The below table (UOC Proposal Library Documents) provides a list of the current document title, file name, and a short description for each document within the UOC Proposal Library.

| **UOC Proposal Library Documents**  |
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| **#** | **Document Title and File Name** | **Document Description** |
| **1.** | **FX Project Glossary**FX Glossary 08-27-2021.xlsx | The **FX Project Glossary** contains terms and acronyms commonly used within FX standards, plans, tools and other documents, as well many of the terms and acronyms found within the UOC ITN scope of services contents. Other terms may be defined within the FX Standards or Plans. |
| **2.** | **FX Procurement Strategy** Florida-FX-Procurement- Strategy-v.5-FINAL.pdf | The **FX Procurement Strategy** articulates the Agency’s high-level plans to advance the FX certification strategy. This strategy is used to communicate Florida’s approach with CMS and stimulate discussion with CMS representatives. Additionally, this strategy is a communication tool with other stakeholders, including the Florida Legislature, the health care information technology (HIT) industry, and other entities that interact with the Agency. This strategy is updated as further research and planning are completed and additional guidance is released by CMS. |
| **3.** | **FX Governance Plan** FX-SEAS-S-1-Governance Plan-500  | The **FX Governance Plan** outlines an enterprise governance framework to enable effective decision-making within the Agency through a hierarchy of groups who own defined decision recommendation rights and accountabilities. This framework, coupled with structured decision-making tools and processes, creates a robust plan to manage the large and complex system transformation.  |
| **4.** | **FX Strategic Plan** FX-SEAS-S-3-Strategic-Plan-300 | The purpose of the **FX Strategic Plan** is to guide the Agency by documenting the FX aspirational end-state and supporting areas for investment through the FX Vision, Guiding Principles, and Strategic Priorities detailed in this document. Interested parties can use the MITA Concept of Operations (described below) for further detail. From this **FX Strategic Plan**, the Portfolio Management process, based off the Strategic Project Portfolio Management Plan (described below) will capture and prioritize detailed initiatives based on alignment with this **FX Strategic Plan** and other investments.  |
| **5.** | **Strategic Project Portfolio Management Plan** FX-SEAS-S-4-Strategic-Project-Portfolio-Mgmt-Plan-250.pdf | The **Strategic Project Portfolio Management Plan** documents the processes for the identification, categorization, evaluation, and prioritization of projects and operational endeavors to accomplish the Agency’s enterprise strategies, while balancing conflicting demands on resources, priorities, and capacity. This plan describes the decision support tools necessary to achieve the strategic objectives of FX, managing and optimizing the portfolio of projects and programs, and effectively measuring and reporting portfolio performance to the Enterprise System Governance team. |
| **6.** | **FX MITA State-Self Assessment and Update Process**SEAS-NH-P-1-Revised-MITA-SS-A-and-Update-Process-201.pdf | This document provides information on assessing the current FMMIS and Medicaid Enterprise systems against the MITA Framework and creating the required documents and artifacts to support the FX Project planning, funding and certification. |
| **7.** | **FX Project Management Standards** FX-SEAS-P-2-Project-Management-Standards350.pdf | This document provides the **FX Project Management Standards** that FX Vendors shall apply when planning, monitoring, and executing a project within the FX Portfolio. This document also articulates how FX Vendors shall strive to achieve project management goals and manage successful projects for the Agency. |
| **8.** | **FX Project Management Toolkit** FX-SEAS-P-3-PM-Toolkit-450.pdf | A companion to the FX Project Management Standards, the **FX Project Management Toolkit** is to support the FX Vendors in developing consistent Project Management Plans and support integrated processes developed by the FX Program Management Office. |
| **9.** | **FX MITA Certification Plan**FX-SEAS-P4-MES-Certification-Management-Plan-300.pdf | This document provides the overall plan to management the certification milestone reviews for each applicable FX module along with recommendations to consider as the Agency moves forward with the modular approach to replacing the current MMIS. The Plan outlines the steps for the Agency to conduct and comply with the MMIS certification process, including gathering documentation and managing milestone reviews. |
| **10.** | **MMIS Concept of** **Operations (ConOps)** FX-SEAS-MMIS-ConOps-200.pdf | The FX Procurement Project and modular implementation will occur over the next several years. The purpose of the **MMIS Concept of Operations (ConOps)** is to document the Agency’s Vision and Guiding Principles for its transformation to a modular environment during this timeframe. This document outlines the overarching goals and sequencing of opportunities to improve upon current technologies and to set the foundation for future technologies. |
