

## Appendix A – Glossary

### A

**AASIS** Arkansas' accounting system made up of different modules including: AASIS Payment Interface, AASIS Employee Change SSIS Process, AASIS Repository

**Above Baseline** Contract Scope of Work that is outside the definition of the Firm Fixed Price Baseline Scope of Work.

### B

**Business Intelligence (BI)** The capability of gathering information in the field of business; the process of turning data into information and then into knowledge.

**Business Intelligence Publisher (BIP)** Oracle reporting solution to author, manage, and deliver reports.

**Business Process Execution Language (BPEL)**

### C

**Centers for Medicare and Medicaid Services (CMS)** A Federal agency within the United States Department for Health and Human Services.

**Central Time** refers to common time during summer or winter months for Central US states as applicable.

**Children's Health Insurance Program (CHIP)** A medical coverage source for individuals under age 19 whose parents earn too much income to qualify for Medicaid, but not enough to pay for private coverage.

**CICS** Is the primary mainframe CICS COBOL architecture for Arkansas' current system and is comprised of approximately 80 online programs and 300 batch programs

**Client** A Client is a person who is receiving services from the State.

**Coding Validation Tables (CVT)** The AASIS Coding Validation Tables (CVT) is a web-based application that is potentially used by all DHS employees. The Cost Allocation/Research & Statistics Staff are the administrators of the data within the CVT.

The CVT is a comprehensive table of accounting and cost allocation coding information which serves multiple purposes. The major purpose of the CVT is to serve as a coding accuracy check for expenditure information used in cost allocation. Since AASIS does not have any coding accuracy monitoring tools, an additional validation method had to be developed outside of AASIS to identify coding errors.

**Commercial Off-The-Shelf (COTS)** Software or hardware that are ready-made and available for sale to the general public and they are often designed to be implemented easily into existing systems without the need for customization.

**Contract** The binding agreement between DHS and the awarded Vendor.

**Contractor** The company or individual that is contracted to perform work or provide supplies. It is referred to in this RFP as the Vendor.

### D

**Database Management System (DBMS)**

**Decision Support System (DSS)** Medicaid Enterprise Data Warehouse includes Fraud and Abuse Detection System, Management and Administrative Reporting System for program integrity capabilities

**Deliverables Acceptance Document (DAD)** A document approved by DHS, used to receive formal acceptance of a deliverable by DHS for each deliverable by the Vendor.

**Deliverables Expectations Document (DED)** A document approved by DHS to guide the development of deliverables created by the Vendor.

**Department of Health and Human Services (HHS)** The U.S. Department of Health and Human Services is the U.S. government's principal agency for protecting the health of all Americans and providing essential human services, especially for those who are least able to help themselves. HHS is responsible for almost a quarter of all federal outlays and administers more grant dollars than all other federal agencies combined.

**Department of Human Services (DHS)** Is the largest department in the Arkansas State Government. Services are provided through Divisions that are coordinated from Central Offices in Little Rock (Pulaski County). The department is the largest payer of Medicare services in Arkansas with more than \$5.1 billion in State and Federal Medicaid dollars being paid to approximately 12,000 providers across the State in fiscal year 2014.

**Department of Information Systems (DIS)** Provides information technology for the State of Arkansas. Their mission is to provide technology leadership and solutions to assist their customers in delivery of public services.

**Design, Development and Implementation (DDI)** The common term for the project-based work to stand up technology and/or services.

E

**End-to-End (E2E)** A design principle in computer systems. Rather than measuring a transaction within the component of the system, E2E measures the entire system performance.

#### **Enterprise Data Warehouse (EDW)**

**Extract, Transform, and Load (ETL)** Refers to a process in database usage and especially in data warehousing that performs: Data extraction — extracts data from homogeneous or heterogeneous data sources.

F

**Firm Fixed Price (FFP)** The amount of payment does not depend on the amount of resources or time expended.

**Fiscal Year (FY)** The State of Arkansas's fiscal year

#### **Firm Fixed Price (FFP)**

**Function Point Analysis (FPA)** Is a sizing measure of clear business significance. First made public by Allan Albrecht of IBM in 1979, the FPA technique quantifies the functions contained within software in terms that are meaningful to the software users.

G

H

**Health and Human Services (HHS)** May refer to either the Federal agency of this name, or the domain of organizations involved in the delivery of healthcare and human services benefits and care to citizens.

**Health Insurance Portability and Accountability Act (HIPAA)** HIPAA is the federal law enacted in 1996. The primary goal of the law is to make it easier for people to keep health insurance, protect the confidentiality and security of healthcare information and help the healthcare industry control administrative costs.

**Health Care Independence Program (HCIP)** A program that pays for private health insurance for certain low-income adults in Arkansas. Low-income adults who need insurance can apply online at [access.arkansas.gov](http://access.arkansas.gov), [www.arhealthconnector.org](http://www.arhealthconnector.org), or at one of the Department of Human Services' (DHS) county offices. Eligible adults will be offered a choice of private insurance plans that best meets their needs.

I

**Information Technology (IT)** The application of computers and telecommunications equipment to store, retrieve, transmit and manipulate data, often in the context of a business or other enterprise. It is also used as a synonym for computers and computer networks and it also encompasses other information distribution technologies.

**Information Technology Infrastructure Library (ITIL)** A set of practices for IT service management that focuses on aligning IT services with the needs of business.

**Integrated Eligibility - Benefit Management (IE-BM) vendor** The IE-BM vendor responsible for the DDI of the Eligibility and Benefits Management Solution.

