Sandata TECHNOLOGIES

West Virginia Department of Health and Human Resources Electronic Visit Verification Solution Technical Proposal

CRFP 0511 BMS2000000001

Increasing the Capacity to Care
Improving the Process of Home Care

ORIGINAL

RECEIVED
2020 MAR 10 AM 8:49
WV PURCHASING DIVISION



March 12, 2020
Prepared by:
Brian Lawson, Vice President, Business Development
516.484.4400 x3131
blawson@sandata.com
www.sandata.com

Section 5: Vendor Proposal

TITLE PAGE

DATE

March 12, 2020

RFP INFORMATION

Electronic Visit Verification Solution
CRFP 0511 BMS2000000001

VENDOR INFORMATION

Sandata Technologies, LLC
26 Harbor Park Drive
Port Washington, NY 11050
Phone: 516.484.4400
Fax: 516-484-6084

PRIMARY CONTACT INFORMATION

Brian Lawson
Vice President, Business Development
blawson@sandata.com
516.484.4400 x3131

SIGNATURE



Kenneth D. Faltischek
Chief Operating Officer

ADDENDUM ACKNOWLEDGEMENT FORM

Please refer to the following page for our completed Addendum Acknowledgement Form.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP 0511 BMS2000000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

- [X] Addendum No. 1
- [X] Addendum No. 2
- [X] Addendum No. 3
- [X] Addendum No. 4
- [X] Addendum No. 5
- [X] Addendum No. 6
- [X] Addendum No. 7
- [ ] Addendum No. 8
- [ ] Addendum No. 9
- [ ] Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Sandata Technologies, LLC
Company

Authorized Signature

1/14/2020
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Purchasing Divison
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Request for Proposal
34 — Service - Prof

Proc Folder: 623121

Doc Description: Addendum #7 Electronic Visit Verification(EVV) RFP

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2020-03-06	2020-03-12 13:30:00	CRFP 0511 BMS2000000001	8

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Name, Address and Telephone Number:

FOR INFORMATION CONTACT THE BUYER

Brittany E Ingraham
(304) 558-0067
brittany.e.ingraham@wv.gov

Signature X **FEIN #** **DATE** 3/6/2020

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:

Addendum No. 7 is issued to:

1. Provide Agency response to additional Vendor question.

Bid opening remains 3/12/2020 at 1:30 PM ET.

No other changes.

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Implementation-Payment Milestones				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Implementation-Payment Milestones (DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Implementation-Project Management Recurring				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Implementation-Project Management Recurring (DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Implementation-Training and Meeting				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Implementation-Training and Meeting(DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Base Year One Operations (6 months)				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year One Operations (6 months)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Base Year One Operations (6 months) Additional Services	2000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year One Operations (6 months) Additional Services
from 07/01/2020-12/31/2020

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Base Year Two Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Two Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Base Year Two Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Two Operations Additional Services
from 01/01/2021-12/31/2021

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Base Year Three Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Three Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	Base Year Three Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Three Operations Additional Services
from 01/01/2022-12/31/2022

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	Base Year Four Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Four Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	Base Year Four Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Four Operations Additional Services
from 01/01/2023-12/31/2023

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	Base Year Five Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Five Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	Base Year Five Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Four Operations Additional Services
from 01/01/2024-12/31/2024

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
14	Optional Renewal Year One Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
15	Optional Renewal Year One Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services
from 01/01/2025-12/31/2025

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
16	Optional Renewal Year Two Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year Two Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
17	Optional Renewal Year Two Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services
from 01/01/2026-12/31/2026

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
18	Optional Renewal Year Three Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year Three Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
19	Optional Renewal Year Three Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services
from 01/01/2027-12/31/2027

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Prebid Meeting	2019-12-16
2	Questions Due	2019-12-23

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

SOLICITATION NUMBER: CRFP 0511 BMS2000000001
Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[ ] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[ ] Attachment of vendor questions and responses

[X] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[ ] Other

Description of Modification to Solicitation:

To provide the pre-bid meeting sign-in sheets.

No other changes.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP 0511 BMS2000000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

- [X] Addendum No. 1
- [ ] Addendum No. 2
- [ ] Addendum No. 3
- [ ] Addendum No. 4
- [ ] Addendum No. 5
- [ ] Addendum No. 6
- [ ] Addendum No. 7
- [ ] Addendum No. 8
- [ ] Addendum No. 9
- [ ] Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Sandata Technologies, LLC
Company

Authorized Signature

1/14/2020
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Pre-Bid Sign-In Sheet

Solicitation Number: CRFP 0511 BMS 2000000001
Date of Pre-Bid Meeting: 12/16/2019
Location of Prebid Meeting: 350 Capitol St., Charleston, WV 25301, B10/B11

Please Note:
Vendors must sign-in on this sheet to verify attendance at the Pre-Bid meeting.
Failure to legibly sign in may be grounds for declaring a vendor ineligible to bid.
For further verification, please also provide a business card if possible.

Firm Represented:*	Rep Name (Printed):	Firm Address:	Telephone #:	Fax #:	Email:
BMS	Brandon Lewis	350 Capitol St. Rm 251 Charleston WV 25301	304-558-2419		Brandon.S.Lewis@wv.gov
HCBS	Teresa McDonough	350 Capitol St Rm 350 Charleston, WV 25301	304-356-4924		Teresa.M.McDonough@wv.gov
BMS	Jimmy Dowden	350 Capitol St. Rm 250 Charleston, WV 25301	304-356-4861		Jimmy.K.Dowden@WV.GOV
BMS	PatriciaNisbet	350 Capitol St Rm 251 Charleston, WV 25301	304-356-4904		Patricia.S.Nisbet@WV.GOV
BMS	Randy Hill	350 Capitol St Rm 251 Charleston WV 25301	304-356-4868		randall.k.hill@WV.GOV

**One Vendor Per Representative - No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.*

Pre-Bid Sign-In Sheet

Solicitation Number: CRFP 0511 BMS 2000000001
Date of Pre-Bid Meeting: 12/16/2019
Location of Prebid Meeting: 350 Capitol St., Charleston, WV 25301, B10/B11

Please Note:
Vendors must sign-in on this sheet to verify attendance at the Pre-Bid meeting.
Failure to legibly sign in may be grounds for declaring a vendor ineligible to bid.
For further verification, please also provide a business card if possible.

Firm Represented:*	Rep Name (Printed):	Firm Address:	Telephone #:	Fax #:	Email:
Therap Services	Justin Brockie	562 Watertown Ave Suite 3 Waterbury CT 06708	203-568-4362	203-757-5116	justin.brockie@therapservices.net
HHAeXchange	David Allen	1 court square 44th floor Long Island City, NY 11101	203-505-9235	718-679-9273	dallen@hhaexchange.com
Tellus LLC	Joseph Marte	800 Fairway Dr Ste 360 Deerfield Beach FL 33441	954 719 004 cell 815 985-7195		joe.marte@4tellus.com
Fiserv/ First Data Government Solutions	GRANT MCKAY	11311 Cornell Park Dr, Suite 300 Cincinnati, OH 45242	513-460-8007	513-489-9521	grant.mckay@fiserv.com

***One Vendor Per Representative** - No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.*

Pre-Bid Sign-In Sheet

Solicitation Number: CRFP 0511 BMS 2000000001
Date of Pre-Bid Meeting: 12/16/2019
Location of Prebid Meeting: 350 Capitol St., Charleston, WV 25301, B10/B11

Please Note:
Vendors must sign-in on this sheet to verify attendance at the Pre-Bid meeting.
Failure to legibly sign in may be grounds for declaring a vendor ineligible to bid.
For further verification, please also provide a business card if possible.

Firm Represented:*	Rep Name (Printed):	Firm Address:	Telephone #:	Fax #:	Email:
Public Consulting Group (Contact)	G.P. Sovick III Dale McCourt	200 Assoc. Dr. Chas WV 10 Brook St Suite 210 Asheville, NC 28803	304-955-4205 828-214-3623	304-955-4200 828-214-3601	GSovick@pcgus.com dmccourt@pcgus.com
Geo H	Dane Johnson Doug Rowe	8801 N Meridian St. SE. 209 Indianapolis, IN 46260 317-696-7132	317-215-0690 317-215-0815	317-215-0815 317-215-0815	djohnson@geoh.com Douge-geoh.com
Sandata Technologies	Brian Lawson	26 Harbor Park Dr Port Washington, NY 11050	516-484-4400 x3131	516-484-6084	blawson@sandata.com

**One Vendor Per Representative - No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.*

Pre-Bid Sign-In Sheet

Solicitation Number: CRFP 0511 BMS 2000000001
Date of Pre-Bid Meeting: 12/16/2019
Location of Prebid Meeting: 350 Capitol St., Charleston, WV 25301, B10/B11

Please Note:
Vendors must sign-in on this sheet to verify attendance at the Pre-Bid meeting.
Failure to legibly sign in may be grounds for declaring a vendor ineligible to bid.
For further verification, please also provide a business card if possible.

Firm Represented:*	Rep Name (Printed):	Firm Address:	Telephone #:	Fax #:	Email:
OPTUM	Mike Miller	900 Washington St Charleston, WV	(508) 308-2085	(304) 206-9653	mike.miller@optum.com
DataLogic Software, Inc	Gloria Garza	1605 W Tyler Harlingen TX 78552	956-279-5567	956-412-1464	gloria@vesta.net
DataLogic Software, Inc.	Alan R. Garza, MBA	1605 W Tyler Harlingen TX 78552	956-264-9957	956-412 1464	alan@vesta.net

***One Vendor Per Representative** - No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.*

Gloria Garza, Ph.D.
Business Operations Director

gloria@vesta.net
www.vesta.net
956.412.1424

PCG | Public Partnerships
Supporting Choice. Managing Cost.™

direct: 304-988-4205
cell: 304-268-7941
fax: 304-988-4201
email: [illegible]@pcgus.com

200 Association Drive, Suite 130
Charleston, WV 25311

TELLUS

JOSEPH MARTE
VP, BUSINESS DEVELOPMENT

joe.marte@4tellus.com

800 Fairway Drive, #360
Deerfield Beach, FL 33441
www.4tellus.com

MOBILE (815) 985-7195

Fo[illegible] Tellus [illegible]

HHAeXchange

David Allen, CF APMP
Director
Government Health Plans Business Planning

D : 718.964.6036
C : 203.505.9235
dallen@hhaexchange.com

Therap

Justin Brockie
Chief Operating Officer

(203) 568-1362
justin.brockie@therapservices.net
www.therapservices.net/justin

Therap Services, LLC.
562 Watertown Avenue, Suite 3
Waterbury, CT 06708-2240, USA
Ph: (203) 596-7553 Fax: (203) 757-5116
www.TherapServices.net

OPTUM®

Mike Miller
Vice President
State Government Solutions

1325 Boylston Street
Boston, MA 02215

M 508-308-2085

mike.miller@optum.com

Sandata

Brian Lawson
Vice President of
Business Development

26 Harbor Park Drive
Port Washington, NY 11050
O. 516.484.4400 x 3131
C. 804.815.8796

blawson@sandata.com
www.sandata.com

Vesta EVV

ELECTRONIC VISIT VERIFICATION

PUBLIC CONSULTING GROUP

TELLUS



Purchasing Divison
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Request for Proposal
34 — Service - Prof

Proc Folder: 623121

Doc Description: Addendum #2 Electronic Visit Verification(EVV) RFP

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2019-12-23	2020-01-27 13:30:00	CRFP 0511 BMS2000000001	3

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Name, Address and Telephone Number:

Sandata Technologies, LLC
26 Harbor Park Dr
Port Washington, NY 11050
516-484-4400

FOR INFORMATION CONTACT THE BUYER

Brittany E Ingraham
(304) 558-2157
brittany.e.ingraham@wv.gov

Signature X [signature] **FEIN #** 27-2047041 **DATE** 1/14/2020

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:

Addendum No. 2 is issued to change the buyer and contact information for the CRFP.

Contact Information: Brittany Ingraham, Senior Buyer
Email: Brittany.E.Ingraham@wv.gov
Phone number: 304-558-0067

Responses to vendor questions will be issued under separate addendum.

No other changes.

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Implementation-Payment Milestones				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Implementation-Payment Milestones (DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Implementation-Project Management Recurring				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Implementation-Project Management Recurring (DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Implementation-Training and Meeting				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Implementation-Training and Meeting(DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Base Year One Operations (6 months)				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year One Operations (6 months)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Base Year One Operations (6 months) Additional Services	2000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year One Operations (6 months) Additional Services
from 07/01/2020-12/31/2020

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861	PROCUREMENT OFFICER - 304-356-4861
HEALTH AND HUMAN RESOURCES	HEALTH AND HUMAN RESOURCES
BUREAU FOR MEDICAL SERVICES	BUREAU FOR MEDICAL SERVICES
350 CAPITOL ST, RM 251	350 CAPITOL ST, RM 251
CHARLESTON WV25301-3709	CHARLESTON WV 25301-3709
US	US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Base Year Two Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Two Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861	PROCUREMENT OFFICER - 304-356-4861
HEALTH AND HUMAN RESOURCES	HEALTH AND HUMAN RESOURCES
BUREAU FOR MEDICAL SERVICES	BUREAU FOR MEDICAL SERVICES
350 CAPITOL ST, RM 251	350 CAPITOL ST, RM 251
CHARLESTON WV25301-3709	CHARLESTON WV 25301-3709
US	US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Base Year Two Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Two Operations Additional Services
from 01/01/2021-12/31/2021

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Base Year Three Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Three Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	Base Year Three Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Three Operations Additional Services
from 01/01/2022-12/31/2022

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	Base Year Four Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Four Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	Base Year Four Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Four Operations Additional Services
from 01/01/2023-12/31/2023

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	Base Year Five Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Five Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	Base Year Five Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Four Operations Additional Services
from 01/01/2024-12/31/2024

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
14	Optional Renewal Year One Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
15	Optional Renewal Year One Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services
from 01/01/2025-12/31/2025

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861	PROCUREMENT OFFICER - 304-356-4861
HEALTH AND HUMAN RESOURCES	HEALTH AND HUMAN RESOURCES
BUREAU FOR MEDICAL SERVICES	BUREAU FOR MEDICAL SERVICES
350 CAPITOL ST, RM 251	350 CAPITOL ST, RM 251
CHARLESTON WV25301-3709	CHARLESTON WV 25301-3709
US	US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
16	Optional Renewal Year Two Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year Two Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861	PROCUREMENT OFFICER - 304-356-4861
HEALTH AND HUMAN RESOURCES	HEALTH AND HUMAN RESOURCES
BUREAU FOR MEDICAL SERVICES	BUREAU FOR MEDICAL SERVICES
350 CAPITOL ST, RM 251	350 CAPITOL ST, RM 251
CHARLESTON WV25301-3709	CHARLESTON WV 25301-3709
US	US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
17	Optional Renewal Year Two Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services
from 01/01/2026-12/31/2026

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
18	Optional Renewal Year Three Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year Three Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
19	Optional Renewal Year Three Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services from 01/01/2027-12/31/2027

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Prebid Meeting	2019-12-16
2	Questions Due	2019-12-23

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

SOLICITATION NUMBER: CRFP BMS2000000001
Addendum Number: 2

The purpose of this addendum is to modify the solicitation identified as CRFP BMS2000000001 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[ ] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[ ] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[X] Other

Additional Documentation:

1. To change the buyer and contact information on the CRFP.

   Brittany Ingraham, Senior Buyer, will now be the assigned buyer to the CRFP.
   Email: Brittany.E.Ingraham@wv.gov
   Phone number: 304-558-0067

2. Responses to vendor questions will be issued under separate addendum.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP BMS2000000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]	Addendum No. 1	[ ]	Addendum No. 6
[X]	Addendum No. 2	[ ]	Addendum No. 7
[ ]	Addendum No. 3	[ ]	Addendum No. 8
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Sandata Technologies, LLC
Company

Authorized Signature

1/14/2020
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Purchasing Divison
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Request for Proposal
34 — Service - Prof

Proc Folder: 623121

Doc Description: Addendum #3 Electronic Visit Verification(EVV) RFP

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2020-01-17	2020-02-14 13:30:00	CRFP 0511 BMS2000000001	4

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Name, Address and Telephone Number:

Sandata Technologies, LLC
26 Harbor Park Dr.
Port Washington, NY 11050
516-484-4400

FOR INFORMATION CONTACT THE BUYER

Brittany E Ingraham
(304) 558-2157
brittany.e.ingraham@wv.gov

Signature X [signature] **FEIN #** **DATE** 2/5/2020

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:
Addendum No. 3 is issued to modify the bid opening date as follows: Bid opening WAS 01/27/2020 at 1:30 PM ET Bid opening IS NOW 02/14/2020 at 1:30 PM ET Responses to vendor questions will be issued under separate addendum. No other changes.

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Implementation-Payment Milestones				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Implementation-Payment Milestones (DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Implementation-Project Management Recurring				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Implementation-Project Management Recurring (DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Implementation-Training and Meeting				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Implementation-Training and Meeting(DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Base Year One Operations (6 months)				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year One Operations (6 months)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Base Year One Operations (6 months) Additional Services	2000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year One Operations (6 months) Additional Services
from 07/01/2020-12/31/2020

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Base Year Two Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Two Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Base Year Two Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Two Operations Additional Services
from 01/01/2021-12/31/2021

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Base Year Three Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Three Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	Base Year Three Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Three Operations Additional Services
from 01/01/2022-12/31/2022

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	Base Year Four Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Four Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	Base Year Four Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Four Operations Additional Services
from 01/01/2023-12/31/2023

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	Base Year Five Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Five Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	Base Year Five Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Four Operations Additional Services
from 01/01/2024-12/31/2024

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
14	Optional Renewal Year One Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
15	Optional Renewal Year One Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services
from 01/01/2025-12/31/2025

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
16	Optional Renewal Year Two Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year Two Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
17	Optional Renewal Year Two Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services
from 01/01/2026-12/31/2026

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
18	Optional Renewal Year Three Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year Three Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
19	Optional Renewal Year Three Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services from 01/01/2027-12/31/2027

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Prebid Meeting	2019-12-16
2	Questions Due	2019-12-23

SOLICITATION NUMBER: CRFP 0511 BMS2000000001
Addendum Number: 3

The purpose of this addendum is to modify the solicitation identified as CRFP 0511 BMS2000000001 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[X] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[ ] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[ ] Other

Additional Documentation: This purpose of this addendum is to:

1. Modify the bid opening date as follows:

   Bid opening WAS 01/27/2020 at 1:30 PM ET
   Bid opening IS NOW 02/14/2020 at 1:30 PM ET

Responses to vendor questions will be issued under separate addendum.

No other changes.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP 0511 BMS2000000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]	Addendum No. 1	[ ]	Addendum No. 6
[X]	Addendum No. 2	[ ]	Addendum No. 7
[X]	Addendum No. 3	[ ]	Addendum No. 8
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Sandata Technologies, LLC
Company

Authorized Signature

2/5/2020
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

	Purchasing Divison 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	**State of West Virginia** **Request for Proposal** **34 — Service - Prof**

Proc Folder: 623121

Doc Description: Addendum #4 Electronic Visit Verification(EVV) RFP

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2020-02-06	2020-02-28 13:30:00	CRFP 0511 BMS2000000001	5

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Name, Address and Telephone Number:

Sandata Technologies, LLC
26 Harbor Park Dr.
Port Washington, NY 11050
516-484-4400

FOR INFORMATION CONTACT THE BUYER

Brittany E Ingraham
(304) 558-2157
brittany.e.ingraham@wv.gov

Signature X [signature] **FEIN #** **DATE** 2/7/2020

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:

Addendum No. 4 is issued to modify the bid opening date as follows:

Bid opening WAS 02/14/2020 at 1:30 PM ET
Bid opening IS NOW 02/28/2020 at 1:30 PM ET

Responses to vendor questions will be issued under separate addendum.

No other changes.

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Implementation-Payment Milestones	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Implementation-Payment Milestones (DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Implementation-Project Management Recurring	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Implementation-Project Management Recurring (DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Implementation-Training and Meeting	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Implementation-Training and Meeting(DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Base Year One Operations (6 months)	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year One Operations (6 months)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Base Year One Operations (6 months) Additional Services	2000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year One Operations (6 months) Additional Services
from 07/01/2020-12/31/2020

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Base Year Two Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Two Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Base Year Two Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Two Operations Additional Services
from 01/01/2021-12/31/2021

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Base Year Three Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Three Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	Base Year Three Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Three Operations Additional Services
from 01/01/2022-12/31/2022

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	Base Year Four Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Four Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	Base Year Four Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Four Operations Additional Services
from 01/01/2023-12/31/2023

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	Base Year Five Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Five Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	Base Year Five Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Four Operations Additional Services
from 01/01/2024-12/31/2024

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
14	Optional Renewal Year One Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
15	Optional Renewal Year One Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services
from 01/01/2025-12/31/2025

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
16	Optional Renewal Year Two Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year Two Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
17	Optional Renewal Year Two Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services
from 01/01/2026-12/31/2026

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
18	Optional Renewal Year Three Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year Three Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
19	Optional Renewal Year Three Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services from 01/01/2027-12/31/2027

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Prebid Meeting	2019-12-16
2	Questions Due	2019-12-23

SOLICITATION NUMBER: CRFP 0511 BMS2000000001
Addendum Number: 4

The purpose of this addendum is to modify the solicitation identified as CRFP 0511 BMS2000000001 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[X] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[ ] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[ ] Other

Additional Documentation: This purpose of this addendum is to:

1. Modify the bid opening date as follows:

   Bid opening WAS 02/14/2020 at 1:30 PM ET
   Bid opening IS NOW 02/28/2020 at 1:30 PM ET

Responses to vendor questions will be issued under separate addendum.

No other changes.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP 0511 BMS2000000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]	Addendum No. 1	[ ]	Addendum No. 6
[X]	Addendum No. 2	[ ]	Addendum No. 7
[X]	Addendum No. 3	[ ]	Addendum No. 8
[X]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Sandata Technologies, LLC
Company

Authorized Signature

2/1/2020
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

	Purchasing Divison **2019 Washington Street East** **Post Office Box 50130** **Charleston, WV 25305-0130**	**State of West Virginia** **Request for Proposal** **34 — Service - Prof**

Proc Folder: 623121

Doc Description: Addendum #5 Electronic Visit Verification(EVV) RFP

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2020-02-21	2020-03-12 13:30:00	CRFP 0511 BMS2000000001	6

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Name, Address and Telephone Number:

Sandata Technologies, LLC
26 Harbor Park Dr.
Port Washington, NY 11050

FOR INFORMATION CONTACT THE BUYER

Brittany E Ingraham
(304) 558-0067
brittany.e.ingraham@wv.gov

Signature X [signature] **FEIN #** **DATE** 2/21/2020

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:
Addendum No. 5 is issued to modify the bid opening date as follows: Bid opening WAS 02/28/2020 at 1:30 PM ET Bid opening IS NOW 03/12/2020 at 1:30 PM ET Responses to vendor questions will be issued under separate addendum. No other changes.

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Implementation-Payment Milestones	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Implementation-Payment Milestones (DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Implementation-Project Management Recurring	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Implementation-Project Management Recurring (DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Implementation-Training and Meeting	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Implementation-Training and Meeting(DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Base Year One Operations (6 months)	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year One Operations (6 months)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Base Year One Operations (6 months) Additional Services	2000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year One Operations (6 months) Additional Services
from 07/01/2020-12/31/2020

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Base Year Two Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Two Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Base Year Two Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Two Operations Additional Services
from 01/01/2021-12/31/2021

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Base Year Three Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Three Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	Base Year Three Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Three Operations Additional Services
from 01/01/2022-12/31/2022

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	Base Year Four Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Four Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	Base Year Four Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Four Operations Additional Services
from 01/01/2023-12/31/2023

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	Base Year Five Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Five Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	Base Year Five Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Four Operations Additional Services
from 01/01/2024-12/31/2024

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
14	Optional Renewal Year One Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
15	Optional Renewal Year One Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services
from 01/01/2025-12/31/2025

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
16	Optional Renewal Year Two Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year Two Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
17	Optional Renewal Year Two Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services
from 01/01/2026-12/31/2026

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
18	Optional Renewal Year Three Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year Three Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
19	Optional Renewal Year Three Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services from 01/01/2027-12/31/2027

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Prebid Meeting	2019-12-16
2	Questions Due	2019-12-23

SOLICITATION NUMBER: CRFP 0511 BMS2000000001
Addendum Number: 5

The purpose of this addendum is to modify the solicitation identified as CRFP 0511 BMS2000000001 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[X] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[ ] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[ ] Other

Additional Documentation: The purpose of this addendum is to:

1. Modify the bid opening date as follows:

   Bid opening WAS 02/28/2020 at 1:30 PM ET
   Bid opening IS NOW 03/12/2020 at 1:30 PM ET

Responses to vendor questions will be issued under separate addendum.

No other changes.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP 0511 BMS2000000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]	Addendum No. 1	[ ]	Addendum No. 6
[X]	Addendum No. 2	[ ]	Addendum No. 7
[X]	Addendum No. 3	[ ]	Addendum No. 8
[X]	Addendum No. 4	[ ]	Addendum No. 9
[X]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Sandata Technologies, LLC
Company

Authorized Signature

2/2/2020
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Purchasing Divison
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Request for Proposal
34 — Service - Prof

Proc Folder: 623121

Doc Description: Addendum #6 Electronic Visit Verification(EVV) RFP

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2020-02-25	2020-03-12 13:30:00	CRFP 0511 BMS2000000001	7

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Name, Address and Telephone Number:

Sandata Technologies, LLC
26 Harbor Park Dr.
Port Washington, NY 11050
516-484-4400

FOR INFORMATION CONTACT THE BUYER

Brittany E Ingraham
(304) 558-0067
brittany.e.ingraham@wv.gov

Signature X [signature] **FEIN #** **DATE** 2/26/2020

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:

Addendum No. 6 is issued to modify the bid opening date as follows:

1. Modify the specifications per the attached Change Log.
2. Provide vendor questions and agency responses per the attached.
3. Provide cost tables per the attached (attached as Addendum #6 - EVV_RFP_Cost_Sheet_Tables).
4. Provide 'Disclosure of Interested Parties to Contracts' Form per the attached.

No other changes.

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Implementation-Payment Milestones				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Implementation-Payment Milestones (DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Implementation-Project Management Recurring				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Implementation-Project Management Recurring (DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Implementation-Training and Meeting				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Implementation-Training and Meeting(DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Base Year One Operations (6 months)				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year One Operations (6 months)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Base Year One Operations (6 months) Additional Services	2000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year One Operations (6 months) Additional Services
from 07/01/2020-12/31/2020

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Base Year Two Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Two Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Base Year Two Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Two Operations Additional Services
from 01/01/2021-12/31/2021

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Base Year Three Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Three Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	Base Year Three Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Three Operations Additional Services
from 01/01/2022-12/31/2022

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	Base Year Four Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Four Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	Base Year Four Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Four Operations Additional Services from 01/01/2023-12/31/2023

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	Base Year Five Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Five Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	Base Year Five Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Four Operations Additional Services
from 01/01/2024-12/31/2024

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
14	Optional Renewal Year One Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
15	Optional Renewal Year One Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services
from 01/01/2025-12/31/2025

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
16	Optional Renewal Year Two Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year Two Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
17	Optional Renewal Year Two Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services
from 01/01/2026-12/31/2026

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
18	Optional Renewal Year Three Operations				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year Three Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
19	Optional Renewal Year Three Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services from 01/01/2027-12/31/2027

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Prebid Meeting	2019-12-16
2	Questions Due	2019-12-23

SOLICITATION NUMBER: CRFP 0511 BMS2000000001
Addendum Number: 6

The purpose of this addendum is to modify the solicitation identified as CRFP 0511 BMS2000000001 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[ ] Modify bid opening date and time

[X] Modify specifications of product or service being sought

[X] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[X] Other

Additional Documentation: The purpose of this addendum is to:

1. Modify the specifications per the attached Change Log.
2. Provide vendor questions and agency responses per the attached.
3. Provide cost tables per the attached (attached as **Addendum #6 - EVV_RFP_Cost_Sheet_Tables**).
4. Provide 'Disclosure of Interested Parties to Contracts' Form per the attached.

