



West Virginia

Department of Health and Human Resources

Optum Response to Medicaid Enterprise Data Solution

Cost Proposal

RFP Number: HHR2000000001

Date

February 11, 2020

Contact

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February 11, 2020

Ms. Brittany E. Ingraham
State of West Virginia
Department of Administration-Purchasing Division
2019 Washington Street E.
Charleston, WV 25305

RE: Optum Response to West Virginia Department of Health and Human Resources (DHHR)
Medicaid Enterprise Data Solution Request for Proposal RFP Number: HHR2000000001.

Dear Ms. Ingraham:

On behalf of Optum, I am pleased to offer the following response to the West Virginia Department of Health and Human Resources Medicaid Enterprise Data Solution (EDS) Request for Proposal.

We understand the purpose of the EDS is to primarily support the Medicaid program, and that DHHR intends that the EDS will be expanded to include additional data sources for other DHHR programs and services. Additionally, DHHR is seeking from the EDS a greater range of analytical capabilities. DHHR's vision for EDS is to create and maintain a useful, objective, and comprehensive information database to promote better care, better health, and lower costs for West Virginians.

Optum is a current contractor to DHHR and is the best partner to provide you with this enterprise capability. Optum has been named as the top health care informatics company for the last four years, according to Healthcare Informatics (HCI)¹. We are responding with our Optum Performance Analytics for Health and Human Services (OPAHHS) platform that will enhance DHHR's ability to use your data to provide analytic insights and enable fact-based decision making to support your programs.

Sincerely,

Amy Shaw, Senior VP, Finance
Optum Government Solutions, Inc.

A handwritten signature in blue ink, appearing to read "Amy Shaw", is written over a horizontal line.

¹ The *Healthcare Informatics 100* listing provides readers with a unique information resource and financial overview of vendors active in the healthcare IT market. The Healthcare Informatics 100 is published in June.

West Virginia Department of Health & Human Resources - Medicaid Enterprise Data Solution RFP

1. Instructions

Vendor: Optum Government Solutions, Inc.

Please refer to the RFP document for details describing the services and scope of the Enterprise Data Solution in accordance with this Cost Workbook. In addition to the items below, the DHHR expects Vendors to review the Cost Proposal Instructions in the RFP.

No.	Instructions	Location
1	This Microsoft Excel Cost Workbook contains multiple worksheets designed to provide a robust understanding of the costing models used by the Vendor. Use of this Cost Workbook is essential for DHHR to evaluate the Vendor's proposal, and it is essential the Vendor use this form in preparing its pricing response to this RFP.	All tabs
2	Completion of the DHHR's Cost Workbook is mandatory. Any cost-related data including the completed DHHR Cost Workbook must only be submitted with Package 2: Cost Proposal as per the RFP.	All tabs
3	The worksheet labeled TOC (Table of Contents) contains brief descriptions of each spreadsheet, as well as convenient one-click navigation of the Cost Workbook. Vendors must enter their "Vendor Name" in each worksheet.	All tabs
4	Each worksheet is designed to elicit specific pricing information related to the RFP. If the Vendor's typical pricing model does not normally charge for a specific element provided within this workbook, then please provide a statement in the "Cost Assumptions" tab regarding the Vendor's methodology of charging for that element (e.g., not applicable, no additional charge).	All tabs
5	The "Cost Summary" tab will be automatically calculated using the information entered on the other worksheets. Vendor must not change or modify content on this tab.	2. Cost Summary
6	DHHR will use the "Labor Rates" supplied by the Vendor as a rate card for all future change requests, this includes statement of work covering the delivery and integration of additional data sources not identified during the solution's initial implementation.	3. Labor Rates
7	Project deliverables will be charged using a firm-fixed-price. It is expected that the proposed cost per deliverable is all inclusive of initial submission and any updates or maintenance required . Payments will be made using a deliverables-based approach.	4. Project Deliverables
8	The list of deliverables provided in this document are deliverables DHHR has identified as critical for the Enterprise Data Solution. All tasks associated with the implementation services proposed must be included in the total one-time cost for that service.	4. Project Deliverables
9	Maintenance and Operations service fees will be calculated based on the Labor Rate and the required number of Vendor hours expended per year. Payments will be made monthly.	5. Maint & Ops Support
10	If the total implementation period is longer than 12 months, the Vendor is required to provide an assumption in Tab 10. Assumptions stipulating that part of Year 2 will be implementation costs. DHHR will then understand that part of Year 2 M&O costs will be a smaller figure for the months left in Year 2.	10. Assumptions
11	The Vendor should provide details pertaining to the assumptions, expectations, and performance parameters that have been used as the basis for the pricing. Please note that the Vendor's response to this Cost Workbook will not be considered an actual commitment to perform the project, but WILL BE considered a costing model and pricing structure commitment, if it is the selected Vendor.	10. Assumptions

West Virginia Department of Health & Human Resources - Medicaid Enterprise Data Solution RFP

2. Cost Summary

Vendor: Optum Government Solutions, Inc.

Notes

The costs on this worksheet will be automatically calculated using the information entered on the other worksheets. It is the responsibility of the Vendor to ensure spreadsheet calculations are correct.

Total Cost Summary									
Description	Implementation	Maintenance & Operations - Base Term				Optional Term 1	Optional Term 2	Optional Term 3	Total Costs
	Year(s) 1-2	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	
Project Deliverables & Project Management	\$ 10,077,246.00								\$ 10,077,246.00
Maintenance and Operations Support		\$ 5,256,959.63	\$ 4,972,002.60	\$ 4,723,541.25	\$ 4,313,326.21	\$ 4,222,907.95	\$ 4,160,823.74	\$ 4,109,450.13	\$ 31,759,011.52
Hosting and Disaster Recovery	\$ 465,411.00	\$ 703,671.00	\$ 725,475.00	\$ 747,489.00	\$ 770,455.00	\$ 786,894.00	\$ 803,216.00	\$ 818,430.00	\$ 5,821,041.00
Packaged Software	\$ 2,462,420.00	\$ 850,021.00	\$ 871,630.00	\$ 898,116.00	\$ 914,278.00	\$ 931,873.00	\$ 965,965.00	\$ 998,896.00	\$ 8,893,199.00
Hardware	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Vendor Facility	\$ 438,018.00	\$ 133,668.00	\$ 137,678.00	\$ 141,808.00	\$ 146,062.00	\$ 150,444.00	\$ 154,957.00	\$ 159,606.00	\$ 1,462,241.00
Total	\$ 13,443,095.00	\$ 6,944,319.63	\$ 6,706,785.60	\$ 6,510,954.25	\$ 6,144,121.21	\$ 6,092,118.95	\$ 6,084,961.74	\$ 6,086,382.13	\$ 58,012,738.52



West Virginia Department of Health & Human Resources - Medicaid Enterprise Data Solution RFP

3. Labor Rates

Vendor: Optum Government Solutions, Inc.