| **11.** | **FX Data Management** **Strategy**FX-SEAS-T-1-Data-Management-Strategy-275.pdf | The **FX Data Management Strategy** aligns with the MITA 3.0 Part II Information Architecture - Chapter 2 Data Management Strategy, while accounting for unique Agency requirements. The **FX DMS** is the product of current-state discovery, stakeholder input, strategic analysis, program strategy, and direction about techniques and priorities to support overall improvement of FX Project outcomes. |
| **12.** | **FX Information Architecture Documentation**FX-SEAS-T-2-Information-Architecture-225.pdf | The **FX Information Architecture Documentation** provides the information strategy, architecture, and data documentation to support the implementation of the modularized solution and establish the foundation for a data-centric organization |
| **13.** | **FX Data Standards** FX-SEAS-T-3-Data-Standards-225.pdf | The **FX Data Standards** align with the MITA 3.0 Part II Information Architecture and establishes the Data Standards to facilitate the interoperability of systems and effective data sharing across FX.  |
| **14.** | **FX Technical Management Strategy** SEAS-NH-T-4-Technical-Management-Strategy-300.pdf  | The **FX Technical Management Strategy** aligns with the MITA 3.0 Part III Technical Architecture - Chapter 2 Technical Management Strategy while prioritizing unique Agency requirements. This document is the product of current state discovery, stakeholder input, strategic analysis, program strategy and direction about techniques, and priorities to support overall improvement of FX Project outcomes. |
| **15.** | **FX Technical Architecture Documentation** FX-SEAS-T-5-Technical-Architecture-Deliverable-225.pdf | The **FX Technical Architecture Documentation** documents and establishes the framework for Business Services, Technical Services, Application Architecture, and Technical Capability Matrix (TCM). |
| **16.** | **FX Technology Standards** FX-SEAS-T-6-TechnologyStandards-Deliverable-350.pdf | The **Technology Standards** document establishes and populates a framework for a common technology vocabulary and communication of relevant and applicable standards for technology components. |
| **17.** | **FX Design and** **Implementation Management** **Standards** FX-SEAS-T-7-Design-and-Implementation-Mgmt-Standards-350.pdf | The **Design and Implementation Management Standards** defines the minimum set of design and implementation management standards, establishes a process to maintain the standards, develops management template reports for FX Vendors to use as guidelines in preparing design and implementation processes, and establishes a protocol for the SEAS Vendor to assist the Agency in reviewing and monitoring the standards throughout the FX Project.  |
| **18.** | **FX Enterprise Data Security Plan** FX-SEAS-T-8-Enterprise-Data-Security-Plan-300.pdf | The **Enterprise Data Security Plan** provides the iterative documentation through the implementation of the modularized solution. Its primary purpose is to serve as the guiding principles of the enterprise data security for the systems and FX Vendors.  |
| **19.** | **FX Technology Standards Reference Model (TSRM)**FX-TECH-TSRM-100.pdf | The **Technology Standards Reference Model (TSRM)** is the common technology vocabulary that organizes and groups related technology components standardizing the names and descriptions of those components that the FX Vendors will be expected to follow. |
| **20.** | **FX Technology Standards** **Reference Guide (TSRG)**FX-SEAS-T-6-TSRG-350 | The **Technology Standards Reference Guide (TSRG)** is a repository of standards relevant to technology components that identifies and prioritizes the relevance of specific technology standards in the enterprise. Together with the **TSRM**, these two components make up the FX technology standards that help technology stakeholders identify opportunities, implement, operate, and continuously improve systems that each vendor will be expected to follow. |
| **21.** | **Statewide Medicaid** **Managed Care (SMMC) Program Style Guide** SMMC-Style-Guide\_2018-10-04.pdf  | The **Statewide Medicaid Managed Care (SMMC) Style Guide** should be used to provide guidance and consistency when creating documents for the SMMC programs. Style guidance includes proper use of names, capitalization, abbreviations, acronyms, terminology, references, nomenclature and resources.  |
| **22.** | **Contact Centers – 2018 – 2020 Volumes vF.xlsx** | The **Contact Centers – Volumes** will be used to understand 2018 – 2020 historical volume trends for inbound/outbound calls, average call durations, and mail/electronic mail within UOC scope. |
| **23.** | **Call Complexity Volume Data v031221F** | The **Call Complexity Volume Data** will be used to assist the vendor in understanding the complexity of current contact center calls by showing the 2018 – 2020 historical volume of calls that require Tier 1,Tier 2, and Tier 3 support by call type. Note: The volumes are 24.recorded differently than the “Contact Centers – Volumes” historical data and should not be used in comparison.  |
| **24.** | **AHCA Contract No. MED037 Amendment No. 57** | The **AHCA Contract No. MED037 Amendment No. 57** will assist the UOC Vendor in understanding the turnover plan for the incumbent DXC Technologies vendor.  |