No other changes.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

RFP Change Log

ID	RFP Section	Page	Current RFP Language	Amended RFP Language
1	Section 1.2 RFP Schedule of Events	4	RFP Released to Public -- 11/19/19 Mandatory Pre-bid Conference --12/16/19 Vendor's Written Questions Submission Deadline -- 12/23/19 Addendum Issued -- 01/13/20 Technical Bid Opening Date -- 01/27/20 Technical Evaluation Begins -- 02/24/20 Oral Presentation (Agency Option) -- 02/10/20 Cost Bid Opening -- 03/02/20 Cost Evaluation Begins --TBD Contract Award Made -- 03/02/20	RFP Released to Public -- 11/19/19 Mandatory Pre-bid Conference --12/16/19 Vendor's Written Questions Submission Deadline -- 12/23/19 Addendum Issued -- 2/21/2020 Technical Bid Opening Date -- 03/12/20 Technical Evaluation Begins -- TBD Oral Presentation (Agency Option) -- TBD Cost Bid Opening -- TBD Cost Evaluation Begins --TBD Contract Award Made -- TBD
2	Appendix 3, Service Level Agreements and Performance Standards, Table 29: Solution Availability, SLA-003: # 01	191	The EVV shall be accessible 99% of the time during working hours, except for scheduled downtime.	The EVV shall be accessible 99% of the time except for scheduled downtime.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q001			We have received the above reference RFP for Electronic Visit Verification Services and would like to request a copy of the procurement documents in either a word format or PDF that is not saved as an image. The current version does not allow the vendors to complete the associated forms as they are not in an editable format.	We are unable to provide the Microsoft Word®, or editable, version of the RFP. A Microsoft Excel® workbook covering cost tables has been included a part of Addendum No.06. The full PDF version of the RFP and all attachments should be referenced by vendors when developing their response.
Q002	Attachment 3, Table 20 Mandatory Requirements, Row 1	Page 102	Will the State please change the requirement to read as follows? "The Vendor must demonstrate experience within the last three (3) years as the prime contractor for at least three (3) federal, state, local government or private healthcare entities where an EVV solution of similar size and scope is currently being or has been implemented. The experience and references of the Vendor's subcontractor(s) may be used to meet this requirement." **Rationale:** Allowing the combined experience of the Vendor and its subcontractor(s) to be used to meet this requirement will expand the number of bidders who are qualified to participate in this procurement, giving the State more "best value" options to evaluate. This modification will allow vendors with relevant commercial experience to offer the State modern and innovative solutions. Additionally, changing the wording of the requirement from "the proposed solution" to an "EVV solution of similar size and scope" reflects the fact that EVV solutions are highly configured to meet the unique program and technology needs of each state. This change will allow more vendors to participate in this procurement and propose modern and innovative solutions that meet the WV and CMS requirements.	No changes to the requirement will be made. Vendors may include relevant experience and references from both the prime vendor and subcontractor(s) provided: 1) The prime vendor and subcontractor(s) have performed the work together for the experience being claimed. 2) The experience of the subcontractor(s) is not being claimed by more than one prime vendor as part of this solicitation. The "proposed solution" has the same meaning as an "EVV solution" in the context of this requirement.
Q003	Attachment 3, Table 20 Mandatory Requirements, Row 3	Page 102	Will the State please change the reference requirement to read as follows? "The Vendor must include at least three (3) references from projects performed within the last three (3) years that demonstrate the Vendor's ability to perform the scope of work described in the RFP. Vendors may only use one (1) reference per project performed. DHHR strongly prefers three (3) references from different state engagements where an EVV solution is currently or has been implemented. The references of the Vendor's subcontractor(s) may be used to meet this requirement. Note, because this item is a mandatory requirement, it will not be scored." **Rationale:** Allowing the combined references of the Vendor and its subcontractor(s) to be used to meet this requirement will expand the number of bidders who are qualified to participate in this procurement, giving the State more "best value" options to evaluate. This change will allow vendors with relevant commercial experience to offer the State modern and innovative solutions. Additionally, changing the wording of the requirement from "the proposed solution" to an EVV solution of similar size and scope" reflects the fact that EVV solutions are highly configured to meet the unique program and technology needs of each state. This change will allow more vendors to participate in this procurement and propose modern and innovative solutions that meet the WV and CMS requirements.	No changes to the requirement will be made. Vendors may include relevant experience and references from both the prime vendor and subcontractor(s) provided: 1) The prime vendor and subcontractor(s) have performed the work together for the experience being claimed. 2) The experience of the subcontractor(s) is not being claimed by more than one prime vendor as part of this solicitation. The "proposed solution" has the same meaning as an "EVV solution" in the context of this requirement.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q004	Attachment 3, Table 20 Mandatory Requirements, Row 4	Page 102	Will the State please change the requirement to read as follows? "The Vendor or its subcontractor(s) must have previously implemented an EVV solution successfully in a state environment." **Rationale:** Allowing the implementation history of the Vendor's subcontractor to be used to meet this requirement will expand the number of bidders who are qualified to participate in this procurement giving the State more "best value" options to evaluate. The change will allow vendors with relevant commercial experience to offer the State modern and innovative solutions. Additionally, changing the wording of the requirement from "solution proposed by the Vendor" to "an EVV solution" reflects the unique program and technology needs of each state. This change will allow more vendors to participate in this procurement and propose modern and innovative solutions that meet the WV and CMS requirements.	No changes to the requirement will be made. Vendors may include relevant experience and references from both the prime vendor and subcontractor(s) provided: 1) The prime vendor and subcontractor(s) have performed the work together for the experience being claimed. 2) The experience of the subcontractor(s) is not being claimed by more than one prime vendor as part of this solicitation. The "proposed solution" has the same meaning as an "EVV solution" in the context of this requirement.
Q005	Attachment 3, Table 20 Mandatory Requirements, Row 5	Page 102	Will the State please change the requirement to read as follows? "The Vendor or its subcontractor(s)must have at least three (3) years' experience in operation an EVV solution with similar size and scope to the State's in compliance with all Federal and State regulations." **Rationale:** Allowing the experience of the Vendor's subcontractor to be used to meet this requirement will expand the number of bidders who are qualified to participate in this procurement giving the State more "best value" options to evaluate. The change will allow vendors with relevant commercial experience to offer the State modern and innovative solutions. Additionally, changing the requirement from "the proposed solution" to an "EVV solution of similar size and scope" reflects the unique program and technology needs of each state. This change will allow more vendors to participate in this procurement and propose modern and innovative solutions that meet the WV and CMS requirements.	No changes to the requirement will be made. Vendors may include relevant experience and references from both the prime vendor and subcontractor(s) provided: 1) The prime vendor and subcontractor(s) have performed the work together for the experience being claimed. 2) The experience of the subcontractor(s) is not being claimed by more than one prime vendor as part of this solicitation. The "proposed solution" has the same meaning as an "EVV solution" in the context of this requirement.
Q006			The RFP document (PDF file called "Solicitation Documents.pdf") that is loaded into the procurement site appears to be a scanned image and doesn't allow for bidders to copy/paste RFP requirements. Would you be able to provide in email or post to the procurement site an editable Word version or a true PDF file of this solicitation document?	We are unable to provide the Microsoft Word®, or editable, version of the RFP. A Microsoft Excel® workbook covering cost tables has been included as part of Addendum No.06. The full PDF version of the RFP and all attachments should be referenced by vendors when developing their response.
Q007			Is it allowable for vendors to attend the mandatory pre-bid conference on 12/16 remotely? If yes, can you share dial-in/remote access information at your convenience?	No. Refer to RFP SECTION 2: INSTRUCTIONS TO VENDORS SUBMITTING BIDS.
Q008	Section 1.2	Page 3	Since there seems to be only two weeks between Questions Answered (QA) and Proposal Due Date will the State consider extending the due date two to three weeks in order for the proposing vendor to incorporate the QA addendum into the proposers response. The QA may have a material effect on the proposal response.	DHHR may consider modifications to key RFP dates in the future based on several factors including the number of vendors and questions received.
Q009			To correctly use the content from the RFP, we need a version that is "editable" in that we can copy/paste content and format into our proposal response. Please provide a version of the RFP in Word or PDF (not a scanned image) that allows for selection of text and related content for accurate insertion into another proposal document.	We are unable to provide the Microsoft Word®, or editable, version of the RFP. A Microsoft Excel® workbook covering cost tables has been included as part of Addendum No.06. The full PDF version of the RFP and all attachments should be referenced by vendors when developing their response.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q010	Section 4.7.1 Qualifications and Experience		Our staffing approach provides for a qualified, part-time Account Manager providing oversight and a point of escalation for the Project Manager throughout the project. To avoid additional cost while still maintaining the appropriate project oversight and support, please modify Table 9: Vendor Roles by Project Phase to allow the Account Manager to be dedicated less than 100% of the time for all project phases (single checkmark).	Table 9: Vendor Roles by Project Phase will not be modified.
Q011	Appendix 1_Detailed Specifications	MR022 MR023 MR024	The references for CMS Certification are based on the MECL process and MECT tool kit. In October 2019, CMS officially released the EVV Outcomes Based Certification (OBC) process and criteria. Please confirm that under the new direction of CMS WV will be using the EVV OBC for certification and will expect the response to the RFP to be based on the CMS EVV OBC, not MECL/MECT.	As described in CMCS Information Bulletin dated October 24, 2019, DHHR will use Outcomes-based Certification (OBC) for the EVV project. References to certification pertain to current and future requirements for EVV as outlined by the most current guidance from CMS. See https://www.medicaid.gov/medicaid/data-and-systems/outcomes-based-certification/electronic-visit-verification-certification/index.html.
Q012	Appendix 1_Detailed Specifications	DD033 4470 DD034 4935 DD035 4936 DD036 5104	Please provide examples of the forms.	Vendors should propose examples of forms to be utilized as part of the EVV solution.
Q013	Appendix 1_Detailed Specifications	DD033 4470 DD034 4935 DD035 4936 DD036 5104	Please provide examples of the system generated correspondence.	Vendors should propose examples of system generated correspondences as part of their response.
Q014	Appendix 1_Detailed Specifications	DD033 4470 DD034 4935 DD035 4936 DD036 5104	Please provide examples of the reports.	Vendors should propose report examples as part of their response.
Q015	Appendix 1_Detailed Specifications	DD033 4470 DD034 4935 DD035 4936 DD036 5104	Please explain the Vendor expectation for printing of blank and completed documents.	Vendors should describe which system forms, correspondence, and reports can be printed from the EVV solution as part of their response. The EVV solution should be capable of creating blank reports and correspondences for Department approval prior to production.
Q016	Appendix 1_Detailed Specifications	DD037 4481 DD038 4482 DD039 4483 DD040 4484	Please provide examples of the expected forms.	Vendors should propose examples of forms to be utilized as part of their response.
Q017	Appendix 1_Detailed Specifications	DD040 4484	Please explain the vendor expectation for postal mail.	The Department might request vendors to process a postal mailing related to the EVV program as part of a Change Request (CR).
Q018	Appendix 1_Detailed Specifications	DD043 4479	Please explain the vendor expectation for mailing.	The Department might request vendors to process a postal mailing related to the EVV program as part of a Change Request (CR). Vendors should describe how the EVV solution supports an efficient postal mail process, if requested.
Q019	Appendix 1_Detailed Specifications	DD043 4479	Please explain the vendor expectation for posting to a portal account.	Messages and notifications should be available for registered users to view from within the EVV solution once logged in.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q020	Appendix 1_Detailed Specifications	DD044 4476	Please provide the name and contact information of the current and planned printing vendor.	The vendor is responsible for contracting with a printing vendor.
Q021	Appendix 1_Detailed Specifications	DD044 4476	Is the Vendor expected to contract directly with the printing vendor and assume the associated costs?	Yes.
Q022	Appendix 1_Detailed Specifications	DD045 4487	Please provide examples of the notices and forms to be issued.	Vendors should propose how standard notices and forms will be pre-populated to minimize data entry and in accordance with RFP requirements.
Q023	Appendix 1_Detailed Specifications	DD046 4490	Please provide examples of the batch forms to be generated.	Vendors should describe batch form processing and capability as part of their response.
Q024	Appendix 1_Detailed Specifications	DD076 4839	Please provide examples of the public information to be shared without web portal authentication.	Vendors should be capable of posting general updates, links to other sites, relevant public files, training materials, and other similar public information without requiring users to log into the full EVV solution.
Q025	Appendix 1_Detailed Specifications	DD086 4347 DD087 4918	Please explain the intention behind creation of flags.	Vendors should describe their workflow controls and notification capabilities as part of their response. Flags refer to capturing workflow activities for secondary actions, reporting and analysis. Examples might include: 1) Manual overrides of any kind 2) Changes in servicing provider 3) Changes in services 4) Abnormal workflow terminations 5) Interface failure notifications / warnings 6) Record access counts
Q026	Appendix 1_Detailed Specifications	DQ018 4569	Please clarify the records to be counted regarding duplicated and unduplicated.	The EVV solution should prevent the duplication of records. Vendors should describe their capabilities to prevent or mitigate instances of record duplication within the EVV solution.
Q027	Appendix 1_Detailed Specifications	DQ025 4597 DQ026 4990 DQ027 4991 DQ028 4992 DQ029 4993	Please detail the source systems generating reports to be organized.	Source system refers to the entity submitting the data to the EVV solution. Details will be discussed with the successful vendor.
Q028	Appendix 1_Detailed Specifications	DQ030 4774 DQ033 5097	Please explain the interface records relating to the exception reports.	The interface exception process and related reporting will be discussed and developed with the successful vendor.
Q029	Appendix 1_Detailed Specifications	DQ034 4778	Please provide examples of the errors expected.	Vendors should describe what types of errors should be anticipated and how their EVV solution captures information necessary to resolve issues timely.
Q030	Appendix 1_Detailed Specifications	DQ039 4477	Please provide examples of the forms to be utilized.	Vendors should propose examples of forms to be utilized as part of the solution.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q031	Appendix 1_Detailed Specifications	DQ044 4710	Please provide use cases for the distinguishment of days in time-related functions.	Vendors should have the ability to configure all date-based functionality to account for business days, calendar days, or state holidays, including, but not limited to: 1) Response messages 2) Ad hoc messages 3) Scheduling of reports
Q032	Appendix 1_Detailed Specifications	DQ048 4880	Please explain the relationship of email addresses to authorizations.	Vendors are responsible for registering and credentialing users, including the gathering and management of user email addresses.
Q033	Appendix 1_Detailed Specifications	IN002 4763	Please explain the expectation of the integration of the solution thoughout the West Virginia technology enterprise.	The EVV solution will become a module of the Medicaid Management Information System (MMIS). Vendors should propose an EVV solution which uses modern architecture and interoperability standards. Vendors should describe their approach to MMIS integration within their bid response.
Q034	Appendix 1_Detailed Specifications	IN012 4529	Please provide examples of the types of email notifications to be mass sent.	Email notification language will be discussed with the successful vendor. The Department will approve any correspondence language prior to distribution to users.
Q035	Appendix 1_Detailed Specifications	IN025 4499	Please provide examples of the system events to be scheduled and modified.	Vendors should propose examples of user-specific system events related to policy and program changes to be scheduled and modified.
Q036	Appendix 1_Detailed Specifications	SM007 4246	Please explain which system will be providing identity management and the type of protocols supported along with the types of users who will use Single Sign On.	Vendors should provide Single Sign On (SSO) across the suite of products or services being proposed for the overall EVV solution. Vendors are responsible for registering and credentialing users within the EVV solution.
Q037	Appendix 1_Detailed Specifications	SM059 4228	Please explain the manual overrides to be logged and reported on.	Manual overrides are activities performed by users to alter or modify system generated data related to an EVV event including, but not limited to: 1) Provider data 2) Member data 3) Eligibility data, including prior authorizations 4) Alternate verification method 5) Service date, start or end times, or location All manual override activities should be logged and available for standard or ad hoc reporting.
Q038	Appendix 1_Detailed Specifications	IN027 4450	Please confirm the reference to Solution is directed to call center to support teams not the EVV Solution.	The Technical Call Center support teams are part of the EVV solution.
Q039	Appendix 1_Detailed Specifications	IN043 4431	Please confirm the phrase repeat call options automatically.	The Technical Call Center phone system should include an ability for call options to be repeated a variable number of times, rather than terminating the call after one cycle.
Q040	Appendix 1_Detailed Specifications	IN051 4885	Does email count as an online option for technical support	Email can be included as part of online options for technical support provided: 1) A work order number or ticket is assigned and automatically sent to the submitting user within 15 minutes of receipt. 2) Information on how to contact the helpdesk for urgent issues is included in the return-message body.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q041	wvOASIS procurement site		Is it expected that vendors submit one file containing the entire technical proposal? Are there any limitations to the file size when posting to the e-procurement site? Please confirm the vendor must submit hard copies as well as electronic.	Per Section 2, Electronic bid submissions are not permitted for RFP responses. Vendors are expected to submit one original technical and one original cost proposal plus eight (8) convenience copies of each.
Q042	Section 5.3.2 Title Page	Page 69	This section states: "Title Page: State the RFP subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, e-mail address, and Vendor signature and date." Please confirm that the title page to be completed and signed is the file named "Final_CRFP_0511_BMS2000000001_1_CRFP_FORM" which was included in the RFP package. If not, does this form need to be completed and where should it be placed in the response?	No it is not. See 5.4.2.10.
Q043	Section 1.2 RFP Schedule of Events	Page 4	Per this section, the Technical Evaluation Begins on February 24, 2020. This is approximately one month after proposals are due. Per this section, the Oral Presentations being on February 10th which is before Technical Evaluation Begins on February 24, 2020. Please confirm the Schedule of Events.	See the amended schedule included as part of Addendum No.06.
Q044	Section 2: Instructions to Vendors Submitting Bids Subsection 8. Addendum Acknowledgement		Please confirm where vendors should insert their completed Addendum Acknowledgement Form.	Vendors should insert completed Addendum Acknowledgement Form(s) after the Title Page in the Technical Proposal.
Q045	Section 2: Instructions to Vendors Submitting Bids Subsection 11. Exceptions and Clarifications		Please confirm where in the technical proposal vendors should insert any exceptions to a requirement or term and condition.	Please refer to item 11 (Section 2) of the "Instructions to Vendors Submitting Bids."
Q046	Section 2: Instructions to Vendors Submitting Bids Subsection 13. Registration		This requirement states, "Prior to Contract award, the apparent successful Vendor must be properly registered...." Please confirm that Vendors do not need to complete registration as part of the proposal submission.	Correct.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q047	Section 2: Instructions to Vendors Submitting Bids Subsection 16. Small, Women-Owned, or Minority Owned Business		This requirement states, "Prior to Contract award, the apparent successful Vendor must be properly registered...." Please confirm that Vendors do not need to certify as part of the proposal submission.	Correct.
Q048	Section 2: Instructions to Vendors Submitting Bids Subsection 21. Your Submission is a Public Document		This section states, "Do not submit material you consider to be confidential." Attachment 3 asks for vendors to provide financial info which, as a privately held company, we consider to be confidential information. How do you expect vendors to provide this required information? How do you expect vendors to provide confidential or trade secret information required in the RFP that Vendor typically exempts from public disclosure under Trade Secret or other exemptions, such as those set forth in W. Va. Code § 29B-1-4(a)?	The Department is agreeable to the redaction of this information from the bid response. Redacted information must be made available for review by DHHR upon request. Vendors must demonstrate the financial viability of their organization. Please be advised that Section 2, Item 21 **Your Submission is a Public Document** is still applicable to this RFP
Q049	Section 2: Instructions to Vendors Submitting Bids Subsection 22. Interested Party Disclosure		This section requires Vendors to submit a disclosure of interested parties form. Please confirm where in the Technical proposal vendors should insert their completed Disclosure Form.	The disclosure of interested parties form must be provided to the Purchasing Division prior to contract award. This form has been included as a part of Addendum No.06.
Q050	Section 3: General Terms and Conditions Subsection 7. Required Documents		Please confirm whether the vendor needs to acquire performance bond as part of the proposal submission.	A performance bond is not required for this solicitation.
Q051	Section 3: General Terms and Conditions Subsection 7. Required Documents		Please confirm whether the vendor needs to acquire both a performance bond and a payment bond if awarded.	Performance and / or payment bonds are not required for this solicitation.
Q052	Section 3: General Terms and Conditions Subsection 8. Insurance		This requirement states, "The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below....." Please confirm that Vendors do not need to provide this information as part of the proposal submission.	Proof of insurance is required prior to contract award. Proof of insurance is not required as part of proposal submission.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q053	Section 3: General Terms and Conditions		There is a Designated Contact form with Certification and Signature within Section 3 as well as a similar form on page 80 of Section 7. Are vendors expected to provide responses to Section 3 in its entirety? Do vendors need to sign and submit both the Section 3 and Section 7 forms?	Addendum No.05 removes RFP Section 7 in its entirety. Vendors should attest and sign per the language and forms provided within Section 3 o the RFP. Final_CRFP_0511_BMS2000000001_1_CRFP_FORM is an example of the master contract and will be signed and executed as part of the final contract award.
Q054			Can the state please provide the solicitation in unscanned PDF (Word, digital PDF?)	We are unable to provide the Microsoft Word®, or editable, version of the RFP. A Microsoft Excel® workbook covering cost tables has been included as part of Addendum No.06. The full PDF version of the RFP and all attachments should be referenced by vendors when developing their response.
Q055	Section 3: General Terms and Conditions		During the pre-bid conference a comment was made about vendors needing to register with the state's purchasing division. Please confirm this registration needs to be completed prior to the RFP due date and please confirm the correct link for the registration.	Prior to Contract award, the apparent successful vendor must be properly registered.
Q056	Section 3: General Terms and Conditions		Additionally, the RFP states that "Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision." Please confirm what registrations are required and if they need to be completed prior to the RFP due date and please confirm the correct link for the registration.	Prior to Contract award, the apparent successful vendor must be properly registered.
Q057	Section 4.1.5, Schedule of Events	Page 3	It appears that the State intends to answer vendor questions through an addendum to be issued on January 13, 2020, which is only two weeks (10 business days) prior to the proposal due date of January 27, 2020. Many solution and pricing elements are dependent on the information the State provides through the vendor question and answer process. Will the State please extend the proposal due date by six weeks to March 2, 2020? This will allow vendors to fully assess and incorporate the information, and to provide the State will most effective and best-value solution.	DHHR may consider modifications to key RFP dates in the future based on several factors including the number of vendors and questions received.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q058	Attachment 3, Table 20, Mandatory Qualifications	Page 102	Will the State please answer the following questions pertaining to mandatory qualifications that were previously submitted in writing? In order to make a decision to bid on this RFP we will need a response no later than 12/31/2019. •Page 102, Table 20 Mandatory Requirements, Row 1: Will the State please change the requirement to read as follows? "The Vendor must demonstrate experience within the last three (3) y ears as the prime contractor for at least three (3) federal, state, local government or private healthcare entities where an EVV solution of similar size and scope is currently being or has been implemented. The experience and references of the Vendor's subcontractor(s) may be used to meet this requirement." •Page 102, Table 20 Mandatory Requirements, Row 3: Will the State please change the reference requirement to read as follows? "The Vendor must include at least three (3) references from projects performed within the last three (3) years that demonstrate the Vendor's ability to perform the scope of work described in the RFP. Vendors may only use one (1) reference per project performed. DHHR strongly prefers three (3) references from different state engagements where an EVV solution is currently or has been implemented. The references of the Vendor's subcontractor(s) may be used to meet this requirement. Note, because this item is a mandatory requirement, it will not be scored." •Page 102, Table 20 Mandatory Requirements, Row 4: Will the State please change the requirement to read as follows? "The Vendor or its subcontractor(s) must have previously implemented an EVV solution successfully in a state environment." •Page 102, Table 20 Mandatory Requirements, Row 5: Will the State please change the requirement to read as follows? "The Vendor or its subcontractor(s)must have at least three (3) years' experience in operation an EVV solution with similar size and scope to the State's in compliance with all Federal and State regulations."	No changes to the requirement will be made. Vendors may include relevant experience and references from both the prime vendor and subcontractor(s) provided: 1) The prime vendor and subcontractor(s) have performed the work together for the experience being claimed. 2) The experience of the subcontractor(s) is not being claimed by more than one prime vendor as part of this solicitation. The "proposed solution" has the same meaning as an "EVV solution" in the context of this requirement.
Q059	Appendix 1_Detailed Specifications	PG012 4519	This requirement states: "The Vendor should provide correspondence metric reports upon request by the Department." •What correspondence is expected to be generated from the EVV system(s)? •Under what conditions will the correspondence be required? •Who is the recipient of the correspondence?	Vendors should describe and propose examples of correspondences and potential metric reports as part of their response. The Department will define correspondence types, triggers, and recipients of correspondence with the successful vendor as needed.
Q060	Appendix 1_Detailed Specifications	DD046 4490	This requirement states: "The solution should generate batch forms." •What forms are expected to be generated from the EVV system? •What is the purpose of the forms? •Is it expected that the forms are both available in digital and paper based?	Vendors should propose examples of forms to be utilized as part of the EVV solution. Vendors should describe which system forms, correspondence, and reports can be printed from the EVV solution as part of their response. The EVV solution should be capable of creating blank reports and correspondences for Department approval prior to production.
Q061	Appendix 1_Detailed Specifications	PG033 4211	This requirement states: "The solution should have the ability for the Department to allow and/or not allow retroactive care plan changes for specific services and/or programs through a configurable interface." •What role will be authorized to make the changes to the care plan? •How will the role be making the changes - through a file update or system access?	Vendors should describe the existing capabilities of the proposed EVV solution to manage retroactive care plan changes.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q062	Appendix 1_Detailed Specifications	VV017 4220	This requirement states: "The solution should have the ability to integrate the scheduling, authorization monitoring, visit verification, and billing." What are the billing requirements for the aggregation function?	There are no billing requirements for data submitted by third-party EVV systems to the data aggregation portion of the EVV solution. Vendors should describe how their EVV solution integrates and helps manage the various service components of the overall EVV event.
Q063	Appendix 1_Detailed Specifications	VV023 4193	This requirement states: "The solution should have the ability to account for situations in which services are provided to a group of members during a single visit." •Please confirm the State will provide separate service authorizations and care plans for individuals in a group. •Please describe situations where services are provided to groups in a single visit and the expectations of how each of those visits should be recorded. For example, is each individual billed/verified separately for the service or as a group?	Vendors should describe the capabilities of the proposed EVV solution as part of their proposal response. There are currently no group authorizations. Specific configuration settings to manage individuals within group settings will be discussed with the successful vendor based on program needs and guidance from CMS at the time.
Q064	Appendix 1_Detailed Specifications	VV029 4202	This requirement states: "The solution should have the ability to allow the Department to identify circumstances in which visit verification is not necessary." Will the State provide an example of circumstance in which visit verification may not be necessary? Is that at a program, HCPCS, individual or other level?	Vendors should describe the capabilities of the proposed EVV solution to identify and apply business rules to member populations based on various types of data provided by DHHR through a member file or manually entered by authorized users. Specific configuration settings and system parameters will be discussed with the successful vendor based on program needs and the most current guidance from CMS.
Q065	Appendix 1_Detailed Specifications	DD010 4513	This requirement states: "The solution should have the ability to integrate client data for all programs served by the solution into the Master Data Management (MDM) platform." •Is there an expectation that the EVV system will send data updates to the WV MDM system? •Will the State provide a list of all systems with which the EVV solution will need to interface?	The EVV solution is not expected to submit data directly to the MDM platform. The primary interface for the EVV solution will be with the MMIS to exchange operational and performance data. The EVV solution will also need to interface with other third-party EVV vendors as part of the data aggregation component.
Q066	Appendix 1_Detailed Specifications	DD012 4759	This requirement states: "The solution should have the ability to support various current technologies for data interchange and electronic visit verification (EVV) data submission and verification including, but not limited to, web portal, application interface, telephony, quick response (QR) codes, and automated location verification." What data is expected to be shared and with what systems?	Vendors should describe the capabilities and functionality of the proposed EVV solution. DHHR will collaborate with the successful vendor to determine the required source systems, data files, required data elements, file transfer protocols, and file interface definitions to successfully operate the selected EVV solution.
Q067	Appendix 1_Detailed Specifications	DD014 5138	This requirement states: "The solution should have the ability to store member communications." •What types of communications is expected from members? • Is the aggregation system expected to accept member communications?	Vendors should use their knowledge of EVV to propose communication solutions and features to meet the needs of the program. The data aggregation system will be used to gather required EVV data from third-party EVV systems. DHHR does not anticipate members communications within the data aggregation system.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q068	Appendix 1_Detailed Specifications	VV028 4186	This requirement states: "The solution should verify that the time of the visit is within the parameters outlined on the prior authorization and recorded in a format that can be sorted. The format should be YYYY-MM-DDTHH:MM:SS or equivalent." Is it expected that date capture information should be captured down to the second? As defined in this suggested format or is down to the minute satisfactory?	Vendors should describe how the proposed EVV solution captures time and options for formatting and sorting the data.
Q069	Appendix 1_Detailed Specifications	DQ030 4774	This requirement states: "The solution should generate exception reports prior to being submitted to the receiving entity such as the Medicaid Management Information System (MMIS) or other systems receiving electronic visit verification (EVV) data to facilitate data correction by the submitting entity including, but not limited to the following:" Is it expected that visits that are uploaded to the data aggregation are verified and will error out if they do not meet the Cures Act and State requirements, thereby not requiring modifications or error corrections in the data aggregation tool but correcting in their own source solution before resubmitting?	Yes. As stated in PM041, the vendor and Department will develop an interface testing acceptance standard for data partners.
Q070	Appendix 1_Detailed Specifications	DQ048 4880	This requirement states: "The solution should include email addresses in the authorization table for registration, and email addresses should be kept confidential and only used for official Department business." Please explain the context around the requirement to include email addresses and to whom the email addresses would belong.	Users will provide their email addresses as part of the registration process.
Q071	Appendix 1_Detailed Specifications	IN015 4576	This requirement states: "The solution should provide integrated print capability within the application for any report." •Does "integrated print capability" mean that the user can print data from the application? •Please clarify and list for which applications this is relevant.	Vendors should describe which system forms, correspondence, and reports can be printed from the EVV solution as part of their response. The EVV solution should be capable of creating blank reports and correspondences for Department approval prior to production.
Q072	Appendix 1_Detailed Specifications	SM056 4801	This requirement states: "The solution should maintain a record of all Integrated Eligibility Solution (IES) member information accessed." Will you confirm that the selected vendor should have an API to "a record of all Integrated Eligibility Solution (IES) member information accessed" or is this requirement incorrectly included in this EVV RFP?	Vendors should describe how their solution meets requirements for the protection of PHI and PII. HIPAA Section 164.312(B) Audit Controls requires the implementation of hardware, software, and/or procedural mechanisms that record and examine activity in information systems that contain or use electronic protected health information (PHI) must be logged.
Q073	Appendix 1_Detailed Specifications	IN051 4885	This requirement states: "The solution should include an online option for users to report any technical problems." •What is the expected full scope of user support? •Will there be other paths to support other programs outside EVV solutions if questions are received through this option?	Numerous specifications define the Department's expectations around user support. See IN006, IN023, IN026, IN028, IN030, IN035, IN043, IN044, IN051, SM157, OP036, OP038, OP039, and OP041 for basic expectations. The Department will work with the successful vendor to identify referral processes for issues outside the scope of EVV technical support as needed.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q074	Appendix 1_Detailed Specifications	OP14 3960 OP15 5130	Requirement ID OP14 states: "The solution should provide the ability for the provider agency to review billing prior to submitting for payment." Requirement ID OP14 states: "The solution should provide the ability for the provider agency to review and correct billing errors prior to submission." •Please confirm that these requirements are not related to the data aggregation component? •Please confirm that the ability to review and correct information for claim submission should occur in the EVV solution at the provider level and not the data aggregation component, which is at a State level.	These requirements are not related to the data aggregation component. The ability to review and correct information for claim submission in the EVV solution applies to providers not using the data aggregation component.
Q075	Appendix 1_Detailed Specifications	IN023 4177	This requirement states: "The Vendor should support provider compliance through direct assistance, coaching, technical assistance, and other active outreach activities as requested by the Department." •Is this in relation to assisting providers to meet cures act requirements for EVV? •Please provide more specific details on the expected support and level of effort.	The Department will work with CMS to define provider EVV compliance in West Virginia. The Department will work with the successful vendor to implement visit verification compliance. Vendors are expected to support solution users as defined in the Appendix 1 - Detailed Specifications.
Q076	Appendix 1_Detailed Specifications	IN061 4838	This requirement states: "The solution should have the ability to include secure and public facing tabs for the web portal." •Will the vendor be required to post and publish information about the EVV program on behalf of the State? •Is that the nature of the public access for Web portal? Please explain.	Vendors will be required to post and publish EVV-related information on the public website on behalf of the Department. Vendors should be capable of posting general updates, links to other sites, relevant public files, training materials, and other similar public information without requiring users to log into the full EVV solution.
Q077	Appendix 1, General		In order to provide the most comprehensive response, will the State consider modifying the response form to allow a third choice (in addition to "will meet" and "will not meet") that reads: "will meet with modification?" And then allow vendors to describe what the modification may be?	The response form will not be modified. Vendors should use "will meet" for current functionality and any additional functionality the vendor will include within the scope of the project. Vendors should describe any functionality that would need to be developed in the proposal narrative.
Q078	Section 4.1.5, Current Environment for PCS and HHCS	Page 41	Will the State provide the number of providers and direct care workers that are required to be covered in the EVV Solution?	DHHR has provided approximate numbers for participants within the RFP. The vendor can approximate one provider per participant for planning purposes. Exact numbers will be based on several factors, including requirements set forth by CMS.
Q079	Section 4.1.5, Current Environment for PCS and HHCS	Page 41	Will the State please provide the number of Providers and direct care workers that will use the Mobile Application?	DHHR has provided approximate numbers for participants within the RFP. The vendor can approximate one provider per participant for planning purposes. Exact numbers will be based on several factors, including requirements set forth by CMS.
Q080	Section 4.1.5, Current Environment for PCS and HHCS	Page 41	Will the State please provide the number of Providers that will use the Aggregation Portal?	As of January 2020, there are 261 provider agencies in the State.
Q081	Section 4.1.5, Current Environment for PCS and HHCS	Page 41	How many of the 17,078 members would be using the self-directed care solution?	As of December 2019, there are 3,024 members using the self-directed service model for all the HCBS programs. Personal care does not currently offer self-direction.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q082	Section 4.1.5, Current Environment for PCS and HHCS	Page 41	Will the State share the number of State users that that will use the EVV Solution?	The State expects 50 or less State users of the EVV Solution.
Q083	Appendix 3, Service Level Agreements and Performance Standards, Table 29: Solution Availability, SLA-003: # 01	Page 191	This SLA references: "1. The EVV shall be accessible 99% of the time during working hours, except for scheduled downtime." Please define the working hours.	Addendum No.06 has revised SLA-003 Item #1 to remove "during working hours".
Q084	Appendix 3, Service Level Agreements and Performance Standards, Table 29: Solution Availability, SLA-003: KPIs-reporting #1.e	Page 192	This SLA references: "e. Production other downtime" Please define "Production other downtime."	"Production other downtime" includes any downtime of the production systems not approved in advance by DHHR. Downtime approved by DHHR should be included in "Production normal business downtime".
Q085	Appendix 3, Service Level Agreements and Performance Standards, Table 30: Solution Performance, SLA-004, KPIs-reporting #1.a	Page 193	This SLA references: "a. System usage" Please define "System usage."	DHHR will collaborate with the successful vendor to determine how usage will be defined as part of this KPI. The most basic parameter to be captured is the number of distinct active system users for the period. Other examples might include: number of log-on events, number of EVV events per day, number of external third-party EVV data files received, total public website hits, etc.
Q086	Appendix 3, Service Level Agreements and Performance Standards, Table 31: Operations Issue Management, SLA-005	Page 194	This SLA references both problems and issues. Please clarify if the State is using 'Problems' and 'Issues' synonymously. If not, please define the difference between a 'Problem' and an 'Issue'.	Problems and issues are used synonymously.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q087	Appendix 3, Service Level Agreements and Performance Standards, Table 31: Operations Issue Management, SLA-005	Page 194	This SLA references both acknowledgement and response. Please define "acknowledged" and "response" as stated in the SLA?	Regarding SLA-005: Operations Issue Management, an issue is "acknowledged" when notice is provided to DHHR that a system issue has been reported by an internal or external source and is being evaluated. The anticipated categorization of the issue is also made at this time. The "response" is defined as the formal correspondence with DHHR confirming the details of the issue, categorization, and high-level steps the vendor will take to remediate the issue.
Q088	Appendix 3, Service Level Agreements and Performance Standards, Table 33: Database Solution Updates, SLA-007, Performance Standard #6	Page 197	This SLA states: "6. All data fixes should be implemented within twenty-four hours (24), unless otherwise specified by DHHR." Will the State consider modifying Performance Standards #6 to state: "All Data fixes will be prioritized based on definitions in SLA-005: Operations Issue Management and restoration timelines will be based on priority assigned to the data fix needed based on its impact."?	The SLA will not be modified. DHHR will specify guidelines for the successful vendor to use when identifying and responding to data fixes so non-critical data issues can be prioritized appropriately.
Q089	Appendix 3, Service Level Agreements and Performance Standards, Table 34: Data Quality, SLA-008: #3	Page 198	This SLA states: "3. Corrections to the EVV data are applied within twenty-four (24) hours of receipt of instruction from DHHR." Will the State consider modifying #3 to: "Corrections to the EVV data are applied within mutually agreed upon timeframe between the State and the vendor based on impact of the data quality defect."?	The SLA will not be modified. DHHR will collaborate with the successful vendor to establish EVV business and validation rules for data quality that will be managed, monitored, and enforced by the vendor as part of SLA 008: Data Quality.
Q090	Attachment 6, Mandatory Requirements	MR001	Requirement ID MR001 states: "All provided services must comply with the Department Rules." In order to meet this mandatory, please provide the rules with which all vendors need to comply in the procurement library.	Department Rules, in this reference, are the State Policies, program requirements, and program policies and procedures that apply to EVV.
Q091	Attachment 6, Mandatory Requirements, Appendix 1, Detailed Specifications.		To the extent there are requirements and/or specifications that refer generally to: "...as defined by the Department" (for example, see ID PM116, or ID PM 098, or to WV security and polices [(SM15]), will the State provide the then-current definitions that we are to meet and or the relevant polices with which vendors we need to comply?	The Department will discuss and / or clarify specifications that refer generally "as defined by the Department" with the successful vendor as needed.
Q092	Appendix 1, Detailed Specifications.		To the extent specifications state, "...including, but not limited to", does the State agree, that for a firm fixed price, that any specifications not clearly outlined in Appendix 1 would be subject to the change management process?	Vendors should describe how their EVV solution complies with or exceeds each specification outlined in Appendix 1 Detailed Specifications. Statements made as part of the RFP response are binding and included as part of the firm fixed costs. Additional functionality not identified in the contract, RFP, or by the vendor's proposal will be managed through the change control process.