Implementation Services Hourly Rates		Maintenance and Operations Services Hourly Rates									
Staff Position	Rate	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Account Manager	\$ 174.71	\$ 181.95	\$ 185.38	\$ 188.87	\$ 189.18	\$ 191.07	\$ 198.64	\$ 204.32	\$ 209.99	\$ 215.66	\$ 221.33
Project Manager	\$ 175.03	\$ 181.95	\$ 185.38	\$ 188.87	\$ 189.18	\$ 191.07	\$ 198.64	\$ 204.32	\$ 209.99	\$ 215.66	\$ 221.33
Business Lead	\$ 176.73	\$ 182.77	\$ 185.21	\$ 187.70	\$ 187.01	\$ 189.74	\$ 193.31	\$ 196.99	\$ 200.66	\$ 204.33	\$ 208.00
Technical Lead	\$ 259.06	\$ 266.49	\$ 271.71	\$ 277.03	\$ 278.34	\$ 283.74	\$ 291.31	\$ 296.99	\$ 302.66	\$ 308.33	\$ 314.00
Implementation Manager	\$ 174.73	\$ 181.95	\$ 185.38	\$ 188.87	\$ 189.18	\$ 191.07	\$ 198.64	\$ 204.32	\$ 209.99	\$ 215.66	\$ 221.33
Operations Manager	\$ 174.73	\$ 181.95	\$ 185.38	\$ 188.87	\$ 189.18	\$ 191.07	\$ 198.64	\$ 204.32	\$ 209.99	\$ 215.66	\$ 221.33
Quality Assurance Manager	\$ 185.50	\$ 196.09	\$ 199.36	\$ 202.70	\$ 202.01	\$ 205.43	\$ 213.00	\$ 218.66	\$ 224.33	\$ 230.00	\$ 235.66
Testing Manager	\$ 120.90	\$ 127.93	\$ 130.21	\$ 132.53	\$ 130.84	\$ 132.74	\$ 136.31	\$ 139.99	\$ 143.66	\$ 147.33	\$ 151.00
Certification Lead	\$ 114.17	\$ 121.00	\$ 123.19	\$ 125.42	\$ 123.84	\$ 125.74	\$ 129.31	\$ 132.99	\$ 136.66	\$ 140.33	\$ 144.00
Document Management Lead	\$ 128.80	\$ 135.14	\$ 138.38	\$ 141.70	\$ 141.01	\$ 143.74	\$ 147.31	\$ 151.16	\$ 155.00	\$ 158.83	\$ 162.66
Information Security Architect/Privacy Data Protection Officer	\$ 133.73	\$ 141.13	\$ 144.38	\$ 147.70	\$ 147.01	\$ 149.81	\$ 154.48	\$ 159.16	\$ 163.83	\$ 168.50	\$ 173.17
Analytics Developer	\$ 132.81	\$ 139.47	\$ 142.55	\$ 145.70	\$ 145.01	\$ 147.74	\$ 151.48	\$ 155.22	\$ 158.95	\$ 162.68	\$ 166.41
Application Administrator	\$ 132.09	\$ 138.90	\$ 142.26	\$ 145.70	\$ 145.01	\$ 147.74	\$ 151.48	\$ 155.22	\$ 158.95	\$ 162.68	\$ 166.41
Architect	\$ 183.23	\$ 191.45	\$ 195.15	\$ 198.85	\$ 199.16	\$ 202.07	\$ 208.64	\$ 215.21	\$ 221.78	\$ 228.35	\$ 234.92
Assistant Project Manager - Scheduler / IRAD	\$ 123.05	\$ 128.45	\$ 132.51	\$ 136.55	\$ 136.86	\$ 139.59	\$ 144.26	\$ 148.93	\$ 153.60	\$ 158.27	\$ 162.94
Business Analyst	\$ 120.23	\$ 124.41	\$ 126.85	\$ 129.34	\$ 127.71	\$ 129.56	\$ 133.13	\$ 136.70	\$ 140.27	\$ 143.84	\$ 147.41
Business Analyst/QA	\$ 124.56	\$ 131.15	\$ 133.32	\$ 135.53	\$ 134.01	\$ 136.74	\$ 140.31	\$ 143.88	\$ 147.45	\$ 151.02	\$ 154.59
Compliance Officer	\$ 133.73	\$ 141.13	\$ 144.38	\$ 147.70	\$ 147.01	\$ 149.81	\$ 154.48	\$ 159.16	\$ 163.83	\$ 168.50	\$ 173.17
Data Base Administrator	\$ 122.00	\$ 128.93	\$ 131.21	\$ 133.53	\$ 131.84	\$ 133.74	\$ 137.31	\$ 140.99	\$ 144.66	\$ 148.33	\$ 152.00
Data Modeling and Design	\$ 121.69	\$ 126.61	\$ 129.14	\$ 131.61	\$ 129.14	\$ 131.61	\$ 135.68	\$ 139.75	\$ 143.82	\$ 147.89	\$ 151.96
Delivery Manager	\$ 159.42	\$ 165.45	\$ 168.55	\$ 171.70	\$ 171.01	\$ 173.91	\$ 178.48	\$ 183.16	\$ 187.83	\$ 192.50	\$ 197.17
Developer	\$ 124.72	\$ 140.47	\$ 143.55	\$ 146.70	\$ 146.01	\$ 148.91	\$ 153.48	\$ 158.16	\$ 162.83	\$ 167.50	\$ 172.17
ETL Developer	\$ 103.39	\$ 109.94	\$ 112.21	\$ 114.53	\$ 112.84	\$ 114.74	\$ 118.31	\$ 121.99	\$ 125.66	\$ 129.33	\$ 133.00
ETL Specialist	\$ 125.80	\$ 132.25	\$ 134.74	\$ 137.23	\$ 136.54	\$ 139.03	\$ 143.60	\$ 148.17	\$ 152.74	\$ 157.31	\$ 161.88
ETL Team Lead	\$ 143.73	\$ 151.13	\$ 154.38	\$ 157.70	\$ 157.01	\$ 159.74	\$ 164.31	\$ 168.88	\$ 173.45	\$ 178.02	\$ 182.59
Jr Developer	\$ 108.32	\$ 115.15	\$ 117.32	\$ 119.53	\$ 117.84	\$ 119.74	\$ 123.31	\$ 126.99	\$ 130.66	\$ 134.33	\$ 138.00
