log of document change activities, version control, and reviews and approvals.
- c. Alerts and notifications delivered to users for key dates.
- d. Notification links to allow users to link directly to the contract or document needing attention.
- e. Approvers the capability to view the contract approval record, including other approvals, and provide their approval.

Outcome 4: Provide contract amendment development and collaboration functionality with associated approval workflows. Describe how the solution:

- a. Creates and manages pre-approved templates such as Amendments.
- b. Manages the contract amendment development process.

Outcome 5: Provide for functionality to analyze external party language for deviations to contract standards. Describe how the solution provides:

- a. Risk Management to identify and mitigate risks associated with third-party contracts, such as non-compliance or unfavorable terms.
- b. Capability to scan a PDF or other text document and identify language in the document that correlates to, or deviates from standard terms and conditions.
- c. Capability to support the use of vendor supplied templates in paper or PDF format.

B. Contract Repository

Outcome 1: Provide a secure digital environment that allows authorized users to manage, access and view current and expired contracts and supporting documents. Describe how the solution provides:

- a. A centralized contract repository for all contracts and other documents related to contracts.
- b. Storage of contracts with the associated supporting documents with upload sizes exceeding 100 MB.

- c. Role-based access that allows authorized contracting and legal users to access and view contracts.
- d. Contract meta-data properties with automatic updates through amendments.
- e. The ability to link pre-award solicitation documents with resulting contract and amendments.

Outcome 2: Provide intuitive graphical user interface functionality to support contract dashboards for reporting, and file management. Describe how the solution provides:

- a. A dashboard that can be configured to show elements such as contract status, notifications and reports.
- b. The ability for users to create customized reports pertaining to contracts and supporting documents meta-data properties.
- c. A graphical method to upload contract artifacts and allow for the selection of multiple files to be uploaded at one time.
- d. Search capability across all contracts and associated artifacts in any type of file (PDF, Word, Excel) and to search for clauses that deviate from a standard (identify and access the different versions).

Outcome 3: Provide users with a view of document change activities and notifications of key events and milestones throughout the contract post-award. Describe how the solution provides:

- a. Reporting and Analytics that provide tools for generating reports and analyzing contract data.
- b. Alerts and notifications delivered to users for key dates including terminations and renewals.
- c. Notifications with links that allow users to link directly to the contract or document needing attention.
- d. A historical log of document change activities.
- e. Management of contract terminations and closeout activities.

2. Analytics and Reporting

A. Contract Monitoring

Outcome 1: Provide a secure digital environment that allows authorized users to modify, manage, access and view contract monitoring documents and activities. Describe how the solution provides:

- a. Permits users, such as, business owners to access and review contract monitoring documents.
- b. Integration with State systems such as PCDU and SharePoint sites to allow contract post award compliance and monitoring.

Outcome 2: Provide users with notifications of key events and milestones during the contract monitoring period. Describe how the solution provides:

- a. Alerts and notifications delivered to users for key dates including monitoring dates for contract monitoring events, such as deliverables, SLAs, reporting, etc., and business reviews.
- b. Notifications with links that allow users to link directly to the contract or document needing attention.

Outcome 3: Provide intuitive graphical user interface and reporting functionality to support contract post award compliance and monitoring in areas of contract milestones, deliverables, service level agreements, key performance indicators, and other metrics to track vendor performance automatically. Describe how the solution provides:

- a. The capability to develop and administer customized approval workflows for contract monitoring activities.
- b. The capability to create, set up, monitor, assess, capture, calculate and analyze metrics (deliverables, SLAs, KPIs, etc.)
- c. A dashboard that allows for performance tracking to monitor and report on contract performance against agreed-upon metrics and deliverables.

- d. Enhanced visibility to offer insights into contract performance, key dates (deliverables, renewals and expirations), and obligations (SLAs).
- e. Cost Management associated with contracts, including tracking expenses, invoice burndown, and transition period costs (on and off ramping).
- f. The functionality to upload the contract monitoring plan and other monitoring documents and provide status updates on the monitoring.

3. Operations

- A. Describe the level of business resources the Department would need to implement, support, and maintain the solution.
- B. Describe the level of IT resources the Department would need to implement, operate, and maintain to support the solution.
- C. Describe the solution's capability to provide issue resolution as an escalation strategy.
- D. Describe the solution's capability to capitalize on CLMS efficiencies.

4. Security

- A. Describe if the solution provides a portal and, if so, how the Department would access the solution while maintaining security measures.
- B. Describe the security features to protect contractual information and PHI / PII.
- C. Describe your approach to conduct an annual privacy and security assessment based on the CMS published third-party privacy and security assessment framework. Include in your response if you will allow the Department or the Department's authorized contractors access to your application infrastructure (network, systems, application, database, etc.) to perform the privacy and security assessment or if you will provide a HITRUST CSF assessment certification from an independent third party.
- D. Describe how your proposed solution complies with applicable security standards identified by the State.
 - NCDHHS Privacy Manual and Security Manual, both located here:
<https://policies.ncdhhs.gov/departamental/policies-manuals/section-viii-privacy-and-security>
 - NC Statewide Information Security policies, located here:
<https://it.nc.gov/resources/cybersecurity-risk-management/esrmo-initiatives/statewide-information-security-policies>

D. Financial / Total Cost of Ownership

1. Respondents are asked to provide information regarding estimated costs to procure and operate a contract lifecycle management solution as described in this RFI. This information will help the Department understand acquisition and on-going costs and be used to support budget development and funding requests.
2. Respondents will not be held to pricing estimates provided in response to this RFI should the Department decide to proceed with a competitive solicitation.
3. Respondents are reminded pursuant to Section I.E of this RFI and 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.
4. Respondents are asked to provide cost information in a format of their 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;
 - b. If pricing information is limited or unavailable, describe Respondent's preferred pricing model or structure, including unit costs based on key variables;

- c. Assumptions underlying pricing response (e.g., charge basis, charge variances and sensitivities, etc.) and/or similar factors to consider; and
- d. Specify components which would need to be procured separately by the State vs. provided as a component of the Respondent's described solution and included in Respondent's cost estimate.