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Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q093	Appendix 6, Information Technology (IT) Terms and Conditions, 2.1.3.		This provision requires vendors to first seek DHHR approval to use any pre-existing IP as part of Deliverables. In light of the fact that DHHR is procuring solutions that will largely involve COTS solutions and Contractor IP, will DHHR waive this mandatory requirement so that vendors can provide pre-existing IP in deliverables seamlessly and without delay, noting that such IP will be clearly marked in any such Deliverable?	The requirement will not be modified. DHHR will not unduly withhold the timely approval to use Pre-Existing Materials and encourages vendors to leverage pre-existing manuals, procedures, and practices to the greatest extent possible that do not conflict with the requirements and specifications outlined within the RFP. Vendors may disclose their intention to use Pre-Existing Materials as part of their proposal, citing specific deliverables and sources.
Q094	Appendix 6, Information Technology (IT) Terms and Conditions, Section 3.2 Commercial Licenses		Consistent with providing the State with the most cost effective pricing for a COTS based solution, can the State confirm that if vendors provide their license terms for the commercial software they are providing, then 3.2.4, 3.3, 3.4 and 2.5 are inapplicable as the vendor's commercial license terms would govern license rights, warranty and maintenance?	DHHR anticipates a fully vendor-hosted COTS solution and does not require physical transfer of pre-existing software or licensing. DHHR will retain rights and ownership to any work product created or modified with state or federal dollars. DHHR will not waive rights outlined in Appendix 6 and will discuss licensing concerns with the successful vendor.
Q095	Appendix 3: Service Level Agreements and Performance Standards		1.4 states that: "SLAs and associated Key Performance Indicators (KPIs) may be added or adjusted by mutual agreement during the term of the Contract to align with business, organizational objectives, and technological changes". Will the State agree to discuss with vendors prior to Go-Live to make any necessary adjustments, and thereafter at least yearly?	DHHR is agreeable to discussing Performance Standards and associated KPIs with the successful vendor prior to go-live and on an annual basis. Discussion does not imply or guarantee any changes from the RFP.
Q096	Appendix 3: Service Level Agreements and Performance Standards		Section 1.4 states that "SLAs and associated Key Performance Indicators (KPIs) may be added or adjusted by mutual agreement during the term of the Contract to align with business, organizational objectives, and technological changes." Section 2.2 states that DHHR reserves the right to promote any performance metric to the status of a KPI. Please clarify how vendors are to reconcile these two contradictory statements – where on one hand changes will be mutually agree to by the parties, and on the other hand DHHR has the discretion at any time to increase the number of KPIs (which carry financial impact).	The purpose of Section 1.4 is to add the flexibility to adjust SLAs and Performance Indicators for the mutual benefit of DHHR and the successful vendor. Section 2.2 allows DHHR to elevate chronic poor performance issues to a more direct financial penalty. It is not the intent of DHHR to arbitrarily increase the number of KPIs without several prior failures of the same Performance Indicator.
Q097	Appendix 3: Service Level Agreements and Performance Standards		To the extent the SLAs include vague terms not defined, such as "any component(s) of the solution is not functioning or available..." May vendors propose what a) components make up the solution and b) that "non-functioning in accordance with the components in scope requirements" as part of the bidder's response?	Yes.
Q098	Appendix 3: Service Level Agreements and Performance Standards		SLA -001 references "SOW tasks, activities, ...and events assigned specific completion dates in the applicable SOW or SOW project plan...." Can State please clarify if, for this SLA, the specific completion dates are those that are in the mutually agreed upon project plan that is to be provided after contract start date?	The specific completion dates will be those that are in the mutually agreed upon project plan that is to be completed after the contract start date with the successful vendor.

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Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q099	Appendix 3: Service Level Agreements and Performance Standards		SLA -001 references "SOW tasks, activities, ...and events assigned specific completion dates in the applicable SOW or SOW project plan...." The compliance, however, is tied to the delivery date, not the completed date. Can the State please clarify how the State will measure compliance under this SOW so vendors understand the compliance target?	See Section 4.6 Deliverable Review and Acceptance Criteria regarding how documents will be delivered and accepted.
Q100	Appendix 3: Service Level Agreements and Performance Standards		For purposes of SLA-001 and SLA-002, are the Project Plan and the Project Schedule the same thing? We understand the Project Plan is a deliverable and is to be mutually agreed upon; whereas the Project Schedule is DHHR approved.	For the purposes of SLA-001: Deliverable Service Level and SLA-002: Solution Acceptance, the terms "Project Plan", and "DHHR-approved Project Schedule" have the same meaning and refer to the Project Work Plan as defined in Appendix 2: Deliverables and Milestones Dictionary.
Q101	Appendix 3: Service Level Agreements and Performance Standards		To support the most cost-effective pricing to DHHR, to the extent vendors use Cloud Service Providers (CSPs) to host the proposed solution, will State agree to incorporate CSPs Service Levels and license terms into the final contract?	Vendors proposing HIPAA / PHI compliant cloud storage, service, or access should provide the same level of privacy, security, availability, and performance as outlined within the RFP. Vendors using cloud-based solutions should disclose any terms or licensing which deviate from RFP requirements. Vendors proposing cloud-based services should include the cloud provider as a subcontractor, with all standards, terms, and conditions flowing down to the subcontractor.
Q102	Appendix 1 Detailed Specifications	SM038 3990	The requirement states: "The solution should have the ability to allow the Department to define which edits and rules may be overridden within the solution by the direct care worker or provider agency and how the solution will respond with warnings, alerts, or denials of the requested user action." Due to user account security controls dictated by MARS-E, NIST, and IRS 1075, the ability to override any access controls to data is forbidden. Does the State agree that user roles and the associated rights and permissions to access data is to remain enforced at all times and without allowing for overriding of that access without an approval based on a proper security entitlement review?	This specification refers to the configuration capability of the EVV solution to allow the Department to determine rule settings by user group level to control specific system and workflow processing events, not to allow overrides of data access levels or changes privacy / security controls. Rules and business processes that govern access to data will be mutually discussed and reviewed with the successful vendor.
Q103	Appendix 1 Detailed Specifications	SM007 4246 SM008 4254	Requirement SM007 states: "The Vendor should provide Single Sign-On (SSO) capability for authentication and authorization across the solution." Requirement SM008 states: "The solution should provide Department-approved multi-factor authentication for Vendor remote access to solution environment or their contractors, if applicable." Please clarify the anticipated mechanisms and technologies proposed for Multi-Factor authentication.	The Department has not established specific standards for this procurement. Vendors should propose the mechanisms and technologies they will provide for multi-factor authentication and Single Sign-On related to the EVV solution based on industry best-practices and compliance with all other RFP terms and conditions.
Q104	Appendix 1 Detailed Specifications	SM110 4262	The requirement states: "The Vendor should protect the Vendor's data center location(s) against intrusion at all times and maintain a surveillance alarm system that is linked to a manned monitoring center." Please clarify if monitored access to all Vendor owned and operated datacenters is sufficient to meet this requirement.	Vendors should describe their approach to securing the data center in their proposal. Vendors should describe their approach to meeting specifications outlined in Appendix 1 as part of their proposal response.

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Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q105	Appendix 1 Detailed Specifications	SM111 4263	This requirement states: "The Vendor should provide the Department access to all facilities to conduct announced and unannounced visits of the Vendor's facilities." Does the State agree that public cloud host providers will not allow visitors of any kind in an effort to protect the security and identity of their secret locations, and as such visits to these sites are not possible? Additionally, MARS-E security controls prohibit allowing access to any datacenter to unexpected visitors that do not have prior authorization to enter the facility, to include maintenance, repair and support personnel to ensure that due diligence, least privilege, proper security training, and background checks have been performed.	Any access to secure facilities will be discussed with the successful vendor. Site visitors from the State will be pre-approved and conduct facility reviews on a fixed or ad hoc schedule. DHHR will not waive their right to inspect the physical facilities where State-owned data is stored and managed. Vendors should thoroughly describe how they plan to manage and host State-owned data and how they comply with all State and federal privacy and security laws.
Q106	Appendix 1 Detailed Specifications	SM158 4313	This requirement states: "The solution should provide complete logical and physical segregation of electronic visit verification (EVV) data and files from the data and files of other Vendor/Vendor customers." Does the State agree strict logical segregation of all EVV data within the system is sufficient to protect data from any and all data from other customers?	Vendors should describe their approach to managing and ensuring secure isolation of State-owned data.
Q107	Section 4.4.3.3 CMS Certification	Page 54	The RFP states: "4.4.3.3.1 Alignment of the solution consistent with the Medicaid Enterprise Certification Life Cycle (MECL) and the applicable Medicaid Enterprise Certification Toolkit (MECT) certification criteria identified by the State. 4.4.3.3.2 Preparation and submission of evidence and supporting information for the applicable MECT certification criteria during milestone reviews defined in the MECL." Please confirm that certification efforts for this RFP will follow the EVV Certification 1.0 guideline and will not require these two requirements.	As described in CMCS Information Bulletin dated October 24, 2019, DHHR will use Outcomes-based Certification (OBC) for the EVV project. References to certification pertain to current and future requirements for EVV as outlined by the most current guidance from CMS. See https://www.medicaid.gov/medicaid/data-and-systems/outcomes-based-certification/electronic-visit-verification-certification/index.html.

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Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q108	APPENDIX 2: DELIVERABLES AND MILESTONES DICTIONARY Relevant subsections 2.2.4, 2.3.3, 2.4.3. 2.8.3, 2.9.1.6, 2.10.3, 2.11.2, 2.12.2, 2.14.3, 3.1.2, 3.2.2, 3.3.4, 3.4.2, 3.5.2, 3.7.2, 3.9.3, 3.11.2, 3.12.2, 3.13.2, 4.3.2, 4.4.1, 4.5.2, 4.6.3, 4.7.2, 4.8.2, 4.9.2, 4.11.1, 4.12.1		These deliverables are not required for the CMS released new outcomes based certification guidelines EVV Certification 1.0 on 10/22/2019. Will the State consider removing these deliverables for implementations in order for vendors to meet the aggressive timeline and to be most cost-effective? 2.2 D002 - D013 Project Management Plan 2.3 D002 Change Management Plan; 2.4 D003 Communication Management Plan 2.8 D007 Project Work Plan; 2.9 D008 Quality Management Plan 2.10 D009 Risk and Issue Management Plan, 2.11 DO 10 Schedule Management Plan 2.12 D011 Scope Management Plan 2.14 D013 Stakeholder Management Plan and Stakeholder Analysis 3.1 D014 Data Management Plan (including Governance and Quality) 3.2 D015 Data Security, Privacy, and Confidentiality Plan 3.3 D016 Incident Management Plan 3.4 DO17 Master Test Plan (Testing Management Plan) 3.5 D018 Privacy Impact Analysis; 3. 7 D020 Requirements Management Plan 3.11 D024 Security Plan; 3.12 D025 System Backup and Record Retention Plan 3.13 D026 System Requirement Document/Backlog of User Stories or Use Cases 3.9 D022 Requirements Traceability Matrix (RTM) 4.3 D029 Data Conversion Plan (DCP) 4.4 D030 Data Conversion Test Cases; 4.5 D031 Data Conversion Test Results 4.6 D032 Database Design Document and Data Models 4. 7 D033 Detailed System Design (DSD) Document 4.8 D034 Disaster Recovery and Business Continuity Plan 4.9 D035 Federal Certification and Review Management Plan 4.11 D037 Load and Stress Test Cases; 4.12 D038 Load and Stress Test Results	DHHR will consider removing, combining, and modifying deliverables t meet the needs of the project after contract award. DHHR will work with the successful vendor to refine and align EVV project deliverables as needed throughout the life of the EVV project. Vendors should include the schedule and cost of producing deliverables as outlined within the RFP. DHHR will not compensate vendors for deliverables that are removed from scope.
Q109	APPENDIX 2: DELIVERABLES AND MILESTONES DICTIONARY, 2.7 D006 Modularity and Reusability Plan		The RFP states:" As an element within the Project Management Plan MECT artifact, the Modularity Plan is submitted to the Centers for Medicare & Medicaid Services (CMS) by the State as part of the Project Initiation Milestone Review and again as part of the Operational Milestone Review (OMR)." Will the requirement for this plan be removed given the new CMS EVV 1.0 certification guidelines?	DHHR will consider removing, combining, and modifying deliverables to meet the needs of the project after contract award. DHHR will work with the successful vendor to refine and align EVV project deliverables as needed throughout the life of the EVV project. Vendors should include the schedule and cost of producing deliverables as outlined within the RFP. DHHR will not compensate vendors for deliverables that are removed from scope.
Q110	Section 4.4 Table 5 Vendor Response Templates; 5.4.2.3		Please provide the MS Word or Excel templates for vendors to use in their responses.	We are unable to provide the Microsoft Word®, or editable, version of the RFP. A Microsoft Excel® workbook covering cost tables has been included as part of Addendum No.06. The full PDF version of the RFP and all attachments should be referenced by vendors when developing their response.

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Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q111	Section 4.4 Table 5 Vendor Response Templates		In order to provide a clear narrative response to the requirements contained in Appendix 1: Detailed Specifications, may vendors consolidate hierarchy levels 1 and 2 within the response template, where appropriate?	Combining level 1 and level 2 specifications into the same narrative response is acceptable. Vendors should include the section and page number references for all specifications within the Appendix 1 Excel workbook, even if referring to same location in the vendor's response.
Q112	Attachment 4: Project Organization and Staffing Approach Section 2.1		Section 2.1 states "As part of the Vendor's bid response, the Vendor should provide an Initial Staffing Plan. In addition to the requirements described in Appendix 1: Detailed Specifications, the Vendor's narrative description of its proposed Initial Staffing Plan should include the following..." Does the State require a separate Staffing Plan as an attachment or is the response to Attachment 4 Section 2.1 and subsequent subsection sufficient to fulfill this requirement?	A response to Attachment 4 Section 2.1 and its subsequent sub-sections is sufficient to fulfill this component of the vendor proposal.
Q113	Appendix 1: Detailed Specifications and Attachment 6: Mandatory Requirements		Do we need to paste the completed Appendix 1: Detailed Specifications and Attachment 6: Mandatory Requirements Excel workbook tables within the Technical Proposal, with their pages counting against the maximum page number limit? Or can we submit the two Excel workbooks as completed Excel files as separate attachments?	The completed Appendix 1 and Attachment 6 Excel workbooks should be printed and tabbed as part of the vendor's response and do not count towards the maximum page limitation.
Q114	Appendix 1: Detailed Specifications and Attachment 6: Mandatory Requirements		Responses for Appendix 1: Detailed Specifications and Attachment 6: Mandatory Requirements need to be in the following format: VV001: The solution should have the ability to verify the delivery of electronic visit verification (EVV) services for multiple programs with different rules and edits. <Response> According to this format, responses may exceed the total 550 pages limitation. Can we include our response in an additional column, as shown below? VV001 || The solution should have the ability to verify the delivery of electronic visit verification (EVV) services for multiple programs with different rules and edits. || <Response>	Vendors may align their proposal narrative responses to mandatory requirements and specifications as a separate column, provided that Appendix 1 and Attachment 6 are complete with appropriate page references and related information.
Q115			Can the DHHR provide a projected number of monthly or annual transactions (Check-In, Check-Out)?	Vendors should use their knowledge of EVV and information found within the RFP to develop transaction estimates.
Q116			How many individuals are projected to receive services where EVV will be required?	Vendors should use their knowledge of EVV and information found within the RFP to develop estimates.
Q117			The RFP states that "All bids must be submitted electronically through wvOASIS or signed and delivered by the Vendor to the Purchasing Division at the address listed below on or before the date and time of the bid opening." Further down in the RFP it states that we are required to submit one original and "8 (eight)" copies. Can the state please clarify submission requirements as it reads currently as though vendors can either submit on wvOASIS or in hardcopy form.	Per Section 2, Electronic bid submissions are not permitted for RFP responses. Vendors are expected to submit one original technical and one original cost proposal plus eight (8) convenience copies of each.
Q118			Pertaining to confidential information, can vendors mark details as confidential that should not be made public or can vendors provide a redacted version? Details like References (which include names, phone numbers, and email addresses), Resumes, and Financials are commonly considered both confidential and a competitive advantage.	Vendors should not submit any proprietary or confidential information in their bid response. All information will be made public.

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Q119	APPENDIX 2: DELIVERABLES AND MILESTONES DICTIONARY		APPENDIX 2: DELIVERABLES AND MILESTONES DICTIONARY can the state clarify if vendors need to respond to this section or is this supporting information for previous sections?	Information found in Appendix 2 should be used by vendors to inform how they respond and estimate the level of effort. Appendix 2 does no require a direct response.
Q120			The RFP mentions that "West Virginia waivers and PCS are not covered by Medicaid Managed Care." Knowing that the state is rebidding your MCOs currently, can the State please share if WV's has any short and long-term plans to move to Managed Long term support services?	The only current waiver program in managed care is CSED. There are no current plans to move ADW, IDD, TBI waivers or PCS program into managed care.
Q121			The State provides the following detail on lives covered for EVV: "Estimates of waiver participation are: ADW (6,500 Participants), TBIW (82 Participants), IDDW (4,796 Participants), State Plan Personal Care Program (5,700 Participants)." a.Can the State clarify if these are complete waiver enrollments or are these the specific counts requiring EVV within each waiver? If full waiver enrollment, can the State provide the number of lives covered by this RFP specifically? b.Can the State provide the number of lives estimated for PCS separate from the lives covered under HHCS? c.The State mentions that consumer directed (Personal Options) members exist in these waivers. Can the State please provide the estimated number of lives receiving personal options? d.Can the State provide the number of claims and transactions impacted by EVV?	The counts provided are complete waiver enrollments. The number of members receiving PCS is 5,700 and the number of members receiving HHCS is 1,001. As of December 2019, there are 3,024 members using the self-directed service model for all the HCBS programs. Personal care does not currently offer self-direction. Historical data is not available. Vendors should use their knowledge of EVV and information found within the RFP to develop estimates.
Q122	Attachment 5: Initial Work Plan, reference to "4.6: Project Task Groups and Deliverables"		Attachment 5: Initial Work Plan, there is a reference to "4.6: Project Task Groups and Deliverables" a. Can the State confirm that this is referring to table 6 and 7 that have the task group definitions, starting on page 57?	Yes. The Initial Work Plan should include activities that are aligned to the details found in Table 7.
Q123	Attachment 2: Cost Sheet Microsoft Excel® spreadsheet (Cost Workbook)	Page 57	Attachment 2: Cost Sheet Microsoft Excel® spreadsheet (Cost Workbook) is referenced on page 57; however, the excel file was not included on the procurement website, can the State provide? a.Once vendors receive this item, we may have additional questions. Can the state allow a second Q&A for this document and follow up items?	We are unable to provide the Microsoft Word®, or editable, version of the RFP. A Microsoft Excel® workbook covering cost tables has been included as part of Addendum No.06. The full PDF version of the RFP and all attachments should be referenced by vendors when developing their response.
Q124			As it pertains to CMS Certification, the State mentions the new Outcomes Based EVV Certification in addition to certain MECT toolkit items. Per CMS, "States are not required to use the process found in the Medicaid Enterprise Certification Toolkit (MECT)." They also state that, "... except for the certification request letter and a copy of the system acceptance letter, states do not submit the artifacts listed in MECT Appendix B." Can the State verify that the Outcomes Based Certification will be the required process for the awarded vendor to follow?	As described in CMCS Information Bulletin dated October 24, 2019, DHHR will use Outcomes-based Certification (OBC) for the EVV project. References to certification pertain to current and future requirements for EVV as outlined by the most current guidance from CMS. See https://www.medicaid.gov/medicaid/data-and-systems/outcomes-based-certification/electronic-visit-verification-certification/index.html.
Q125	Attachment 6: Mandatory Requirements	MR014	In Attachment 6: Mandatory Requirements, ID # MR014 (Data Sources, Delivery, and Display) references "through the Department's approved file format and transfer method(s)." Can the State clarify what the approved file format and transfer methods are?	The Department will discuss industry-standard file format and transfer details with the successful vendor.