Lead Developer	\$ 160.17	\$ 166.46	\$ 169.55	\$ 172.70	\$ 172.01	\$ 174.91	\$ 179.48	\$ 184.16	\$ 188.83	\$ 193.50	\$ 198.17
Product Analyst/SME	\$ 155.44	\$ 161.68	\$ 164.77	\$ 167.92	\$ 167.23	\$ 170.03	\$ 174.60	\$ 179.17	\$ 183.74	\$ 188.31	\$ 192.88
Scribe / Tester / QA	\$ 77.40	\$ 77.40	\$ 78.95	\$ 80.53	\$ 82.14	\$ 84.19	\$ 86.30	\$ 88.41	\$ 90.52	\$ 92.63	\$ 94.74
Sr Data Base Administrator	\$ 144.13	\$ 151.13	\$ 154.38	\$ 157.70	\$ 157.01	\$ 159.91	\$ 164.48	\$ 169.16	\$ 173.83	\$ 178.50	\$ 183.17
Sr Developer	\$ 140.68	\$ 151.13	\$ 154.38	\$ 157.70	\$ 157.01	\$ 159.91	\$ 164.48	\$ 169.16	\$ 173.83	\$ 178.50	\$ 183.17
Technical Writers	\$ 87.80	\$ 87.81	\$ 89.56	\$ 91.35	\$ 93.17	\$ 95.50	\$ 97.89	\$ 100.34	\$ 102.83	\$ 105.32	\$ 107.81
Testers / QA Specialists	\$ 100.66	\$ 100.66	\$ 102.67	\$ 104.73	\$ 106.82	\$ 108.94	\$ 112.23	\$ 115.53	\$ 118.83	\$ 122.13	\$ 125.43
Trainer	\$ 88.73	\$ 88.73	\$ 90.50	\$ 92.31	\$ 94.16	\$ 96.52	\$ 98.93	\$ 101.40	\$ 103.94	\$ 106.50	\$ 109.06
Training Lead	\$ 113.69	\$ 113.69	\$ 115.95	\$ 118.28	\$ 120.65	\$ 123.66	\$ 126.76	\$ 129.93	\$ 133.17	\$ 136.46	\$ 139.75
Pool Rate - Business Analyst	\$ 160.00	\$ 163.05	\$ 166.00	\$ 169.00	\$ 172.00	\$ 175.00	\$ 178.00	\$ 181.00	\$ 184.00	\$ 187.00	\$ 190.00
Pool Rate - Data Analyst	\$ 159.00	\$ 162.05	\$ 165.00	\$ 168.00	\$ 171.00	\$ 174.00	\$ 177.00	\$ 180.00	\$ 183.00	\$ 186.00	\$ 189.00
Pool Rate - Database Administrator	\$ 177.00	\$ 181.06	\$ 185.00	\$ 189.00	\$ 193.00	\$ 197.00	\$ 201.00	\$ 205.00	\$ 209.00	\$ 213.00	\$ 217.00
Pool Rate - Network Administrator	\$ 175.00	\$ 179.09	\$ 183.00	\$ 187.00	\$ 191.00	\$ 195.00	\$ 199.00	\$ 203.00	\$ 207.00	\$ 211.00	\$ 215.00
Pool Rate - Project Manager	\$ 197.00	\$ 201.08	\$ 205.00	\$ 209.00	\$ 213.00	\$ 217.00	\$ 221.00	\$ 225.00	\$ 229.00	\$ 233.00	\$ 237.00
Pool Rate - Senior Business Analyst	\$ 175.00	\$ 179.09	\$ 183.00	\$ 187.00	\$ 191.00	\$ 195.00	\$ 199.00	\$ 203.00	\$ 207.00	\$ 211.00	\$ 215.00
Pool Rate - Senior Data Analyst	\$ 177.00	\$ 181.08	\$ 185.00	\$ 189.00	\$ 193.00	\$ 197.00	\$ 201.00	\$ 205.00	\$ 209.00	\$ 213.00	\$ 217.00
Pool Rate - Senior Database Administrator	\$ 177.00	\$ 181.08	\$ 185.00	\$ 189.00	\$ 193.00	\$ 197.00	\$ 201.00	\$ 205.00	\$ 209.00	\$ 213.00	\$ 217.00
Pool Rate - Senior Project Manager	\$ 207.00	\$ 211.07	\$ 215.00	\$ 219.00	\$ 223.00	\$ 227.00	\$ 231.00	\$ 235.00	\$ 239.00	\$ 243.00	\$ 247.00
Pool Rate - Senior Software Developer	\$ 187.00	\$ 191.08	\$ 195.00	\$ 199.00	\$ 203.00	\$ 207.00	\$ 211.00	\$ 215.00	\$ 219.00	\$ 223.00	\$ 227.00
Pool Rate - Software Developer	\$ 170.00	\$ 174.09	\$ 178.00	\$ 182.00	\$ 186.00	\$ 190.00	\$ 194.00	\$ 198.00	\$ 202.00	\$ 206.00	\$ 210.00
Pool Rate - Software Test/Technician	\$ 135.00	\$ 138.06	\$ 141.00	\$ 144.00	\$ 147.00	\$ 150.00	\$ 153.00	\$ 156.00	\$ 159.00	\$ 162.00	\$ 165.00
Pool Rate - System Architect/Designer	\$ 213.00	\$ 217.07	\$ 221.00	\$ 225.00	\$ 229.00	\$ 233.00	\$ 237.00	\$ 241.00	\$ 245.00	\$ 249.00	\$ 253.00
Pool Rate - Technical Writer	\$ 120.00	\$ 123.03	\$ 126.00	\$ 129.00	\$ 132.00	\$ 135.00	\$ 138.00	\$ 141.00	\$ 144.00	\$ 147.00	\$ 150.00
Pool Rate - Training Staff	\$ 140.00	\$ 143.06	\$ 146.00	\$ 149.00	\$ 152.00	\$ 155.00	\$ 158.00	\$ 161.00	\$ 164.00	\$ 167.00	\$ 170.00
Pool Rate - Consultant	\$ 185.00	\$ 189.08	\$ 193.00	\$ 197.00	\$ 201.00	\$ 205.00	\$ 209.00	\$ 213.00	\$ 217.00	\$ 221.00	\$ 225.00
Pool Rate - Senior Consultant	\$ 235.00	\$ 240.10	\$ 245.00	\$ 250.00	\$ 255.00	\$ 260.00	\$ 265.00	\$ 270.00	\$ 275.00	\$ 280.00	\$ 285.00

