



FLORIDA HEALTH CARE CONNECTIONS EXECUTIVE STEERING COMMITTEE

June 23, 2023



ROLL CALL

FXProjects@ahca.myflorida.com

AHCA Statewide Medicaid Managed Care (SMMC) Procurement Integrity Statement



The Agency has entered the statutory blackout period related to this procurement. To protect the competitive nature of SMMC procurements, the Agency will not have any discussions related to the scope, evaluation, or negotiation of any current or future procurement with contractors or their representatives. Procurements are subject to s. 287.057(25), Florida Statutes, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award.





FX Procurement Integrity Statement

The Agency's FX Program is an ongoing process that involves the preparation of specifications for upcoming contracts. To protect the competitive nature of FX procurements, the Agency will not have any discussions related to the scope, evaluation, or negotiation of any current or future procurement with vendors or their representatives, other than the Agency's SEAS Vendor, IV&V Vendor and Integration Services/Integration Platform (IS/IP) Vendor, who are precluded from bidding on future FX contracts. Procurements are subject to s. 287.057(25), Florida Statutes, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award.





Opening Remarks

Tom Wallace, FX Executive Sponsor

Agenda



Topics	Speakers	Time
Opening Remarks	Tom Wallace	10:30 – 10:40 a.m. (10 mins)
FX Program Updates	Mike Magnuson	10:40 – 10:50 a.m. (10 mins)
FX Focus: Unified Operations Center (UOC) Customer Journey Voting Action: UOC Hi-Level Technical Design	Derek Jackson / Luis Diaz	10:50 – 11:15 a.m. (25 mins)
FX Interagency Subject Matter Experts (iSME) & Interoperability Updates	Alicia Dyer / Brittney Moulton	11:15 – 11:25 a.m. (10 mins)
FX Module/Project Updates	FX Sponsors	11:25 – 11:35 a.m. (10 mins)
FX Independent Verification & Validation (IV&V) Assessment	Kurt Hartmann	11:35 – 11:45 a.m. (10 mins)
Open Discussion & Questions/Member Updates	Mike Magnuson / ESC Members	11:45 – 11:55 a.m. (10 mins)
Closing Remarks	Tom Wallace	11:55 – 12:00 p.m. (5 mins)





FX Program Updates

Mike Magnuson, FX Director



FX Executive Overview

- Milestones/Accomplishments
- Schedule
 - New roadmap
- Cost
 - Appropriations for FX have been included in the FY 2023/2024 budget
- Risks/Issues
 - Staffing and Resources





FX Program – Since Last ESC

- Modules:
 - Core Systems (Core) - Contract was executed on 3/15/23 with Gainwell Technologies
 - Provider Services Module (PSM) - Awarded to HHS Technology Group (HTG) on 5/23/23
 - Pharmacy Benefits Management (PBM) - Procurement in process
- Centers for Medicare and Medicaid Services (CMS) Patient Access Rule Implementation - Completed initial phase of the Patient Access Application Programming Interface (API) and Provider Directory API project in accordance with the CMS Interoperability and Patient Access Final Rule





FX Program – Since Last ESC

- FX Program Assessment (DMS):
 - Will begin on 7/1/23 with report to legislature this year
 - Assessment Criteria-9 areas identified in appropriation language
- FX Medicaid Enterprise System (MES) Medicaid Information Technology Architecture (MITA) and Certification Management Consulting Services – Request for Quote
 - Assists with preparing for and obtaining CMS MES MITA certification of its FX modules
 - Achievement of MES/MITA goals and process improvements and CMS Certification to achieve maximum federal funding participation
 - Provide integrated CMS Certification status across the modular projects and operations to report to the Agency and CMS



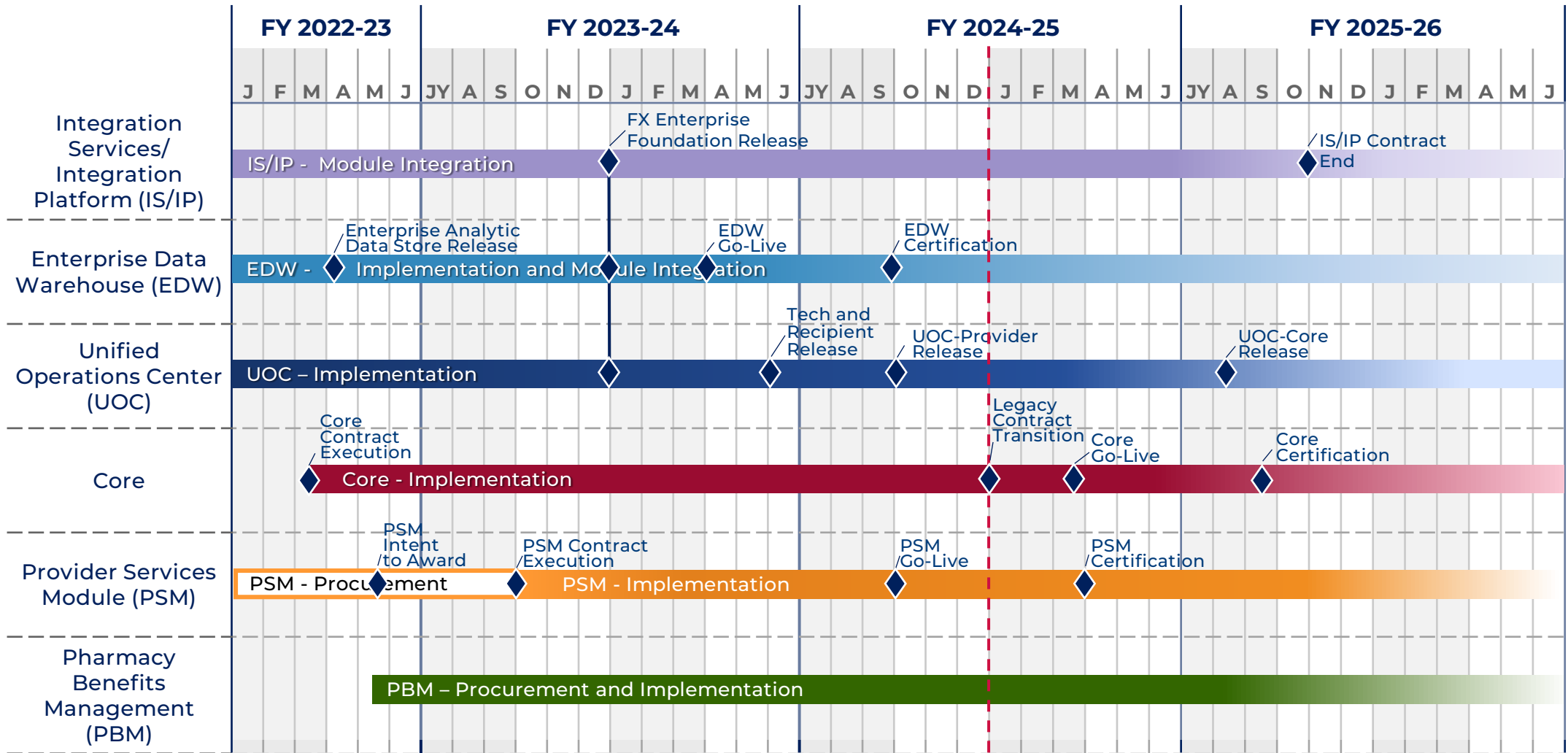
FX Program – Since Last ESC Strategic Accomplishments



- FX Enterprise Services Ready:
 - Testing Center of Excellence (TCOE) - Implements testing controls and standards across FX Projects
 - FX Module Integration (MI) Schedule - Contains activities and tasks to deliver the Module Integration with FX modules
- Transition Activities Update:
 - Federal reporting transition of Transformed-Medical Statistical Information System (T-MSIS) data files – CMS approved
 - Established successful integration of Proof of Concepts (POC)



FX Strategic Roadmap – Phase 3



Fiscal Agent Contract End 12/2024

June 2023

FX SPEND PLAN FY 22/23 (as of 5/31/23)