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Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q126	Attachment 6: Mandatory Requirements	MR023	In Attachment 6: Mandatory Requirements, ID # MR023 (CMS Certification) references the Department's MITA State Self-Assessment (SS-A). Can the state specify where this can be found? Appendix 4: Procurement Library does not appear to have a link to the SS-A.	DHHR will share relevant MITA SS-A information with the successful vendor.
Q127	Appendix 6, sections 3.2.4 and 3.4.1		Can the State clarify that it interprets Cloud Software-as-a-Service (SaaS) solutions to be "software" under the RFP? There are terms listed that apply to a traditional on-premise software license that would not apply to a Cloud SaaS offering. Examples include in Appendix 6, sections 3.2.4 and 3.4.1 that mention source code access and on-site installations.	DHHR does not differentiate between vendor-hosted or cloud hosted software solutions. Vendors should follow instructions in the RFP when taking exception to any condition or terms.
Q128	Addendum Acknowledgement Form	Page 26	Please confirm where in the response, bidders should place the completed Addendum Acknowledgement Form?	Vendors should insert completed Addendum Acknowledgement Form(s) after the Title Page in the Technical Proposal.
Q129	Final_CRFP_0511_BMS2000000001_1_CRFP_FORM		Please confirm where in the response, bidders should place the completed Final_CRFP_0511_BMS2000000001_1_CRFP_FORM? Do bidders have to complete and sign each one released or only the last one released by the procurement agency? To date two have been released by the Agency.	Only the last released version.
Q130			How many visits occurred in WV per month based on historical data in 2017? In 2018?	Historical EVV data is not available. Vendors should use their knowledge of EVV and information found within the RFP to develop estimates.
Q131			For services under the EVV programs in future years, how many visits does the State expect to be verified per month based on historical data?	DHHR expects that all EVV required services will be verified. Vendors should use their knowledge of EVV and information found within the RFP to develop estimates.
Q132	Attachment 2: Cost Sheet, Table 13	Page 86	Please clarify what costs should be included in Table 13: Total Cost, Line 3: Training and Meeting Facility.	Attachment 2: Cost Sheet Total Cost, Line 3 should include costs for providing Training and Meeting Facilities referenced in Section 4.7.2.
Q133	Attachment 2: Cost Sheet, Total Cost Notes	Page 88	We understand that DHHR assumes a 6-month implementation period. Is the Department open to the initial 6-month implementation period complying with the 21st Century Cures Act, supporting PCS, and including the Data Aggregator, but then allowing for additional implementation periods to deploy additional requirements until agreed upon functionality is deployed throughout the contract? If open to this approach, can the vendor modify the cost sheets appropriately to allow for these multiple implementation periods?	Yes, DHHR will consider vendors who propose a phased implementation approach. Vendors may not modify the supplied cost tables. Costs for the entire project should be proposed within the provided cost tables. DHHR will work with the successful vendor to review and finalize the timing of deliverables and associated payments based on the approved implementation approach.
Q134	Attachment 4: Project Organization and Staffing Approach, (subsections 2.1.5 and 3.2.3)	Page 111-112	Section 2.1.5 indicates that resumes are limited to 2 pages each for our key staff. However, section 3.2.3 (p.112) indicates that resumes must be included within Table 23: Resumes for Proposed Key Staff. Please verify that for 2.1.5, vendors may respond with key staff resumes in our proposal format, and that in 3.2.3, we can provide summary information that describes the experience previously detailed in each respective resume.	The Department confirms that for Attachment 4: Project Organization and Staffing Approach, vendors may respond with key staff resumes in its proposal format for section 2.1.5 and may provide summary information in Table 23: Resumes for Proposed Key Staff.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q135	Section 2: Instructions to Vendors Submitting Bids Subsection 11. Exceptions and Clarifications		During the Pre-bid conference, it was mentioned that exceptions would need to be provided on form 96. Please supply form 96 and instructions for use.	Please refer to item 11 (Section 2) of the "Instructions to Vendors Submitting Bids."
Q136	Attachment 6, Mandatory Requirements	Page 116	Instruction 1.3 states: "For mandatory requirements that involve documentation, Vendors should include the documentation with their technical proposal. If the documentation is not provided in the technical proposal, Vendors must provide a written commitment in their proposal to provide the documentation prior to contract execution. When appropriate, Vendors must provide narrative responses in the area below." Please clarify if Vendors are expected to provide detailed, narrative responses to each Mandatory Requirement in the Attachment 6 Section of the Vendor's response or simply provide a completed Attachment 6 Microsoft Excel version with the Capability Assessment, Section and Page Number columns filled in with the narrative of how vendors will meet each mandatory requirement in the respective response section as defined by the "Type" column within Attachment 6.	Vendors are expected to provide narrative within their proposal to acknowledge and demonstrate compliance with all mandatory requirements. Vendors should complete Attachment 6: Mandatory Requirements, and include the section and page number where the narrative can be found.
Q137	Section 32. Licensing		The RFP states that "Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision." Please confirm what registrations are required and if they need to be completed prior to the RFP due date and please confirm the correct link for the registration. Please explain the requirement for Vendors to be licensed and in good standing with the West Virginia Insurance Commission.	Prior to Contract award, the apparent successful vendor must be properly registered.
Q138	Attachment 6: Mandatory Requirements	MR017	Typically, a BAA does not cover PII only PHI. Please clarify that a BAA is for sharing PHI and a confidentiality agreement will be used for sharing PII or any other WV Confidential Information.	Vendors must agree to executing applicable BAAs and / or confidentiality agreements as needed to appropriately protect PHI and PII.
Q139	Appendix 1_Detailed Specifications		TN013 - 4155 - The translated resources page lists 62 languages and also references " user manual in at least those language the department is required to support) https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html However, if you click on the language assistance Services menu option this list is funneled down to 15. Please confirm the required languages.	Vendors should describe how their solution meets Section 1557 of the Patient Protection and Affordable Care Act. At a minimum, vendors should provide language support and translation services to at least the top 15 languages spoken by limited English proficient populations statewide.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q140	Appendix 1_Detailed Specifications		VV029 – 4202 - The solution should have the ability to allow the Department to identify circumstances in which visit verification is not necessary. Please provide details of circumstances where visit verification would not be necessary.	Vendors should describe the capabilities of the proposed EVV solution to identify and apply business rules to member populations based on various types of data provided by DHHR through a member file or manually entered by authorized users. Specific configuration settings and system parameters will be discussed with the successful vendor based on program needs and the most current guidance from CMS.
Q141	Appendix 1_Detailed Specifications		DD076 – 4839 - The solution should have the ability to provide public information without requiring authentication for the web portal. Please clarify what public information would be available without requiring authentication.	Vendors should be capable of posting general updates, links to other sites, relevant public files, training materials, and other similar public information without requiring users to log into the full EVV solution. Vendors will be required to post and publish EVV-related information on the public website on behalf of the Department.
Q142	Appendix 1_Detailed Specifications		SM156 – 4328 - The solution should have the ability to support non-disclosure of information. Please clarify what is required here.	The solution should be able to create redacted reports and communications.
Q143	Appendix 1_Detailed Specifications		Would the state consider making all the requirements related to completing forms and correspondence optional as these functions are not required by the 21st Century Cures Act?	Vendors should describe their approach to managing forms and correspondences to successfully support EVV programs as part of their proposal. It is understood that vendors will have alternate / differing approaches to address specifications outlined in Appendix 1: Detailed Specifications. Vendors not able or not willing to address certain specifications as part of their response should select "Will Not Meet" in the Capability column within Appendix 1.
Q144	Attachment 6: Mandatory Requirements	MR023	The Mandatory requirement # MR023 refers to the Department's MITA State Self-Assessment (SS-A), however we can't seem to find this assessment in the procurement library links in Appendix 4 or other released documents provided. Could you either send me a copy or post it out in the procurement site so we can review the assessment as we're developing our proposal response?	DHHR will share relevant MITA SS-A information with the successful vendor.
Q145	Attachment 3: Vendor Qualifications and Experience	Page 102	The Vendor must demonstrate experience within the last three years as the prime contractor for at least three federal, state, local government or private healthcare entities where the proposed solution of similar size and scope is currently being or has been implemented. If the vendor has two EVV solutions and the combined experience satisfied this requirement will that fulfil this requirement?	Yes, vendors may include experience for more than one EVV solution provided the EVV solutions are similar in size and scope to the proposed solution and the combined experience satisfies the remainder of the requirement.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q146	Attachment 5: Initial Work Plan	Page 115 1.2.1.6	DHHR personnel hours by phase deliverable Would you like the Vendor to include the projected number of hours DHHR will need to be engaged with each deliverable? This is a challenging ask without DHHR input -State involvement and personnel hours should be decided by State leadership with input from the Vendor on project requirements and timelines.	Vendors should approximate the anticipated level of DHHR support required within their Initial Work Plan based on the proposed solution and previous experience. DHHR will collaborate with the successful vendor to finalize the project baseline.
Q147	Attachment 6: Mandatory Requirements	MR004	"The solution must securely capture" What are the related security requirements?	Security requirements in this instance refers to the management and hosting of State-owned data and compliance with all State and federal privacy and security laws.
Q148	Attachment 6: Mandatory Requirements	MR008	"The date the visit begins and ends" What is the maximum duration of a visit?	There is no maximum duration of a visit. The solution must capture the full date and time at the beginning and end of each visit.
Q149	Attachment 6: Mandatory Requirements	MR011	"The services being delivered" Are multiple service codes allowed in a single visit?	Yes. Specific configuration settings to manage visits with multiple service codes will be discussed with the successful vendor based on program needs and guidance from CMS at the time.
Q150	Attachment 6: Mandatory Requirements	MR018	"The Vendor must ensure that all data submitted to or collected by the solution will remain the property of the Department." How does this apply to data ingested via the 3rd Party Aggregator? Is there a certification process? If so, will this requirement be clearly stated to other vendors?	The Department will work with the successful vendor to establish interface standards and submission agreements with third party EVV providers who submit information for data aggregation.
Q151	Attachment 6: Mandatory Requirements	MR019	"The Vendor must ensure that all data submitted to or collected by the solution will remain the property of the Department." Is there a listing of the Department security and privacy policies?	See Office of Management and Information Services (OMIS) Security Policies. DHHR: https://www.wv.gov/Policies/Pages/default.aspx#undefined WVOT: http://www.technology.wv.gov/security/Pages/policies-issued-by-the-cto.aspx
Q152	Appendix 1 Detailed Specifications	DD001	"The Vendor should develop and provide to the Department a Logical Data Model (LDM)" How does the LDM requirement apply to products offered through a Software as a Service (SaaS) model?	Vendors should describe data classes, attributes, relationships, and standards for Department-owned data for all platforms.
Q153	Appendix 1 Detailed Specifications	DD010	The solution should have the ability to integrate client data for all programs served by the solution into the Master Data Management (MDM) platform. Are there specifications around the Master Data Management (MDM) platform (ex: data required, transmission protocols, transmission frequency)?	The EVV solution is not expected to submit data directly to the MDM platform. The primary interface for the EVV solution will be with the MMIS to exchange operational and performance data. DHHR will collaborate with the successful vendor to determine the required source systems, data files, required data elements, file transfer protocols, and file interface definitions to successfully operate the selected EVV solution.
Q154	Appendix 1 Detailed Specifications	DD012	The solution should provide required Federal and Department data sharing including high-speed data transfer functionality to send and receive information. Where can we find the Federal and Department data sharing requirements/specifications?	Federal and Department data sharing requirements and references are found throughout the RFP and its Attachments. Vendors should describe the capabilities of the proposed EVV solution to receive and send data from other systems and sources.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q155	Appendix 1 Detailed Specifications	DD013	The solutions rules/procedures should allow for electronic communication between the Department, fiscal/employer agents, and providers. What is meant by electronic communication between the Department, fiscal/employer agencies, and providers? (Chat messaging, alerts, notifications, email, etc.)	Vendors should use their knowledge of EVV to propose communication solutions and features to meet the needs of the program.
Q156	Appendix 1 Detailed Specifications	DD015	The solution should exchange information through interfaces including, but not limited to the Medicaid Management Information System (MMIS), other Electronic Visit Verification (EVV) systems, and others as agreed upon by the Department. Can you explain the difference between requirement DD009 and DD015?	DD009 describes the need to have data transferred timely between systems in small or large units of data. Vendors should describe which components within the proposed solution are real-time or batch based on the needs of the Department and EVV solution functionality. DD0015 describes the high level interfaces the EVV solution will integrate with as part of the overall proposed solution. Vendors should describe how the proposed solution will integrate with other components of the MMIS and third party EVV solutions submitting data to the aggregation component.
Q157	Appendix 1 Detailed Specifications	DD020	The solution's data aggregation component should be able to receive a response transaction in a format that is used by the Medicaid Management Information System (MMIS) for the purpose of verifying edits to claims. Are there specifications for the response transaction needed for the data aggregation component?	DHHR will collaborate with the successful vendor to verify receipt of data and ensure data quality and completeness.
Q158	Appendix 1 Detailed Specifications	DD031	The solution should generate all forms and notices as necessary. Can you specify the context for "all forms and notices as necessary"?	Vendors should propose examples of forms to be utilized as part of the EVV solution.
Q159	Appendix 1 Detailed Specifications	DD040	Postal Mail, upon request by the Department For forms supplied via postal mail, is the vendor responsible for digitizing completed forms?	The Department might request vendors to process a postal mailing related to the EVV program as part of a Change Request (CR). Vendors should describe how their solution supports cost-effective printing, if needed.
Q160	Appendix 1 Detailed Specifications	DD059	The solution should provide flexible web-based reporting that meets external reporting needs and requirements defined by the Department. Are there specifications for reporting requirements?	There are several specifications related to reporting in Appendix 1. Report-specific details will be discussed with the successful vendor based on the proposed solution and the needs of the Department.
Q161	Appendix 1 Detailed Specifications	DQ003	The solution should provide a method to identify the following: Healthcare Common Procedure Coding System (HCPCS) Is the solution required to validate HCPCS?	The EVV solution should be capable of validating that the codes entered match the services rendered. Vendors should describe their capabilities regarding how service codes are entered and validated as part of the EVV process.
Q162	Appendix 1 Detailed Specifications	DQ004	The solution should provide a method to identify the following: international Statistical Classification of Diseases and Related Health Problems, 10th revision (ICD-10) and related modifiers Is the solution required to validate ICD-10 codes?	The EVV solution should be capable of validating that the codes entered match the services rendered. Vendors should describe their capabilities regarding how service codes are entered and validated as part of the EVV process.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q163	Appendix 1 Detailed Specifications	DQ005	The solution should provide a method to identify the following: State-specific codes defined by the Department Are there specifications for the "State-specific codes"?	DHHR will discuss State-specific codes with the successful vendor. Vendors should propose how the solution will incorporate State-specific codes, if needed.
Q164	Appendix 1 Detailed Specifications	DQ017	The Vendor should provide searchable data schemas and data dictionaries for the solution. Are there specifications for how the data schemas and data dictionaries are to be formatted?	Vendors may propose data schema and data dictionary formats using industry standard tools and applications. There are several specifications regarding data structure and management in Appendix 1, including but not limited to: DD001-DD006, DQ017, DQ019, DQ020, and SM073-SM076.
Q165	Appendix 1 Detailed Specifications	OP014	The solution should provide the ability for the provider agency to review billing prior to submitting for payment. Does this imply the requirement for an integrated billing system that allows providers to review, edit and submit claims within the EVV system?	Yes, for providers who use the State's EVV solution for billing. See PG010. There are no billing requirements for data submitted by third-party EVV systems to the data aggregation portion of the EVV solution.
Q166	Appendix 1 Detailed Specifications	OP029	The solution should track the status of notices that are moving through the generation process. What does the State mean by "notices that are moving through the generation process"? Can this be reworded to provide more clarity?	Vendors should describe how the solution uses workflow controls to track the status of notices being generated by the EVV solution such as correspondences, warnings, user messaging, and other user-communications within the solution.
Q167	Appendix 1 Detailed Specifications	OP030	The solution should notify the Department when an undelivered scheduled system-generated correspondence is approaching the predetermined delivery timeframe as agreed upon by the Department. What does the State mean by "should notify the Department when an undelivered scheduled system-generated correspondence is approaching the predetermined delivery timeframe as agreed upon by the Department"? Can this be reworded to provide more clarity?	Vendors should describe how the solution notifies the Department of scheduled system-generated correspondence queued to be generated. Notification of pending correspondence should be within a timeframe agreed upon by the Department.
Q168	Appendix 1 Detailed Specifications	OP046	The solution should have the ability to record and report on the performance and utilization of resources within the overall system, including, but not limited to: What "resources within the overall system" is this referring to? Is this in reference to the Technical Call Center?	Resources within the overall system refers to the people, processes, and systems that comprise the solution.
Q169			In regards to the E.V.V. Pre-bid meeting on 12/16/2019 at 1:30 p.m. I was looking to see if there was an estimate time of meeting duration, as we are flying in, and want to make sure we plan accordingly.	The mandatory pre-bid conference has already taken place.
Q170			Is there another version of the file for Solicitation No. CRFP 0511 BMS2000000001 available that is text searchable, either in PDF or Word format? The current version available on wvOASIS is not text searchable.	We are unable to provide the Microsoft Word®, or editable, version of the RFP. A Microsoft Excel® workbook covering cost tables has been included as part of Addendum No.06. The full PDF version of the RFP and all attachments should be referenced by vendors when developing their response.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q171			P70 says that only Sections 4 and 6 need to be included for Attachment 3; however, on P73, Expected Proposal Sections and Content Structure indicates that all six sections should be included.	Attachment 3: Vendor Qualifications and Experience should include 1. Organization Overview, 2. Mandatory Qualifications, 3. Existing Business Relationships with the State, 4. Business Disputes, 5. References, and 6. Financial Stability as stated on page 73.
Q172			P71 says that only Key Staff, Resumes, and References needs to be included for Attachment 4; however, on P74, Expected Proposal Sections and Content Structure indicates that Initial Staffing Plan should be included as well.	Vendors should include an Initial Staffing Plan as part of Attachment 4: Project Organization and Staffing Approach, as well as Key Staff, Resumes, and References.
Q173		Various	Instructions state that the RFP "not include duplicative or otherwise repetitive statement throughout its response; however, the same requirements are listed in multiple sections. Examples: DD015-017 all speak to requirements for interfacing with MMIS, OP014-OP015, and Hardware and Infrastructure has very similar requirements as Operations when it comes to the call center. When this is the case, can we reference the requirement instead of duplicating the information as long as the specific requirement is addressed?	It is acceptable to reference the same location for multiple requirements or specifications within Appendix 1 and Attachment 6 provided there is sufficient information to demonstrate compliance. Vendors may reference the original response that satisfies the requirement rather than restating their entire response for the section.
Q174	Attachment 6		Attachment 6: Mandatory Requirements: Is the completed spreadsheet only or does each requirement need info on how the requirement will be met?	Vendors should provide narrative within their proposal response to acknowledge and demonstrate compliance with all mandatory requirements.
Q175	#6, Bid Submission	Pages 9-10	Please confirm that Vendor's can submit EITHER option and that when submitting electronically through the wvOASIS site, no hard copies are required to be submitted.	Per Section 2, Electronic bid submissions are not permitted for RFP responses. Vendors are expected to submit one original technical and one original cost proposal plus eight (8) convenience copies of each.
Q176	1.2, RFP Schedule of Events	Page 3	To provide a complete and thorough proposal response of this size and complexity, please update the Technical Bid Opening Date to Friday, February 21, 2020.	Vendors should complete Attachment 6: Mandatory Requirements, and include the section and page number where the narrative can be found.
Q177	Section 5, Vendor Proposal, 5.4.2.5	Page 70	Can Bidders number the pages by each major (tabbed) section (i.e., A-1, B-1)?	Vendors may number pages within their proposal based on their preferred response style. Vendors should stay within the page limitations outlined in the RFP regardless of the page numbering approach.
Q178	Section 5, Vendor Proposal, 5.4.2.5	Page 70	Please verify that signed forms, attachments, title page, tables of content, etc., are excluded from the sequential numbering requirement similar to other technical inserts.	Vendors should sequentially number the pages within their response by tab, section, attachment or overall response, based on their preferred numbering response style that corresponds to cross-references entered in Attachment 6 and Appendix 1.
Q179	Section 5, Vendor Proposal, 5.4.2.7	Page 70	Please clarify what is meant by "representations and affirmations" and "other structured forms" in the requirement for the proposal page limits.	Representations, affirmations, and other structured forms refer to tables and other forms the vendor is required to complete as part of the vendor proposal are excluded from the page limit.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q180	Section 5, Vendor Proposal, 5.4.2.7-5.4.2.7.7	Pages 70-71	Confirm the only items excluded from the page limits are the following: · All administrative forms (including structured forms such as the cost sheet) · Attachment 3, Sections 4 & 6 only Attachment 4, Section 3 only (includes key staff, resumes, and reference forms) Attachment 5 – narrative and Initial Work Plan file	The following items are excluded from the overall page limit: 1) Section 3: General Terms and Conditions 2) Appendix 1 and Attachment 6 Excel workbooks 3) Attachment 3 in its entirety 4) Attachment 4, except for the Initial Staffing Plan 5) Attachment 5 in its entirety 6) Tabs 7) Cost Proposal
Q181	Section 5, Vendor Proposal, 5.4.2.7	Page 70	In addition to those exclusions already listed, please confirm that each of the following are not included in the page limits: a) tabs b) title page c) tables of contents d) completed Excel documents (Attachment 6 & Appendix 1)	The Title Page and Tables of Contents are included in the overall page limit. The following items are excluded from the overall page limit: 1) Section 3: General Terms and Conditions 2) Appendix 1 and Attachment 6 Excel workbooks 3) Attachment 3 in its entirety 4) Attachment 4, except for the Initial Staffing Plan 5) Attachment 5 in its entirety 6) Tabs 7) Cost Proposal
Q182	Section 5, Vendor Proposal, 5.4.2.9	Page 71	Please confirm that Vendors are permitted to respond to multiple level (hierarchy level 2) requirements (i.e. VV002-VV016) as long as they are "in-line" and not reordered.	Combining level 1 and level 2 specifications into the same narrative response is acceptable. Vendors should include the section and page number references for all specifications within the Appendix 1 Excel workbook, even if referring to same location in the vendor's response.
Q183	Attachment 2 Cost Sheet, section 1.5	Page 84	Please confirm that if bidders are submitting proposals electronically, the requirement "submitted in a separate sealed envelope." is not applicable and that this means that the electronic cost proposal should be uploaded to wvOASIS as a separate file.	Per Section 2, Electronic bid submissions are not permitted for RFP responses. Vendors are expected to submit one original technical and one original Cost Proposal plus eight (8) convenience copies of each.
Q184	Attachment 2: Cost Sheet, Tables 13-17 (cost sheets)	Page 85-97	Please confirm that bidders are allowed to format the cost sheet tables similar to the rest of our tables in the proposal response as long as all required content is included?	A Microsoft Excel® workbook covering cost tables has been included as part of Addendum No.06 to assist vendors. Vendors may format the style of the cost tables to match their response, such as font, color, and graphics, provided the font size within each table is 9-point or greater. No changes to the sequence, organization, or provided text should be made.
Q185	Required Table responses (Tables 18, 20, 21, etc.)	Multiple pages	Please confirm that bidders are allowed to format all required tables similar to the rest of our tables in the proposal response as long as all required content is included?	We are unable to provide the Microsoft Word®, or editable, version of the RFP. Vendors may format the style of tables within their proposal to match their response style, such as font, color, and graphics provided the font size within each table is 9-point or greater. No changes to the sequence, organization, or provided text should be made.
Q186	Attachment 2: Cost Sheet, Total Cost Notes	Page 88-89	Please confirm bidders need to complete the contact information after item #8 of "total cost notes" found on page 89 and include with proposal submission. If so, where in the cost proposal submission should this information be included?	Vendors should sign the contact information after #8 of the Total Cost Notes and place it after Table 13: Total Cost in the Cost Proposal.

EVV RFP Vendor Questions Responses

Vendor Question ID	RFP Section	Page Number/ Specification ID	Vendor Question	State Response
Q187	Disclosure of Interested Parties to Contracts	Form	As a publicly traded company, please confirm that this form is not required at time of proposal submission. If it is required, where should it be included in the response?	The vendor should provide the Disclosure of Interested Parties to Contracts Form with their Technical Proposal. This information will be required prior to contract award. This form is included with Addendum No.06.
Q188	Purchasing Affidavit	Form	Please confirm that this form is only required to be submitted upon contract award. If required with the proposal response, where should it be included? If required with proposal submission, please confirm that an electronic image of the signed and notarized form is acceptable for submission.	The vendor should provide the Purchasing Affidavit with their Technica Proposal. This information will be required prior to contract award.
Q189	Section 5: Vendor Proposal, 5.3.2, 5.3.4	Page 70	Is it permissible for the bidders authorized representative to sign required forms and proposal documents with an electronic signature?	No, a wet signature is required.
Q190	Section 3, General Terms and Conditions	Pages 12-25	Please clarify the order of precedence between the terms and conditions outlined in the RFP instructions, the standard terms and conditions template and the terms and conditions on the back of a State issued Purchase Order. To the extent that the terms and conditions on the back of a Purchase Order governs and controls, are such terms negotiable?"	An order of precedence cannot fully be predicted at this time, however, any exception to the terms and conditions contained in the solicitation must be submitted with the vendor proposal. Acceptance of alternate terms and conditions in part and/or whole are at the discretion of the State. See Item 11 - Exceptions and Clarifications - within Section 3 of the CRFP solicitation.
Q191	Section 3, General Terms and Conditions	Pages 12-25	Please confirm that the last page of Section 3, General Terms and Conditions is not required to be signed and submitted with Vendor's proposal response. If it is required, where should it be included in the response?	The Designated Contact information and the Certifications and Signature sections of Section 3: General Terms and Conditions should be submitted with the Vendor's Technical Proposal. This information will be required prior to contract award. If submitting with Technical Proposal, Section 3 should be included after the Addendum Acknowledgement Form(s) in the Technical Proposal. Addendum No.06 removes RFP Section 7 in its entirety, and therefore does not need to be included in the vendor proposal.

West Virginia Ethics Commission

Disclosure of Interested Parties to Contracts

Pursuant to *W. Va. Code* § 6D-1-2, a state agency may not enter into a contract, or a series of related contracts, that has/have an actual or estimated value of $1 million or more until the business entity submits to the contracting state agency a Disclosure of Interested Parties to the applicable contract. In addition, the business entity awarded a contract is obligated to submit a supplemental Disclosure of Interested Parties reflecting any new or differing interested parties to the contract within 30 days following the completion or termination of the applicable contract.

For purposes of complying with these requirements, the following definitions apply:

"Business entity" means any entity recognized by law through which business is conducted, including a sole proprietorship, partnership or corporation, but does not include publicly traded companies listed on a national or international stock exchange.

"Interested party" or *"Interested parties"* means:

(1) A business entity performing work or service pursuant to, or in furtherance of, the applicable contract, including specifically sub-contractors;
(2) the person(s) who have an ownership interest equal to or greater than 25% in the business entity performing work or service pursuant to, or in furtherance of, the applicable contract. (This subdivision does not apply to a publicly traded company); and
(3) the person or business entity, if any, that served as a compensated broker or intermediary to actively facilitate the applicable contract or negotiated the terms of the applicable contract with the state agency. (This subdivision does not apply to persons or business entities performing legal services related to the negotiation or drafting of the applicable contract.)

"State agency" means a board, commission, office, department or other agency in the executive, judicial or legislative branch of state government, including publicly funded institutions of higher education: Provided, that for purposes of W. Va. Code § 6D-1-2, the West Virginia Investment Management Board shall not be deemed a state agency nor subject to the requirements of that provision.

The contracting business entity must complete this form and submit it to the contracting state agency prior to contract award and to complete another form within 30 days of contract completion or termination.

This form was created by the State of West Virginia Ethics Commission, 210 Brooks Street, Suite 300, Charleston, WV 25301-1804. Telephone: (304)558-0664; fax: (304)558-2169; e-mail: ethics@wv.gov; website: www.ethics.wv.gov.

Revised June 8, 2018

West Virginia Ethics Commission

Disclosure of Interested Parties to Contracts

(Required by *W. Va. Code* § 6D-1-2)

Name of Contracting Business Entity: _____ **Address:** _____

_____

Name of Authorized Agent: _____ **Address:** _____

Contract Number: _____ **Contract Description:** _____

Governmental agency awarding contract: _____

☐ **Check here if this is a Supplemental Disclosure**

List the Names of Interested Parties to the contract which are known or reasonably anticipated by the contracting business entity for each category below *(attach additional pages if necessary)*:

1. **Subcontractors or other entities performing work or service under the Contract**
   ☐ Check here if none, otherwise list entity/individual names below.

2. **Any person or entity who owns 25% or more of contracting entity (not applicable to publicly traded entities)**
   ☐ Check here if none, otherwise list entity/individual names below.

3. **Any person or entity that facilitated, or negotiated the terms of, the applicable contract (excluding legal services related to the negotiation or drafting of the applicable contract)**
   ☐ Check here if none, otherwise list entity/individual names below.

Signature: _____ Date Signed: _____

Notary Verification

State of _____, County of _____:

I, _____, the authorized agent of the contracting business entity listed above, being duly sworn, acknowledge that the Disclosure herein is being made under oath and under the penalty of perjury.

Taken, sworn to and subscribed before me this _____ day of _____, _____.

_____

Notary Public's Signature

To be completed by State Agency:

Date Received by State Agency: _____

Date submitted to Ethics Commission: _____

Governmental agency submitting Disclosure: _____

Revised June 8, 2018

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP 0511 BMS2000000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]	Addendum No. 1	[X]	Addendum No. 6
[X]	Addendum No. 2	[ ]	Addendum No. 7
[X]	Addendum No. 3	[ ]	Addendum No. 8
[X]	Addendum No. 4	[ ]	Addendum No. 9
[X]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Sandata Technologies, LLC
Company

Authorized Signature

2/26/2020
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Purchasing Divison
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Request for Proposal
34 — Service - Prof

Proc Folder: 623121

Doc Description: Addendum #7 Electronic Visit Verification(EVV) RFP

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2020-03-06	2020-03-12 13:30:00	CRFP 0511 BMS2000000001	8

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Name, Address and Telephone Number:

FOR INFORMATION CONTACT THE BUYER

Brittany E Ingraham
(304) 558-0067
brittany.e.ingraham@wv.gov

Signature X **FEIN #** **DATE** 3/6/2020

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:

Addendum No. 7 is issued to:

1. Provide Agency response to additional Vendor question.

Bid opening remains 3/12/2020 at 1:30 PM ET.

No other changes.

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Implementation-Payment Milestones	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Implementation-Payment Milestones (DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Implementation-Project Management Recurring	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Implementation-Project Management Recurring (DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Implementation-Training and Meeting	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Implementation-Training and Meeting(DDI)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Base Year One Operations (6 months)	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year One Operations (6 months)

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Base Year One Operations (6 months) Additional Services	2000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year One Operations (6 months) Additional Services
from 07/01/2020-12/31/2020

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Base Year Two Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Two Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Base Year Two Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Two Operations Additional Services
from 01/01/2021-12/31/2021

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Base Year Three Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Three Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	Base Year Three Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Three Operations Additional Services
from 01/01/2022-12/31/2022

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	Base Year Four Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Four Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	Base Year Four Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Four Operations Additional Services
from 01/01/2023-12/31/2023

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	Base Year Five Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :
Base Year Five Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	Base Year Five Operations Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Base Year Four Operations Additional Services
from 01/01/2024-12/31/2024

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
14	Optional Renewal Year One Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
15	Optional Renewal Year One Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services
from 01/01/2025-12/31/2025

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
16	Optional Renewal Year Two Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year Two Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
17	Optional Renewal Year Two Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services
from 01/01/2026-12/31/2026

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
18	Optional Renewal Year Three Operations	0.00000			

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year Three Operations

INVOICE TO	SHIP TO
PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV25301-3709 US	PROCUREMENT OFFICER - 304-356-4861 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
19	Optional Renewal Year Three Operations-Additional Services	4000.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :

Optional Renewal Year One Operations-Additional Services
from 01/01/2027-12/31/2027

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Prebid Meeting	2019-12-16
2	Questions Due	2019-12-23

SOLICITATION NUMBER: CRFP 0511 BMS2000000001
Addendum Number: 7

The purpose of this addendum is to modify the solicitation identified as CRFP 0511 BMS2000000001 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[ ] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[X] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[ ] Other

Additional Documentation: The purpose of this addendum is to:

1. Provide Agency response to additional Vendor question.

Bid opening remains 3/12/2020 at 1:30 PM ET.

No other changes.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

CRFP 0511 BMS2000000001
Addendum No.07
Electronic Visit Verification(EVV)

Vendor Question:

We have a question about the included Cost Sheet ("Addendum #6 - EVV_RFP_Cost_Sheet_Tables.xlsx").

Table 15 states to enter the monthly Recurring Deliverable Cost for each deliverable however on Table 13 is only pulls those costs over for once (i.e. one month of recurring deliverables), and it seems like it should factor it by 6 for the 6 months of implementation. Should the vendor enter the monthly cost per deliverable in table 15 and then the Agency will factor it by 6 months on table 13, or should the vendor enter the total costs for 6 months of the deliverables in Table 15?

Agency Response:

Vendors should include the total amount of each recurring deliverable in Table 15. The total amounts included in Table 15 will be equally divided and paid to the vendor monthly based upon their proposed implementation schedule, which is not to exceed 6 months. The total value from Table 15, which is used in Table 13 (cell D5) represents the total of all recurring payments to be made for these monthly deliverables.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP 0511 BMS2000000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]	Addendum No. 1	[X]	Addendum No. 6
[X]	Addendum No. 2	[X]	Addendum No. 7
[X]	Addendum No. 3	[ ]	Addendum No. 8
[X]	Addendum No. 4	[ ]	Addendum No. 9
[X]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

SandATA Technologies, LLC
Company

Authorized Signature

3/6/2020
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

West Virginia Ethics Commission

Disclosure of Interested Parties to Contracts

Pursuant to W. Va. Code § 6D-1-2, a state agency may not enter into a contract, or a series of related contracts, that has/have an actual or estimated value of $1 million or more until the business entity submits to the contracting state agency a Disclosure of Interested Parties to the applicable contract. In addition, the business entity awarded a contract is obligated to submit a supplemental Disclosure of Interested Parties reflecting any new or differing interested parties to the contract within 30 days following the completion or termination of the applicable contract.

For purposes of complying with these requirements, the following definitions apply:

"Business entity" means any entity recognized by law through which business is conducted, including a sole proprietorship, partnership or corporation, but does not include publicly traded companies listed on a national or international stock exchange.

"Interested party" or *"Interested parties"* means:

(1) A business entity performing work or service pursuant to, or in furtherance of, the applicable contract, including specifically sub-contractors;
(2) the person(s) who have an ownership interest equal to or greater than 25% in the business entity performing work or service pursuant to, or in furtherance of, the applicable contract. (This subdivision does not apply to a publicly traded company); and
(3) the person or business entity, if any, that served as a compensated broker or intermediary to actively facilitate the applicable contract or negotiated the terms of the applicable contract with the state agency. (This subdivision does not apply to persons or business entities performing legal services related to the negotiation or drafting of the applicable contract.)

"State agency" means a board, commission, office, department or other agency in the executive, judicial or legislative branch of state government, including publicly funded institutions of higher education: Provided, that for purposes of W. Va. Code § 6D-1-2, the West Virginia Investment Management Board shall not be deemed a state agency nor subject to the requirements of that provision.

The contracting business entity must complete this form and submit it to the contracting state agency prior to contract award and to complete another form within 30 days of contract completion or termination.

This form was created by the State of West Virginia Ethics Commission, 210 Brooks Street, Suite 300, Charleston, WV 25301-1804. Telephone: (304)558-0664; fax: (304)558-2169; e-mail: ethics@wv.gov; website: ethics.wv.gov.

Revised June 8, 2018

West Virginia Ethics Commission

Disclosure of Interested Parties to Contracts

(Required by *W. Va. Code* § 6D-1-2)

Name of Contracting Business Entity: Sandata Technologies, LLC

Address: 26 Harbor Park Drive, Port Washington, NY 11050

Name of Authorized Agent: Kenneth D. Faltischek **Address:** 26 Harbor Park Drive, Port Washington, NY 11050

Contract Number: CRFP 0511 BMS2000000001 **Contract Description:** Electronic Visit Verification Solution

Governmental agency awarding contract: West Virginia Department of Health and Human Resources

☐ **Check here if this is a Supplemental Disclosure**

List the Names of Interested Parties to the contract which are known or reasonably anticipated by the contracting busines entity for each category below *(attach additional pages if necessary)*:

1. **Subcontractors or other entities performing work or service under the Contract**
   ☐ Check here if none, otherwise list entity/individual names below.
   1. Epiphany Management Group, LLC / 2. Oregon Translation LLC /3. Certified Languages International, LLC

2. **Any person or entity who owns 25% or more of contracting entity (not applicable to publicly traded entities)**
   ☐ Check here if none, otherwise list entity/individual names below.
   SD Buyer, LLC

3. **Any person or entity that facilitated, or negotiated the terms of, the applicable contract (excluding lega services related to the negotiation or drafting of the applicable contract)**
   ☒ Check here if none, otherwise list entity/individual names below.

Signature: _____ Date Signed: 1/14/2020

Notary Verification

State of New York, County of Nassau:

I, Kenneth D. Faltischek, the authorized agent of the contracting busines entity listed above, being duly sworn, acknowledge that the Disclosure herein is being made under oath and under th penalty of perjury.

Taken, sworn to and subscribed before me this 14th day of January, 2020.