Notes

This tab must be used to provide contractor/subcontractor hourly labor rates for the various classifications and grades of personnel. Applicable purchase, delivery, tax, services, safety, license, travel, per diem, Vendor's staff training, project facility, and any other expenses associated with the delivery and implementation of the proposed items must be included in the Vendor's costs and fixed hourly rates.

As per the RFP, DPHHR will use the "Labor Rates" supplied by the Vendor as a rate card for all future change requests leveraging the Software Modifications and Enhancements Pool and statement of work covering the Delivery and Integration of Additional Data Sources not identified during the solution's initial implementation.

Vendor may include additional roles to describe the various classifications and grades of its personnel. Vendors may insert additional rows as required (e.g., a Senior-Level Programmer and a Junior-Level Programmer require two separate rows).

It is the responsibility of the Vendor to ensure spreadsheet calculations are correct.

West Virginia Department of Health & Human Resources - Medicaid Enterprise Data Solution RFP

4. Project Deliverables

Vendor: Optum Government Solutions, Inc.

Project Deliverables				
Description		Total Cost	Deliverable Cost	Estimated Hours to Complete
Draft versions and maintenance of Deliverables are to be included in cost. Deliverables are listed alphabetically within milestone, no sequence expectations are implied. The deliverables within each payment milestones will be updated to streamline with the Vendor's submitted RFP response, Initial Work Plan (Attachment E).				Estimated Completion Date
Task Group 1 - Project Initiation and Planning				
Payment Milestone 1: Project Initiation Complete		\$ 720,249.00		
D001	Project Kick-off Meeting		\$ 11,400.00	87.1 11 days
D002	Change Management Plan		\$ 48,858.00	373.3 33 days
D003	Communication Management Plan		\$ 27,275.00	208.4 52 days
D004	Cost Management Plan		\$ 26,752.00	204.4 52 days
D005	Human Resources Plan		\$ 129,663.00	990.7 58 days
D006	Modularity and Reusability Plan		\$ 55,258.00	422.2 39 days
D007	Project Work Plan		\$ 200,011.00	1,528.2 89 days
D008	Quality Management Plan		\$ 13,101.00	100.1 67 days
D009	Documentation Management Plan		\$ 23,441.00	179.1 30 days
D010	Risk and Issue Management Plan		\$ 17,787.00	135.9 67 days
D011	Schedule Management Plan		\$ 16,308.00	124.6 66 days
D012	Scope Management Plan		\$ 13,088.00	100.0 57 days
D013	Stakeholder Management Plan/Stakeholder Analysis		\$ 15,562.00	118.9 60 days
D014	Staffing Management Plan		\$ 23,074.00	176.3 61 days
D015	Reconciliation Plan		\$ 57,195.00	437.0 74 days
D016	Facility Management Plan		\$ 41,476.00	316.9 61 days
Task Group 2 - Solution Planning				
Payment Milestone 2: Solution Planning 1		\$ 270,045.00		
D017	Data Management Plan		\$ 128,367.00	980.8 94 days
D018	Incident Management Plan		\$ 49,054.00	374.8 113 days
D019	Master Test Plan		\$ 34,291.00	262.0 117 days
D020	Privacy Impact Analysis		\$ 21,975.00	167.9 114 days
D021	Requirements Gap Analysis Document		\$ 11,936.00	91.2 137 days
D022	Requirements Management Plan		\$ 24,422.00	186.6 138 days
Payment Milestone 3: Solution Planning 2		\$ 425,032.00		
D023	Requirements Specification Document		\$ 127,817.00	976.6 138 days
D024	Requirements Traceability Matrix		\$ 39,473.00	301.6 149 days
D025	Safeguard Procedures Report		\$ 14,200.00	108.5 142 days
D026	Security Plan		\$ 130,880.00	1,000.0 178 days
D027	Security, Privacy, and Confidentiality Plan		\$ 25,286.00	193.2 59 days
D028	System Back-up and Record Retention		\$ 25,705.00	196.4 131 days
D029	System Requirement Document/Back-log User Stories or Use Cases		\$ 61,671.00	471.2 171 days
Task Group 3 - Solution Design, Testing, and Operations				
Payment Milestone 4: Solution Design, Testing, and Operations 1		\$ 1,343,707.00		
D030	Business Process Models		\$ 17,760.00	135.7 95 days
D031	Capacity Plan		\$ 13,350.00	102.0 95 days
D032	Configuration Management		\$ 14,554.00	111.2 128 days
D033	Data Conversion Plan		\$ 411,042.00	3,140.6 135 days
D034	Data Conversion Test Cases		\$ 75,243.00	574.9 185 days
D035	Data Test Results		\$ 108,552.00	829.4 156 days
D036	Database Design Document and Data Models		\$ 196,870.00	1,504.2 185 days
D037	Detailed System Design Document		\$ 432,467.00	3,304.3 235 days
D038	Disaster Recovery and Business Continuity		\$ 73,869.00	564.4 277 days
Payment Milestone 5: Solution Design, Testing, and Operations 2		\$ 1,098,436.00		
D039	Federal Certification and Review Management Plan		\$ 17,276.00	132.0 131 days
D040	Interface Inventory		\$ 221,056.00	1,689.0 108 days
D041	Load and Stress Test Cases		\$ 50,088.00	382.7 233 days
D042	Load and Stress Test Results		\$ 463,642.00	3,542.5 278 days
D043	Operational Readiness Plan		\$ 26,647.00	203.6 275 days
D044	Operational Readiness Test Scripts		\$ 21,713.00	165.9 324 days
D045	Operational Readiness Test Results		\$ 298,014.00	2,277.0 360 days
Payment Milestone 6: Solution Design, Testing, and Operations 3		\$ 2,015,474.00		
D046	Regression Test Cases		\$ 158,129.00	1,208.2 185 days
D047	Regression Test Results		\$ 205,534.00	1,570.4 295 days
D048	Reports and Forms Inventory		\$ 136,639.00	1,044.0 198 days

D049	System Integration Plan		\$ 307,254.00	2,347.6	155 days
D050	System Integration Test Cases		\$ 222,640.00	1,701.1	236 days
D051	System Integration Test Results		\$ 452,243.00	3,455.4	295 days
D052	Training Management Plan		\$ 46,816.00	357.7	166 days
D053	User Acceptance Test Cases		\$ 65,113.00	497.5	290 days
D054	User Acceptance Test Results and Letter		\$ 421,106.00	3,217.5	340 days
Task Group 4 - Solution Deployment					
Payment Milestone 7: Deployment 1		\$ 869,893.00			
D055	Cut over Play Book		\$ 27,877.00	213.0	292 days
D056	Federal Review Supporting Documentation		\$ 62,665.00	478.8	331 days
D057	Implementation Plan (Roll-out Plan)		\$ 86,616.00	661.8	289 days
D058	Implementation Certification Letter		\$ 675,105.00	5,158.2	362 days
D059	Operations Change Management Plan		\$ 17,630.00	134.7	285 days
Payment Milestone 8: Deployment 2		\$ 108,617.00			
D060	Operational Milestone Review		\$ 32,432.00	247.8	352 days
D061	Product Screenshots, Reports and Data Certification		\$ 17,276.00	132.0	331 days
D062	Report Distribution Schedule		\$ 12,591.00	96.2	283 days
D063	Solution Health Monitoring Plan		\$ 20,142.00	153.9	310 days
D064	System Operations Plan		\$ 26,176.00	200.0	267 days
Payment Milestone 9: Deployment 3		\$ 467,189.00			
D065	System and User Documentation		\$ 344,254.00	2,630.3	361 days
D066	Training Materials		\$ 69,838.00	533.6	303 days
D067	Training Report		\$ 25,168.00	192.3	366 days
D068	Training Schedule		\$ 16,582.00	126.7	219 days
D069	Turnover and Closeout Management Plan		\$ 11,347.00	86.7	281 days
Additional Vendor Proposed Deliverables		\$ 1,926,604.00			
D001-FADS	Project Kick-off Meeting		\$ 6,858.00	52.4	165 days
D021-FADS	Requirements Gap Analysis Document		\$ 40,638.00	310.5	201 days
D023-FADS	Requirements Specification Document		\$ 285,724.00	2,183.1	201 days
D024-FADS	Requirements Traceability Matrix		\$ 53,975.00	412.4	201 days
D030-FADS	Business Process Models		\$ 41,829.00	319.6	249 days
D036-FADS	Database Design Document and Data Models		\$ 25,757.00	196.8	222 days
D037-FADS	Detailed System Design Document		\$ 34,264.00	261.8	249 days
D046-FADS	Regression Test Cases		\$ 21,765.00	166.3	278 days
D047-FADS	Regression Test Results		\$ 34,971.00	267.2	404 days
D050-FADS	System Integration Test Cases		\$ 19,868.00	151.8	278 days
D051-FADS	System Integration Test Results		\$ 840,446.00	6,421.5	404 days
D052-FADS	Training Management Plan		\$ 5,667.00	43.3	267 days
D053-FADS	User Acceptance Test Cases		\$ 47,732.00	364.7	453 days
D054-FADS	User Acceptance Test Results and Letter		\$ 295,671.00	2,259.1	487 days
D055-FADS	Cut over Play Book		\$ 48,674.00	371.9	495 days
D057-FADS	Implementation Plan (Roll-out Plan)		\$ 46,672.00	356.6	487 days
D065-FADS	System and User Documentation		\$ 36,869.00	281.7	394 days
D066-FADS	Training Materials		\$ 17,014.00	130.0	416 days
D067-FADS	Training Report		\$ 13,703.00	104.7	491 days
D068-FADS	Training Schedule		\$ 8,507.00	65.0	276 days
	Warranty Services		\$ -		
Total Implementation Costs		\$ 10,077,246.00			

Project Management: Recurring Deliverables and Maintenance				
Description		Total Cost	Recurring Deliverable Cost	Estimated Hours to Complete
<i>This table includes recurring status reports and the deliverables mandating updates and maintenance throughout the term of the contract. The implementation project management monthly invoice may fluctuate based on the amount of hours used during the period. Some updates maybe be "as triggered" - and do not require on-going maintenance.</i>		<i>Total cost will be broken into an implementation project management monthly invoice.</i>		
Task Group 5- Project Monitor & Control				
<i>Payment - Monthly Implementation Project Management Invoice</i>		\$ 832,000.00		
D070	Project Status Reporting (Weekly and Monthly)		\$ 542,879.00	4,147.9
D071	Project Schedule and Work Plan (Bi-Weekly)		\$ 115,447.00	882.1
D072	Risk Register (On-going)		\$ 86,344.00	659.7
D073	Updated Training Management Plan (One-time)		\$ 35,524.00	271.4
D074	Updated RTM (On-going)		\$ 25,903.00	197.9
D075	Updated Project Management Components (One-time)		\$ 25,903.00	197.9



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5. Maint & Ops Support

Vendor: Optum Government Solutions, Inc.