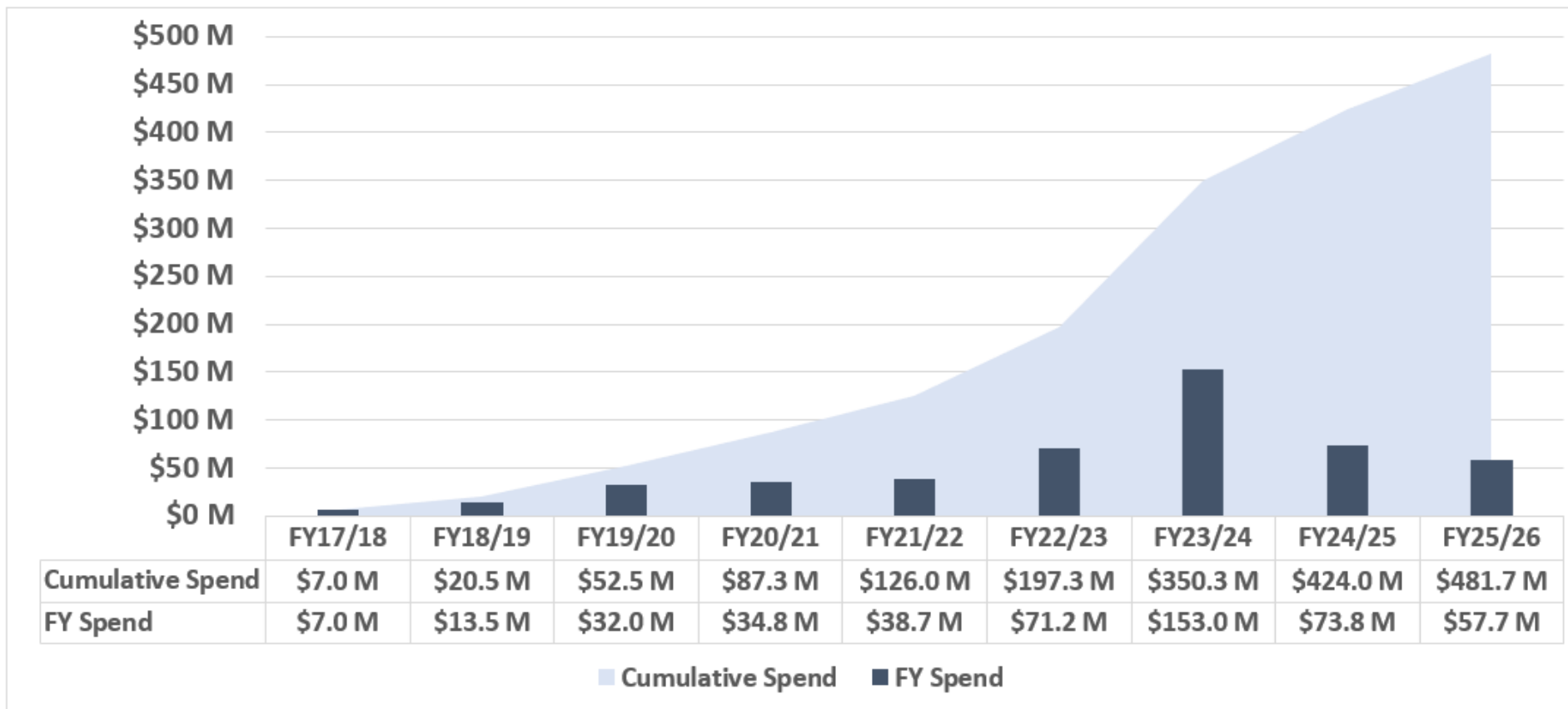


	Category	Appropriation Allocation	Incurred To-Date	Variance
Phase 1	Strategic Planning, Program Management, and Project Management Activities	\$ 10,081,414	\$ 9,118,914	\$ 962,500
	Independent Verification and Validation Services	\$ 3,211,921	\$ 2,733,404	\$ 478,517
Phase 2	Operations and Maintenance of an Integration Platform and Integration Services for Existing Systems and New Modules	\$ 19,551,574	\$ 15,883,427	\$ 3,668,147
	Implementation of an Enterprise Data Warehouse and Data Governance	\$ 18,919,398	\$ 14,192,160	\$ 4,727,238
Phase 3	Core Fiscal Agent Procurement and	\$ 18,965,374	\$ 9,239,241	\$ 9,726,133
	Provider Module Procurement and	\$ 5,317,861	\$ 46,756	\$ 5,271,105
	Unified Operations Center	\$ 11,170,919	\$ 2,137,715	\$ 9,033,204
	Pharmacy Benefits Management Procurement and Implementation	\$ -	\$ -	\$ -
Contingency Funds		\$ 24,781,539	\$ -	\$ 24,781,539
Total		\$ 112,000,000	\$ 53,351,617	\$ 58,648,383





FX Implementation Spend (as of 5/31/2023)



FY 17/18 to FY 21/22 reflect actual spend
 FY 22/23 is a combination of actual and estimated spend
 Order enhancements
 FY 23/24 reflects estimated spend

FY 25/26 reflects estimated funding
 FY 25/26 excludes projections for IS/IP and EDW Task



FX Appropriation for Fiscal Year 2023/2024



SA	Scope	Appropriation \$	Reserve %	Reserve \$	Available \$
191	Florida Health Care Connection (FX) - Operations and Maintenance	\$ 56,160,787	0%	\$ -	\$ 56,160,787
191	Independent Verification and Validation Services	\$ 3,230,996	0%	\$ -	\$ 3,230,996
192A	Strategic Enterprise Advisory Services	\$ 9,746,662	75%	\$ 7,309,997	\$ 2,436,666
192B	Claims And Encounters Processing (Core)	\$ 37,430,069	75%	\$ 28,072,552	\$ 9,357,517
192C	Provider Services Module	\$ 33,123,375	75%	\$ 24,842,531	\$ 8,280,844
192D	Unified Operations Center	\$ 34,635,314	75%	\$ 25,976,486	\$ 8,658,829
192E	Pharmacy Benefits Management	\$ 8,284,790	75%	\$ 6,213,593	\$ 2,071,198
TOTAL		\$ 182,611,993		\$ 92,415,158	\$ 90,196,836

NOTE: This does not include the \$5,000,000 in nonrecurring funds from the General Revenue Fund which shall be transferred to the Department of Management Services to provide a project assessment for the Florida Health Care Connections (FX) project at the Agency for Health Care Administration.





FX Focus: Unified Operations Center (UOC)

Customer Journey & Hi-Level Technical Design

Derek Jackson, AHS Account Executive

FX Unified Operations Center

Secure Unified Service Delivery



Recipient and Provider Service Delivery

- Recipient Customer Service
- Provider Customer Service
- Central Complaints and Grievances
- Background Screening Services
- Fraud Waste Abuse Reporting
- Benefits Management
- 24x7 Knowledgebase Search

Unified Back Office Services Support

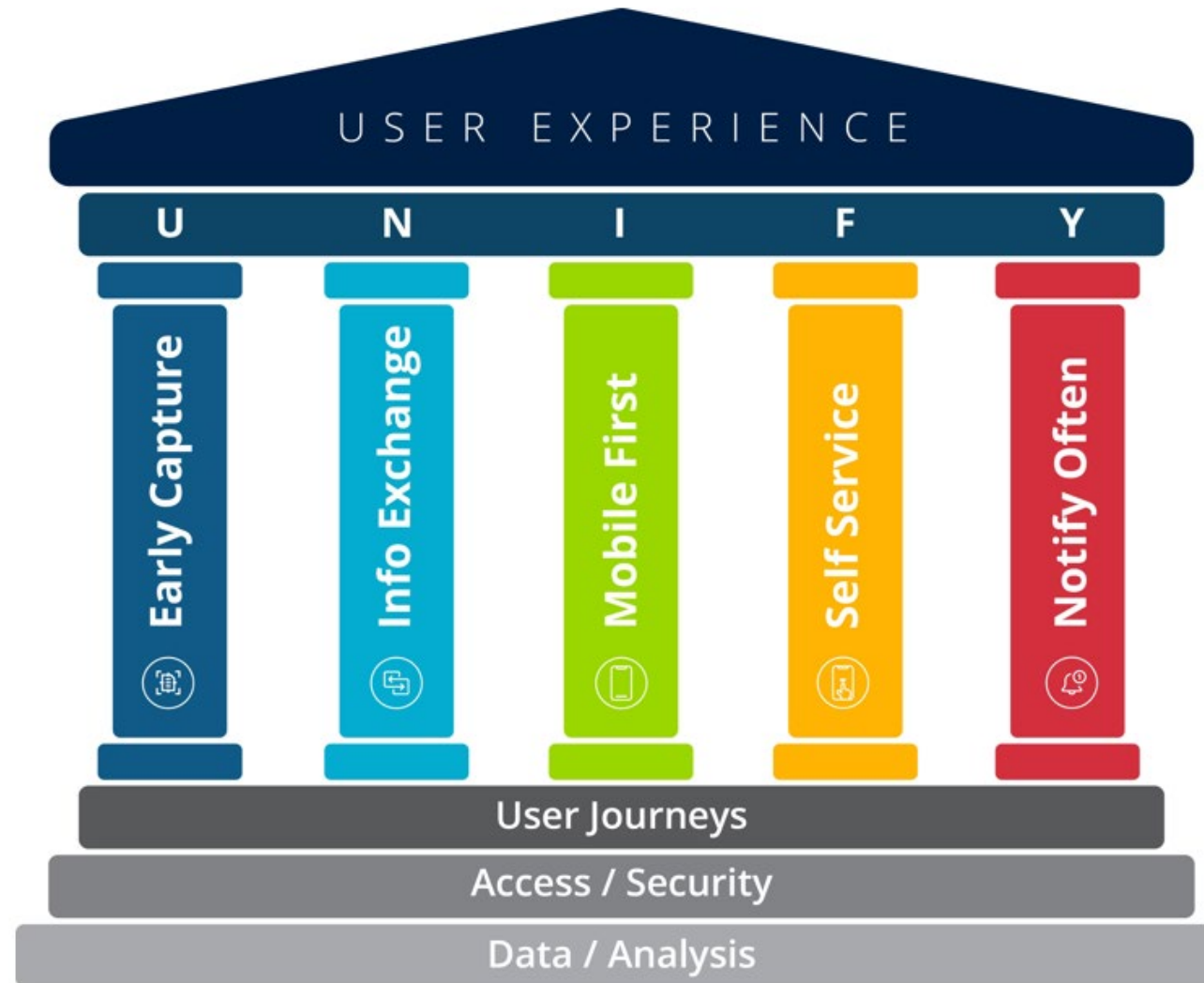
- Centralized Communications support for Recipients
- Centralized Communications support for Providers
- Knowledge Management
- Compliance Monitoring
- Operation Monitoring and Quality Control
- Reporting and Analytics
- User Account Management
- Overall System Management



Business Services enabled with sister agencies Interoperability 'Recipient related' Interfaces

FX Unified Operations Center

Enhancing User Experience



FX Unified Operations Center

Unified Customer Journey



PERSONA

SARAH

Age: 29
 2 children
 Florida Resident
 Cashier
 New Recipient

PERSONA BIO

Sarah is a busy mom who works long shifts. She has a decent understanding of technology and is comfortable using online services. With little personal time left during her day – she stresses over finding health providers and getting medical care.