Melissa A. Libasci
Notary Public's Signature

To be completed by State Agency:

Date Received by state agency: _____

Date submitted to Ethics Commission: _____

Governmental agency submitting Disclosure: _____

MELISSA A. LIBASCI
Notary Public, State of New York
No. 01LI6248486
Qualified in Suffolk County
Commission Expires Sept. 19, 2023

Revised March 6, 201

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (*W. Va. Code* §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Sandata Technologies LLC

Authorized Signature: _____ Date: 01/10/2020

State of New York

County of Nassau, to-wit:

Taken, subscribed, and sworn to before me this 10th day of January, 2020

My Commission expires Sept. 19, 2023

AFFIX SEAL HERE

MELISSA A. LIBASCI
Notary Public, State of New York
No. 01LI6248486
Qualified in Suffolk County
Commission Expires Sept. 19, 2023

NOTARY PUBLIC Melissa A. Libasci

CSC
www.cscglobal.com

CSC- Wilmington
251 Little Falls Drive
Wilmington, DE 19808
800-927-9800
302-636-5454 (Fax)

Matter# Not Provided
Project Id :

Order# 124961-5
Order Date 01/07/2020

Entity Name :	SANDATA TECHNOLOGIES, LLC
Jurisdiction :	WV-Secretary of State
Request for :	Qualification Filing
File# :	9ATQI
File date :	01/08/2020
Result :	Filed

Ordered by MELISSA EBERLEIN at BEB CAPITAL

Thank you for using CSC. For real-time 24 hour access to the status of any order placed with CSC, access our website at www.cscglobal.com.

If you have any questions concerning this order or CSCGlobal, please feel free to contact us.

Lin[illegible]ook
lsnook@cscinfo.com

The responsibility for verification of the files and determination of the information therein lies with the filing officer; we accept no liability for errors or omissions.

State of West Virginia

Certificate

I, Mac Warner, Secretary of State of the State of West Virginia, hereby certify that

SANDATA TECHNOLOGIES, LLC

Control number: 9ATQI

a limited liability company formed under the laws of Delaware

has filed its "Application for Certificate of Authority" in my office according to the provisions of West Virginia Code §31B-10-1002. I hereby declare the organization to be registered as a foreign limited liability company from its effective date of January 08, 2020 until the expiration of the term or dissolution of the company.

Therefore, I hereby issue this

CERTIFICATE OF AUTHORITY OF A FOREIGN LIMITED LIABILITY COMPANY

to the limited liability company authorizing it to transact business in West Virginia

Given under my hand and the Great Seal of the State of West Virginia on this day of January 08, 2020

Mac Warner

Secretary of State

486991

WEST VIRGINIA APPLICATION FOR CERTIFICATE OF AUTHORITY OF LIMITED LIABILITY COMPANY

Form LLF-1
Rev. 06/5/2019

West Virginia Secretary of State
Business & Licensing Division
Tel: (304)558-8000
Fax: (304)558-8381
Website: www.wvsos.gov

FILED

JAN 08 2020

IN THE OFFICE OF
SECRETARY OF STATE

FILE ONE ORIGINAL
(Two if you want a filed stamped copy returned to you.)

FILING FEE: $150 *Fee Waived for Veteran-owned organization

Control # 9ATQI

*** **The undersigned, having authority to transact business on behalf of a foreign (out-of-state) registered entity, agrees to comply with the requirements of West Virginia Code §31B-10-1002 to apply for Certificate of Authority.** ***

1. The **name** of the **limited liability company** as registered in its home state is: Sandata Technologies, LLC

   and the **State** or **Country** of **organization** is: Delaware

☒ **CHECK HERE to indicate you have obtained and submitted with this application a CERTIFICATE OF EXISTENCE (GOOD STANDING), dated during the current tax year, from your home state of original formation as required to process your application. The certificate may be obtained by contacting the Secretary of State's Office in the home state of original formation.**

2. The **business name** to be used in **West Virginia** will be: [The **name must contain one of the required terms** such as "limited liability company" or abbreviations such as "LLC" or "PLLC." See instructions for complete list of acceptable terms and requirements for use of Trade Name.]

   ☒ **Home State name as listed in Section 1. above,** if available in West Virginia
   (If name is not available, check **DBA Name** box below and follow special instructions in **Section 2.** attached.)

   ☐ **DBA Name** _____
   (See special instructions in **Section 2.** regarding the **Letter of Resolution** attached to this application. View a sample Letter of Resolution.)

3. The **company will be a:** [See instructions for limitations on professions which may form PLLC in WV. All members must have WV professional license. See (*) note at the right.]

   ☒ **Regular LLC**

   ☐ **Series LLC** [WV Code §41-1A-14(c)]

   ☐ **Professional LLC*** for the profession of: _____
   (See Section 3. of the attached instructions for list of accepted professions.)

   ☐ **Professional business organizations: CHECK BOX** indicating you have attached the state licensing board **Verification of Eligibility** (Form **VOE**) to these Articles if your profession meets the requirements as defined by **Chapter 30** of WV Code. **Your application will be rejected if the VOE signed by the board is not attached.**

4. The **address** of the **principal office** of the company will be:

   Street: 26 Harbor Park Drive

   City: Port Washington State: NY Zip Code: 11500

   Located in the **County** of (required): County: Out of State

   The **mailing address** of the above location, if different, will be:

   Street: _____

   City: _____ State: _____ Zip Code: _____

5. The **address** of the initial **designated** (physical) office of the company in West Virginia, if any, will be:

   Street: _____

   City: _____ State: _____ Zip Code: _____

   Located in the **County** of: County: _____

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5. (*Continued from previous page....*)

The **mailing address** of the above location, if different, will be:

Street:

City: State: Zip Code:

6. **Agent of Process:** may be sent, if any, will be:

Name: Corporation Service Company

Street: 209 West Washington Street

City: Charleston State: WV Zip Code: 25302

7. **E-mail address** where business correspondence may be received: legal@sandata.com

8. **Website address** of the business, if any (*ex: yourdomainname.com*): www.sandata.com

9. Do you **own or operate more than one business in West Virginia**? ☐ **Yes** * *Answer a. and b. below.* ■ **No** ☐ **Decline to answer**

If "**Yes**"... a. How many businesses? b. Located in how many West Virginia counties?

10. The company will be - CHECK ONE (required):
- ■ an **AT-WILL** company, conducting business for an indefinite period.
- ☐ a **TERM** company, conducting business for the term of _____ years.

11. The company will be - CHECK ONE (required):
- ■ **MEMBER**-MANAGED [List the names and addresses of all **MEMBERS** below.]
- ☐ **MANAGER**-MANAGED [List the names and addresses of all **MANAGERS** below.]

List the **name(s) and address(es) of the MEMBER(S) [if member-managed] or the MANAGER(S) [if manager-managed]** of the company (required; Note: The application will be rejected if the information is not provided below. Attach additional pages if necessary.):

Name	No. & Street Address	City	State	Zip Code
SD Buyer, LLC	2500 Sand Hill Rd, Suite 300	Menlo Park	CA	94025

12. All or specified members of a limited liability company are **liable in their capacity as members** for all or specified debts, obligations or liabilities of the company (required):
- ■ No - All debts, obligations and liabilities are those of the company.
- ☐ Yes - Those persons who are liable in their capacity as members for all debts, obligations or liability of the company have consented in writing to the adoption of the provision or to be bound by the provision.

13 a. The **purpose(s) for which this limited liability company is formed** is as follows:
[Describe the type(s) of business activity which will be conducted, for example, "real estate," "construction of residential and commercial buildings," "commercial painting," "professional practice of law" (see **Section 2.** for acceptable "professional" business activities). Purpose may conclude with words "...including the transaction of any or all lawful business for which corporations may be incorporated in West Virginia."]

Software services for the home healthcare industry & the transaction of any lawful business for which LLCs may be formed under the Delaware LLC Act, as amended, and engaging in any and all activities necessary or incidental to the foregoing.

b. Will the above purpose include any business activity conducted as a **consumer litigation financier** pursuant to WV Code §46A-6N?

☐ **Yes** [By checking "Yes," the applicant affirms the above **purpose includes the required statement that the organization shall be designated as a litigation financier** pursuant to WV Code §46A-6N. You are also affirming that you have included with this application an original completed copy of the **required** Application for Registration as a Litigation Financier (Form LF-1) with the associated requisite filing fee.]

■ **No** [Proceed to 14.]

14. Is the business a **Scrap Metal Dealer**?

☐ **Yes** [If "Yes," you must complete the **Scrap Metal Dealer Registration Form** (Form SMD-1) and proceed to Section 15.]

■ **No** [Proceed to Section 15.]

15. Other provisions which may be set forth in the operating agreement or matters not inconsistent with law:
[See instructions for further information; use extra pages if necessary.]

16. The number of pages attached and included in these Articles is: _____

17. The **requested effective date** is:
[Requested date ***may not be earlier than filing nor later than 90 days after filing in our office.***]

■ the **date and time of filing** in the Secretary of State's Office.

☐ the following date _____ and time _____

18. Is the organization a "**veteran-owned**" organization?

Effective **JULY 1, 2015**, to meet the requirements for a "**veteran-owned**" organization, the entity filing the registration must meet the following criteria per West Virginia Code §59-1-2a:

1. A "**veteran**" must be honorably discharged or under honorable conditions, and
2. A "**veteran-owned business**" means a business that meets one of the following criteria:
   - o Is at least fifty-one percent (51%) unconditionally owned by one or more veterans; or
   - o In the case of a publicly owned business, at least fifty-one percent (51%) of the stock is unconditionally owned by one or more veterans.

☐ **Yes** (If "Yes," attach **Form DD214**) ⟹ ☐ **CHECK BOX** indicating you have attached **Veteran Affairs Form DD214**

■ **No**

You may obtain a copy of your Veterans Affairs Form DD214 by contacting:

National Personnel Records Center
Military Personnel Records
1 Archives Drive
St. Louis, MO 63138
Toll free: 1-86-NARA-NARA or 1-866-272-6272
Phone: 314-801-0800
www.archives.gov/veterans/military-service-records

Per WV Code 59-1-2(j) effective July 1, 2015, the **registration fee is waived for entities that meet the requirements as a "veteran-owned" organization**. See attached instructions to determine if the organization qualifies for this waiver. In addition, a "**veteran-owned**" entity will have **four (4) consecutive years of Annual Report fees waived** AFTER the organization's initial formation [see WV Code 59-1-2a(m)].

19. **Contact and Signature Information*** (See below ***Important Legal Notice Regarding Signature***):

a. Contact person to reach in case there is a problem with filing: Melissa Eberlein Phone: 516-484-4400

b. Print or type name of signer: Kenneth D. Faltischek Title/Capacity of signer: COO/Secretary

c. **Signature:** [signature] **Date:** 1/6/20

Important Legal Notice Regarding Signature:* Per West Virginia Code §31B-2-209, **Liability for false statement in filed record. If a record authorized or required to be filed under this chapter contains a false statement, one who suffers loss by reliance on the statement may recover damages for the loss from a person who signed the record or caused another to sign it on the person's behalf and knew the statement to be false at the time the record was signed.

Important Note: This form is a public document. Please **do NOT provide any personal identifiable information on this form** such as social security number, bank account numbers, credit card numbers, tax identification or driver's license numbers.

Reset Form Print Form

Delaware

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "SANDATA TECHNOLOGIES, LLC" IS DULY FORMED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE SEVENTH DAY OF JANUARY, A.D. 2020.

AND I DO HEREBY FURTHER CERTIFY THAT THE SAID "SANDATA TECHNOLOGIES, LLC" WAS FORMED ON THE FOURTH DAY OF MARCH, A.D. 2010.

AND I DO HEREBY FURTHER CERTIFY THAT THE ANNUAL TAXES HAVE BEEN PAID TO DATE.

Jeffrey W. Bullock, Secretary of State

4795716 8300

SR# 20200126267

You may verify this certificate online at corp.delaware.gov/authver.shtml

Authentication: 202139357

Date: 01-07-20

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DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Name, Title)

Brian Lawson, VP of Business Development

(Printed Name and Title)

26 Harbor Park Dr., Port Washington, NY 11050

(Address)

516-484-4400 x3131 516-484-6084

(Phone Number) / (Fax Number)

blawson@sandata.com

(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Sandata Technologies, LLC

(Company)

(Authorized Signature) (Representative Name, Title)

Kenneth D. Faltischek, COO

(Printed Name and Title of Authorized Representative)

1/14/2020

(Date)

(516) 484-4400 x1299 / (516) 484-3290

(Phone Number) (Fax Number)

EXECUTIVE SUMMARY

Sandata Technologies, LLC ("Sandata") is pleased to provide this proposal for the State of West Virginia Department of Health and Human Services ("DHHR") Request for Proposal ("RFP") for an Electronic Visit Verification ("EVV") system with data aggregation (CRFP 0511 BMS2000000001). Sandata would be honored to partner with DHHR and to implement our proven Sandata Electronic Visit Verification™ solution.

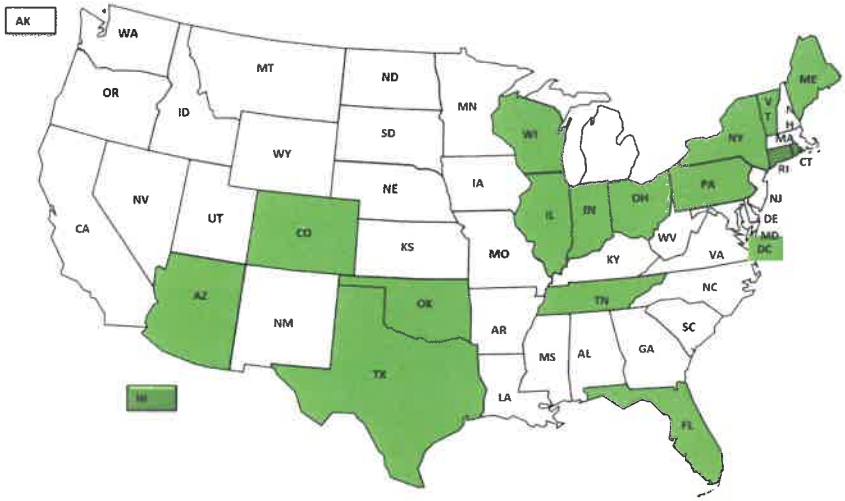


Figure 1. Sandata has successfully implemented four times as many EVV programs as our nearest competitor.

ABOUT SANDATA

Experience matters. Sandata is 100% focused on Medicaid EVV solutions, and with ***dozens of referenceable EVV deployments*** as shown in Figure 1, we will ensure the DHHR program prevents fraudulent activity while delivering quality care. Sandata EVV allows providers to manage care delivery efficiently – for example, of the 1,863 providers ***in OH 58% of all providers have between 75%-100% of their visits verified at the point of care!***[1] Sandata EVV has proven savings results – in 2017 ***CT paid $203K in claims validated with EVV data***, with ***9% of potential claims prevented by Sandata EVV because they did not have a verified visit.***[2] Many vendors have recently entered the market and are unproven for statewide, enterprise deployment of complex EVV solutions. Sandata's experience lowers the risk profile for DHHR.

Sandata's Size and Scale

- 140 Million visits annually, 70% verified using mobile app
- 13,000 providers
- 150,000+ mobile devices
- 26 statewide Payer projects successfully implemented
- First to achieve CMS Certification for EVV
- 245 employees
- 100% referenceable clients

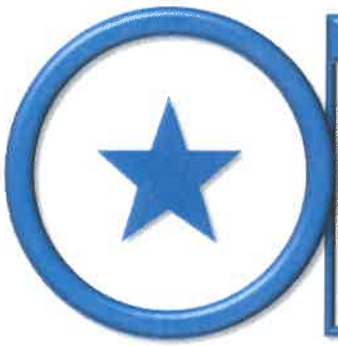
Sandata has NEVER had a failed implementation and we will guarantee the success of our implementation for DHHR with aggressive service level standards. We welcome the accountability associated with this guarantee!

[1] Navigating CMS Certification for EVV Operations, Janene Rowe, EVV Specialist, OH Dept. of Medicaid, HCBS Conference Presentation, August 27, 2019.
[2] Electronic Visit Verification Implementation in Connecticut, Kathy Bruni, Director Community Options, HCBS Conference Presentation, August 2017.

PROPOSED SOLUTION

DHHR seeks a Commercial off the Shelf ("COTS") EVV System to ensure West Virginia is in compliance with the 21st Century Cures Act and intends to implement an Open EVV Model, allowing providers to use the EVV systems they already have in place. We have successfully ***deployed Open EVV models in 10 states*** and we propose our Sandata EVV solution to meet all of the requirements in this RFP. Our Sandata EVV solution meets all three DHHR program goals:





1. Enhance Accountability and Improve Quality

- Facilitate cost savings to DHHR and providers;
- Improve efficiencies and reduce paperwork;
- Enhance the collection of data;
- Improve the quality of services and further prevent fraud, waste, and abuse;
- Improve the effectiveness of provider administrative processes; and,
- Improve support for billing and payment, scheduling and documentation of service delivery.

Confirm members are receiving care. Sandata's easy to use EVV solution provides DHHR with the tools to monitor and make sure your members are receiving home and community-based care. Sandata EVV ensures DHHR has oversight into care delivery at each step in the process, including scheduling, visit verification, and electronic billing. Sandata EVV improves program oversight by eliminating the paper processes associated with errors and fraudulent behavior, and creates new visibility through real time reporting and intelligent data analytics.

"ODM has already received fraud allegations involving providers using Sandata EVV including "Billing for two hours, but only providing services for 45 minutes" and "individual ended visit, provider stayed clocked in until end of shift."

– Kristy Wathen, Program Integrity



2. Minimize Fraud, Waste and Abuse

- Reduce inappropriately billed services;
- Provide an electronic audit trail that accurately documents and tracks; check-in and checkout times ;
- Capture and identify visit, scheduling, and billing information; and,
- Identify patterns of abuse, anomalies, and duplication of services.

Incorporate EVV into Program Integrity Efforts. Sandata EVV accurately captures all visit data, removing potential human error or time sheet 'rounding' by direct care workers. We include member verification of service delivery after each visit to further reduce errors and fraud. Sandata EVV provides checks and balances that guarantee all provider billing is connected to properly validated visits. Our rigorous audit trail and visit detail ensures DHHR and program integrity staff has the tools and reporting needed for program review and fraud investigations. Sandata EVV also supports the requirements for the Transformed Medicaid Statistical Information System reporting recommended by CMS. Table 1 shows Sandata's documented third party outcomes.

"AHCA realized a $19 million cost reduction (46% reduction) achieved in the program's first year." after implementing Sandata EVV.

– FL Medicaid & Public Assistance Fraud Strike Force

Table 1: Sandata has demonstrated proven savings in our EVV programs.

State	Outcomes
Florida AHCA	• $19M savings (46%) for Miami-Dade County in Year 1. • $3.5M savings (an additional 15%) for Miami-Dade County in Year 2.
Illinois IDHS	• Recovery of more than $3.1 million in overbilling/overpayment to both IPs and Agency Providers. • Recovery of 1,200 hours of overpayment. • 200 IG investigations which led to terminations, penalties, etc.
Texas TEXAS Department of Aging and Disability Services	• 3.6% net savings. • 5% decrease in hours delivered due to more accurate time reporting.

State	Outcomes
Connecticut	• Projected annual savings of 5-10%, estimated at $8M - $15M annually; • 33% reduction in claim denial rate.
Oklahoma	• Average 12-day decrease in lag time for claim payments; • 8% decline in visits per month due to more accurate time reporting;
Tennessee	• 97% of all scheduled in-home services provided according to care plan; • Improved on time visit start >99.75%.



3. Improve Reporting and Data Aggregation

- Implement an EVV system that facilitates a single composite view of home-based care delivery;
- Improve data collection and integration;
- Automatically capture and submit claims that align with 21st Century Cures requirements; and,
- Enable PCS and HHCS providers to easily report service delivery information in a timely manner.

Improve Efficiency. With Sandata's cloud-based solutions, providers and direct care worker have the right tools to create new operational efficiencies and drive cost reductions. Our tools simplify visit verification, support care task recording, and help improve member outcomes.

"By electronically documenting and verifying services against the plan of care and authorizations, EVV has moved us to a completely paperless home care model."
– Aid & Assist at Home, LLC

As shown in Figure 2, the Sandata EVV solution includes:



Figure 2. Sandata EVV supports all of the DHHR requirements.

Technology

Sandata EVV. While the 21st Century Cures Act establishes the minimum requirements for data collection, an EVV program is an opportunity for DHHR to improve accountability, support fiscal integrity, improve records retention, improve service delivery oversight and address Triple Aim requirements (Figure 3). Sandata EVV's configurable workflow supports providers as they schedule, verify visits via multiple options, and generate claims; providing DHHR with real-time visibility at each step.

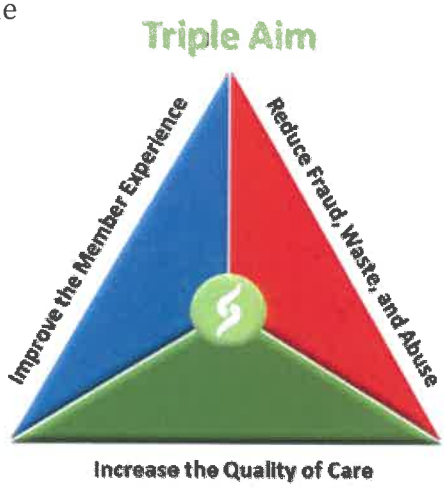


Figure 3: Sandata EVV supports Triple Aim.

Sandata Aggregator with Claims Validation. Sandata Aggregator collects all EVV data (including third party EVV data) and provides DHHR with a single, normalized program view. Sandata Aggregator includes our Sandata Claims Validation, with real time integration to the MMIS system to match each claim with validated EVV data prior to payment ensuring 21st Century Cures and CMS compliance.

Sandata Business Intelligence Dashboards. Our Intelligent Payer Dashboards offer DHHR access to actionable program data and real time visibility into the delivery of care.

DHHR will be able to proactively address gaps in care and gain new insights into Social Determinants of Health ("SDOH").

People

Experienced EVV Team. Sandata successfully launched ***five on-time statewide EVV programs in 2019***. Our people will bring their expertise to the DHHR EVV Program, ensuring success. DHHR can rest assured that the Sandata team will successfully launch your program within the required six months and will guarantee this commitment through implementation Service Level Agreements ("SLAs").

Outreach/Change Management. We know firsthand that stakeholders will be concerned about the introduction of new technology into care delivery. Clear and consistent communication is key to managing change, and Sandata knows from experience it is best to communicate 'early and often'. Our approach includes multiple touch points with a focus on engaging stakeholders in the success of the EVV program.

Training. Sandata's expert trainers set each user up for success with the right education and resources on Day 1. We offer a detailed Training Plan and multiple training options including classroom, web educational sessions, and our self-guided Learning Management System. ***At Sandata, we don't just install software, we implement solutions that drive value and efficiency, and effective and meaningful training is at the core of our implementations.***

Client Success Help Desk. Sandata's Client Success Help Desk team is available 24/7 via multiple channels including telephone, email, and on-line chat. Our team of experts helps guide users of all levels of technology sophistication, which has resulted in the highest possible satisfaction ratings. ***We resolve 94% of all issues at the first contact.***

> *"Excellent Service! Patient and a clear knowledge of the situation and expected outcome – Natasha was fabulous!*
> **– Client Success Help Desk Caller**

Results

Member Health & Outcomes. Sandata EVV ensures each member receives services aligned with their care plan, validates the right direct care worker delivers care on time, and proactively alerts DHHR to any gaps in care. Direct care workers have real time solutions at the point of care to capture SDOH and changes in condition.

CMS Certification. Sandata EVV is ***the first and only system to achieve CMS Certification.*** Our team helped develop the new Outcomes-Based Certification with CMS. We have the approved materials and process already in place to support all required Key Performance Indicators. We guarantee you will achieve certification for your program and receive the maximum reimbursement from CMS for your program.

Executive Governance. Sandata's Executive Governance and proven oversight process ensures the DHHR program receives the quality and focus needed for success over the life of the contract. ***Our 100% referenceability across our client base is due to our Governance leadership combined with our talented and experienced teams.***

WHY SANDATA

Sandata has the privilege of contracting and implementing 26 State Medicaid Agencies and Medicaid Managed Care programs. We believe our ***technology, people, and results*** creates a unique profile as a partner for DHHR, and differentiates us from the rest of the field. We will ***guarantee your successful implementation***, and as a testament to our capabilities, we have provided a letter of reference from Village Caregiving in Barboursville, WV. Sandata EVV supports their 600+ clients in three states including West Virginia, Ohio, and Kentucky. We look forward to the next steps in the procurement process including the opportunity to discuss our unique capabilities, our experience, and the value we can bring to DHHR.

Village Caregiving
keep your heart at home

Main Office: 650 Main Street, Barboursville, WV 25504
Office Phone: (304) 302 – 0707 * 24/7 Phone: (304) 690 – 4464 * Fax: (304) 733 – 6486
Web: www.VillageCaregiving.com * Email: Info@VillagecCaregiving.com

December 11, 2019

April Battle, Buyer
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305

RE: RFP CRFP 0511 BMS2000000001 for Electronic Visit Verification

I am pleased to write this letter of recommendation on behalf of Sandata Technologies (Sandata) in support of their proposal for the West Virginia Department of Health and Human Resources Electronic Visit Verification (EVV) RFP.

Village Caregiving has partnered with Sandata for EVV in the state of Ohio. Sandata's system has transformed Village Caregiving's operations for the better in several ways. First, Sandata's EVV capabilities create consistent accountability for caregiver employees and efficiency for clinical and administrative management, while respecting the privacy and protected health information of Medicaid beneficiaries. Sandata facilitates integration of often isolated operations such as human relations functions, scheduling, billing, compliance, and others. Implementation of EVV within complex state Medicaid programs has the potential to frustrate providers and disrupt service delivery for beneficiaries, but Sandata has proven uniquely capable of minimizing these risks and ensuring a smooth transition to a new system. Sandata's responsiveness to provider and beneficiary concerns and questions in Ohio has been documented as excellent. Further, with surrounding states already utilizing Sandata's system, West Virginia's border county providers and providers serving bordering states would benefit greatly from the selection of a familiar, proven system like Sandata. Sandata has supported Village Caregiving's EVV efforts with experience, innovative solutions, and responsive customer support. Sandata has proven itself as a trusted partner to Village Caregiving, an agency which employs more than 400 RNs, managers, and caregivers, and serves more than 600 clients and families in three states (WV, OH, KY). Please let me know if you need additional information or have questions.

Sincerely,

Matthew R. Walker

Matthew R. Walker, Owner/Manager
Village Caregiving, LLC

Attachment 3: Vendor Qualifications and Experience

1. Organization Overview

This section of the Vendor's Technical Proposal should include details of the Vendor and subcontractor overview.

1.1 The Vendor's Technical Proposal should include: organization overview, corporate background, Vendor's experience in public sector, and certifications.

1.2 Vendor Overview

1.2.1 Provide all relevant information regarding the general profile of the Vendor.

Vendors are NOT to change any of the pre-filled cells in the following tables.

Table 18. Vendor Overview

Vendor Overview	
Company Name	Sandata Technologies, LLC
Name of Parent Company (If Applicable)	SD Buyer, LLC
Industry (North American Industry Classification System [NAICS])	93151507
Type of Legal Entity	Sandata is a limited liability company.
Company Ownership (e.g., Private/Public, Joint Venture)	Sandata is a privately owned company.
Number of Full-Time Employees	Sandata has 245 full-time employees.
Last Fiscal Year Company Revenue	In accordance with Amendment 6, Question Q048, this information is confidential and is therefore redacted from our response. This information is available for review by DHHR upon request.
Last Fiscal Year Company Net Income	In accordance with Amendment 6, Question Q048, this information is confidential and is therefore redacted from our response. This information is available for review by DHHR upon request.
% of Revenue From State and Local Government Clients in the United States	In accordance with Amendment 6, Question Q048, this information is confidential and is therefore redacted from our response. This information is available for review by DHHR upon request.
% of Revenue From IT Design and Implementation Services	In accordance with Amendment 6, Question Q048, this information is confidential and is therefore redacted from our response. This information is available for review by DHHR upon request.

Vendor Overview	
Number of Years in Business	Sandata has been in ***business for 41 years***.
Number of Years Vendor has been Providing the Type of Services Specified in the request for proposal (RFP)	Sandata has consistently demonstrated its ability to deliver successful statewide EVV solutions and outcomes for 16 years, successfully implemented EVV programs for ***26 payer programs for 18 State/District of Columbia Agencies and eight (8) Managed Care Organizations ("MCOs")***. We have never had a failed implementation – this should be an important consideration when selecting your EVV vendor.
Number of Employees Providing the Type of Services Specified in the RFP	Sandata has ***245 employees***; each has a role in delivering the services specified in this RFP.
Headquarters in the United States	26 Harbor Park Drive Port Washington, NY 11050
Locations in the United States	• Port Washington, NY • Louisville, KY

1.3 Subcontractor Overview (if applicable)

1.3 .1 If the proposal includes the use of Subcontractor(s), provide all relevant information regarding the profile of each Subcontractor. This section may be duplicated in its entirety and a page created per Subcontractor included.

Vendors are NOT to change any of the pre-filled cells in the following tables.

Not applicable. Sandata is not proposing any subcontractors for this bid.

2. MANDATORY QUALIFICATIONS

This section details the mandatory qualifications. The Vendor must complete this section to demonstrate that it has the experience needed to meet requirements set forth in this RFP.

2.1 Table 20: Mandatory Qualifications below lists each mandatory qualification, the Vendor must note whether it meets the qualification and provide narrative demonstrating fulfillment of the requirement.

2.2 The Vendor must list each project experience separately and completely every time it is referenced.

Table 20. Mandatory Qualifications

Mandatory Qualification Item(s)	Provide A Brief Narrative To Demonstrate Fulfillment Of Requirement
The Vendor must demonstrate experience within the last three (3) years as the prime contractor for at least three (3) federal, state, local government	Sandata exceeds this requirement with ***16 years of experience*** and has ***contracted with 26 EVV Medicaid programs.***

Mandatory Qualification Item(s)	Provide A Brief Narrative To Demonstrate Fulfillment Of Requirement
or private healthcare entities where the proposed solution of similar size and scope is currently being or has been implemented.	Within the last three years (January 2017 - December 2019), we are the prime contractor for: • Arizona, • Hawaii, and • District of Columbia. Over the past 16 years we have been the prime contractor for the following State Medicaid EVV programs: • Rhode Island; • Illinois; • Ohio; • Texas; • Oklahoma; • Florida; and • Visiting Nurse Services NY. and the following Managed Care Plan programs: • Humana; • BlueCare Tennessee; • Amerigroup (2 plans); • UnitedHealthcare; • Centene (2 plans); • Molina Healthcare; and • Aetna. We are also are the EVV subcontractor (responsible for delivery of EVV program technology and services) to DXC Technologies for an additional seven states.
The Vendor must demonstrate at least three (3) years' experience in Medicaid and Health and Human Services.	Sandata exceeds this requirement with ***over 16 years of experience providing EVV programs that serve Medicaid members.***
The Vendor must include at least three (3) references from projects performed within the last three (3) years that demonstrate the Vendor's ability to perform the scope of work described in the RFP. Vendors may only use one (1) reference per project performed. DHHR strongly prefers three (3) references from different state engagements where the proposed solution is currently or has been implemented. Note, because this item is a mandatory requirement, it will not be	We have included our vendor reference information for projects performed within the last three years as required in Table 21. ***100% of our Payer accounts are referenceable*** and we encourage DHHR to contact any of them.