Maintenance and Operations Support - Proposed Staffing Level and Costs														
Staff Position	Maintenance & Operations - Baseline Term								Optional Term 1		Optional Term 2		Optional Term 3	
	Year 2		Year 3		Year 4		Year 5		Year 6		Year 7		Year 8	
	Hours	Total Cost	Hours	Total Cost	Hours	Total Cost	Hours	Total Cost	Hours	Total Cost	Hours	Total Cost	Hours	Total Cost
Account Manager	920	\$ 170,549.60	920	\$ 173,760.40	460	\$ 87,022.80	460	\$ 88,812.20	460	\$ 91,374.40	460	\$ 93,987.20	460	\$ 96,595.40
Project Manager	1840	\$ 341,099.20	1840	\$ 347,520.80	1840	\$ 348,091.20	1840	\$ 355,248.80	1840	\$ 365,497.60	1840	\$ 375,948.80	1840	\$ 386,381.60
Business Lead	1840	\$ 248,786.40	1840	\$ 253,368.00	1840	\$ 252,098.40	1840	\$ 257,121.60	1840	\$ 263,690.40	1840	\$ 270,461.60	1840	\$ 277,527.20
Technical Lead	1840	\$ 499,946.40	1840	\$ 509,735.20	1840	\$ 512,145.60	1840	\$ 264,481.60	1840	\$ 271,050.40	1840	\$ 278,134.40	1840	\$ 286,727.20
Implementation Manager	920	\$ 170,549.60	920	\$ 173,760.40	920	\$ 174,045.60	920	\$ 177,624.40	920	\$ 182,748.80	920	\$ 187,974.40	920	\$ 193,190.80
Operations Manager	920	\$ 170,549.60	920	\$ 173,760.40	920	\$ 174,045.60	920	\$ 177,624.40	920	\$ 182,748.80	920	\$ 187,974.40	920	\$ 193,190.80
Quality Assurance Manager	1916.67	\$ 286,273.83	1840	\$ 280,968.00	1840	\$ 279,698.40	1840	\$ 285,034.40	1840	\$ 293,443.20	1840	\$ 302,054.40	1840	\$ 310,647.20
Testing Manager	460	\$ 59,896.60	460	\$ 60,963.80	460	\$ 60,186.40	460	\$ 61,060.40	460	\$ 62,702.60	460	\$ 64,395.40	460	\$ 66,083.60
Certification Lead	996.67	\$ 122,779.78	690	\$ 86,539.80	460	\$ 56,966.40	460	\$ 57,840.40	460	\$ 59,482.60	460	\$ 61,175.40	460	\$ 62,863.60
Document Management Lead	920	\$ 127,309.60	920	\$ 130,364.00	920	\$ 129,729.20	460	\$ 66,120.40	460	\$ 67,762.60	460	\$ 69,533.60	460	\$ 71,681.80
Architect/Privacy Data Protection Officer	460	\$ 66,414.80	460	\$ 67,942.00	460	\$ 67,624.60	460	\$ 68,958.60	460	\$ 71,060.80	460	\$ 73,213.60	460	\$ 75,361.80
Analytic Developer	180	\$ 25,659.00	240	\$ 34,968.00	240	\$ 34,802.40	240	\$ 35,457.60	240	\$ 36,355.20	240	\$ 37,478.40	240	\$ 38,599.20
Application Administrator	613.33	\$ 87,252.33	460	\$ 67,022.00	437	\$ 63,369.37	437	\$ 58,444.38	402.04	\$ 55,204.11	361.84	\$ 51,015.82	325.65	\$ 47,108.53
Architect		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -
Assistant Project Manager - Scheduler / IRAA		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -
Business Analyst	4040	\$ 512,474.00	4160	\$ 538,054.40	3976	\$ 507,774.96	3976	\$ 459,466.56	3696.32	\$ 386,228.48	3374.69	\$ 363,859.08	3085.22	\$ 343,107.32
Business Analyst/QA	270	\$ 35,996.40	360	\$ 48,790.80	360	\$ 48,243.60	360	\$ 49,226.40	360	\$ 50,511.60	360	\$ 51,836.40	360	\$ 53,157.60
Compliance Officer	460	\$ 66,414.80	460	\$ 67,942.00	460	\$ 67,624.60	460	\$ 68,958.60	460	\$ 71,060.80	460	\$ 73,213.60	460	\$ 75,361.80
Data Base Administrator	460	\$ 60,356.60	460	\$ 61,423.80	437	\$ 57,614.08	415.15	\$ 55,522.16	381.94	\$ 52,444.18	343.74	\$ 48,463.90	309.37	\$ 44,753.46
Data Modeling and Design		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -
Delivery Manager	90	\$ 15,169.50	120	\$ 20,604.00	120	\$ 20,521.20	120	\$ 20,869.20	120	\$ 21,417.60	120	\$ 21,979.20	120	\$ 22,539.60
Developer	270	\$ 38,758.50	360	\$ 52,812.00	360	\$ 52,563.60	360	\$ 53,607.60	360	\$ 55,252.80	360	\$ 56,937.60	360	\$ 58,618.80
ETL developer	1840	\$ 206,466.40	1840	\$ 210,735.20	1748	\$ 197,244.32	1660.6	\$ 190,537.24	1527.75	\$ 180,748.10	1374.98	\$ 167,733.81	1237.48	\$ 155,501.74
ETL Specialist	3860	\$ 508,516.40	3920	\$ 526,377.60	3736	\$ 495,729.84	3561.2	\$ 479,622.42	3295.5	\$ 455,899.47	2989.95	\$ 425,200.79	2714.96	\$ 396,628.51
ETL Team Lead	1840	\$ 284,059.20	1840	\$ 290,168.00	1748	\$ 274,453.48	1748	\$ 233,777.52	1608.16	\$ 220,816.45	1447.34	\$ 204,060.47	1302.61	\$ 188,435.56
Jr Developer	90	\$ 10,558.80	120	\$ 14,343.60	120	\$ 14,140.80	120	\$ 14,368.80	120	\$ 14,797.20	120	\$ 15,238.80	120	\$ 15,679.20
Lead Developer	108	\$ 18,311.40	144	\$ 24,868.80	144	\$ 24,769.44	144	\$ 25,187.04	144	\$ 25,845.12	144	\$ 26,519.04	144	\$ 27,191.52
Product Analyst/SME	810	\$ 128,603.70	1080	\$ 174,873.60	1080	\$ 174,128.40	1080	\$ 177,260.40	1080	\$ 182,196.00	1080	\$ 187,250.40	1080	\$ 192,294.00
Scribes / Tester / QA		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -
Sr Data Base Administrator	1840	\$ 284,059.20	1840	\$ 290,168.00	1748	\$ 274,453.48	1660.6	\$ 265,546.55	1527.75	\$ 251,284.32	1374.98	\$ 232,591.62	1237.48	\$ 215,111.15
Sr Developer	4600	\$ 710,148.00	1840	\$ 290,168.00	1748	\$ 274,453.48	1660.6	\$ 265,546.55	1527.75	\$ 251,284.32	1374.98	\$ 232,591.62	1237.48	\$ 215,111.15
Technical Writers		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -
Testers / QA Specialists		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -
Trainer		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -
Training Lead		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -		\$ -
Total	34404.7	\$ 5,256,959.63	31894	\$ 4,972,002.60	30422	\$ 4,723,541.25	29503.2	\$ 4,313,326.21	28351.2	\$ 4,222,907.95	27026.5	\$ 4,160,823.74	25834.3	\$ 4,109,450.13

Notes

Vendors are to fill in the columns labeled 'Hours' all other cells must not be altered.