| **25.** | **Enrollment Broker (EB) Turnover Plan** | The **Enrollment Broker Turnover Plan** will assist the UOC Vendor in understanding the turnover plan for the incumbent Automated Health Systems (AHS) vendor.  |
| **26.** | **FX UOC Persona Descriptions** | The **FX UOC Persona Descriptions** will assist the UOC Vendor in developing journey maps as referenced in section 2.3.x.x Customer Experience Strategy and Methodology. |
| **27.** | **FX UOC Customer Experience Blueprint Sample** | The **FX UOC Customer Experience Blueprint Sample** provides an illustrative example of the components typically used to identify, analyze, and improve the overall customer experience. |
| **28.** | **FX UOC Customer Journey Map Format****FX UOC Customer Journey Map Format-200.pdf** | The **FX UOC Customer Journey Map Format** will provide the format and type of information requested for the UOC Vendor to develop journey maps as referenced in section 2.3.x.x Customer Experience Strategy and Methodology.  |
| **29.** | **FX UOC Requirements Inventory**FX-UOC-Requirements-Inventory-300.xlsx | The **FX UOC Requirements Inventory** provides a consolidated listing of the requirements included in the UOC ITN Scope of Services. |
| **30.** | **Fiscal Agent (FA) Operational Procedures** | The **Fiscal Agent Operational Procedures** are provided within three separate zip files to assist vendors with understanding current processes for these business operations.* Documentation Procedures Manual
* File Maintenance Operations Procedures Manual
* Mailroom Procedures Manual V8
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| **31.** | **Enrollment Broker (EB) Operational Procedures** | The **Enrollment Broker Operational Procedures** are provided within one zip file to assist vendors with understanding current processes for these business operations. |
| **32.** | **Background Screening (BGS) Operational Procedures** | The **Background Screening Operational Procedures** are provided within one zip file to assist vendors with understanding current processes for these business operations. |
| **33.** | **Processes for Recipient Medicaid ID Cards** | The Processes for Recipient Medicaid ID Cards outlines the current contracted responsibilities for producing and mailing Recipient Medicaid ID cards. |
| **34.** | **FX Interface Control Document Template****FX-ISIP-ICD Template-001.pdf** | The FX interface Control Document Template documents and tracks the necessary information required to effectively define system’s interface as well as any rules for communicating with them in order to give the development team guidance on architecture of the system to be developed. |
| **35** | **UOC ITCO List**UOC ITCO List – Technology Stack.xlsx | The UOC ITCO List provides the Agency’s current tools that the UOC Vendor shall leverage in providing the Contract services for the UOC Solution. |
| **36** | **FX OCM Plan**FX-OCM-Plan-v200.pdf | The FX Organizational Change Management (OCM) Plan provides a guide for FX OCM resources at both the program and project level to coordinate and execute FX change-related activities.  |
| **37** | **FX Artifact Management Standards**FX-SEAS-Artifact-Management-Standards-200.pdf | The FX Artifact Management Standards establishes standardization in quality management processes and document (artifact) management processes executed by FX project teams, FX Vendors, and the Agency. These standards serve as a companion document to the P-2: FX Project Management Standards. |
| **38** | **FX Style & Writing Guide**FX-SEAS-Stykle-7\_Writingg-Guide-100.docx | The FX Style & Writing Guide establishes a single set of editorial standards for its deliverables, written content, and other artifacts in accordance with the FX Artifact Management Standards. |
| **39** | **FX Schedule Assumptions and Constraints Template**FX-TMPL-Sched-Assumptions-Constraints-100.dotx | The FX Schedule Assumptions and Constraints Template allows for consistent documentation of assumptions and constraints that are factored into schedule development among FX Vendors. |
| **40** | **Florida Agency for Health Care Administration Records Management Policies and Procedures**AHCA Policy No 4004\_Records Management.pdf | The purpose of this policy is to provide uniform procedures for the Agency’s Records Management Program, which exists to ensure records are maintained as appropriate and information is available when and where needed. This policy applies to all Agency employees, including contracted staff regardless of the medium in which they exist. |
| **41** | **AHCA Internal Records Schedules** | This document provides a list of the records retention schedules developed specifically for the Agency.​ |
| **42** | **FX System UI Standards**FX System UI Standards.pdf | The 01/29/2020 **FX System UI Standards** document provides information necessary to implement consistent UI elements. |
| **43** | **Medicaid Cards Issued by Month** | This spreadsheet provides the number of Medicaid Cards issued by month from January 2021 through October 2021, including Medicaid and MediKids. |
| **44** | **PBM Outbound Mail Volume Report 2020-2021** | This spreadsheet provides the Pharmacy Benefits Management (PBM) outbound mail volume by month from January 2020 through October 2021. |