Mandatory Qualification Item(s)	Provide A Brief Narrative To Demonstrate Fulfillment Of Requirement
scored.	
The solution proposed by the Vendor must have been previously implemented successfully in a State environment.	Sandata has successfully implemented and launched multiple statewide EVV programs in a State environment. ***All projects have been implemented on time and on budget.***
The Vendor must have at least three (3) years' experience in operation of the proposed solution with similar size and scope to the State's in compliance with all Federal and State regulations.	Sandata exceeds this requirement with ***over 16 years of experience providing EVV programs that serve Medicaid members***. All programs operate in compliance with all Federal and State regulations.

3. Existing Business Relationships with the State

3.1 Describe any existing or recent (within the last five [5] years) business relationships the Vendor or any of its affiliates or proposed Subcontractors have with the State, the State's counties, and/or the State's local municipalities.

3.2 Sandata Response

Sandata does not have any business relationships with the State, the State's counties, or the State's local municipalities over the last five years.

4. Business Disputes

4.1 Provide details of any disciplinary actions and denote any that are pending litigation or Terminated for Cause or Convenience and associated reasons. Also denote any other administrative actions taken by any jurisdiction or person against the Vendor. List and summarize all judicial or administrative proceedings involving your sourcing activities, claims of unlawful employment discrimination, and anti-trust suits in which you have been a party within the last five (5) years. If the Vendor is a subsidiary, submit information for all parent companies. If Vendor uses Subcontractors, associated companies, or consultants that will be involved in any phase of this project, each of these entities will submit this information as part of the response.

4.2 Sandata Response

Sandata has not had any projects where the contract was cancelled or terminated for cause, nor have we had any litigation related to our past performance.

5. References

The Department of Health and Human Resources (DHHR) will conduct reference checks to verify and validate the past performance of the Vendor and its proposed Subcontractors.

5 .1 Vendor (Prime) References Form

5.1.1 Include at least three (3) references from projects performed within the last three (3) years that demonstrate the Vendor's ability to perform the scope of work described in this RFP.

5.1.2 The Vendor should provide three (3) different clients/projects in order to demonstrate its experience.

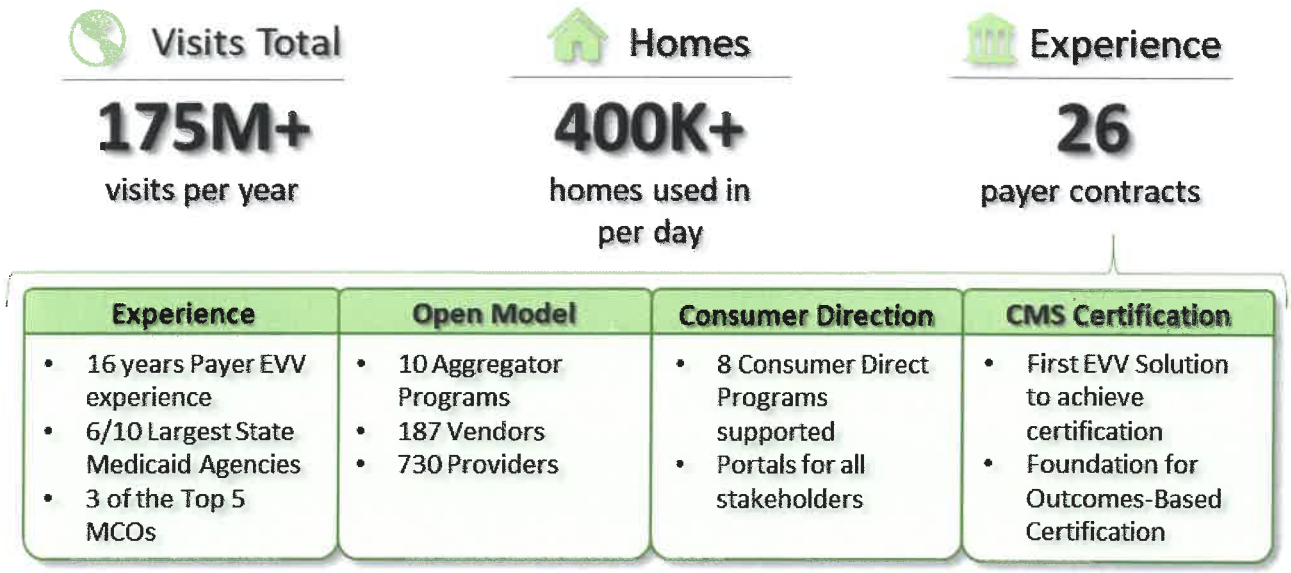
5.1.3 Vendor should include project description, contract dates, and contact information (customer points of contact, addresses, telephone numbers, and email addresses).

5.1.4 The Vendor should explain whether it performed the work as a prime contractor or as a subcontractor.

5.1.5 The Vendor should provide a response using Table 21: Vendor References. The Vendor may add additional Reference Tables as necessary.

Vendors are NOT to change any of the pre-filled cells in the following tables.

SANDATA'S UNMATCHED EVV EXPERIENCE



100% of our Payer accounts are referenceable and we encourage DHHR to contact any of them.

"We're excited to move forward with the Sandata platform to support our continued organizational growth. Over the past several years, Sandata's solutions have met our needs for compliance, staff and client management, and overall daily office operations."
– Rick Cantrell, Chief Operating Officer for Help At Home



"HITRUST has been working with the industry to ensure the appropriate information protection requirements are met when sensitive information is accessed or stored in a cloud environment. By taking the steps necessary to obtain HITRUST CSF Certified status, Sandata is distinguished as an organization that people can count on to keep their information safe."
– Ken Vander Wal, Chief Compliance Officer, HITRUST

"Many home health agencies using Alora software for managing their clinical and administrative duties would be glad that they can now have an integrated solution with Sandata's EVV platform and will not need to disrupt their operations just to conform with the EVV mandates of their respective state."
– Sathish John, CEO, Alora Healthcare

Sandata has provided references for three clients who are closely aligned with the DHHR EVV requirements:

- Ohio Department of Medicaid;
- Illinois Department of Human Services; and
- Rhode Island Executive Office of Health and Human Services.

<table>
<tr><td colspan="3">Vendor Information</td></tr>
<tr><td rowspan="2">Vendor Name:
Sandata Technologies, LLC
(Prime Vendor)</td><td>Contact Name:</td><td>Brian Lawson, Vice President, Business Development</td></tr>
<tr><td>Contact Phone:</td><td>516.484.4400 x3131</td></tr>
<tr><td colspan="3">Customer Information</td></tr>
<tr><td rowspan="2">Customer Organization:
State of Ohio Department of Medicaid</td><td>Contact Name:</td><td>Janene Rowe</td></tr>
<tr><td>Contact Title</td><td>EVV Program Manager, Bureau of Program Integrity</td></tr>
<tr><td rowspan="2">Customer Address:
50 W Town Street
Columbus, OH 43215</td><td>Contact Phone:</td><td>614.705.1082</td></tr>
<tr><td>Contact Email:</td><td>janene.rowe@medicaid.ohio.gov</td></tr>
<tr><td colspan="3">Project Information:</td></tr>
<tr><td>Total Vendor Staff:</td><td colspan="2">Six Key Personnel supported by 245 employees.</td></tr>
<tr><td colspan="3">Project Objectives:
• Ensure 21st Century Cures Act compliant EVV solution.</td></tr>
<tr><td colspan="3">Project Description:

The Ohio project is Sandata's largest EVV program with 25 million visits per year.

• The Ohio EVV program primarily uses Sandata Mobile Connect for visit verification with telephonic visit verification as a backup option. Ohio contracted with Sandata to provide all members with mobile devices. Ohio chose an Open model and the Sandata Aggregator applies standardized business rules for uniform program oversight.
• Sandata's Claims Validation integrates with the MMIS system to assure all claims are matched to verified visits prior to payment.
• Ohio is the first state to achieve CMS Certification in April 2019 using the Outcomes-Based Certification.

Ohio chose a multi-phased launch strategy:
Phase 1
• Phase 1 waivers included Ohio Home Care Waiver Nursing, Ohio Home Care Waiver Personal Care Aide, and Ohio Home Care Waiver Home Care Attendant.
• Phase 1 included mobile device deployment for 51,000 members served by 7,100 providers.</td></tr>
</table>

Vendor Information

Phase 2

- Phase 2 of the launch expanded the EVV program to more departments and managed care plans including:
  - Department of Developmental Disabilities;
  - Department of Aging; and
  - Six MCOs including Aetna, Buckeye (Centene), CareSource, Molina, Paramount and United Healthcare.
- Phase 2 added 70,000 members and 5,000 providers.

Phase 3

- ODM is implementing Phase 3 in 2020 which includes:
  - Consumer Direct Care EVV Suite, supporting members, caregivers and fiscal agents with EVV portals,
  - Expansion of EVV covered services to include home therapy services and providers
  - Phase 3 will be fully operational no later than January 1, 2021.

The OH EVV Program includes:

- Sandata EVV
- Sandata Mobile Connect
- Sandata Telephonic Visit Verification
- Sandata Claims Validation
- Sandata Aggregator
- Sandata Business Intelligence Dashboards
- Sandata Jurisdictional View
- Mobile Devices and Data Plans with device management services.

Sandata subcontracted with Epiphany Management Group for Tier 1 Client Success Help Desk, Training Services, and Mobile Device Logistics including device configuration, testing and shipping.

Key Statistics:

Visits per day – 69,000

Members – 121,800

Providers – 12,000

Vendor's Involvement:

Sandata is the prime contractor, providing all EVV technology and subcontractor management of supporting services.

Project Benefits:

Ohio successfully launched one of the largest home care delivery programs using EVV nationally, and is the first state to achieve CMS certification. Ohio uses the EVV system to support program integrity efforts and EVV compliance.

Vendor Information				
Achievements to Date: • ***95% Auto-adjudication rate*** - consistently exceeding CMS' KPI benchmark of 85%, meaning no manual editing of visit data for the majority of visits documented. • ***9 new MFCU referrals*** in 2019, supporting OH's efforts to reduce fraud. • ***30% of total MFCU referrals moved to indictment***, stemming fraudulent providers from inappropriately using taxpayer money.				
Key Personnel (The contractually required key persons for Phase 1 were):				
Name: Tim Nyberg	Role: Implementation Director			
Name: Kristine Snyder	Role: Account Manager			
Name: Brenda Danger	Role: Quality Manager			
Name: Judy Ross	Role: Technical Lead			
Name: Angel So	Role: Training and Documentation Lead			
Name: Adrienne Woodward	Role: Client Success Lead			
Project Measurements:				
Estimated One Time Costs: $34,827,735	Actual One Time Costs: $34,827,735			
Reason(s) for change in one-time costs: Not applicable.				
Original Value of Vendor's Contract: $188,891,274	Actual Total Contract Value: $166,640,203			
Reason(s) for change in value: Ohio estimated the contract value using Sandata's proposal and included incremental dollars to support potential change orders or overages.				
Estimated Start and Completion Dates: (Phase 1)	From:	7/1/2016	To:	7/1/2017
Actual Start and Completion Dates: (Phase 1)	From:	7/1/2016	To:	1/8/2018
Reason(s) for the difference between Estimated and Actual dates: The original timeline was estimated in the RFP process. The actual timeline was based on client requested expansion of each phase to allow for additional stakeholder feedback.				
If the Vendor performed work as a Subcontractor, the Vendor should describe the scope of subcontracted activities: Not applicable as Sandata is the prime vendor.				

Vendor Information		
Vendor Name: Sandata Technologies, LLC (Prime Vendor)	Contact Name:	Brian Lawson, Vice President, Business Development
	Contact Phone:	516.484.4400 x3131
Customer Information		
Customer Organization: Illinois Department of Human Services (IL DHS)	Contact Name:	Shanel Bogan, EVV Project Manager
	Contact Phone:	217.782.2722
Customer Address: 100 S Grand Ave. East Springfield, IL 62794	Contact Name:	Quinetta Wade, Director, Division of Rehabilitation Services
	Contact Phone:	217.558.0419
Project Information:		
Total Vendor Staff:	Ten Key Personnel supported by 245 employees.	

Project Objectives:

- Illinois used Sandata EVV to secure error rate reductions in billings, safeguard against fraud, and improve program oversight for the Consumer Directed Care Program.

Project Description:

- IL DHS operates a statewide EVV program for their self-directed waivers, including:
  - Persons who are Elderly (IDoA)
  - Persons with Brain Injury (IL DHS/HSP)
  - Persons with HIV or AIDS (IL DHS/HSP)
  - Persons with Disabilities (IL DHS/HSP)

The IL Program includes:

- Sandata EVV
- Sandata Telephonic Visit Verification
- Sandata Fixed Visit Verification
- Jurisdictional View
- Sandata Member Portal
- Data Warehouse

Key Statistics:

Visits per day – 23,000
Members – 21,500
Providers – 27,400

Sandata subcontracted with the following organizations:

- Acumen – provided training services for self-directed customers and their personal care

Vendor Information
attendants. • RH2 – Women Owned Minority Enterprise provided training for home health and homemaker agencies. • Salient – Provides data warehouse for EVV and payroll program data.
Vendor's Involvement: Sandata is the prime contractor, providing all EVV technology and subcontractor management of supporting services and data warehouse.
Project Benefits: Illinois moved from a paper timesheet process to an automated EVV solution where all visits are recorded at the point of care and automatically interfaced to the state Comptroller's system for payroll. This automation improved the timeliness of payments to caregivers and provides the state with increased visibility and predictability in payroll volumes. Illinois was also able to reduce the number of supplemental payroll runs each month as the paper timesheets were phased out. **Achievements to Date:** • ***$3.1 Million in overbilling/overpayments*** recovered. • Saved ***4,475 hours*** in fraudulent overtime claims. • ***953 Critical Incident Reports*** filed for potential fraudulent behavior. • ***13% reduction in cost*** associated with providers working > 16 hours per day. • ***81% auto-verification rate.***

Key Personnel	
Name: Tom Underwood	Role: Executive Sponsor, CEO
Name: Stan Mandel	Role: Project Manager
Name: Ajay Ramsinghani	Role: Project Analyst
Name: Judy Ross	Role: Technology/Data Exchange Lead
Name: Mark Putter	Role: Training and Documentation Lead
Name: Angel So	Role: Training and Documentation Lead
Name: Sue Cullinan	Role: VP, Account Management
Name: Adrienne Woodward	Role: VP, Client Success
Name: Jackie Culbertson	Role: Self-Directed Training Lead, Director of Business Development and Implementation (Acumen – subcontractor)
Name: Danielle Howell	Role: Customer Call Center, Director of Customer Relations (Acumen – subcontractor)

Project Measurements:	
Estimated One Time Costs: $4,381,128	Actual One Time Costs: $4,381,128
Reason(s) for change in one-time costs: Not applicable.	

Vendor Information				
Original Value of Vendor's Contract: $32,000,000	Actual Total Contract Value: $14,277,966			
Reason(s) for change in value: The Illinois RFP scope included a full payroll solution. During the RFP process, the state modified the RFP requirements to remove payroll, resulting in reduced program costs.				
Estimated Start and Completion Dates:	From:	7/2013	To:	1/1/2014
Actual Start and Completion Dates:	From:	7/2013	To:	1/1/2014
Reason(s) for the difference between Estimated and Actual dates: Not applicable. Through our proven implementation processes, frequent communications, and open and transparent project management, Sandata created an awareness of project risks and dependencies, making course corrections along the way to maintain the original timelines.				
If the Vendor performed work as a Subcontractor, the Vendor should describe the scope of subcontracted activities: Not applicable as Sandata is the prime vendor.				

Vendor Information		
Vendor Name: Sandata Technologies, LLC (Prime Vendor)	Contact Name:	Jamie Richardson, VP Payer Sales
	Contact Phone:	516.484.4400 x4163
Customer Information		
Customer Organization: State of Rhode Island Executive Office of Health and Human Services (EOHHS)	Contact Name:	Bruce McIntyre
	Contact Title:	Director, Office of Program Integrity
Customer Address: 74 West Road Cranston, RI 02920	Contact Phone:	401.784.8015
	Contact Email:	bruce.mcintyre@ohhs.ri.gov
Project Information:		
Total Vendor Staff:	Ten Key Personnel supported by 245 employees.	
Project Objectives: • Rhode Island issued their RFP to ensure 21st Century Cures Act compliance and a focus on improved oversight for Program Integrity.		

Vendor Information

Project Description:

- Sandata provides EVV, scheduling, and billing services for the Medicaid Fee-for-Service and managed care program. Providers use a combination of telephonic and mobile visit verification technologies. Home Care Services use EVV for both skilled nursing services and aide (unskilled) services. Waivers include:
  - Division of Elderly Affairs
    - *Community Waiver Program*
    - *Co-Pay Levels 1 & 2*
  - Department of Human Services
    - *Core Community Services*
    - *Preventive Community Services*
    - *Habilitation Community Service*
  - Department of Behavioral Health, Developmental Disabilities and Hospitals (BHDDH)
    - *Community based services*
- Sandata and DXC have established MMIS integration for member, authorization and 837 Claims submission.
- Sandata subcontracted training services to RH2, a Women Owned Minority Enterprise.

The Rhode Island Program includes:

- Sandata EVV
- Sandata Telephonic Visit Verification
- Sandata Mobile Connect
- Sandata Fixed Visit Verification
- Sandata Scheduling Module
- Sandata Billing Module
- Jurisdictional View
- Sandata Aggregator (in implementation)

Key Statistics:

Visits per day – 1,000

Members – 1,000

Providers – 50+

Vendor's Involvement:

Sandata is the prime contractor, providing all EVV technology and subcontractor management of training.

Project Benefits:

Rhode Island has improved visibility and oversight into EVV care delivery, resulting in reductions in claims payments and improved support for program integrity efforts.

Achievements to Date:

- At MESC 2017 EVV Presentation reported ***more savings than anticipated***
- Assumed a 7% savings rate, actually achieving ***over 20% savings***

Key Personnel

Vendor Information				
Name: Susan Cullinan	Role: Executive Sponsor, Senior Vice President Operations			
Name: Sandy Wiggins	Role: Implementation Program Manager, Director, Program Manager			
Name: Lisa Berlinguet	Role: Account Manager, Vice President Account Management			
Name: Judy Ross	Role: Technical Data Exchange, Vice President of Integration and Technical Analysis			
Name: Angel So	Role: Training and Documentation Lead			
Name: Adrienne Woodward	Role: Client Success Lead			
Project Measurements:				
Estimated One Time Costs: $754,000	Actual One Time Costs: $754,000			
Reason(s) for change in one-time costs: Not applicable.				
Original Value of Vendor's Contract: $1,934,800	Actual Total Contract Value: $1,052,425			
Reason(s) for change in value: Rhode Island originally planned to include managed care plans in the initial program launch. During implementation the managed care plans were removed and planned for a future phase, resulting in a reduction in the cost of the program.				
Estimated Start and Completion Dates:	From:	1/1/2015	To:	2/1/2016
Actual Start and Completion Dates:	From:	1/1/2015	To	2/1/2016
Reason(s) for the difference between Estimated and Actual dates: Not applicable.				
If the Vendor performed work as a Subcontractor, the Vendor should describe the scope of subcontracted activities: Not applicable as Sandata is the prime vendor.				

5.2 Subcontractor References (if applicable)

5.2.1 If the Vendor's proposal includes the use of subcontractor(s), provide three (3) references for each subcontractor.

5.2.2 DHHR prefers references that demonstrate where the Prime and Subcontractors have worked together in the past.

Not applicable. Sandata is not proposing any subcontractors for this Proposal.

6. Financial Stability

The Vendor should provide the following components for this section:

6.1 Dun & Bradstreet (D&B) Ratings

6.1.1 The Vendor should provide the industry standard Dun & Bradstreet (D&B) ratings that indicate its financial strength and creditworthiness, assigned to most U.S. and Canadian firms (and some firms of other nationalities) by the U.S. firm D&B. These ratings are based on a firm's worth and composite credit appraisal. Additional information is given in credit reports (published by D&B) that contain the firm's financial statements and credit payment history.

6.1.2 Sandata Response

Sandata's Dun & Bradstreet ratings are as follows:

1 – D&B Viability Rating = Good
2 – Supplier Evaluation Rating = Good
3 – Delinquency Predictor Class = Good
4 – Financial Stress Class = Fair

Attachment 4: Project Organization and Staffing Approach

1. Instructions

Staffing strategies are to be employed by the Vendor to ensure all requirements and service levels are met to the satisfaction of the Department of Health and Human Resources (DHHR).

1.1 The evaluation of the Vendor's staffing approach shall be based on the ability of the Vendor to satisfy the requirements stated herein. Therefore, the Vendor should present detailed information regarding the expertise of the proposed staff and an Initial Staffing Plan.

1.2 For ease of formatting and evaluation, Attachment 4: Project Organization and Staffing Approach provides the required outline for the Vendor's response to staffing.

1.2.1 The Vendor's response to the following should not exceed 25 pages, excluding key personnel resumes and the forms provided in this Attachment.

1.2.2 Refer to request for proposal (RFP) Section 4. 7.1 Qualifications and Experience for the details pertaining to staff qualifications, experience, and responsibilities.

Initial Staffing Plan

2.1 As part of the Vendor's bid response, the Vendor should provide an Initial Staffing Plan. In addition to the requirements described in Appendix 1: Detailed Specifications, the Vendor's narrative description of its proposed Initial Staffing Plan should include the following:

2.1.1 A succinct description of the Vendor's proposed project team and should exhibit the Vendor's ability and capability to provide knowledgeable, skilled, and experienced personnel to accomplish the Scope of Work (SOW) as described in this RFP.

2.1.2 A detailed proposal for providing all resources necessary to fulfill the requirements as specified in this RFP. This includes details covering both key and support staff.

2.1.3 Organization charts for implementation and maintenance stages showing both the Vendor staff and their relationship to DHHR staff that will be required to support the project. The organization chart should denote all key staff for this project, and a summary of each key member's high-level responsibilities.

2.1.4 A narrative describing tools and processes used to screen available staff to fill positions. In addition, a narrative describing the process for replacing key staff within defined timeframes and procedures for backfilling key staff during any transition.

2.1.5 Resumes (maximum two pages each) for the key staff and any additional staff members the Vendor will have assigned to this project including their licenses, credentials, and experience. DHHR considers the key staff resumes as a key indicator of the Vendor's understanding of the skill sets required for each staffing area.

2.1.6 A letter of intent for each proposed staff member not currently employed by the Vendor. Each letter of intent should be signed by the named individual, indicating that the individual is willing to accept employment if the Vendor is awarded the contract.

2.1. 7 A description and organizational diagram of the proposed staffing for each phase of the project.

2.1.8 Identification of subcontractor staff, if applicable.

2.2 Sandata Response

Experience

26

payer contracts

Sandata offers DHHR the largest and most experienced EVV team in the industry. No other vendor has this level of direct experience with statewide EVV solutions and Sandata will bring this experience to our relationship with the DHHR. Our implementation team is fully supported by 245 employees ensuring the DHHR program will launch on time and on budget. For example, in 2019 Sandata launched five new payer programs on-time and the resources supporting those projects are ready to support DHHR ensuring an on-time implementation.

PROPOSED PROJECT TEAM

We have named key staff for all required positions as follows:

- Account Manager – Angel Newsom;
- Project Manager – Amelia Owens; and
- Quality Assurance Manager – Long Ngo.

To support our key staff, our cross functional work stream experts will bring subject matter expertise to all aspects of the project. Our work stream leads manage key focus areas including Configuration, Interfaces, CMS Certification, UAT, and Client Success Help Desk. Our Executive Governance Team will meet regularly with DHHR leadership to review the project and ensure its success.

Regarding our implementation team, this was said "AHCCCS leadership was super impressed with the knowledge, insight, and contributions made from Sandata."
– Christopher Gentry, EVV Project Manager
Arizona Health Care Cost Containment System

Please refer to Figure 4 for an organizational chart depicting our proposed team as well as Table 2 which illustrates the roles and responsibilities of each team member. Resumes for Key Staff and the work stream team can be found in the Key Staff, Resumes, and References section below. Client references have been provided for Key Staff.

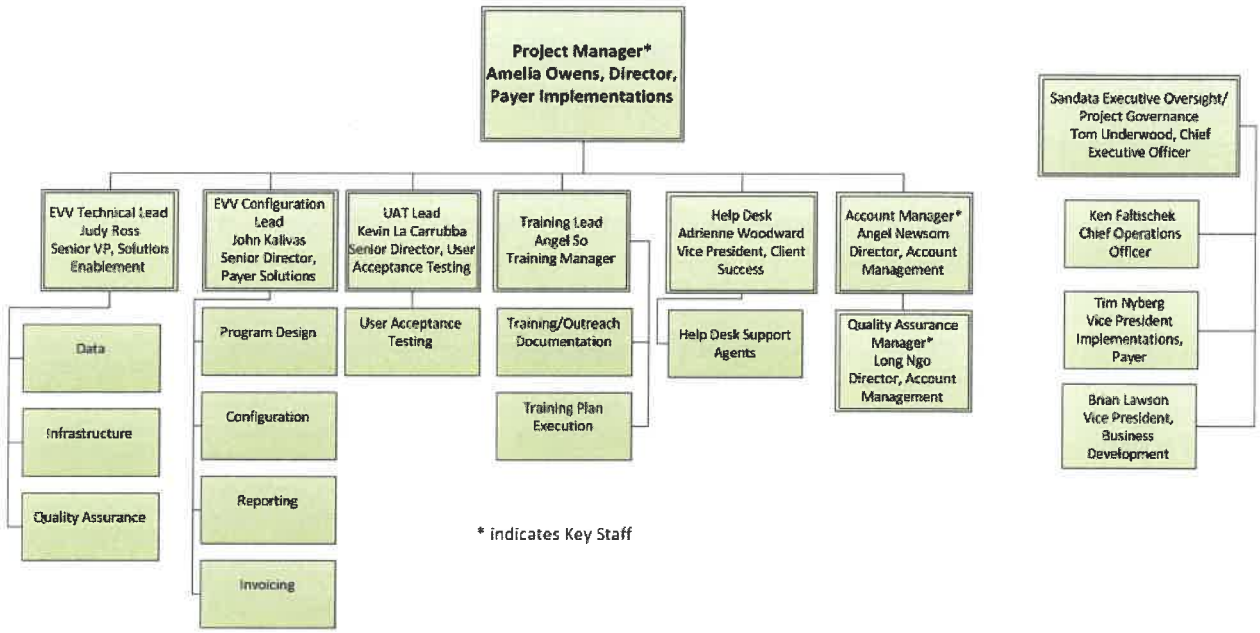


Figure 4. Sandata's Proposed DHHR EVV Project Team.

Table 2: DHHR EVV Project Team.

Project Role	Team Member	Responsibilities
Implementation Team		
Contract Management	**Account Manager*** Angel Newsom Director, Account Management	• Represents and provides contract oversight throughout the life of the project; • Attends in-person and remote meetings to support project communications and status updates; • Serves as the single point of contact for contractual matters; and • Responsible for contract execution.
Project Management	**Project Manager*** Amelia Owens, Director, Payer Implementations	**Implementation Management** • Provides management leadership, thought leadership, project guidance, and work stream project performance; • Establishes scorecards and tracking of milestones; and • Escalates implementation issues to ensure project receives the highest level of priority and appropriate resources. **Project Plan** • Creates external kickoff materials, including agenda and updates project templates for collaborative review; • Finalizes project control process including review of key milestones;

Project Role	Team Member	Responsibilities
		• Coordinates DHHR approval of all phase documents/deliverables; and • Maintains the project plan for implementation. **Technical Change Management** • Oversees the change order process for scope/requirements changes during implementation; • Ensures business requirements, timelines and costs, as applicable, are documented; and • Receives client sign-off for all changes.
Account Management & Outreach	**Quality Assurance Manager*** Long Ngo Director, Account Management	**Account Management** • Leads the outreach and training activities during the implementation phase; • Responsible for customer satisfaction regarding overall operations of the DHHR EVV Program; • Leads all account activities post-implementation including successful transition from Implementation to Live Status; • Responsible for regular meetings with the customer post implementation for operations; • Provides ongoing post implementation support and assists with issue resolution and ensuring escalated issues are resolved satisfactorily; and • Assists client with processing new business requirements and change requests. **Outreach/Change Management** • Develops outreach and training plan for all key stakeholders; and • In support of DHHR EVV outreach, coordinates and executes on Sandata activities within approved outreach plan. **Training** • In conjunction with DHHR, assesses the scope, methodologies and documentation needs for all training constituents; • Responsible for developing and executing the training plan; • Serves as the primary point of contact and/or end user training activities; and • Provides oversight over outsourced training partners, as needed.
Solution Design / Integration	**Technical Lead** Judy Ross Senior Vice President, Solution Enablement	**Solution Design** • Creates Business Rules outline and other customer facing documents related to requirements; • Supports requirements gathering, matches requirements to system capabilities and highlights

Project Role	Team Member	Responsibilities
		areas that are at risk; and • Translates the contractual, strategic, and tactical business needs into functional requirements to develop user interfaces, work flows, integrations and UAT scripts. **Integration** • Works with DHHR IT staff to ensure that all imported and exported data are available and in the correct format for processing; and • Supports and manages all third-party data integration activity.
Configuration	**Configuration Lead** John Kalivas Senior Director, Payer Solutions	• Works with DHHR IT staff to ensure that the system is configured in a manner to support program requirements; • Works with DHHR staff to ensure that all system configuration parameters are selected and fully understood; and • Configures system in accordance with approved business rules, and program requirements. **Reporting** • Documents system capabilities to ensure that all contractual reporting requirements are met. **Invoicing** • Documents customer invoicing methodology; and • Works with Sandata Accounting to conduct pre-launch testing and audit processes to ensure accuracy of customer invoices prior to first invoicing period.
UAT	**Testing Leads** Kevin LaCarrubba, Senior Director of User Acceptance Testing	• Responsible for managing all test activities related to the development and implementation of the EVV project; • Leads all UAT activities and coordination with DHHR; • Responsible for end-to-end testing of production environment; and • Coordinates final UAT approval from DHHR.
Training	**Training Lead** Angel So, Training Manager	• Supports the lead project manager to create external kickoff materials, including agenda and update project templates for collaborative review; • Responsible for assisting with the production and distribution of all training documentation and outreach materials; • Maintains Learning Management System ("LMS") with updated training materials including presentations, user guides, videos, and other training materials; and • Ensures all marketing and outreach materials

Project Role	Team Member	Responsibilities
		adhere to DHHR's communications standards.
Client Success Help Desk	**Client Success Lead** Adrienne Woodward VP Client Success	• Ensures all help desk service levels are met; • Establishes and maintains work standards for quality; • Champions process improvement initiatives; • Ensures staff is well trained and prepared to address our customer's needs; and • Provides oversight over Tier 1 Client Success partners, as applicable.

Resource Planning and Management



Projects delivered on-time and on-budget

Sandata's EVV experts successfully launched five EVV programs in 2019, and we have resources available to implement the DHHR program immediately. Sandata has 245 employees dedicated to EVV solutions and who provide support for our clients – ***five times that of our top two competitors.*** Unlike our competitors, some of whom have never implemented an EVV state program, our team ***members have years of successful EVV implementation experience***. This unmatched experience allows our teams to not only lead your implementation; our people can provide the ***expert advice to guide decisions and policy impacts.***

The Staffing Plan provides a presentation and justification of all staff required to implement the DHHR EVV project. The staffing plan identifies the personnel who are considered key staff as well as those who will be supporting the project. Table 3 illustrates the Key Staff assigned roles for the DHHR EVV project by Phase. This is a ***proven and successful model*** that allows the ***right resources*** to participate in the project at each major phase.