Vendors have been provided with rows to add five (5) additional roles. If more than five (5) additional roles are needed, Vendors may add additional rows to the table. It is the Vendor's responsibility to ensure that all calculated formulas are updated and correct.

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6. Hosting & Disaster Recovery

Vendor: *Optum Government Solutions, Inc.*

Hosting and Disaster Recovery								
	Implementation	Maintenance & Operations - Base Term				Optional Term 1	Optional Term 2	Optional Term 3
	Year(s) 1-2	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
Hosting Option								
Hosting	\$ 465,411.00	\$ 669,030.00	\$ 690,363.00	\$ 711,831.00	\$ 734,326.00	\$ 750,689.00	\$ 767,011.00	\$ 782,225.00
Disaster Recovery Option								
Disaster Recovery		\$ 34,641.00	\$ 35,112.00	\$ 35,658.00	\$ 36,129.00	\$ 36,205.00	\$ 36,205.00	\$ 36,205.00
Total Hosting and Disaster Recovery Costs	\$ 465,411.00	\$ 703,671.00	\$ 725,475.00	\$ 747,489.00	\$ 770,455.00	\$ 786,894.00	\$ 803,216.00	\$ 818,430.00

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7. Packaged Software

Vendor: Optum Government Solutions, Inc.

Support Fees under this contract may not increase from one Support Period to the next by more than a percentage identified by the Vendor, for any license in the Software. Further, in no event will the Support Fee DHHR pays be greater than the fee paid by any other customer of the Contractor for the same type license.

Packaged Software Costs (Initial Purchase and Ongoing Maintenance by Year)																						
Software Item #	Attachment	Attachment Section	Software Item	Per Unit Cost	Quantity	Implementation					Maintenance & Operations - Base Term					Optional Term 1	Optional Term 2	Optional Term 3	Total Ongoing Costs	Total Gross Costs	Total Discount	Total NET Costs
						Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8									
1	H	Various	Software Components of OPAHHS Solution - SaaS	\$ 2,462,420.00	1	\$ 2,462,420.00	\$ 850,021.00	\$ 871,630.00	\$ 898,116.00	\$ 914,278.00	\$ 931,873.00	\$ 965,965.00	\$ 998,896.00	\$ 6,490,779.00	\$ 8,893,199.00	\$ -	\$ 8,893,199.00					
2				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
3				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
4				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
5				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
6				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
7				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
8				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
9				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
10				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Total Packaged Software Costs				\$ 2,462,420.00	\$ 850,021.00	\$ 871,630.00	\$ 898,116.00	\$ 914,278.00	\$ 931,873.00	\$ 965,965.00	\$ 998,896.00	\$ 6,490,779.00	\$ 8,893,199.00	\$ -	\$ 8,893,199.00							

Packaged Software Specifications												
Software Item #	Attachment	Attachment Section	Software Item	Environment (e.g., Development, Test, Training, Production)	Manufacturer	Brand Name	Version Number	Utility / Systems Management Software, DBMS, Data Warehouse, Other	Operating System	Detailed Description (e.g., Functionality, Purpose)		Earliest Proposed Purchase Date
1	H	Various	Optum Performance Analytics for Health and Human Services (OPAHHS)	Development, System Integration Testing, User Acceptance Testing, Stage/Training, Disaster Recovery, Production	Optum	OPAHHS	2020.02 (or latest General Available)	Other (Health and Human Services Analytics SaaS)	Multiple	Human Services (OPAHHS) weaves together data across HHS to: <ul style="list-style-type: none">• Provide a complete and accurate picture of an entire person and the enterprise• Reveal opportunities for improved performance and greater efficiency• Enable a greater understanding of your population, network, operations and the larger state ecosystem• Leverage predictive insights through a comprehensive analytic and reporting		EOS Contract Start Date
2												
3												
4												
5												
6												
7												
8												
9												
10												

Notes

The proposal shall list the proposed software manufacturer, brand name, module name, and version number for the items being proposed.
Costs shall include licensing that covers all environments (e.g., Development, Test, Training, Production). All required Packaged Software items shall be included on this worksheet (e.g., Utility/Systems Management Software, Database Management System (DBMS), Data Warehouse, Other). All costs associated with the purchase, delivery, installation, inspection, licenses, and production of the Software components shall be loaded into the Software Cost.

Vendors may insert additional rows as required. It is the responsibility of the Vendor to ensure spreadsheet calculations are correct.
All software and associated warranty and maintenance documents must be purchased in DHHR's name. The Vendor must provide DHHR with all documentation related to software purchases including, but not limited to invoices, packing slips, license agreements, and other details that may be required for audit and accounting. Software items in the Packaged Software Costs table shall correspond to the Software items in the Packaged Software Specifications table.



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8. Hardware

Vendor: Optum Government Solutions, Inc.

Hardware Costs (Inclusive of Initial Purchase and Annual Maintenance Services)																		
Hardware Item #	Attachment	Attachment Section	Hardware Item	Per Unit Cost	Quantity	Total	Maintenance & Operations - Base Term					Optional Term 1	Optional Term 2	Optional Term 3	Total Ongoing Costs	Total Gross Costs	Total Discount	Total NET Costs
						Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8					
1				\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
2				\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
3				\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4				\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5				\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
6				\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
7				\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8				\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9				\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10				\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Hardware Costs						\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Hardware Specifications										
Hardware Item #	Attachment	Attachment Section	Hardware Item	Environment (e.g., Development, Test, Training, Production)	Manufacturer	Model Number	Make	Operating System	Detailed Description (e.g., Functionality, Purpose)	Earliest Proposed Purchase Date
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										

Notes

The Vendor should describe all proposed hardware. All costs associated with the purchase, delivery to the DHHR specified site, uncrating, unpacking, removal of crating/packing/skidding, positioning for installation, installation, inspection, licenses (e.g., operating system) of the hardware shall be loaded into the Per Unit Cost. The Vendor shall be responsible for the risk of loss or damages that occur during delivery and installation of the equipment. Costs shall include all environments (e.g., Development, Test, Training, Production).

The Vendor may insert additional rows as required. It is the responsibility of the Vendor to ensure spreadsheet calculations are correct.

All hardware and associated warranty and maintenance documents must be purchased in DHHR's name. The Vendor must provide DHHR with all documentation related to hardware purchases including, but not limited to invoices, packing slips, license agreements, and other details that may be required for audit and accounting. Hardware items in the Hardware Costs table shall correspond to the Hardware Items in the Hardware Specifications table.



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9. Vendor Facility
Vendor: Optum Government Solutions, Inc.

Description	Establishing and Maintaining a Vendor Facility									Total Costs
	Implementation	Maintenance & Operations - Base Term					Optional Term 1	Optional Term 2	Optional Term 3	
	Year(s) 1-2	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 8	
Vendor Facility	\$ 438,018.00	\$ 133,668.00	\$ 137,678.00	\$ 141,808.00	\$ 146,062.00	\$ 150,444.00	\$ 154,957.00	\$ 159,606.00	\$	1,462,241.00

Notes

As per Section 4 of the RFP, the Vendor should provide details to DHHR stipulating cost for the Vendor to establish and maintain a Vendor facility in accordance with mandatory requirements and specifications.

West Virginia Department of Health & Human Resources - Medicaid Enterprise Data Solution RFP

10. Assumptions

Vendor: Optum Government Solutions, Inc.