GOALS + NEEDS

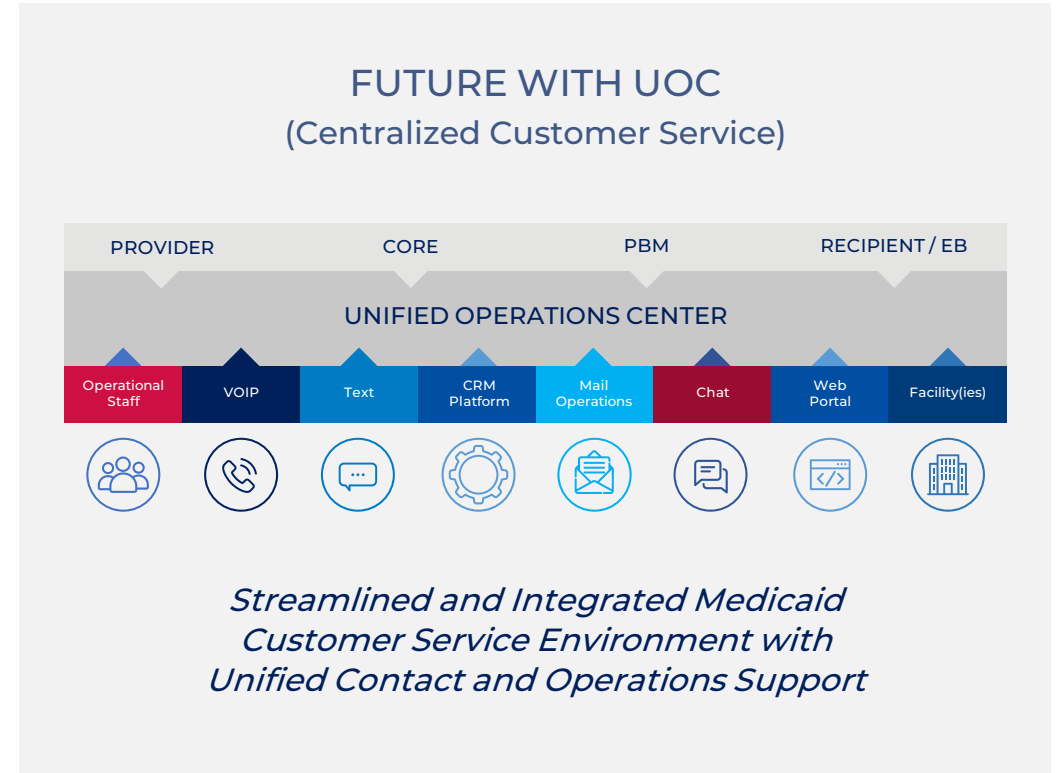
- Affordable healthcare
- Reliable service
- Efficient communications
- Straightforward + clear process

PROBLEM STATEMENT

Sarah wants reliable and efficient healthcare services so that she can continue to support her and her family.

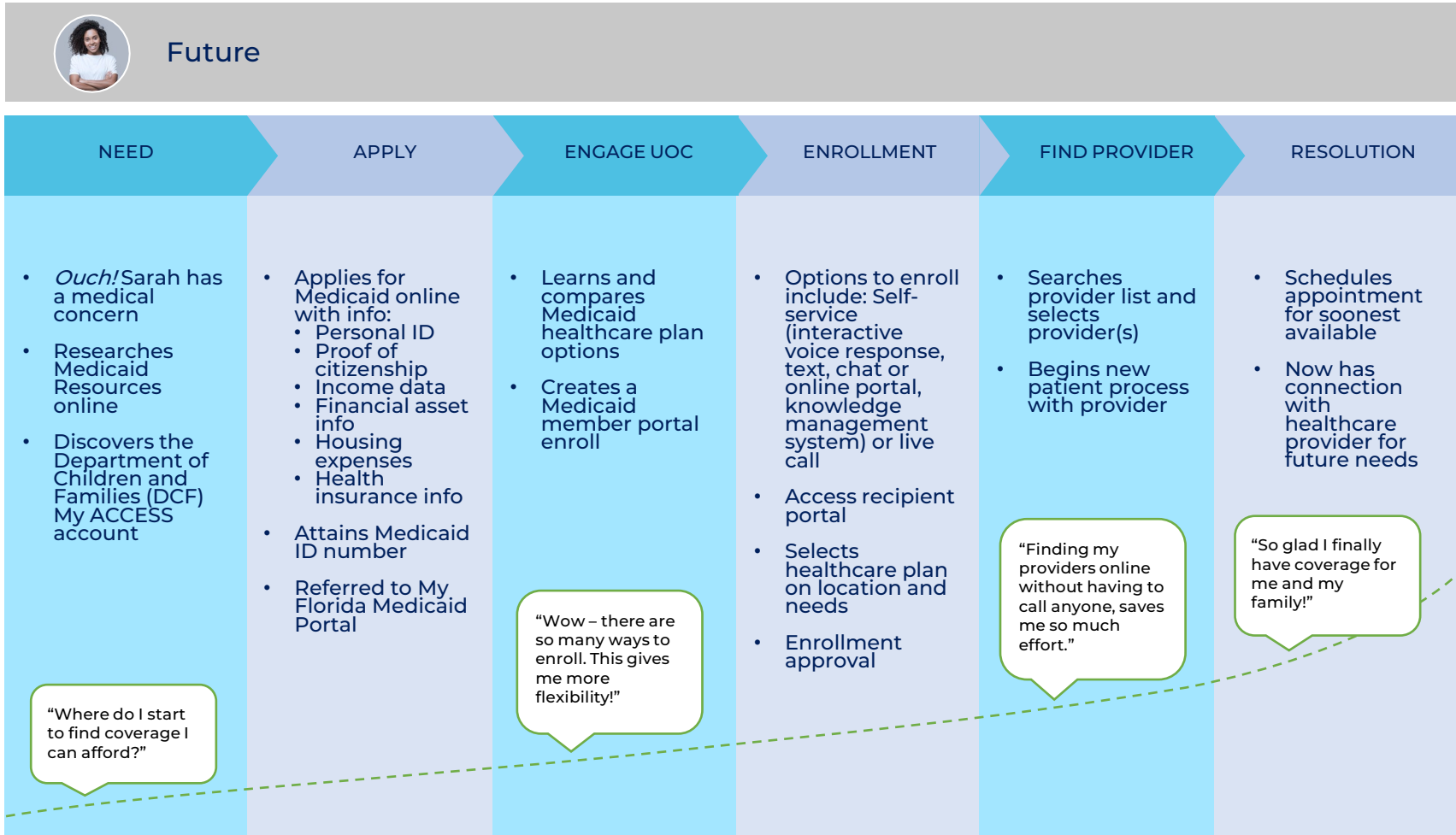


"I need affordable and reliable healthcare coverage for family check-ups and preventive care."