Table 3: Key Staffing Plan

Project Role	Project Initiation and Planning	Solution Planning	Solution Design, Testing and Operations	Solution Deployment	Solution Operation and Maintenance	Contract Closing
Account Manager	.33 FTE	.33 FTE	.33 FTE	1.0 FTE	1.0 FTE	1.0 FTE
Project Manager	1.0 FTE	1.0 FTE	1.0 FTE	1.0 FTE	.3 FTE for 90 days post launch	N/A
Quality Assurance Manager	.33 FTE	.33 FTE	.33 FTE	.5 FTE	.5 FTE	.5 FTE

Our Staffing Plan includes a Breakout of Staff Disciplines by Role as shown in Table 4. We anticipate DHHR will have similar resources for each phase. Sandata uses a ***multi-disciplinary approach*** to project staffing, ensuring a holistic program view with ***subject matter experts*** available to advise you each step of the way.

Table 4: Role Requirements

Major Activity	Project Role	Responsibility of Role	Skills Required	Number of Staff	Estimated Start Date	Expected Duration
Contract Oversight						
Contract Oversight	Account Manager	• Point of contact for contractual aspects	• Contract management • Leadership • Problem Solving • Communication	1	Based on final approved project plan	Life of contract
Project Initiation						
Kick Off	Project Manager	• Prepare and collect kick off materials • Schedule and lead kick off meeting activities	• Project management • Leadership • Communications • Problem solving • Critical thinking	1	Based on final approved project plan	1 day
Project Requirements Analysis & Design						
Business Rules Sessions	Project Manager	• Manage delivery and approval of artifacts	• Project management • Communications • Documentation	1	Based on final approved project plan	Based on final approved project plan
	Technical Lead	• Lead business rules sessions to document program requirements and planned system configuration	• Project management • Communications • Problem solving • Critical thinking • Understanding of technical environment	1	Based on final approved project plan	Based on final approved project plan
	Configuration Lead	• Participate in business rules sessions • Document business rules	• Communications • Problem-Solving • Critical thinking • Technical documentation • Analysis	1	Based on final approved project plan	Based on final approved project plan

Major Activity	Project Role	Responsibility of Role	Skills Required	Number of Staff	Estimated Start Date	Expected Duration
Business Rules Document Development	Project Manager	• Prepares Business Rules Document for DHHR review	• Communications • Documentation	1	Based on final approved project plan	Based on final approved project plan
	Configuration Lead	• Completes configuration worksheet as the guide for the Business Rules Document	• Technical documentation • Communication	1	Based on final approved project plan	Based on final approved project plan
Technical Design - Interfaces	Technical Lead	• Works with source system resources to review specifications and data requirements	• Understanding of interface processes • Problem solving	1	Based on final approved project plan	Based on final approved project plan
System Configuration & Development						
System Configuration	Configuration Lead	• Configures system in accordance with BRD	• Problem solving • Critical thinking • Understanding of technical environment	1	Based on final approved project plan	Based on final approved project plan
Configuration Validation	QA Test Team	• Tests configuration using automated scripts and use cases	• Analytical skills. • Technical skills. • Good verbal and written communication skill	As needed	Based on final approved project plan	Based on final approved project plan
Data Interface / Exchange	Technical Lead	• Documents interface requirements for Business Rules Document	• Technical documentation	1	Based on final approved project plan	Based on final approved project plan
UAT	UAT Lead	• Leads UAT efforts • Assists DHHR in use case development	• Analytical skills. • Technical skills. • Good verbal and written communication skill	1	Based on final approved project plan	Based on final approved project plan
	UAT Testers	• Tests configuration in a testing	• Analytical skills. • Technical skills.	As needed	Based on final approved	Based on final approved

Major Activity	Project Role	Responsibility of Role	Skills Required	Number of Staff	Estimated Start Date	Expected Duration
		environment • Documents and reports issues to Sandata	• Good verbal and written communication skill		project plan	project plan
Integration Testing	Technical Lead	• Receives files and tests imports and exports • Sends error reports to source system resources	• Problem solving • Critical thinking • Understanding of technical environment	1	Based on final approved project plan	Based on final approved project plan
Production Deployment	Technical Lead	• Deploys system into production environment following UAT sign off	• Understanding of technical environment	1	Based on final approved project plan	Based on final approved project plan
Project Implementation						
Outreach/Change Management	Quality Assurance Manager	• Support outreach activities	• Communication	1	Based on final approved project plan	Based on final approved project plan
Training	Training Lead	• Finalize training plan • Oversee training activities	• Communication • Documentation • Organization • Administrative	1	Based on final approved project plan	Based on final approved project plan
	Trainers	• Deliver training	• Communication • Organization • Active listening skills	As needed	Based on final approved project plan	Based on final approved project plan
Provider Support	Help Desk Lead	• Participate in operations transition meeting • Conduct help desk agent training	• Communication • Organization • Administrative	1	Based on final approved project plan	Based on final approved project plan
	Help Desk Agents	• Attend project specific help	• Critical Thinking. • Written Communication	Based on volumes	Based on final approved	Based on final approved

Major Activity	Project Role	Responsibility of Role	Skills Required	Number of Staff	Estimated Start Date	Expected Duration
		desk training	• Active Listening • Verbal Communication • Conflict Resolution		project plan	project plan
Go Live						
Final Data Intake	Technical Lead	• Receive and import all production data files	• Understanding of technical environment • Understanding of interface requirements	1	Based on final approved project plan	Based on final approved project plan
Project Stabilization						
Account Management	Quality Assurance Manager / Account Manager	• Monitors EVV activity • Provides operations reports to DHHR	• Communication • Documentation • Organization • Administrative	2	Based on final approved project plan	Based on final approved project plan
Outreach	Quality Assurance Manager	• Support post-launch outreach activities	• Communication	1	Based on final approved project plan	Based on final approved project plan
Training - Refresher	Training Lead	• Prepares hot topic materials, if needed	• Communication • Documentation • Organization • Administrative	1	Based on final approved project plan	Based on final approved project plan
	Trainers	• Deliver training	• Communication • Organization • Active listening skills	As needed	Based on final approved project plan	Based on final approved project plan
Provider Support	Help Desk Lead	• Monitors help desk performance • Monitors common issues • Recommends Hot Topic items	• Communication • Organization • Administrative	1	Based on final approved project plan	Based on final approved project plan
	Help Desk Agents	• Intake calls • Document	• Critical Thinking. • Written	Based on Volumes	Based on final approved	Based on final approved

Major Activity	Project Role	Responsibility of Role	Skills Required	Number of Staff	Estimated Start Date	Expected Duration
		issues • See issue through to resolution	Communication • Active Listening • Verbal Communication • Conflict Resolution		project plan	project plan
Project Closure						
Final Sign Off	Project Manager	• Prepares final project documentation for sign-off	• Project management • Leadership	1	Based on final approved project plan	Based on final approved project plan

The responsibility assignment matrix describes the participation by various roles in completing tasks or deliverables for the DHHR project. Figure 5 illustrates a sample RACI for this project.

	Acct. Mgr	Proj. Mgr.	Tech. Lead	Config. Lead	Train. Lead	Sub. Mgmt.	UAT Lead	Help Desk Lead	Quality Assurance Manager	DHHR Proj. Mgr.
Project Initiation										
Kick Off	A	R	A	A	A	A	A	I	A	A
Project Requirements Analysis & Design										
Business Rules Sessions	I	A	R	A	I	I	I	I	I	C
Business Rules Document				A		I				
Development	I	R	A		I		I	I	I	C
Technical Design - Interfaces	I	A	R	A	I	I	I	I	I	I
System Configuration & Development										
System Configuration	I	A	R	R	I	I	I	I	I	I
Configuration				R		I				
Validation	I	A	R		I		I	I	I	I
Data Interface / Exchange	I	A	R	I	I	I	I	I	I	I
UAT	I	A	I	I	I	I	R	I	I	R
Integration Testing	I	A	R	I	I	I	I	I	I	I
Production Deployment	I	A	R	A	I	A	I	I	I	I
Project Implementation										
Outreach	I	A	I	I	I	I	I	I	C	R
Training	I	A	I	I	R	A	I	I	C	C
Provider Support	I	A	I	I	C	A	I	R	C	I
Go Live										
Final Data Intake	I	A	R	I	I	I	I	I	I	I

Figure 5. Sample DHHR EVV Project RACI matrix.

Staff Replacement Process

Staff Screening Tools and Processes

Sandata's Project Manager will identify the scope baseline, resource requirements, and required staff assignments as inputs to determine the proper resources needed to complete the project successfully. Project teams are built to ensure the right mix of skill sets and to reduce project staffing change risks. Using the project schedule and planning from key team members, Sandata will "right size" our staffing plan based on the overall scope of the project.

All Sandata employees complete a rigorous interview process and background screening which includes:

- Checking employment references / other verification of previous employment;
- Obtaining evidence of stated academic and professional qualifications; and

- Conducting credit reference checks, criminal and Police record checks, and independent identity checks (e.g., passport).

Staff Replacement

Sandata has 245 employees to support our EVV clients; ***five times that of our two closest Payer EVV competitors.*** Sandata's employees are our most valuable resource and Sandata is committed to supporting staff retention at all levels of the company which is reflected in an ***85% retention rate*** with an ***average length of service of 7.25 years***. Attracting and retaining quality employees is critical to our success and the success of our clients. Our hiring and retention approach includes:

- Continuous evaluation of our employee skill sets, experience, certifications, and capacity planning;
- Posting of new positions on our corporate social intranet and externally on the Sandata website;
- Job search engines such as Glassdoor which expands the notice to multiple other sites; and,
- Using targeted posting sites, for example, those that specialize in IT staffing including as well as professional recruiters to assist in identifying qualified candidates.

In the event any of the named key personnel resign, is terminated, or otherwise unexpectedly vacates the position, Sandata will provide DHHR with notice of the vacancy within the required three business days. We will provide an interim action plan for filling the position with temporary staff, within five business days of vacancy. Sandata will ensure that any replacement resources have equal or greater skill level ability, experience and qualifications than the previous resource and are in place within 30 business days of a key staff vacancy. Sandata acknowledges that replacements are subject to DHHR approval prior to any assignment.

KEY STAFF, RESUMES, AND REFERENCES

3.1 Key Staff

Key staff consist of the project's senior leadership for the Electronic Visit Verification (EVV) project.

These resources are responsible for providing leadership, and creating the standards and processes required for the successful implementation, operation, maintenance.

3 .1.1 The Vendor should make the proposed key staff available for an in-person interview upon DHHR's request.

3.1.2 To ensure successful transition to the operations phase, the implementation activities should be led by key staff identified in the list below:

3.1.2.1 Account Manager

3.1.2.2 Project Manager

3.1.2.3 Quality Assurance Manager

3 .1.3 The qualifications, experience, and responsibilities for each key staff role are defined in RFP Section 4. 7.1 Qualifications and Experience: Table 8: Staff Qualifications, Experience, and Responsibilities.

3.2 Resumes

3.2.1 Resumes for key staff named in the Vendor proposal should indicate the role of the staff on the EVV project and demonstrate how each staff member's experience and education will contribute to the successful implementation of the EVV

3.2.2 Each resume should demonstrate experience relevant to the position proposed. If applicable, resume should include work on projects cited under the Vendor's corporate experience, and the specific functions performed on such projects.

3.2.3 The Vendor should complete Table 23: Resumes for Proposed Key Staff and include in this section Proposed Key Staff resumes and any additional staff members' resumes the Vendor will have assigned to this project.

We have completed Table 23 and provided resumes for Key Staff and work stream leads.

Table 23: Resumes for Proposed Key Staff

Name	Proposed Role	Experience in Proposed Role
Angel Newsom	Account Manager	Angel Newsom joined Sandata in 2019 with over 12+ years' experience in project management and consulting services for healthcare / information technology companies. She has previous experience as the Account Manager for two State Medicaid Agency's EVV programs (Arizona and Hawaii). In her role as Account Manager, Ms. Newsom developed the outreach and training program for each state with a focus on ensuring adoption and compliance within their stakeholder communities. Ms. Newsom holds a Master of Science in Information Technology Management from Regis University and a Bachelor of Arts in Global Policy from Chatham University.

Name	Proposed Role	Experience in Proposed Role
Amelia Owens	Project Manager	Amelia Owens has 18 years of healthcare IT project management and healthcare business management experience. Ms. Owens possesses a strong program and project leadership skillset with a clinical background. Ms. Owens' major responsibilities have included leading a $35MM patient monitoring device fleet replacement project, managing cross-functional teams, and creating and leading customer pilot programs. Ms. Owens also has extensive experience fostering team growth, managing budgets, and leading successful implementations including Arizona and Hawaii, and supporting the District of Columbia's EVV project for Sandata. Ms. Owens holds a Bachelor of Science, Healthcare Management & Leadership and is PMP & PgMP eligible.
Long Ngo	Quality Assurance Manager	Long Ngo has a rich background in account management, leadership, and technology. Throughout Mr. Ngo's career, he has led teams, managed the contracting process, created and launched training initiatives, and devised marketing efforts. As Director, Account Management, Mr. Ngo served as the Colorado EVV and Maine EVV Work Stream Team Lead (Implementation). His chief responsibilities included managing client accounts post-implementation, developing and maintaining client relationships, and working closely with clients to ensure needs are met. Mr. Ngo holds two Bachelor of Science degrees in Business Administration - Management Information Systems and Productions Operations Management from California State University.
The following team members are work stream leads for the DHHR EVV project:		
Judy Ross	Technical Lead	Judy Ross, Senior Vice President Solution Enablement has over 27 years of experience in telecommunications and high-tech applications. Ms. Ross is an expert in EVV solutions, serving in executive level positions with Sandata for several years and is well versed in managing large technology projects including development, integrations and data base management. Ms. Ross has been the Technical lead on all statewide EVV projects. Ms. Ross holds a Project Management Professional ("PMP") certification. Ms. Ross has Master of Science, Telecommunications Management degree from NYU Tandon

Name	Proposed Role	Experience in Proposed Role
		School of Engineering (formerly Brooklyn Polytechnic Institute) and a Bachelor of Arts in Economics from Cornell University.
John Kalivas	Configuration Lead	John Kalivas has over 18 years of technical experience coupled with unparalleled client relationship skills. Throughout his career, he has served as the technical consulting lead, led project management efforts, defined strategic direction, and cultivated strategic customer partnerships. Mr. Kalivas has an impressive history of providing strategic evaluations of current and future needs, including business gap analysis, information technology (IT) architecture, systems user interface design, and product needs. As Director of Client Engagement as Sandata, Mr. Kalivas acts as a liaison between the implementation programs and the solutions design teams and works with our customers and project management teams to define the configurations and behaviors required to meet the customer's needs. Prior to joining Sandata, Mr. Kalivas held similar roles with McKesson Health Solutions and Catalyst Solutions. He has a Bachelor of Science in Information Technology-Applied Technologies from Kaplan University.
Kevin LaCarrubba	UAT Lead	Kevin LaCarrubba is a Senior Director of User Acceptance Training with over 19 years of experience in Solution Engineering, Project/Program Management and QA. He has successfully led EVV UAT efforts for Ohio, Maine, Indiana, and Colorado. Mr. LaCarrubba's prior experience as an independent consultant afforded him an opportunity to work with a diverse set of clients and applications across a multitude of systems and applications on various platforms. Mr. LaCarrubba has extensive experience managing various engagement models, mentored clients on quality and project management techniques, and worked with executives, management and professionals at all levels.
Angel So	Training Lead	Angel So, Training Manager has over 18 years of training experience and six years as Sandata's Training Manager. Mr. So is responsible for developing training materials and executing training plans for large-scale state projects. Mr. So has direct experience conducting onsite and web-based application

Name	Proposed Role	Experience in Proposed Role
		training to internal and external customers and will provide oversight on all member, provider, and Anthem training activities.
Adrienne Woodward	Client Success Lead	Adrienne Woodward, Vice President, Client Success has over 25 years of experience managing and directing a number of customer support centers whereby she has been a strong advocate for both internal and external customers. As Vice President of Sandata's Client Success help desk, Ms. Woodward has a direct role in the call center's workforce management; staff training; coaching and QA; and developing, documenting and implementing process improvements in a 24/7 multi-site environment. Her outstanding record of leading strategic initiatives to improve the caller experience, ensure client satisfaction, and successfully motivating and developing her support teams has made her a valuable asset to Sandata. Ms. Woodward leads the Sandata Client Success team for all Sandata Payer EVV projects.

ANGEL M. NEWSOM, ACCOUNT MANAGER

Ms. Angel M. Newson is a solutions-driven Account Manager with an extensive background and expertise in technology / software, customer success, and management. An experienced and driven leader, Ms. Newsom is adept at developing creative and impactful solutions to solve a wide range of business, technology, and customer challenges. Throughout her career, Ms. Newsom has built a proven track record of driving as well as saving significant revenue, designing winning strategies, and discovering efficiencies. In her role as Account Director, Ms. Newsom is responsible for two State Medicaid agency programs with a focus on how both states can ensure successful adoption and compliance within their stakeholder communities.

- Account Management
- Account Planning
- Consulting
- Provider / Payer Systems
- Value-Based Care
- Vendor / Partner Management
- MCO Management
- Healthcare Outreach / Training
- Healthcare Information Systems / Information Technology

Account Director, Sandata Technologies, LLC, Port Washington, NY **2019 – Present**

- Responsible for two State Medicaid agency programs.
- Developing outreach and training program for states to implement to ensure continuous, ongoing communications along with flexible training options to focus on ease of adoption and use.
- Creating a comprehensive outreach plan defining each stakeholder group, deliverable, and recommended timeline for the communication based on the program's implementation.
- Formulating a training plan and approach that defined the different modalities of training, curriculum to be delivered, timelines, as well as reports and analytics to be leveraged for training compliance.
- Consulting on communication and training best practices as applied to the home healthcare industry.

FourWinds Interactive, Denver, CO **2012 – 2019**

Healthcare System Sales / Consulting **2016 – 2019**

- Promoted to focus on rebuilding the healthcare practice (consulting, solution and software revenue, account management, and retention).
- Responsible for growing the software and services revenue, developing the strategy for the entire healthcare practice and maintaining top-tier healthcare system accounts.
- Developed and delivered ongoing customer account plans for several strategic healthcare systems to maximize the existing solution and introduce new innovations for continuous growth.
- Consulted on product best practices and expertise; led efforts to standardize healthcare product offerings.
- Drove revenue growth within the healthcare practice with individual contribution in 2018 of $936k software revenue and $905k services revenue.
- Combined existing customer, net new logos, and RFP responses.
- Fostered best practices across account strategies, growth, and new healthcare market offerings; partnered with other providers on joint-selling initiatives to widen the reach of the healthcare practice.

Services Consulting Team **2014 – 2016**

- Promoted to expand management capacity within the Professional Services organization.
- Responsible for growing the services revenue, managing a team of services sales reps and program managers, as well as maintaining top-tier strategic healthcare accounts.
- Drove revenue growth within the healthcare vertical of over $1.6m in two years. In 2013, directly responsible for services revenue exceeding $800,000 in three quarters. In 2014, directly responsible for annual services revenue of $871,000 (individual contributor), while leading the services sales team.
- Developed consulting services offerings to drive overall services revenue and a new line of offerings for customers.
- Expanded program management services from a single brand/customer to a full enterprise offering sold by the organization.
- Responsible for key presentations to executive / executive leadership teams on FWI services offerings.

Healthcare Senior Project Manager / Strategic Engagement Manager **2012 – 2014**

- Quickly promoted to Strategic Engagement Manager and primary healthcare services consulting for the vertical and sales representatives.
- Responsible for the management of healthcare focused projects for strategic accounts within the vertical.
- Drove standards for end-to-end management of top-tier accounts including planning, road map design, and delivery.

- Crafted and delivered customer solutions, managing all aspects end-to-end while assuring complete client satisfaction based on quality of services offered.
- Conducted customer facing product demonstrations and lead technical discussions surrounding technology innovation and delivery.
- Identified areas of value added for clients including, enhanced support services, additional training, template refresh, as well as annual / fiscal year strategy planning.

Senior Project Manager, Connextions, Boulder, CO **2012 – 2012**

- Directed enterprise healthcare CRM software implementations and releases for Kaiser Permanente.
- Facilitated end-to-end planning from requirements gathering / analysis, project planning, to deployment, while ensuring project remained within budget and delivered on time.
- Guided concurrent release planning with the client across business, IT and development groups; operating within a matrix environment.
- Directed client release implementation including developing the statement of work, SDLC planning, quality assurance, risk mitigation, and release documentation.

InfoPros, Colorado Springs, CO **2007 – 2011**
Senior Project Manager **2009 – 2011**

- Promoted to Director of Information Technology (IT) to expand management capacity within the Client Solutions business unit. Maintained standards established as Director of IT while assuming a broad scope of responsibilities as Senior Project Manager.
- Directed enterprise telecommunications upgrade to Voice over Internet Protocol (VoIP) project; coordinating with remote offices and vendors to ensure seamless cutover to new system. Project led to a reduction in telecommunication expenses by $20,000+ annually, while enhancing overall functionality.
- Simultaneously managed multiple and diverse documentation / training projects from concept to product output for a variety of clients across multiple industries such as banking / finance, healthcare, life sciences, high-tech (software / hardware), and manufacturing.

Director of IT **2007 – 2009**

- Drove complete transformation of corporate IT from an inefficient department lacking strategy and leadership to an integrated business partner supporting company-wide growth.
- Implemented a robust, yet scalable infrastructure to provide remote offices and virtual employees with advanced capabilities, significantly improving workforce productivity.
- Directed efforts to consolidate corporate headquarters infrastructure by 40%, further reducing the cost of ownership of multiple systems and equipment.
- Increased process efficiencies through the implementation of an enterprise system, linking Sales, Client Solutions and Accounting departments.
- Provided real-time project data to enhance business decisions, reduced the client invoicing cycle from one week to two business days, and increased project transparency.
- Implemented IT support policies to improve support response time and reduce the non-billable time spent on IT related issues by 20%.

Sr. Manager, Program Manager, American Numismatic Association, Colorado Springs, CO **2004 – 2007**

Executive Assistant, American Red Cross, Colorado Springs, CO **2002 – 2004**

EDUCATION

M.S, Information Technology Management, Regis University
B.A., Global Policy, Chatham University

AMELIA OWENS, DIRECTOR, PROGRAM MANAGEMENT

Ms. Amelia Owens has 18 years of healthcare IT project management and healthcare business management experience. Ms. Owens possesses a strong program and project leadership skillset with a clinical background. Ms. Owens' major responsibilities have included: leading a $35MM patient monitoring device fleet replacement project, managing cross-functional teams, and creating and leading customer pilot programs. Ms. Owens also has extensive experience fostering team growth, managing budgets, and leading successful implementations.

- Leadership
- Management
- Vision
- Strategic Direction
- ITIL v3 Certified
- Risk Mitigation
- Implementations

Sandata Technologies, LLC, Port Washington, NY **2018 – Present**

Director of Program Management - Payer

- Responsible for the direction, implementation, execution, and successful completion of State payer programs.
- Works closely with Product, Technology, Sales, and Operations to finalize the details of the program solution and ensure successful outcomes, including financial, operational and customer satisfaction.
- Develops expertise as the hub of knowledge regarding program deliverables, and business and technical design.
- Manages program resources, budget, and risk.

Philips, Dallas, TX **2017 - 2018**

Senior Project Manager, Patient Monitoring

- Leader of $35MM patient monitoring device fleet replacement project at University of California Los Angeles (UCLA) hospital, Los Angeles and Santa Monica campuses.
- Led cross-functional teams to ensure seamless device transition with minimal disruption to patient care.
- Aligned to UCLA's prestigious operational excellence programs.

Ventilation Analytics BD, Dallas, TX **2016 - 2017**

Senior Program Manager

- Development and leadership of BD ventilation analytic program.
- Leadership of cross-functional teams through deployment of capital equipment and data analytic solutions, up to $40MM.
- Creation and leadership of customer pilot programs, responsible for strategic account management, as well as ongoing program evaluation to ensure internal operational excellence.

Respiratory Diagnostics BD, Dallas, TX **2015 - 2016**

Senior Project Manager

- Deployment of respiratory diagnostic capital equipment up to $10MM.
- Strategic direction and leadership of IDN and multi-site projects.
- Appointed to lead deployment of BD's respiratory diagnostic capital equipment in all USVA facilities.

MDVIP, A Proctor & Gamble Company, Dallas, TX **2010 - 2015**

Project Manager – Medical Systems

- Deployment of clinical and revenue cycle software, as well as ancillary interfaces and devices in over 600 ambulatory practices.
- Served as Meaningful Use and HITECH SME to ensure system workflows incorporated all CMS regulatory requirements.
- Active participation in clinical design and launch of pilot programs focused on quality improvement for MDVIP patients
- Developed standardized project documentation, tools, and processes to support team growth.

Allscripts, Dallas, TX **2009 - 2010**

Implementation Consultant – Professional Services

- Responsible for end-to-end implementation of Allscripts Professional EHR, Allscripts Enterprise, revenue cycle management software. and ancillary devices.
- Performed custom database configurations, clinical analysis, onsite product training, onsite go-live support, and post go-live resourcing.
- Worked with professional services leadership team to develop roll-out strategies for large hospital systems encompassing various specialties.

Owens Ear Center, Dallas, TX **2001 – 2009**

Manager

- Management of high-volume, multi-facility surgical practice.
- Led practice-wide software and device implementation and upgrade projects.
- Responsible for clinical supply purchasing and inventory management across all locations.
- Built and maintained working relationships with referring physician practices, surgical centers, hospital administration and vendors.
- Performed complex audiology diagnostics and assisted with in-office procedures as needed.

EDUCATION

Texas Tech University Health Sciences Center, Bachelor of Science, Healthcare Management & Leadership

CERTIFICATIONS

ITIL v3 (2011), Loyalist
CPOP, Audiology Technician (2007), American Academy of Otolaryngology-Head and Neck Surgery
PMP & PgMP eligible (2018-2019), Project Management Institute

REFERENCES UPON REQUEST

LONG NGO, DIRECTOR, ACCOUNT MANAGEMENT

Mr. Long Ngo has a rich background in account management, leadership, and technology. Throughout Mr. Ngo's career, he has led teams, managed the contracting process, created and launched training initiatives, and devised marketing efforts. As Director, Account Management, Mr. Ngo serves as the Colorado Electronic Visit Verification (EVV) and Maine EVV Workstream Team Lead (Implementation). His chief responsibilities include managing client accounts post-implementation, developing and maintaining client relationships, and working closely with clients to ensure needs are met.

- Account Management
- Client Relationships
- Communications
- Training
- EPIC
- Process Improvement
- Strategic Development
- Presentations
- Implementations

Director, Account Management, Sandata Technologies, LLC, Port Washington, NY 2018 – Present

- Manages client accounts post-implementation.
- Develops and maintains client relationships.
- Responsible for change orders, software updates, and release notifications.
- Works closely with clients to ensure needs are met.
- Serves as the Colorado EVV/Maine EVV - Workstream Team Lead (Implementation)
- Work with clients to develop communication plans – the who, what and when to make sure program details are being communicated concisely and in a timely manner.
- Works with clients and training teams to develop training plans.
- Works with clients on training materials and training delivery.
- Coordinates train-the-trainer courses.
- Responsible for the training environment setup.
- Determines learning modality and schedules for the classroom, Webinar, and Self-paced (Learning Management System (LMS), including: logistics, and the training calendar.

Project Manager, Journal Technologies, Inc., Denver, CO 2016 – 2018

- Managed Court Case Management System (CMS) implementation from inception to go-live.
- Developed project plan against allocated budget and time line.
- Responsible for communications to internal and external stakeholders including Judges and Court CEOs.
- Responsible for cross matrixed team schedules.
- Teams include; Probation, Marshalls, and Prosecutors.
- Developed and maintained relationships with client and vendor partners.
- Responsible for gap analysis and process re-engineering efforts.
- Responsible for requirements gathering.
- Developed and implemented requirements.
- Responsible for system configuration as requested by the Court.
- Responsible for production support across implemented courts.

Senior Manager, Client Engagements Professional Services Health Language/Wolters Kluwer, Denver, CO 2013 – 2016

- Managed a team of Project/Engagement Managers responsible for project management and leading small to large complex implementations.
- Responsible for employee career growth and development, attracting and retaining employees.
- Acted as the Project Manager/Team Lead for the design, development, configuration, testing, and implementation of Health Language applications.
- Developed and maintained budgets, project plans, and client communications.
- Led client and internal teams for requirements gathering/documentation.
- Responsible for developing requirements into technical specifications for Development Team.
- Coordinated efforts of Development and QA teams for testing and issue resolution.
- Responsible for estimating and creating Statements of Work (SOW).
- Coordinated efforts with Sales Team for contracts of software renewals and up-sales.
- Responsible for establishing and maintaining client relationships.

Lead Application Analyst – Ambulatory, Exempla/Sisters of Charity of Leavenworth Health Systems Lakewood, CO 2010 – 2013

- Epic certified in EpicCare Ambulatory 2010 (Completed NVT for EpicCare Ambulatory 2012).
- Project Manager/Team Lead for development, configuration, testing, and implementation of EpicCare Ambulatory for Exempla Physician's Network (EPN).
- Project Manager/Team Lead for major Epic version upgrades.
- Team Lead for ICD-10 Ambulatory implementation.

- Responsible for developing and managing budgets and project plans.
- Developed work plans for cross-functional business/user teams including; Physicians, Super Users, SMEs and Operational teams.
- Coordinated work effort for multiple teams including; Environments, Quality Assurance, Security, HIM, Service Delivery, and Ancillary Applications.
- Responsible for communicating project status, budgets and issues to Executive Leadership Team.
- Managed hardware assessments to meet the needs of implementing new applications.
- Developed and managed plan for pre and post go-live support activities.

Consultant/Business Analyst, Sustain Technologies Inc., Denver, CO **2004 – 2009**

- Project Team Member for Design, Configuration, Testing, Deployment, Training, and Production Support
- Team member for multiple simultaneous projects in various stages.
- Responsible for gap analysis, requirements gathering and client JAD (Joint Application Design) sessions.
- Developed and maintained client relationships.
- Responsible for planning and execution of testing: test cycle development, test scripts, test data, internal unit testing, user acceptance testing, and error resolution.
- Responsible for planning and execution of deployments/implementations into Test, Staging and Production environments.
- Developed training materials.
- Conducted training sessions including Train the Trainer.
- Responsible for tracking, reporting, and resolving production issues.
- Help Desk Support
- Responsible for resolution of assigned tickets

Center Director, Sylvan Learning Centers/Educate Inc., Tarzana, CA **2003 – 2004**

Service Bureau Program Manager, Softface Inc., San Francisco, CA **2001 – 2002**

Project Manager, Pilot Factory, Blue Martini Software, San Francisco, CA **2000 – 2001**

The TriZetto Group, Newport Beach, CA **1998 – 2000**
Interim Director of Provider Networks Group, Community Care Network

Implementation Consultant, Community Care Network - WCBR (Workers' Compensation Bill Review)

Accenture (Anderson Consulting) San Francisco, CA **1994 – 1998**
Data Conversion/System Implementation Lead, PacifiCare (FHP to PacifiCare Migration)
Instructor, Accent on Client Server (Accenture Learning Center of Excellence)

EDUCATION

California State University, Chico, B.S. Business Administration – Management Information Systems
California State University, Chico, B.S. Business Administration – Productions Operations Management

COURSES

Business Management and Facilitation, Information Systems Methodology, Business Analysis and Design, System Analysis and Design, Leadership Essentials, Customer Service Satisfaction Training.
Blue Martini (BMS) courses in Data Mining, Reporting, Java, and BEA WebLogic.