Item #	Attachment	Attachment Section	Description	Rationale	Cost Impact If Assumption is Invalid
1	Att. E, Work Plan; Att. I, Implementation Specifications Approach	Throughout	development and implementation ("DDI") schedule as part of their bid. DHHR permits bidders to propose a DDI schedule that (a) is longer than 12 months and (b) may include having certain components of the Enterprise Data Solution ("EDS") be deployed/go into Maintenance and Operations Support within 12 months with the remaining EDS components deployed/ go into M&O Support until later. This is based upon the answers to bidder questions and the revised wording of Section 4.3.4. Based on this guidance, Optum has proposed that its EDS Solution be deployed in two phases: the Enterprise Data Warehouse portion of our OPAHHS Solution will be deployed within 12 months from the Contract Start Date and where the FADS components will be deployed within 16 months from the Contract Start date, provided that the required data is available by the dates set forth in the Project Plan. Optum assumes that it may invoice DHHR for M&O of the EDW component beginning in Month 13. If, however, DHHR indicates that Optum cannot invoice DHHR for any M&O Support until the deployment of all EDS Solution components, including the FADS component (i.e., not until the beginning of Month 17 from the Contract Start Date), then Optum assumes that it will be able to reduce the amount billed to DHHR under the M&O schedule of the Cost Proposal and add the same amount to the Project Deliverables portion of the Cost Proposal by adding an additional row entitled	If this assumption is not valid, Optum would have M&O cost for the EDW portion of its OPAHHS Solution for a period of four months but no ability to invoice DHHR for such M&O Support. There would be no increase in total dollar value over the life of the contract, only a shift as to how the billing would be shown.	None

2	H	Data Sources, Delivery, and Display	A member and provider portal is required within the EDS as further clarified in Q118 of RFP Addendum 4. For this feature, Optum's proposed solution will enable access to such users as they are identified, verified, and passed through to the EDS (i.e. via a public-facing URL hosted by DHHR). We assume: 1) DHHR will be responsible for first-level help desk support of these users; 2) these users will not require licenses to any applications whose costs are based on named user licenses; 3) these users will not require access to PII, PHI, or any protected data which requires individual access rights; 4) the workload and system resources required for these users will be marginal such that existing capacity (i.e. that which is sized per metrics in the RFP, such as the 75 named users and details identified in Detailed Specifications DD168 thru DD170) will be sufficient for their user experience and data access needs.	System scope, sizing, support, and cost are driven by the number and types of users along with their estimated system resource needs and workloads. The RFP only provides details about the 75 named EDS users, and there are no metrics for members and providers. We therefore make the listed assumptions in an attempt to accurately scope and price the EDS. If any of these assumptions are invalid, the EDS will require additional resources (infrastructure, software, support, etc.) that will drive up costs. The resulting cost impact requires further requirements definition to quantify.	\$TBD
3	H	Data Sources, Delivery, and Display	EDS Solution Users as specified in Detailed Specifications (DD168 thru DD170) and RFP section 4.4.2 (To-Be EDS Environment): Optum has assumed for licensing purposes the following initial user counts along with 10% growth annually throughout the life of the contract: * EDS named users: 75 total (60 Analysts/Standard, 10 Power User/Advanced, 5 Data Scientists) * Program Integrity / SURS: 15	EDS analytics and high-end tools require user-based licenses which affects the overall cost of the solution. We have provided these numbers to establish a shared expectation with DHHR on the sizing of our proposed solution. If our user count assumptions are invalid, the EDS will require additional resources (infrastructure, software, support, etc.) that will drive up costs. The resulting cost impact requires further requirements definition, such as number and type of users, workload expectations, and others to quantify.	\$TBD
4	G	Care Management	The EDS anticipates member data sourced from the MMIS and eligibility systems, and any analytics related to citizens will be limited to those for whom the EDS has data	EDS Care Management analytics and reporting is viable for members enrolled in Medicaid or other State programs whose data is supplied to the EDS via defined interfaces. If the State requires analytics and reporting for populations not represented in the defined data sources, the EDS will need to add interfaces, data modeling, ETL development, and analytics that will incur costs beyond our proposed EDS. The cost impact requires further requirements definition, such as number and type of data sources, reporting and analytics expectations, and other sizing factors.	\$TBD

5	G	Care Management	Analytics that are dependent upon clinical or patient scheduling data will require the introduction of new source systems which we assume are outside the scope of the RFP	Our proposed EDS meets the RFP Business Specification (Attachment G) requirements for analytics and reporting using MMIS source data. If the State requires clinical or electronic health record data as well, the EDS will need to add interfaces, data modeling, ETL development, and analytics that will incur costs beyond our proposed EDS. The cost impact requires further requirements definition, such as number and type of data sources, reporting and analytics expectations, and other sizing factors.	\$TBD
6	G	Financial Management	Financial Management analytics that depend upon MMIS claims processing errors must have that data supplied via the normal MMIS source feeds to the EDS	Our proposed EDS has the capability to ingest claims processing errors as needed to enable analytics and reporting. The relevant data must be extracted and transmitted to the EDS as part of the normal data feeds. If the State requires the EDS to source this data through other means, the EDS will need to add interfaces, ETL development, and infrastructure that will incur costs beyond our proposed EDS. The cost impact requires further requirements definition, such as number and type of data sources and other workload characteristics.	\$TBD
7	G	Financial Management	Source system data submission frequencies will dictate the reporting frequencies attainable within the EDS	Our proposed EDS has the capability to provide the most current analytics and reporting depending upon the frequencies and currency of source data submitted through defined interfaces. If the State requires the EDS to ingest data more frequently than stated in the RFP or outside of source system submissions, the EDS will need to add interfaces, ETL development, and infrastructure that will incur costs beyond our proposed EDS. Additional SLAs may also be necessary. The resulting cost impact requires further requirements definition.	\$TBD
8	G	Program Management	DRG codes will be supplied by the source system and not calculated within the EDS	WV MMIS source systems should be assigning DRGs following CMS standards, so we have not included any DRG grouping software in our proposed EDS. If this assumption is invalid and the EDS must assign DRGs not supplied by WV MMIS, we would have to add 3rd-party grouper software, implement ETL coding, and provision additional system resources to our proposed EDS. The resulting cost impact requires further requirements definition to quantify.	\$TBD

9	G	Program Management	MMIS and other data sources will provide reference data for use by the EDS so that no additional subscriptions are required for standard code sets or other references	MMIS systems typically require code-set reference files and CMS-standard reference data for claims, provider, and member processing. Our EDS will use these existing licensed data sources for any required data modeling, reporting, and analytics. If this assumption is invalid and the EDS must apply its own system-specific licenses, then we would have to add 3rd-party data licenses to our proposed EDS. The resulting cost impact requires further requirements definition for the codes sets and data licenses not available from the MMIS.	\$TBD
10	G	Program Management	The State's Medicaid Enrollment/Eligibility system will provide Member Enrollment Categories to the EDS via standard Member data submissions	WV Member Enrollment Categories are required for certain Program Management analytics and reporting. Our proposed solution requires these codes and values to be supplied within routine data feeds in order to remain current. If this assumption is invalid and the EDS must obtain Enrollment Categories separately, our solution would have to add unspecified interfaces, ETL coding, and provision additional system resources. The resulting cost impact requires further requirements definition to quantify.	\$TBD
11	G	Program Integrity	PI132 - The FADS data mart will maintain 3 years of claims data	Our proposed EDS meets your Program Integrity reporting and analytics requirements described in the RFP with three full calendar years of claims history, which will be loaded as part of DDI. If you require more than this at go-live or wish to accumulate more during Operations, then the EDS must be resized to store the additional data and more effort hours may be required during DDI to load the additional history. The resulting cost impact requires further requirements definition to quantify.	\$TBD
12	G	Program Integrity	PI055 The proposed FADS solution will be limited to 15 internal state users with 10% growth year over year	EDS analytics and high-end tools require user-based licenses which affects the overall cost of the solution. We have provided these numbers to establish a shared expectation with DHHR on the sizing of our proposed solution. If our user count assumptions are invalid, the EDS will require additional resources (infrastructure, software, support, etc.) that will drive up costs. The resulting cost impact requires further requirements definition, such as number and type of users, workload expectations, and others to quantify.	\$TBD