FX Unified Operations Center

Unified Customer Journey



IMPROVEMENTS

- Unified contact center
- Service improvements
- Self-service tools + options

WANTS + NEEDS

- Healthcare and dental coverage
- Efficient overall process
- Reliable service



FX Unified Operations Center

Unified Customer Journey



OPENING ALL DOORS

BRIDGING THE GAP

Connecting Customer Pain Points to Future Improvements



Sarah's Pain Points

- Bounced around multiple calls
- Wait times
- Flexibility of self-service
- Steps to completion

SINGLE CONTACT

Merging multiple contact centers into one unified contact center

ENHANCING SERVICE

Service level and wait time improvements

UNIFIED

Unified quality assurance review

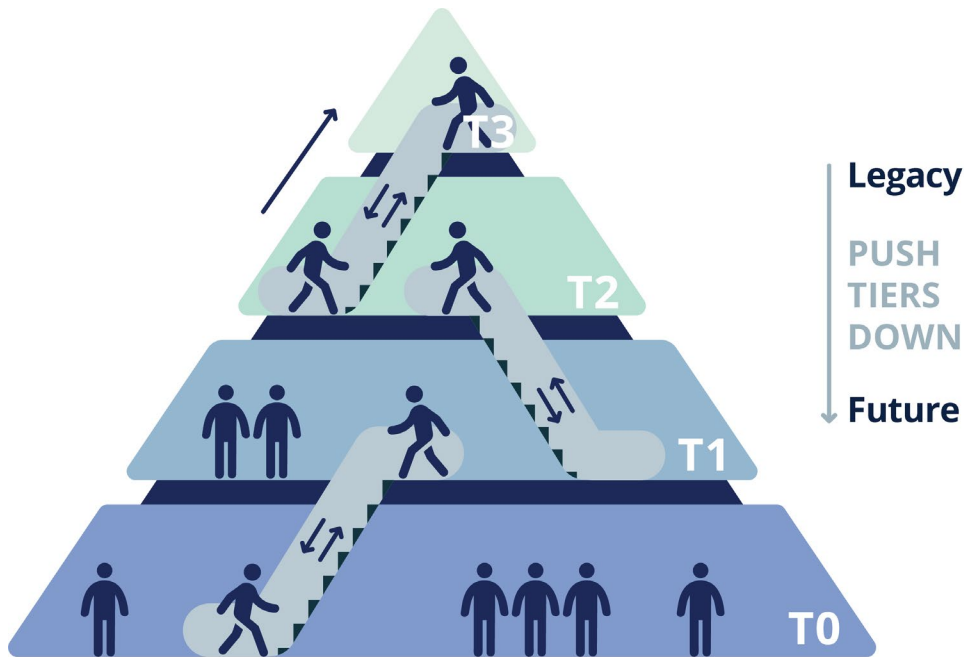
CENTRALIZED HISTORY

Centralized customer system that tracks full history
For provider/recipient experience as well as Agency interactions providing consistent messaging throughout member experience.



FX Unified Operations Center

Future State - Unified Complaint Operations



**Reduce Agency Call Volume
& Improve Member Access**

Tier 3&2

- Tier 3/2 did not have to be utilized to tie up a user for information that was easily handed in Tiers 0 & 1
- Tier 3/2 will make the necessary updates to the complaint and could text, email, send a communication task back to Tier 1 & 0 and/or if necessary, make an outbound call to member.

Tier 1

- If additional Complaint support needed...caller is routed through **Omnichannel** and is greeted by a Tier 1 UOC Agent. (Omnichannel stops repetitive dialogue)
- UOC agent has access to customer tracking system (**Dynamics 365 Customer Relationship Management (CRM)**) and the **Knowledge Management System (KMS – comprised of the Learning Management System (LMS) and Knowledgebase (KBS))** to review and validate all the available options for the caller. UOC Agent also has experienced support operational staff.
- UOC agent can also show member how to attach any supporting documents to the members (Member Portal)
- Member portal can send secure email and provide continued **Tier 0** support. And member can add any necessary documents for review to their secure portal.
- CRM will **track the history** of any interaction this member has had with any user of the FX Enterprise.

Tier 0 (24/7) Support (automation)

- **Voice Bot** provides update on status of complaint
Voice bot can initiate a **text message** with status of the complaint
- Member portal** can provide an even wider range of support to include **content management**
And the member can also access the **KMS** for more specific needs
- Email** support, **electronic mail notices**




FX Unified Operations Center

Draft - Secure Recipient Login



- Recipients access relevant information and self-service support
- Web, Mobile, and Tablet compatible

An official website of the Florida State government.



Florida Agency For Health Care Administration

Menu Option 1 ▾ | Menu Option 2 ▾ | Menu Option 3 ▾ | Menu Option 4 | English ▾ |

Login

Type your account user email address below to login.

User Email *

CONFIRM

Have a question? Visit the <KMS>, use the chat, or call the <help desk>(<phone number>, <hours of operations>).

<portaluat.floridafx.gov>
Official website of the State of Florida

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FX Unified Operations Center

Draft - Secure User Experience

- Internal FX users (AHCA staff, FX Vendors, and partner Agency staff) access the systems and tools to support recipient customer service and unified business operations
- Web, Mobile, and Tablet compatible

Alert Title Space
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Purus sit amet luctus!

Notifications
nunc scelerisque viverra mauris in
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Nec nam aliquam sem et tortor consequat id porta. Enim sed faucibus turpis in.

Alerts
nunc scelerisque viverra mauris in
[UPDATES CONTENT HOOK](#) this is a link content based on needs and requirements.

Modules

- Enterprise Data Warehouse (EDW)
- Unified Operations Center (UOC)
- <TBD>
- myLearning

2022 Florida Agency for Health Care Administration.

Dynamics 365 Customer Service Hub

Casey Bowen - Provider Modification Request for Medicaid - Saved

Expedited Priority 10/27/2021 5:15 PM In Progress Brad Forsythe Owner

Phone to Case Process Active for 34 days Identify (34 D) Research Resolve

Summary Details Case Relationships SLA Related

Contact Casey Bowen
casey.bowen@genesys.com
+19542347946

Case Title Casey Bowen - Provider Mod...
Case Number CAS-01001-Q6T151
Subject Complaints Policy & Procedure
Customer Casey Bowen
Origin Phone
Entitlement
Description I am 24 weeks pregnant and I was seeing the doctor

Timeline
Note modified by Brad Forsythe
Note modified by Brad Forsythe
Auto-post on Casey Bowen - Provider Modificati...
Auto-post on Casey Bowen - Provider Modificati...

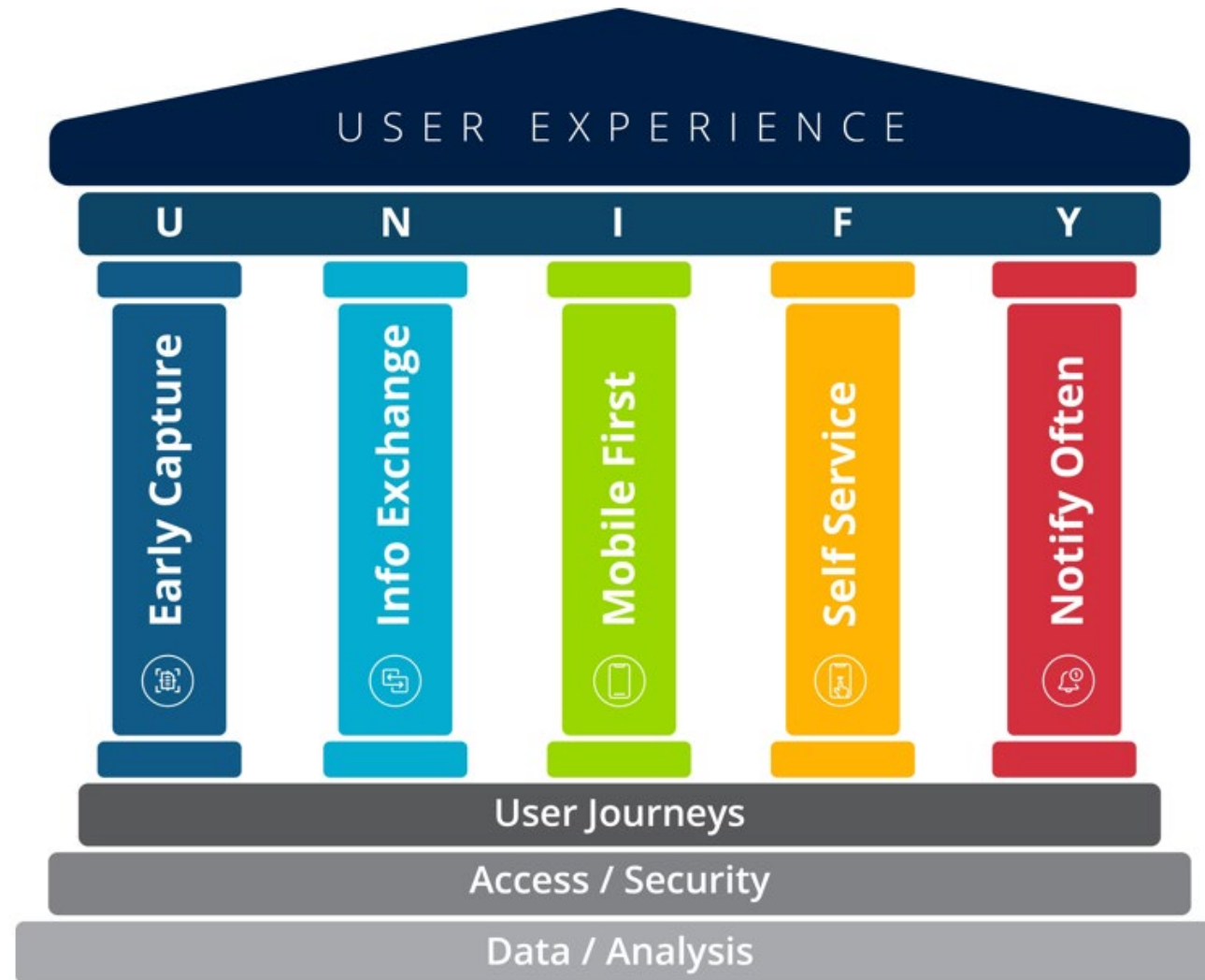
RECENT CASES
ENTITLEMENTS
No data available.