**Internal Revenue Service (IRS)** Tax agency for the federal government

J

**Joint Application Development (JAD)** A process for the development of requirements commonly used in systems development.

K

**Key Personnel** for purposes of this procurement, means Contractor staff deemed as being both instrumental and essential to the Contractor's satisfactory performance of all requirements contained in this RFP.

L

**Letter of Intent (LOI)** A non-binding letter stating the Vendor's intent to submit a Proposal in response to this RFP.

**Level of Effort (LOE)** A project management term that refers to a specific type of project activity called support activities.

**Life Cycle Management (LCM)**

**Limited English Proficiency (LEP)** Persons who are unable to communicate effectively in English because their primary language is not English and they have not developed fluency in the English language.

M

**Maintenance and Operations (M&O)** A phase in the software development lifecycle where the operational system has been transitioned to the maintenance and support team to ensure that the system continues to perform according to specifications. The purpose of M&O is to perform routine maintenance, upgrades, enhancements and end user support to support the system's operational effectiveness.

**Medicaid Management Information System (MMIS)** Is an integrated group of procedures and computer processing operations (subsystems) developed at the general design level to meet principal objectives. For Title XIX purposes, "systems mechanization" and "mechanized claims processing and information retrieval systems" is identified in section 1903(a)(3) of the Act and defined in regulation at 42 CFR 433.111. The objectives of this system and its enhancements include the Title XIX program control and administrative costs; service to recipients, providers and inquiries; operations of claims control and computer capabilities; and management reporting for planning and control.

**Medicaid** provides a variety of medical services including health care coverage, long-term care, mental health services, hospice, orthotics, prescription drugs and various home-based and community-based services for certain eligible low-income and needy populations.

N

O

**Office of Procurement (OP)** The Office of Procurement (OP) has primary responsibility and oversight for the procurement of commodities, technical and professional services for DHS.

**Office of Information Technology (OIT)** The Office of Information Technology is responsible for the overall administration, planning, direction, management, development, implementation, and maintenance of all DHS technology (IT) and information systems processing for the Department of Human Services statewide. OIT provides project planning and management, business application systems development and maintenance, systems software and hardware management, telecommunications and network management and support, and technical training; and operates the Data Center including computing facilities management, data control, and technical help desk functions.

**Open Access Same-Time Information System (OASIS)** The AR DHS accounting system used to manage overpayments

**Optional Scope Refers** to scope of work that is optional for the State to initiate or not at the sole discretion of the State.

P

**Project Cost Resources (PCR)**

**Point of Contact (POC)** An individual that is responsible for all communication regarding the RFP. There is an OSP POC identified, and each Vendor must name a Vendor POC.

**Pre Cost Allocation Transaction Review (PCATR)** An application is a web-based application that used by division CFOs and the Cost Allocation/Research & Statistics Staff to support the DHS Cost Allocation process.

**Project** See "Information System Support" Services.

**Project Management Plan (PMP)** A comprehensive plan for the execution of the Project; includes multiple sub-plans that address specific project management aspects.

**Proposal** The document submitted by interested Vendors that outlines their solutions to meet the needs of DHS as outlined in the RFP and the cost to do so.

**Purchase of Services (POS)** POS oversees contracts for an array of services for SSD that are provided by community agencies.

Q

**Quality Assurance (QA)** This is a process-centered approach to ensuring that the organization is providing the best possible products or services.

R

**Request for Proposals (RFP)** A solicitation made, often through a bidding process, by an agency or company interested in procurement of a commodity, service or valuable asset, to potential suppliers to submit business proposals.

S

**Scope of Work (SOW)** The scope of the products and services requested through this procurement as outlined in the RFP.

**Service-Level Agreement (SLA)** An agreement between two parties of the level of service one will provide to the other.

**Service-Level Requirement (SLR)** DHS' service expectations of a Vendor.

**Service Provider** Service Provider is any third party service provider, program or entity who may provide services directly to a Client.

**Social Security Administration (SSA)** delivers services through a nationwide network of over 1,400 offices that include regional offices, field offices, card centers, teleservice centers, processing centers, hearing offices, the Appeals Council, and our State and territorial partners.

**Social Security Number (SSN)** A nine-digit number assigned to citizens, some temporary residents and permanent residents, in order to track their income and determine benefit entitlements.

**State of Arkansas (State)** The State in which the issuing entity of this RFP, DHS, is located.

**Subject Matter Expert (SME)** An expert in a specific subject area.

**Supplemental Nutrition Assistance Program (SNAP)** A program that provides a nutritional safety net for low-income children, families and adults. Recipients receive their benefits on an Electronic Benefits Transfer (EBT) card that works at most grocery stores, approved farmers markets, and some smaller stores that sell food. SNAP recipients cannot get cash back from the cards. More than \$685.1 million in benefits were provided to 685,812 people during AR SFY'14.

T

U

**User Acceptance Testing (UAT)** A phase in software development in which the software is tested by the intended audience for functionality. UAT is conducted in order to obtain feedback from users to make any final adjustments before releasing to the public. Also called beta testing, application testing, and end-user testing.

V

**Vendor POC** This is the official point of contact for the Vendor with regard to this RFP and Contract.

W

**Warranty Period** The Contractor commits to fixing critical defects for a predetermined period of time after the solution is released into production.

**Work Incentive Service Eligibility (WISE)**

**Work Breakdown Structure (WBS)** A hierarchical and incremental decomposition of the project into phases, deliverables and work packages.

**Work Rate Calculation (WORC)** Calculates the percentage of clients performing activities necessary.

X

Y

Z