13	H	Security Management	Optum will deidentify all data before it is transferred to the lower environments. The lower environments include Development, System Integration Testing (SIT), User Acceptance Testing (UAT), or Stage. If at any point in time there is a need to use PHI/PII in a lower environment, for example, UAT, DHHR agrees to sign off on a security exception for limited use.	Federal security standards require that PHI be resident only in approved Production environments. If the State requires data with PHI in unapproved environments and is unwilling to provide a security exception, then effort and time will be required to establish additional approved environments beyond those identified in our solution. The resulting cost impact could be up to 3 months of additional DDI and 1000 hours of additional effort.	\$TBD
14	H	Security Management	Any requirements for federation to support the member or provider portals will require additional design. Modification hours will be used to support this initiative.	Our proposed EDS assumes security credentials for external users will be passed through and not require additional provisioning or federation to their source system. If the EDS must provide Identity and Access Management services or security federation for these users, then effort and time will be required to establish additional access control capabilities and to incorporate these services in all related deliverables. The resulting cost impact requires significant security requirements analysis and other assessments to be effectively quantified.	\$TBD
15	Appendix H, Technical Specifications Approach and Appendix K, Terms and Conditions	For Appendix H: Section 3 For Appendix K: Sections 5; 6.1; Exception 7 and 6.2.7	Optum assumes that all Packaged Software licenses contained within the OPAHHS Solution shall be held in Optum's name, with DHHR having access and license rights for the term of the Contract to a portion of such software described in Attachment K.	Optum has proposed a Software as a Service ("SaaS") based solution that includes Optum proprietary software, such as the OPAHHS Software and FADS Software as well as third party proprietary, commercial off the shelf (COTS) software. Consistent with this approach, licenses with respect to any Software components are held in the name of the Contractor and not DHHR. Therefore, Optum is taking an exception to the requirement in the Packaged Software portion of the Cost Proposal that requires that software licenses be held in the name of DHHR and has priced its Solution accordingly.	\$TBD

16	Attachment G, H, I and J	Numerous, including Attachment I, Section 1.5	<p>Optum assumes that the Modification Pool Hours and hourly rates shall be used to cover "software modifications" or "enhancements" that fall within three categories, where the common attribute of each category is the inability to provide a firm, fixed price due to the undefined scope of the requirement as it applies to Optum's OPAHHS solution and staffing:</p> <ol style="list-style-type: none"> 1. Work described in the RFP as being "as defined by the Department" or similar language, where the definition occurs during DDI or M&O; 2. Work described in the RFP where Optum will meet the requirement through the use of the Modification Pool hours rather than by its firm, fixed price due to its yet to be defined scope; or 3. Work that was not described in the RFP but that DHHR requests Optum to perform under the Contract. <p>The only exception to the use of the Modification Pool hours for this type of work would come from work that requires products that are available only on a fixed-price basis, where Optum assumes that a Contract Amendment would be used to address such change in scope.</p>	<p>All three types of work have a common attribute: the undefined nature of the requirement prevents DHHR from receiving an appropriate price and such assumption is also consistent with the general definitions for a "Software Modification" or "Enhancement" used in the RFP.</p> <p>The exception noted, where an Amendment rather than a Change Request using Modification Pool Hours would be required, is where the out of scope work requires fixed-pricing since Modification Pool hour work is only available on an hourly rate basis.</p>	\$TBD
17	Cost Proposal	Section 4, Project Deliverables	<p>Optum has developed pricing for each deliverable described in its Cost Proposal based on the sum of two variables, "X" and "Y". "X" is the estimated labor related cost to provide the specific deliverable derived by multiplying the estimated number of hours to complete the deliverable by a blended hourly rate for those labor categories required to produce the deliverable. "Y" is a percentage of Optum's costs associated with meeting other RFP obligations during the DDI phase that involve incremental cost but are not tied to a single deliverable. As such, Optum assumes that if any deliverable is deleted from Optum's scope of work, DHHR and Optum would negotiate a mutually acceptable change to the DDI pricing to DHHR that reflects those deliverables that remain and those RFP obligations that remain which may have costs not solely limited to a single deliverable, where such mutually agreed upon change would be reflected in a change order or Contract Amendment.</p>	<p>The RFP imposes on any bidder the requirement to fulfill obligations during DDI that can be tied to a single deliverable and that are more general in nature and could apply to more than one deliverable. At the same time, the RFP requires bidders to provide an estimated number of hours and fixed price for each deliverable. Any change to what are required deliverables and/or any change to any RFP obligation during DDI would require a repricing that may involve no change to overall price, a reduced price or an increased price.</p>	\$TBD

18	Attachment F	MR045	<p>infrastructure licensing costs for our proposed solution. We will assume the costs of applicable application licenses that we mutually determine apply to our solution and can be exchanged for licenses and costs in our proposal at no incremental cost. As stated in the answer to Question 207 in RFP Addendum 4, we will follow the State Change Order Process to account for any costs that exceed those assumed in our pricing. Legacy solution licenses have not been defined in the RFP and supporting documents. We understand that as the legacy solution licenses expire, we are responsible for obtaining those licenses necessary to operate the solution and will do so in the following manner:</p> <ol style="list-style-type: none"> 1. If the legacy solution licenses expire at a point in time where the Optum solution has replaced the need for continuing any legacy solution, Optum shall only be obligated to secure licenses needed for the Optum solution; 2. If the legacy solution licenses expire at a point in time where the Optum solution has not yet replaced the applicable part of the legacy solution, then the need for acquiring new legacy solution licenses by Optum shall be handled as follows: <ol style="list-style-type: none"> a. If the legacy solution license is transferable at no cost to Optum, Optum shall assume the license; b. If the legacy solution license is transferable to Optum for a cost, then we will follow the State's Change Order Process to price such acquisition costs. 	The undefined nature of DHHR's existing application licenses and their applicability to the OPAHHS Solution prevents Optum from being able to price the cost of assuming license cost upon their expiration.	\$TBD
19	Cost Proposal	Section 8, Hardware	Optum has not included any pricing for the cost of the hardware used as part of the OPAHHS Solution in Section 8 of the Hardware Tab but instead has captured such hardware costs in Section 2, Hosting and Disaster Recovery.	Optum has captured hardware costs in Section 2, Hosting and Disaster Recovery as such portrayal is consistent with the SaaS nature of its offering.	None
20	Appendix 5	Section 3, SLA-002	We have assumed that milestone 6 is the milestone that constitutes the "overall completion of deployment to production".	Upon completion of UAT before the OPAHHS solution goes into production and SLA-002 requires that total value of such milestone must equal 20% of total implementation cost.	None

Notes

The Vendor is required to state all assumptions upon which its pricing is being determined. Insert as many lines as necessary to ensure all concerns are accurately expressed. Assumptions shall not conflict with the Terms and Conditions or Mandatory Requirements of this RFP.

The Vendor should provide pricing consistent with the following:

- Apply the pricing in accordance with the Terms and Conditions and Mandatory Requirements of the RFP.
- Clearly identify and explain all of the pricing assumptions made, upon which pricing is predicated including the cost/pricing impact if the assumption is invalid.
- State if any charge is subject to Special Conditions, and clearly specify those conditions and quantify their impact upon the charges.