Genesys Cloud



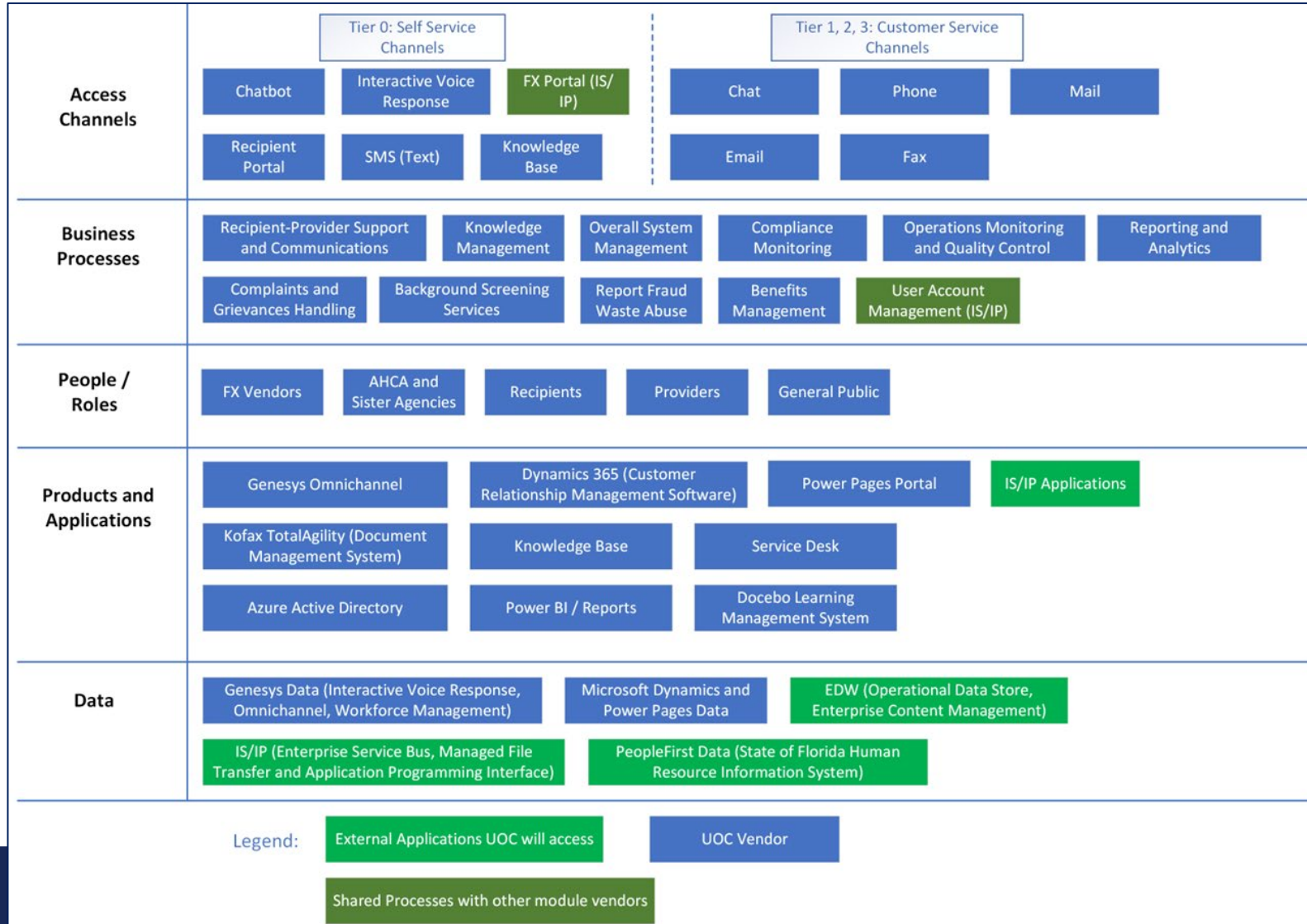
FX Unified Operations Center

High-Level Technical Design Deliverable



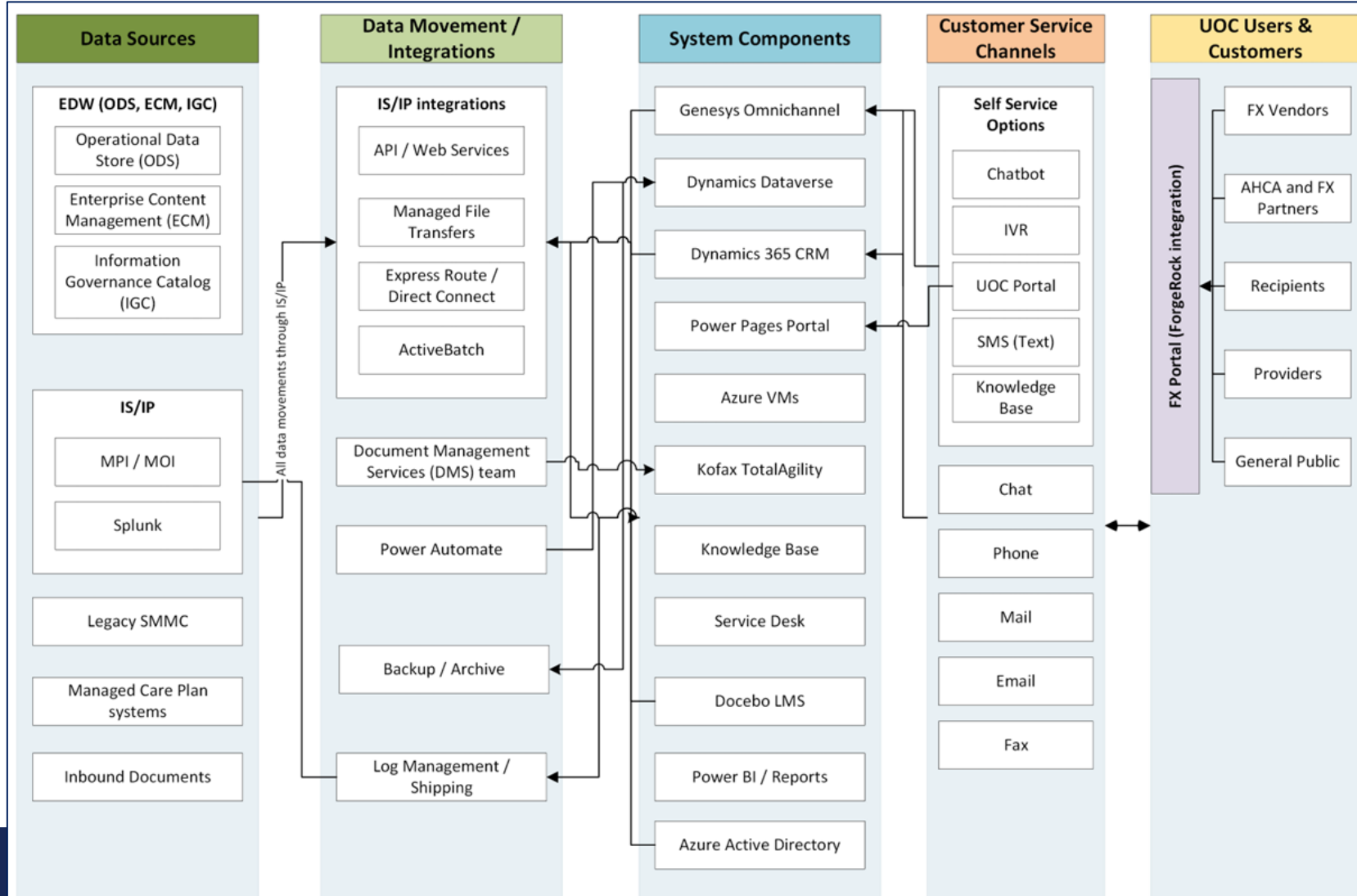
FX Unified Operations Center

Unified Business View



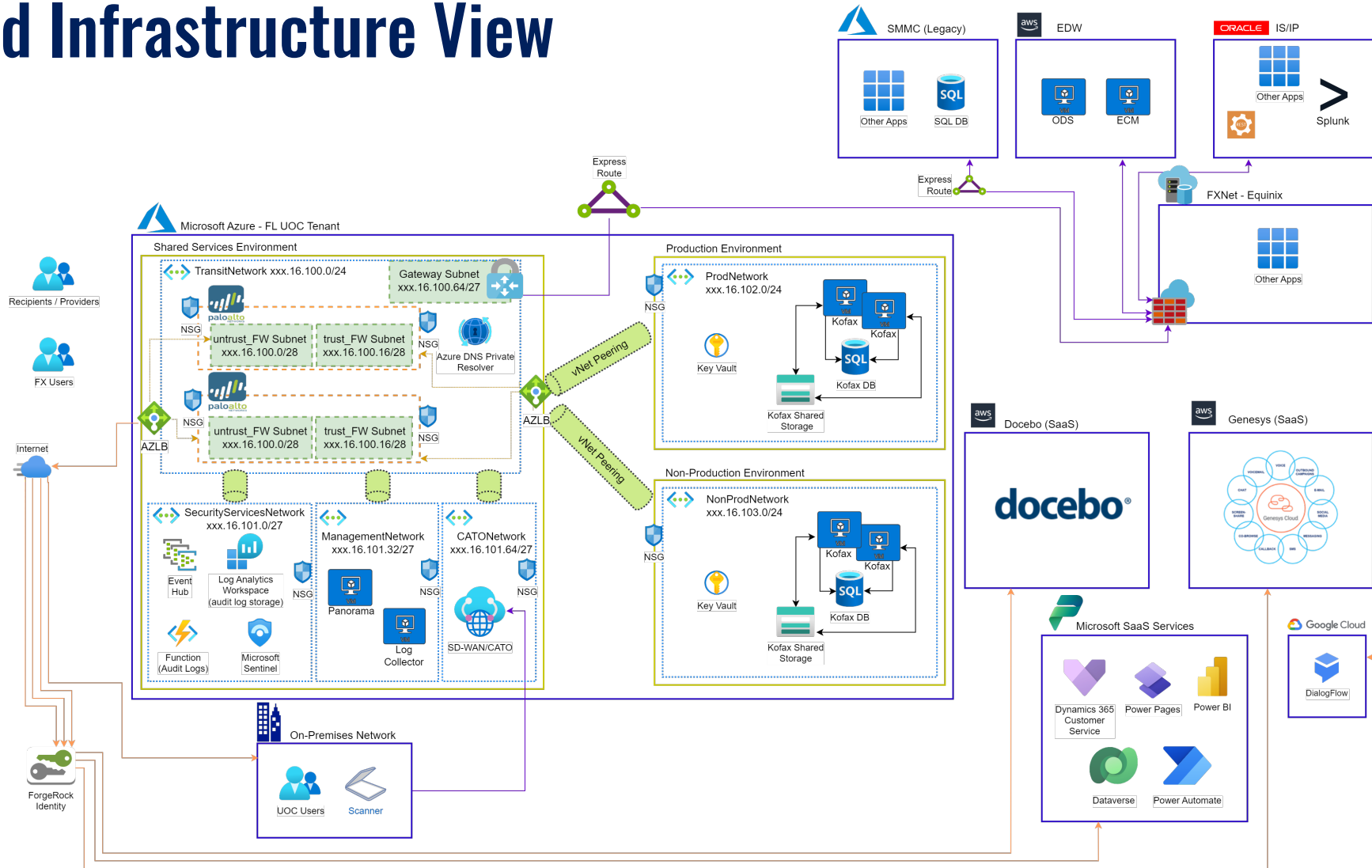
FX Unified Operations Center

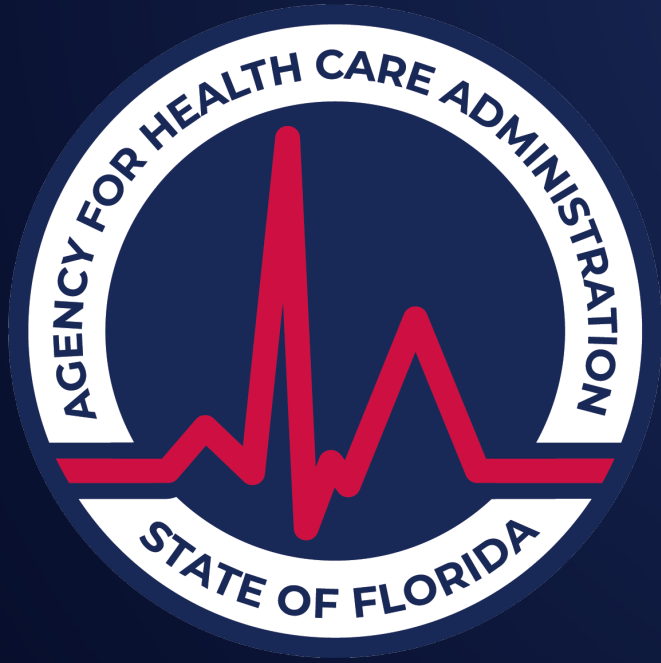
Unified Technical View



FX Unified Operations Center

Unified Infrastructure View





Voting Action



FX iSME & Interoperability Updates

Alicia Dyer, Transformation Manager

Brittney Moulton, Accenture Module Integration UOC Project
Manager

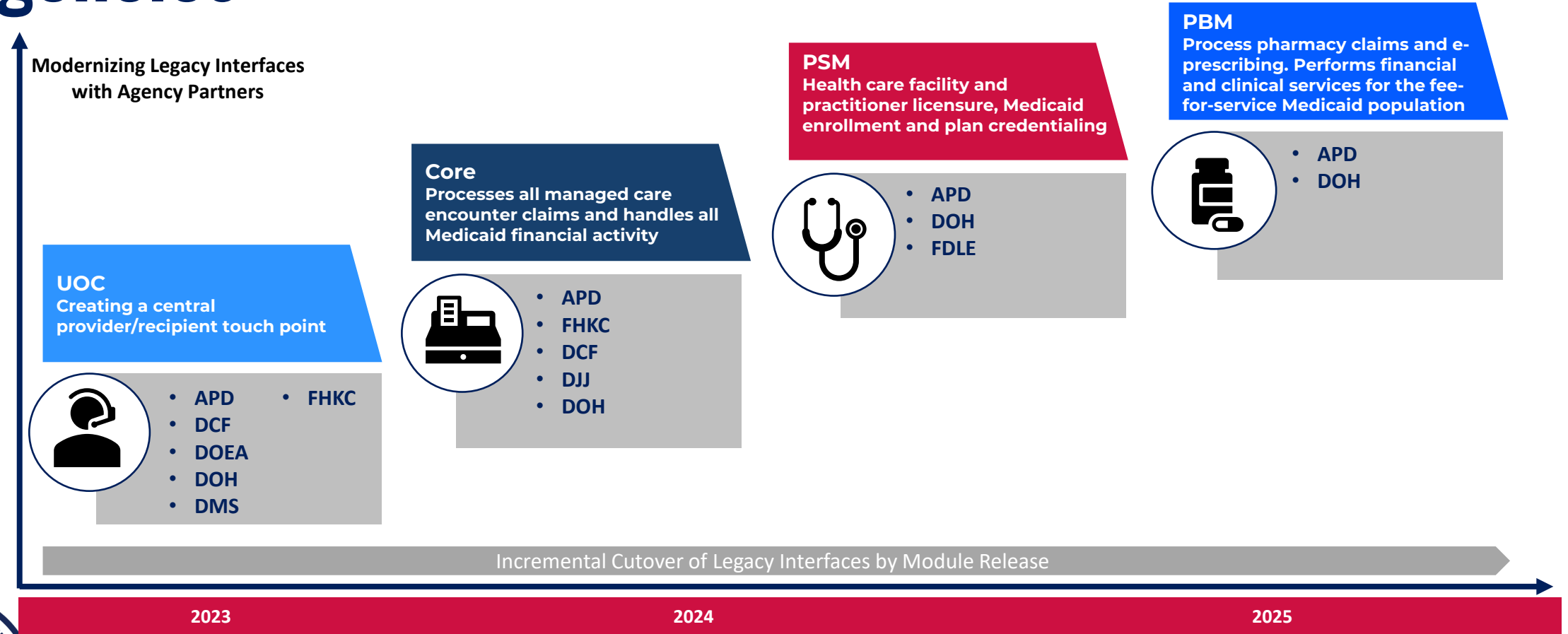


FX Interoperability Initiative Updates

- People First Data to achieve FX user provisioning automation
 - Engaged with Department of Management Services (DMS) to establish an *automated user provisioning* through existing People First data
 - Benefit your agency FX users by:
 - Streamlining user role security request process
 - Automating manual maintenance of access
 - Automating manual reassignments of users
 - Expediting role assignments and data accessibility
 - Reducing state employee administrative burden to review and approve requests
- Statewide Medicaid Managed Care (SMMC) Plans Engagement
 - Kicked off FX interface modernization activities with the current SMMC plans



FX Journey to Interoperability with Sister Agencies

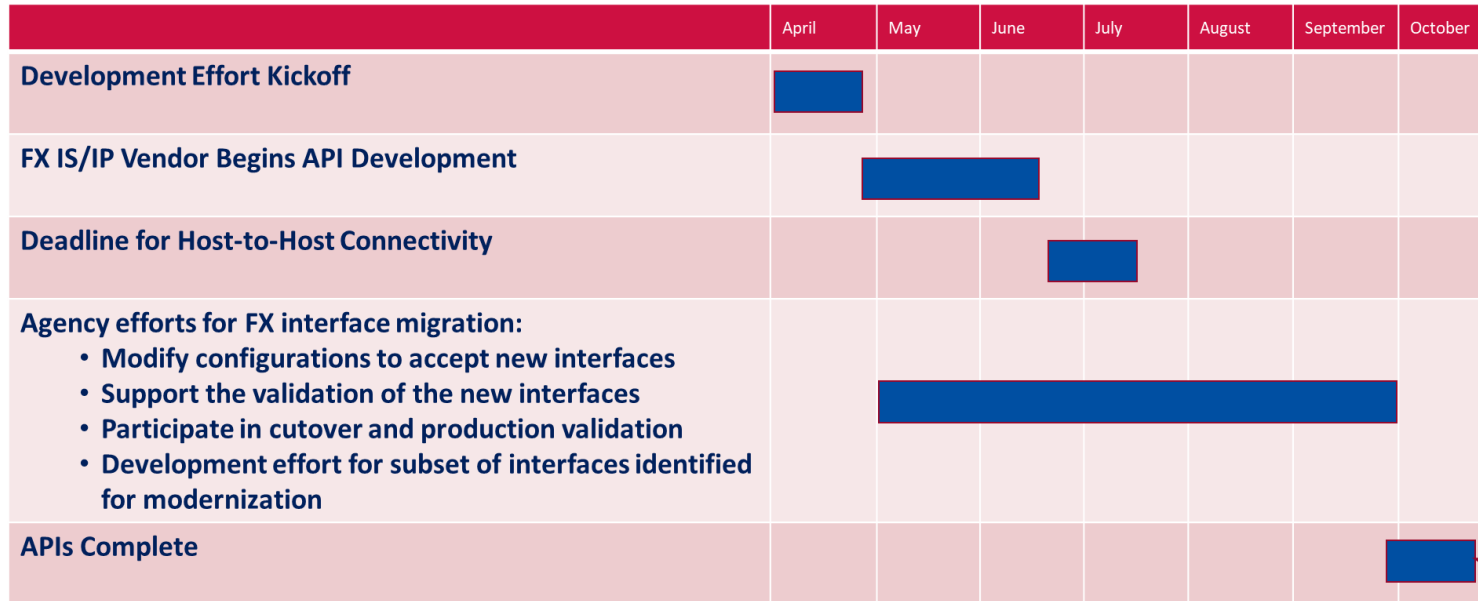


Interoperability on the FX Platform



FX iSME Engagement Timeline for UOC

- During Fall 2022, FX partnered with six of sister agencies (APD, DCF, DOEA, DOH, DJJ, FHKC) to identify interfaces and migration approaches and then requested Legislative funding to support the sister agency development efforts
- The FX Modular Integration team is initiating the development effort for the Unified Operations Center (UOC) sister Agency migration activities for the modernization of 13 interfaces and the like-for-like changes for 55 interfaces



- Benefits to Agencies include:
- *Reducing the number of interfaces*
 - *Optimizing processes*
 - *Streamlining effort and increasing use of automation*



As more interfaces are modernized, additional real-time data sharing benefits can be realized across the Medicaid Enterprise ecosystem



FX Road to Interoperability for UOC

Summer 2022 - Spring 2023

DESIGN FUTURE EXCHANGES

Partner Agencies provide resources to design and solution to transition the interfaces from FMMIS to the FX Integration Platform



Partner Agencies at Milestone

- DCF
- DOEA
- DMS

Spring 2023 – Fall 2023

BUILD & TEST CONNECTION

Partner Agencies provide resources during connection and file testing



Partner Agencies at Milestone

- APD
- DOH
- FHKC

Fall 2023 – Spring 2024

INTEROPERABILITY ON THE FX INTEGRATION PLATFORM & CUTOVER FROM FMMIS



Partner Agencies at Milestone

None

Partner agencies experience:

- ✓ Near real-time data exchanges
- ✓ Reduction in manual processes
- ✓ Improved data accuracy





FX Module/Project Updates

FX Enterprise Data Warehouse (EDW)

Nikole Helvey, FX Project Sponsor

FX EDW Update



EADS Production deployment

- Reporting Data Store (RDS) (Near real-time)
- Analytics Data Store (ADS) (10 full years of historical data)
- 11 Specialized Data Marts
- 12 Initial Reports/Dashboards
- SEMOSS and Cognos
- Information Governance Catalog (IGC)
- Enterprise Content Management (ECM) functionality
- Achieved CMS Concurrence for T-MSIS

(EDW to be the system of record for T-MSIS beginning in June 2023 for the May monthly file submission)

Benefits

- Establish Production Code Baseline
- Initiate Routine Change and Release Management Processes -
 - *Allows more iterative development of reporting/analytic products*
- Enable active End-User Training/Adoption
- Engage users/stakeholders in development of reports/analytics needed to transition from legacy DSS





FX EDW Stabilization Update

Complete:

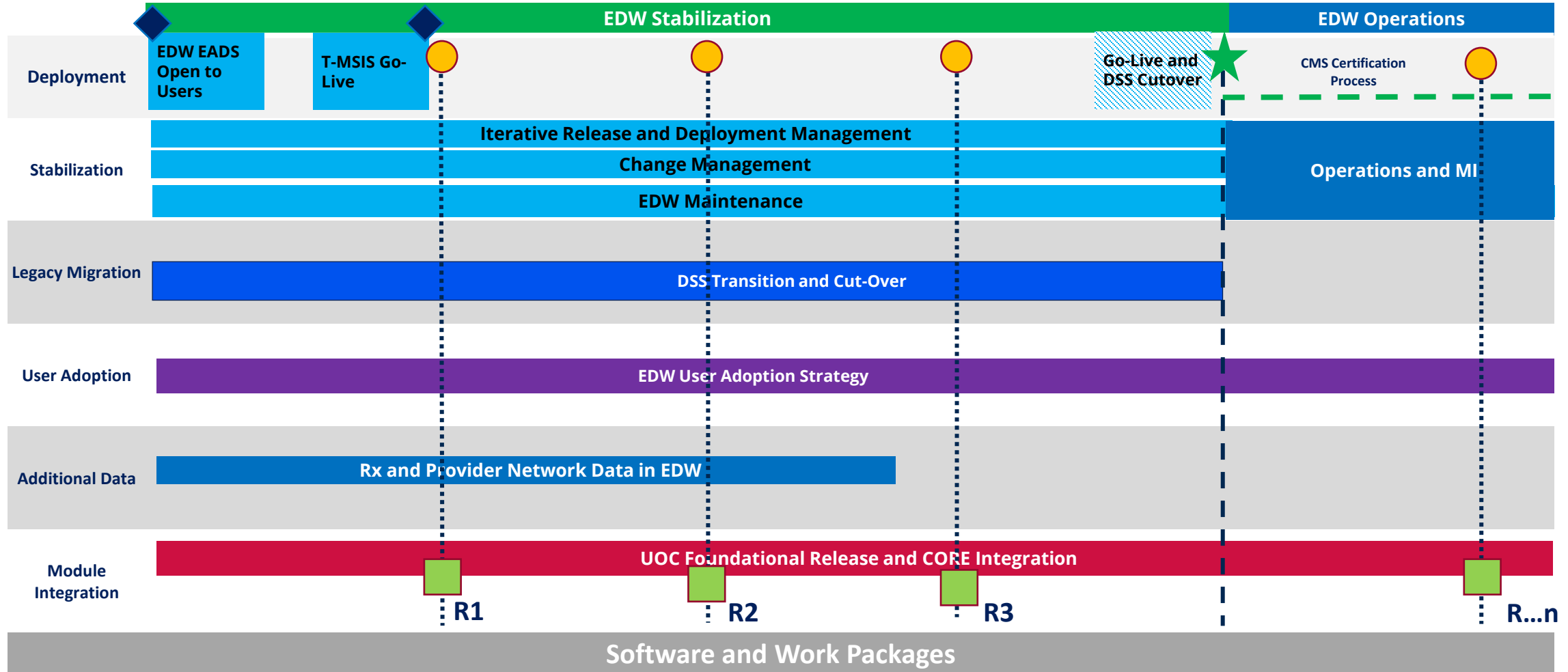
- ✓ EDW Production Deployment
- ✓ IAPD-U Approval
- ✓ Release Plan/Process Approval
 - Detailed release process, roles and responsibilities
 - Release schedule

In Process:

- Contract Amendment
 - Agency defined backlog list
 - Agency confirmation of Testable Requirements
- User Adoption Launch Plan/Schedule
 - Tactical Plan for user adoption (*sequence user groups, confirm user needs, identify and prioritize user needs within Releases*)
- DSS Transition and Report Development
 - Align transition to User Adoption Tactical Plan and Releases



FX EDW – Stabilization, Adoption, and Module Integration



FX Core System (Core)

Cheryl Travis, FX Project Sponsor

FX Core



- Contract: 7-years | Approx. \$155M | Executed 3/15/23
- Core will:
 - Adjudicate fee-for-service claims for Medicaid reimbursement
 - Process managed care encounter transactions
 - Maintain and manage recipient eligibility
 - Support all Medicaid financial activity (including managed care capitation payments)
- Represents the most fundamental functionality required for Medicaid processing and the most complex functionality within the current legacy system
- **Key status points since contract execution:**
 - Project Kickoff 4/18/23
 - Foundation Discovery 4/18/23-4/20/23
 - Requirement Validation Sessions in flight
 - Collaborative working sessions with vendors and AHCA key stakeholders in progress





Independent Verification & Validation (IV&V) Assessment

As of May 2023

Kurt Hartmann, FX IV&V Project Director



IV&V ASSESSMENT: FX PROGRAM

- IV&V would have rated the FX Program as GREEN because the Program is being managed according to Standards. However, out of 5 current Modules, 3 are YELLOW, 1 is RED, and 1 is complete, IV&V rated the overall Program at YELLOW.
- The Agency's replanning of project work reduced FX expected spend this fiscal year but did not eliminate the need for the work. Preliminary indication is that legislature's appropriation for FY 2023-2024 addresses this gap.
- The demand on Agency staff resources continues to grow as additional responsibilities are transitioned to the Agency and new module vendors are onboarded. This demand is increasing the risk of Agency resources becoming constrained.
- Overall success in multi-vendor programs is predicated on timely integration of each vendor's solutions and schedules. IV&V notes that the risk of project delays is increasing as new vendors are onboarded, and dependencies between vendors increase.
- Although the timely release of quarterly funds has been creating budgetary/cash flow challenges in prior quarters, Q4 funding is on track for release before quarter end.





IV&V ASSESSMENT: EDW

- As of the end of this reporting period, the FX EDWI Project continued to report that it is 96% complete with a 114-day finish variance.
- Task Order, EDW-0006, Provider Network Verification was signed on May 11, 2023. IV&V became aware of this task order on May 24, 2023.
- The expected completion date for the draft Contract Amendment for the Stabilization Period has been extended to May 31, 2023. The Agency reviewed additional items from the requirements traceability matrix which may lead to amended/refined requirements in.
- On May 22, 2023, the Agency received notification from CMS that the Large System Enhancement (LSE) testing was completed. This provided concurrence that the EDW Vendor was ready to submit T-MSIS production data for May 2023.





IV&V ASSESSMENT: Module Integration

- As of the end of this reporting period, the most current version of the FX MI Project Schedule, with a project status date of May 4, 2023, showed that the project is 99% complete with a finish variance of 76 days.
- IV&V has observed instances where module vendors have submitted deliverables before preceding deliverables are approved (i.e., submitting the detailed system design document before the high-level design is approved).
- As of this meeting, the MI Project Schedule is behind and has not been finalized.





IV&V ASSESSMENT: CPARI

- As of May 2, 2023, the FX CPARI Project Schedule had shown that the project's current phase is 100% complete.
- The next phase of the FX CPARI Project will focus on activities finalizing work up through Go-Live. The date of the next phase is still being decided.
- This completed phase, called CPARI soft launch, was achieved which includes completion of the three APIs, the IS/IP and EDW production environment updates were completed, and UAT was completed.





IV&V ASSESSMENT: UOC

- The UOCI project schedule was baselined May 3, 2023. The FX UOCI Project is reporting overall 17% complete with a 15.5-day finish variance.
- The UOCI project is in the Initiation/Planning and Execution Phases. The vendor accepts working at risk by expediting the project schedule and performing activities in multiple SDLC phases.
- As additional vendors are on boarded, there is an increasing demand on Agency/Vendor resources. The project is at risk of not meeting project milestones if resources are not able to keep pace with the increasing demands of the projects due to overallocation.





IV&V ASSESSMENT: Core

- The FX Core DDI Project Schedule remains in EPgMO QC review. The Core schedule has not passed Agency Internal QC review so far thus causing a delay in finalizing the schedule.
- Requirement Validation Sessions started on May 9, 2023. These are scheduled as all-day sessions without giving consideration to the time demands on Agency staff already working other modules.
- File Layouts of the data for the input and output to the Core module started on May 22, 2023.
- IV&V observed that project risks were not initially logged in the Core CRAIDL. As of now, the Core Vendor is working to ensure project risks are logged on the FX Core project artifact directory.





OPEN DISCUSSION/ MEMBER UPDATES

Mike Magnuson, FX Director



Closing Remarks

Tom Wallace, FX Executive Sponsor



ESC Meetings Lookahead FY 23/24

Dates*	FX Topics/Voting Items
August 30, 2023	<ul style="list-style-type: none">• FX Focus: FX Releases/Change Events
September 29, 2023	<ul style="list-style-type: none">• FX EDW Stabilization Release 1 Deployment• FX Provider Services Module contract review
December 2023	<ul style="list-style-type: none">• FX Enterprise Foundation Release
January 2024	<ul style="list-style-type: none">• FX EDW Stabilization Release 2 Deployment• FX EDW Stabilization Release 3 Overview• FX Provider Services Module High-level Technical Design• FX Core High-level Technical Design
March 2024	<ul style="list-style-type: none">• FX EDW Stabilization Release 3 Deployment/EDW Go-Live
April 2024	<ul style="list-style-type: none">• FX UOC Technology and Recipient Release

**Dates and topics may be subject to change.*

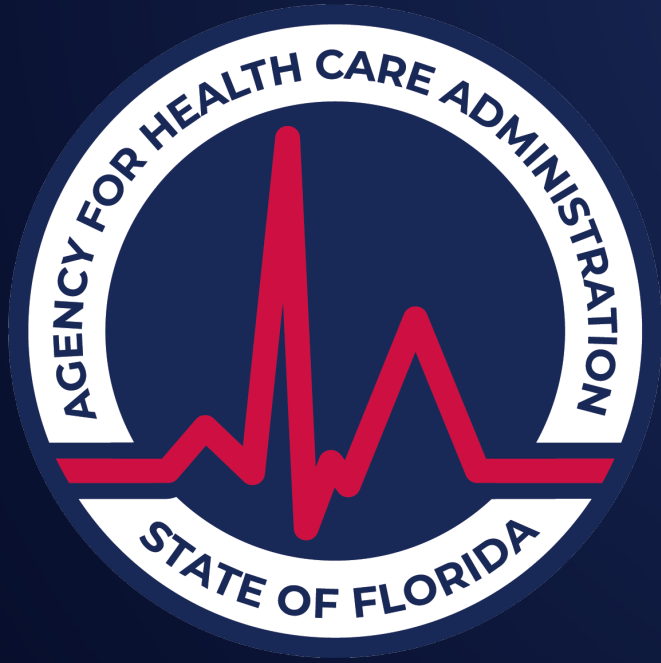




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FXProjects@ahca.myflorida.com



Appendix

IS/IP O&M PERFORMANCE METRICS – April and May



There are eight (8) performance metrics that are identified as part of MED205.

Key Updates

- FX Portal Go-Live completed in April.
- CPARi Soft-Launch completed in May.
- Establish FXNet VPN connectivity to Application Lifecycle Management (ALM) applications for access by Module Vendors.
- Completed Production migration to mOrange Single Sign-on (SSO) for Jira and Confluence.
- Applied Linux, Windows and Middleware patches to IS/IP environments.
- Completed Confluence application upgrade to latest version.
- Software renewals completed for Palo Alto Firewall, Qualys, Trend Micro, SmartBear Ready API, and ALM applications.

Level 1 (Critical and High) Incident Tickets

PM-1

The Vendor shall submit a Monthly Performance Standards Report Card which lists the incidents tickets by category and shows the incidents which were completed on time and which ones were not completed within the agreed upon timeframe.

Application and System Availability

PM-4

The Vendor shall submit a Monthly Performance Standards Report Card which shows the amount of total time the ESB system was unavailable and the calculated percent of availability time for the month.

Staffing Levels

PM-5

The Vendor shall submit a Monthly Performance Standards Report Card which shows the number of agreed upon staff and the number of vacant positions. Staffing level is calculated by dividing the total active staff by the number of agreed upon staff for the month.

Production Reports

PM-6

The Vendor shall submit a Monthly Performance Standards Report Card which shows the total number of production reports scheduled and the number of reports delivered or available as scheduled. This metric is calculated by dividing the number of reports delivered or accessible on time each month by the total number reports scheduled for the month.

Performance Report

PM-8

The Vendor shall submit a Monthly Performance Report which shows the agreed to performance metrics. The Financial Consequences for failure to provide the report timely or in a manner acceptable to the Agency shall be \$500.00 a day for each business day the report is not received or acceptable.

Enterprise Service Bus End-to-End Response Time

PM-2

The Vendor shall submit a Monthly Performance Standards Report Card which shows the number of ESB transactions, the average response time per day and the number of ESB transactions each month which are more than 1.000 second.

Enterprise Service Bus Transaction Errors

PM-3

The Vendor shall submit a Monthly Performance Standards Report Card which shows the number of ESB transactions and the number of ESB transactions errors each calendar day, with a calculation for each calendar day to show the daily error rate.

Master Data Management Performance

PM-7

The Vendor shall submit a Monthly Performance Standards Report Card which shows MDM transactions, the average transaction time each calendar day and the number of MDM linkage updates each month greater than two (2.000) minutes and number of daily linkage average retrieval times greater than 0.400 seconds.

Legend:



Performance Metrics met.



Performance Metrics not currently active.



Performance Metrics not met.