TECHNICAL PROFILE

Project Management: Microsoft Project, Agile (Requirements Gathering and Modeling), Scrum Master
Software: Microsoft Office Suite, Visio, XML Spy, NetSuite (OpenAire)
Programming Languages: XML, Java, JSP, C++, C, Visual Basic, HTML, COBOL, SQL
Databases: Oracle, FoxPro, MS SQL, Pervasive
Operating Systems: AS400, VAX VMS, Sun/HP UNIX, Win 3.X, Win NT, Win 2K
Report tools: Crystal Reports, Reporting Workbench

REFERENCES UPON REQUEST

JUDY ROSS, SENIOR VICE PRESIDENT SOLUTON ENABLEMENT

Ms. Ross has over 25 years of experience in telecommunications and high-tech applications. With her role in implementation, she brings her significant technical expertise to help ensure that the implementation process takes into consideration all of the technology decisions and requirements necessary as early as possible. Ms. Ross serves as a liaison between the customer and Sandata's internal implementation team and IT to guarantee that technical needs and requirements are presented to the development team in a clear and concise manner.

- PMP Certified
- Large Scale Systems Integration
- Full Life-Cycle Large-Scale Systems Integration
- Production Management and Support
- CMMI Process Improvement
- Disaster Recovery and Backup
- Project Budget & Tracking
- SDLC
- Database Architecture, Design, Development and Administration
- Strategic Planning & Direction
- Business Process Reengineering
- Business Analysis
- Web & Client-Server Technologies
- Project Management, Budget & Tracking
- Experience with MS SQL Server, Oracle, MySQL and Access

Senior Vice President Solution Enablement
Sandata Technologies, LLC, Port Washington, NY — 2017 – Current

- Responsible for designing solutions for payer and provider contracts
- Managing team of technical leads for product and implementation leads for payer and provider markets
- Responsible for delivering product and the various agile teams including EVV, Agency Management, Visit Capture Methodologies and Interfaces

Vice President Integration & Technical Analysis
Sandata Technologies, LLC, Port Washington, NY — 2015 – 2017

- Technical work stream lead for large-scale implementations including business rules impacting both configuration and interfaces; definition of interface requirements; identify any non-standard requirements and document business needs
- Serves as liaison between implementation, operations and IT
- Assists in the release planning cycle to ensure that client needs are considered in product planning
- Business Analysis and Requirements definition and assists in pre-sales activity as needed

Vice President Time and Attendance Systems
Sandata Technologies, LLC, Port Washington, NY — 2009 – 2015

- Leads a team of programmers and DBAs managing the corporate Time and Attendance systems.
- Manage an infrastructure including multiple call centers, large backend infrastructure including multiple database and application servers, disaster recovery sites.
- Implemented a major Texas-based customer including significant custom logic for call answering.
- Implemented a major Illinois-based customer for a large-scale consumer directed program including significant data integration with various state systems.
- Led the effort to integrate speaker verification into the Santrax product line

Systems Integration Manager, Clever Devices, Plainview, NY — 2005 – 2009

- Led a team of 9 programmers including C#, ASPX, Java, C#, C, C++, 2 SQL Server DBAs and 3 QA through the complete application development life cycle including code quality review process and QA test cases.
- Lead Designer / Technical Architect / Engineering Project Manager for CleverCAD (Web Forms and IIS applications):
- Designed and implemented a custom ESB for inter-system messaging.

Application Development Manager, FALA, Melville, NY — 2002 – 2005

- Managed a team of 12 developers specializing in C#.net, aspx.net and Microsoft SQL Server.
- Provided technical direction, supervised code reviews and QA process.
- Served as the primary DBA, Data Architect, Database Developer for various systems.

Vice President Financial Systems, Prudential Securities, New York, NY — 1998 – 2002

- Developed back end database and processing including procedures and views for intranet based e-procurement application for commodities including office supplies, stationery, PCs and cell phones using EDI and FTP technologies.

EDUCATION

NYU Poly, Master of Science, Telecommunications Management
Cornell University, Bachelor of Science Economics

JOHN R. KALIVAS, DIRECTOR OF CLIENT ENGAGEMENT

Mr. John R. Kalivas has over 18 years of technical experience coupled with unparalleled client relationship skills. Throughout his career, he has served as the technical consulting lead, led project management efforts, defined strategic direction, and cultivated strategic customer partnerships. Mr. Kalivas has an impressive history of providing strategic evaluations of current and future needs, including business gap analysis, information technology (IT) architecture, systems user interface design, and product needs. The Director of Client Engagement acts as a liaison between the implementation programs and the solutions design teams and works with our customers and project management teams to define the configurations and behaviors required to meet the customer's needs.

- Information Technology
- Leadership
- Product Support
- Client Retention
- Conflict Resolution
- Strategic Evaluation
- Implementations
- Communications
- Staff Hiring

Sandata Technologies, LLC, Port Washington, NY **2018 – Present**

Director of Client Engagement

- Performs technical investigations into system behavior, evaluating against client needs and contractual requirements.
- Works closely with Product, Technology, Sales and Operations to finalize the details of the program solution and ensure successful outcomes, including financial, operational and customer satisfaction.
- Review the definition of program scope, goals, and deliverables
- Develops expertise as the hub of knowledge for all Sandata product offerings
- Collaborate with existing implementation team to align core Sandata solutions offerings to client needs across all clients.
- Assist and support project implementation team(s) to complete business rules definitions.
- Ensures timely sign off on all requirements and deliverables for the program (client facing).
- Minimizes company exposure and risk.
- Assist and review program documents are complete and accurate.

Catalyst Solutions, Denver, CO **2015 – 2018**

Director, Client Engagements

- Manages client relationships throughout the project lifecycle.
- Ensures all deliverables are completed with high quality per contractual agreements.
- Serves as the primary customer contact for issue escalation and conflict resolution.
- Leads executive steering committee meetings to ensure project stakeholders remain informed and have a forum to voice future consideration and project needs.
- Coordinates actives for onsite and remote staff to ensure timely completion of project deliverables and ensure budget constraints are enforced
- Works with internal Catalyst Solutions departments to drive benefits and values for our customers helping each achieve stated business objectives and goals.

McKesson Health Solutions, Westminster, CO **2004 – 2015**

Engagement Manager **2013 – 2015**

- Provided solutions that helped drive additional revenue streams.
- Led onsite project teams to complete work as detailed by a manually created project plan.
- Created and presented project estimates and statement of work proposals to internal and external stakeholders.
- Led executive steering committee meetings to ensure project stakeholders remained informed and had a forum to voice future consideration and project needs.
- Mentored project team staff to adequately support and complete project work while helping them define a career path for future successes.
- Participated in technical reviews with the solution architecture team to ensure the solution is viable and adhered to future client needs and direction.
- Provided consulting services to review business operation workflows, defined future needs through the automation of manual processes, and presented recommendations of findings.
- In charge of direct and indirect management of up to twenty resources.

Senior Manager – Technical Projects **2004 – 2013**

- Managed multiple project budgets, cost estimates for the RPF process, contractor hiring, and vendor management.
- Served as manager of an agile development team of 10 to 20 staff depending on project size, including direct staff management.
- Responsible for the delivery of online personal health records, secure message center, my health tools, and live nurse chat for over 20 million members utilizing data captured through telephonic nurse advise line services.
- Handled process improvements/enhancements to ensure data integrity adhered to all Health Information Portability and Accountability Act of 1996 (HIPAA) regulations.
- Responsible for infrastructure/architecture changes to accommodate projected growth, including source code, server platform, and server patches for nine core applications deployed on twelve application and web servers.
- Acted as lead engineer on the largest web development project, Online Health Hub, from initial design through successful implementation.

Great-West Life Retirement, Denver, CO **1999 – 2004**

Web Development Team Lead

- Oversaw and directed a group of developers.
- Provided guidance/leadership for the design and maintenance of existing web site utilizing Java, jsp, asp, COM and html.
- Provided estimate and scheduling for web features essential to business needs and growth.
- Created and implemented a new compensation tracking system for the sales and services division.
- Implemented field usage of Palm Pilots for the sales staff for use in the enrollment process.
- Created and implemented a dynamic customer facing tool to report and analyze customer utilization rates, a key factor in the ongoing effort to show continuing return on investment to clients.

Various Positions **1989 – 1999**

EDUCATION

Kaplan University, B.S. Information Technology-Applied Technologies, Summa Cum Laude

COMPUTER SKILLS

Business Tools: MS Office suite, Visio, MS project, MS Enterprise Manager, JIRA, Remedy, MAVEN, Clarity, Salesforce
Programming: JAVA (1.4, 1.5, 1.6), Visual Basic 6.0, COM, .Net C#, ASP, JSP, HTML, ANT, PL/SQL, MS SQL, STRUTS, Access Databases, jUnit, httpUnit, VBSCRIPT, JAVASCRIPT
Platforms/Servers: Vignette Portal 4.5/7.x, Weblogic (10.x,11g), BEA Portal Server, MS SQL Server 2000 & 2008, Windows Server 2003/2008, MS IIS server 6.0/7.0/8.0, Linux, Tomcat, Apache, JBOSS, GATEIN.

REFERENCES UPON REQUEST

KEVIN LA CARRUBBA, SENIOR DIRECTOR, USER ACCEPTANCE TESTING (UAT)

Mr. La Carrubba is a Dedicated Senior Consultant with over 19 years of experience in Solution Engineering, Project/Program Management and Quality Assurance. Mr. La Carrubba's experience as a consultant afforded him an opportunity to work with a diverse set of clients and applications across a multitude of systems and applications on various platforms. He has completed several successful projects from the analysis and proposal stages through deployment. Mr. La Carrubba has extensive experience managing various engagement models (including offshore), mentored clients on quality and project management techniques and worked with executives, management and professionals at all levels.

- Operating Systems - Windows 7/2000/XP/8.x,10.x, Linux, Unix, DOS, Windows Server
- Languages - Visual Basic, C, Java, JavaScript, XML
- Databases - SQL Server, Oracle, Sybase (SAP)
- Software - HP (Mercury) Performance Center / LoadRunner, HP Quality Center / ALM, HP UFT / QTP / HP Sprinter, Selenium, IBM/Rational Suite Enterprise, Rational Suite Test Studio, Rational Suite Performance Studio, Rational Team Test, Rational ClearQuest) Wily, Dynatrace, NIKU apps, VitalSigns, and more.

Senior Director – User Acceptance Testing, Sandata Technologies, LLC, Port Washington, NYJune 2018 – Present

- Responsible for development of UAT Test Strategy/Plans for each payer client
- Develop UAT Test Cases/Scenarios
- Develop Test Data Management Strategy
- Work with Sandata EVV Implementation Manager to obtain overall UAT process/tools/cadence/resources/schedule agreement
- Train Clients' UAT resources as necessary on UAT and on how to use the application under test (AUT) so they can execute UAT with guidance
- Handle Defect/Change Request/Enhancement Request Triage and coordination of new software builds to be tested between the Client and Sandata
- Obtain UAT Sign-Off from payer clients

Senior Project Manager, QA/UAT Manager and SDLC Mentor, World Education Services, NY2013 – 2018

- Re-Design and re-launch of client's customer facing and internal supporting applications into a single application onto a .NET platform. I was brought in 3 years after the engagement started to assist with guiding the project on a successful pathway to completion.
- Assessed re-design/relaunch of moving multiple systems to a single .NET platform project issues and presented the client with a multiple optioned proposal to successfully complete their goals.
- Fielded and resolved internal problems between vendors and internal staff including contract re-negotiations with selected off-shore development team and original application development company.
- Established enforceable measures for future compliance especially in the areas of requirements, use case development, change requests and QA/UAT.
- Managed budget and resources (varying pool of about 50 resources) across entire project spectrum including establishing communication protocols, reporting standards and enforcing change requests.
- Assisted client with building a custom QA Methodology for their organization as the development team was originally slated to perform all QA.
- Organized and led UAT efforts with actual QA test cases and Ad Hoc test cases.
- Suggested purchase and implemented Quality Center/ALM & connected with Jira (off-shore team was utilizing Jira) via API as a test/defect/requirement management tool and trained appropriate staff
- Introduced iterative testing to development team and business teams which greatly reduced development/testing phase lifecycles. Implemented and utilized UFT/QTP and Selenium for automated functional testing and LoadRunner for performance testing.

Senior Performance Engineer/Project Manager, Keynote Systems, Inc., NY 2013 – 2013

- Large scale AWS cloud based performance testing (30,000,000 sessions and above per hour with break point analysis) via the cloud with custom internal performance, debugging and analysis tools to assist our Fortune 500 client base. (Utilized AWS, Akamai, Azure, SOAP, Linux, Custom Java Test Scripting, Cloud based apps, Datacenter based apps, redundancy testing, back end database testing including: SAP, Oracle, SQL Server)
- Performed client test requirements analysis via analysis of server logs, traffic history and client interviews.
- Developed proposals, test plans and worked closely with client to accurately model user behavioral variables.
- Wrote custom coded test scripts to replicate end user behavior

- Led and executed performance tests, often with executive management, AWS, Akamai and the client's support. Assisted clientele with root cause analysis when issues would occur.
- Worked heavily with user attrition and dissatisfier variables to accurately replicate end user behavior.
- Notable clients included: Best Buy, Best Buy Canada, SEC, Kohl's, Discover, USPS, Walmart, Sears, K-mart, Chase, The Food Network, Federal Reserve, McDonalds, Microsoft, Juicy Couture and the Washington Post

Project Manager, The Jones Group, NY **2011 – 2013**

- Participated in upgrade from client's existing PLM system to Siemens Product Lifecycle Management (PLM) / PeopleSoft Upgrade
- Successfully managed all pertinent teams through elaboration, development, integration, testing and release across several of The Jones Group businesses. (Team size ranged from 50 -100 throughout the engagement including offshore resources)
- Key owner/planner/executor of QA including performance and functional testing and UAT

QA Project Manager, Coach, NY **2011 – 2011**

- Installation and Integration of Oracle RPAS - Retail Predictive Application Server (Oracle, AIX, Netezza, CS2000, Flex PLM, .NET)
- Responsible for overall quality control, assurance and coordination across 4 QA teams including offshore resources, multiple development teams and an architecture team. (Led a QA team of 50+ resources across several departments)
- Accenture run project, but I owned the QA Methodology including UAT ownership and execution along with authority to change vendor's QA methodology as I saw fit for the client.
- Developed and executed Data Migration Testing Strategy
- Worked proactively with the business to define and execute Integration and End to End Test Scenarios and Conditions

QA Manager, Emblem Health, NY **2009 – 2011**

- Managed QA project plan for upgrade and integration of multiple CRM systems,including staff and overall testing deliverables.
- Responsible for performance/functional/integration/end-to-end/UAT

Senior Performance Test Consultant, Keynote Systems, NY **2008 – 2010**

- Large scale AWS cloud based performance testing (30,000,000 sessions and above per hour with break point analysis) via the cloud with custom internal performance, debugging and analysis tools to assist our Fortune 500 client base.
- Analyzed, defined, developed and executed extremely sizeable performance tests for multiple high profile clients.
- Assisted with root cause analysis and re-testing to ensure client readiness.

EDUCATION

Bachelor of Arts, Political Science/Business, SUNY Albany

REFERENCES UPON REQUEST

ANGEL SO, MANAGER, TRAINING SERVICES

Mr. So has over 18 years of training experience with the last six years as Sandata's Training Manager for our Electronic Visit Verification (EVV) and Agency Management product offerings. He is responsible for developing training materials and executing training plans for large-scale state projects. He has direct experience conducting onsite and web-based application training to internal and external customers and will provide oversight on all provider training activities.

- Microsoft Office Suite and Live Meeting
- WebEx
- Constant Contact
- Zoom Meeting SnagIt
- Absorb LMS
- Adobe Connect
- Adobe Captivate
- SharePoint
- Confluence
- Camtasia
- Articulate
- Survey Monkey

Manager, Training Services, Sandata Technologies, LLC, Port Washington, NY **2012 – Present**

- Create training plans and training materials for large-scale state projects
- Manage Training team to ensure trainings are delivered successfully based on client requirements
- Design and develop course content for Learning Management System using Adobe Captivate
- Conduct onsite and web-based application training to internal and external customers as needed
- Ensure training attendance and training feedback are captured

Senior Training Specialist, Medidata Solutions, New York, NY **2006 – 2012**

- Developed and tested new course materials for proprietary Electronic Data Capture (EDC) and Clinical Trial Management software
- Delivered in-person and web-based systems training for coordinators, monitors, study designers/builders and investigators
- Conducted internal train-the-trainer sessions on new features and materials for training team
- Delivered systems training for internal New Hire Orientation classes

Senior Training/Communications Specialist, ProcureStaff, Ltd. - Volt Information Sciences, New York, NY **2004 – 2006**

- Conducted internal and client training classes of proprietary Human Capital procurement software via in-person and web-based sessions
- Designed and maintained client specific training and user materials such as quick reference cards, user guides and admin reference guides
- Designed training classes, certification exams and training evaluation forms

Implementation Manager/Trainer, Sandata Technologies, LLC, Port Washington, NY **2000 – 2004**

- Met with new clients to understand their business processes, requirements, goals, and developed a suitable implementation plan and training curriculum that ensured successful deployment of the software solution
- Conducted in-person and web-based client training sessions
- Reviewed progress and best practices with clients between training sessions to determine if they were on pace with the established training schedule
- Designed training presentations, user materials and forms necessary for the implementation and training processes

EDUCATION

Polytechnic Institute of New York University, B.S. Economics **1994**

REFERENCES UPON REQUEST

ADRIENNE M. WOODWARD, VICE PRESIDENT – CLIENT SUCCESS

Ms. Woodward has over 25 years of experience managing and directing a number of customer support centers where she has been a strong advocate for internal and external customers. As Vice President of Sandata's Client Success, Ms. Woodward has a direct role in the call center's workforce management, staff training, coaching, and quality assurance; as well as developing, documenting, and implementing process improvements in a 24/7 multi-site environment. Prior to joining Sandata, Ms. Woodward held various upper management positions with companies including: Long Island Veterinary Specialist, MEDFONE, MDNY Healthcare, Vytra Health Plans and MetLife, Inc. Her outstanding record of leading strategic initiatives to improve the caller experience, ensure client satisfaction, and successfully motivating and Client Success team for all Sandata payer EVV projects.

- Stephen Covey: Seven Habits for Highly Effective People
- Coaching and Counseling
- True Colors
- Team Building and No Limit Thinking
- Business Process Mapping
- Continuous Quality Improvement Principles and Tools
- Disney Leadership Skills and Customer Service Skills
- Interview Skills and Motivate to Interview
- Workforce Management

Vice President – Client Success, Sandata Technologies, LLC, Port Washington, NY 2011 – Present

- Led several statewide implementation projects for payer contacts.
- Drive employee development and training. Track and improve performance through measurable goals.
- Actively work with customer centric teams, manage the day to day operations, and streamline ticket management.
- Analyze trends to identify root cause and process improvement opportunities.
- Exceed service level agreements for calls and email.
- Client advocate and champion and escalates issues appropriately.
- Provides comprehensive technical support for all key clinical, financial, and operational functions for Home Health Care Agencies, State, and Managed Care Organizations.

Director - Customer Service, Long Island Veterinary Specialist, Plainview, NY 2010 – 2011

- Provided consultative services.
- Developed and delivered Customer Service training programs for a multi-specialty practice.
- Created employee and client satisfaction surveys.
- Launched benchmarking initiative to monitor and improve service levels.
- Improved referring veterinary discharge communication from 85% in five days to 95% same day.
- Decreased missed visits by 25%.

Manager of Call Center Operations, MEDFONE, Wantagh, NY 2004 – 2009

- Directed and coordinated 24/7 multi-site inbound and outbound healthcare call center where volume exceeded 15,000 calls per day.
- Improved abandonment rate from 11% to 3% and decreased wait time from 45 seconds to 24 seconds.
- Formulated and implemented quality standards, policies, processes, action plans, scripts, and reporting metrics.
- Directed hiring, training, and quality assurance of 200 in-house agents, 45 work-at-home agents, and six direct reports across three locations.
- Delivered monthly Strive for Excellence training programs and feedback sessions.
- Generated savings by developing and executing training strategies based on client and organizational needs.

Vice President - Member Services, MDNY Healthcare, Melville, NY 1999 – 2004

- Significantly reduced costs by developing effective training programs and creating online access to plan descriptions.
- Introduced integrated voice response scripts and automated workflows that minimized rework and boosted productivity 25% and facilitated a 25% reduction in work hours.
- Hired, trained, motivated, and managed team performance.
- Led effort to reduce plan non-compliance penalties – 2000-2004 passed all DOH audits
- Created Appeal, Grievance and Complaints job aid for Member services.
- Member advocate, voting member of the Appeal and Grievance Committee.
- Assured compliance with industry standards and government regulations.
- Member of the Steering Committee, developed new benefit plans.
- Instrumental in creating DOH approved Member Handbook.
- Member of the Pharmacy and Therapeutics Committee

Director of Customer Service and Support Services, Vytra Health Plans, Melville, NY 1994 – 1998

- Led the Claims Processing Team to exceed industry standards in time to process, accuracy, and service levels in claims processing and call speed of answer.
- Managed the Eligibility, Member Services and Provider relations teams

- Provided customer service focused training on member's rights and responsibilities, plan descriptions and limitations, sparking a rise in customer satisfaction.
- Won 1997 MCI Service Achievement Award by restructuring department from multi-step to single station - improving efficiencies 52% and accuracy 200%.
- Managed the mail room, claims scanning process and data entry teams.
- Implemented claims scanning process.
- Improved claims auto adjudication by 25%.
- 1997 successfully recouped $870,000 in cost containment initiatives.

Supervisor Eastern Zone Customer Service, MetLife, Hauppauge, NY **1987 – 1994**

- Led the effort to consolidate six regional Managed Care Member Services teams to an 85-seat centralized Member Services call center.
- Created and delivered Member Services plan specific training for our newly acquired managed care companies.
- Effectively managed the installation of the Lucent Technology ACD switch and defined the call workflow and algorithms.
- Exceeded service level agreements.
- Actively participated in Sales presentations.
- Won numerous Strive for Excellence awards.

REFERENCES UPON REQUEST

KELLY BERGSTROM, DIRECTOR OF VENDOR MANAGEMENT/PROGRAM MANAGEMENT

Ms. Kelly Bergstrom is an expert in Advanced Business Analysis and Project Management. Throughout Ms. Bergstrom's 14-year career, she has been responsible for expert analysis, project management, process documentation, employee management, customer service support, and sales reporting to upper management. Ms. Bergstrom brings strong analytical and management skills, vast technical knowledge, and excellent communication and organizational abilities to her role as Director of Vendor Management/Program Management. Ms. Bergstrom is also extremely experienced with enterprise application design and implementation, financial/confidential reporting, and working with large user groups and data sets.

- Requirements Documentation
- Project Management
- System Analysis
- Database Design
- Oracle 11i User Experience
- Microsoft Office Suite
- Advanced Business Analysis
- Microsoft Windows
- Basic SQL

Sandata Technologies, LLC, Port Washington, NY **2016 – Present**

Director of Vendor Management/Program Management

- Responsible for being the workstream owner for all Device Management work.
- Works with vendors in support of projects completed by the Payer Implementation Team.
- Handles day-to-day device management activities for Blue Care Tennessee, Ohio Department of Medicaid, Illinois Department of Human Services, Connecticut Department of Social Services, and the Rhode Island Department of Human Services; supporting over 25,000 devices, project-related language translation activities, mailer/letter activities, and materials procurement.
- Achievements include: Implementing a newly-contracted vendor, MCPc, and supporting device deployment, retrieval, and repair; facilitating a 10,000-device bulk shipment supporting Ohio Department of Medicaid Phase 1 EVV System launch with an 86% successful delivery rate; implementing standardized vendor touchpoints, issue logs, action items, and ensuring adherence to implementation timelines; and coordinating the contracting process with FedEx to implement volume discounts in support of device deployment activities.

McKesson/AxisPoint Health, Westminster, CO **2014 – Present**

Technical Product Manager

- Responsible for release management and prioritization of two standalone care management applications and two integration engines.
- Represents five clients and manages their needs during scope review meetings as well as answers questions to ensure the development done meets the business needs.
- Provides support as an application expert with knowledge of both business use and technical undercarriage to guide clients with implementation and problem solving.
- Additional responsibilities: In charge of client calls for prioritization and requirements definition, researches work around options until enhancement release, answers development questions, and determines enhancements and defects for release inclusion based on effort, project time, prioritization, and resource management.

McKesson/RelayHealth, Westminster, CO **2012 – 2014**

Business Systems Analyst

- Responsible for requirements gathering, documentation, and testing of the four utilization/care management applications and one population health application.
- Served as the primary business systems analyst for the Care Manager application integration with Population Manager and Risk Manager, in addition to serving as a business systems analyst and tester for the CCMS Clear Coverage Integration Service (CCI) and XAUTH (278-5010) Authorization service.
- Completed five major releases and several point releases for the CCI and XAUTH products.
- Performed business systems analysis and resource planning for the VITAL application.
- Completed requirements for two new feature epics and requirements for enhancements as requested by the Product team.
- Responsible for the requirements pipeline to support three teams of developers.

LodgeNet Interactive Corporation, Denver, CO **2006 – 2012**

Senior Business Analyst

- Responsible for requirements documentation and project management for small/medium-size custom developed applications, third-party applications, and report requests.
- Handled requirements documentation for all new applications and enhancement requests for legacy applications, researched and determined Level of Effort (LOE) for customer initiatives, project requests, report writing/SQL queries, project management, and user support.

- Served as the primary business analyst and part-time project manager for the development team responsible for the Clarify application and managed one quarterly enhancement bucket (completing 10 enhancements while gathering requirements for two major projects and beginning the development cycle).
- Completed requirements documentation for a credit card reconciliation process, which reconciled credit card transactions from the point of sale systems with the credit card transaction third-party vendor; ultimately reducing reconciliation manhours by 30%.
- Completed requirements documentation of the Video Order Installations Process, Broadband Order Installations, and File Maker pro data migration for use with Serena Business Mash-ups (v. 7) workflow design. These projects helped pinpoint areas of the process which needed improvement, and this information reduced the company's major system installation time from six months to three months - all while providing more robust tracking information to the customers and upper management.
- Completed full requirements documentation, testing, and implementation of a tax rate push interface for updating tax information at the POS systems and Oracle ERP Invoicing automatically. Worked with business, development, and testing teams to resolve issues with functionality/process and garnered a 100% success rate for tax rate updates to POS systems. This project reduced manhours spent managing tax rates at POS systems by 50%.

EDUCATION

University of Colorado, B.S. in Business Administration with emphasis on Computer Science Management 2002
New Mexico State University, Chemical Engineering Studies

REFERENCES UPON REQUEST

3.3 References

3.3.1 The Vendor should provide three (3) references for which each proposed key staff candidate has successfully demonstrated meeting the requirements of the RFP. The name of the person to be contacted, phone number, client name, address, brief description of work, and date (month and year) of employment should be given for each reference. These references should be able to attest to the candidate's specific qualifications.

3.3.2 The reference given should be a person within a client's organization and not a co-worker or a contact within the Vendor's organization.

3.3.3 Vendors should use the format provided in Table 24: Key Staff References. Repeat the rows and tables as necessary.

References have been provided for Key Staff in Table 24.

Table 24: Key Staff References

Key Personnel Reference Form						
Key Personnel Name:	**Angel Newsom**	**Proposed Role:**	Account Manager			
Reference 1						
Client Name:	State of Arizona	Client Address:	701 E. Jefferson, MD 6100 Phoenix, AZ 85034			
Contact Name:	Danielle Ashlock	Contact Title:	ALTCS Project Manager			
Contact Phone:	602.417.4733	Contact Email:	Danielle.ashlock@azahcccs.gov			
Project Name: State of Arizona EVV			Start Date:	06/2019	End Date:	Currently in implementation
Project Description: In November 2018, AHCCCS/Med-QUEST released an RFP for a single, statewide, Cures Act compliant EVV System. Their intent is to launch EVV for personal care and home health services. Offered as an open model, AHCCCS/Med-QUEST has contracted with Sandata as the statewide EVV vendor while allowing providers and MCOs with existing EVV systems to continue to use those systems. In February 2018, Sandata was awarded the contract to serve as EVV vendor for both states. AHCCCS/Med-QUEST wanted to provide a comprehensive solution for providers, MCO's and consumer/self-direct that would be an end to end solution from data collection and aggregation to billing and full analytics. Key to the solution is the flexible options available to providers to verify services for each visit, especially those in rural areas. Both states are leveraging the full suite of products offered by Sandata including visit verification, scheduling, billing, reporting, and data aggregation. This project will conclude prior to the anticipated launch of the DHHR EVV Program.						
Project Role and Responsibilities: The Account Manager's roles and responsibilities include: • Developing and executing the outreach and training plan;						

Key Personnel Reference Form

- Customer satisfaction regarding overall operations of the EVV Program;
- Serves as the lead for all account activities post-implementation including successful transition from Implementation to Live Status;
- Leads ongoing meetings with the customer post implementation to review program operations as well as analysis on key program metrics such as compliance;
- Provides ongoing post implementation support and assists with issue resolution; ensuring escalated issues are resolved satisfactorily; and
- Assists client with processing new business requirements and change requests.

Reference 2

Client Name:	State of Hawaii - MedQuest	Client Address:	601 Kamokila Blvd. Kapolei, HI 96707
Contact Name:	Douglas Forsell	Contact Title:	Project Manager, DHS Med-QUEST HCSB
Contact Phone:	808.692.8093	Contact Email:	dforsell@dhs.hawaii.gov

Project Name: Hawaii-MedQuest EVV		Start Date:	06.2019	End Date:	Currently in implementation

Project Description: In November 2018, AHCCCS/Med-QUEST released an RFP for a single, statewide, Cures compliant EVV System. Their intent is to launch EVV for personal care and home health services. Offered as an open model, AHCCCS/Med-QUEST has contracted with Sandata as the statewide EVV vendor while allowing providers and MCOs with existing EVV systems to continue to use those systems. In February 2018, Sandata was awarded the contract to serve as EVV vendor for both states.

AHCCCS/Med-QUEST wanted to provide a comprehensive solution for providers, MCO's and consumer/self-direct that would be an end to end solution from data collection and aggregation to billing and full analytics. Key to the solution is the flexible options available to providers to verify services for each visit, especially those in rural areas. Both states are leveraging the full suite of products offered by Sandata including visit verification, scheduling, billing, reporting, and data aggregation.

This project will conclude prior to the anticipated launch of the DHHR EVV Program.

Project Roles and Responsibilities: Project Role and Responsibilities: The Account Manager's roles and responsibilities include:

- Developing and executing the outreach and training plan;
- Customer satisfaction regarding overall operations of the EVV Program;
- Serves as lead for all account activities post-implementation including successful transition from Implementation to Live Status;
- Leading ongoing meeting with the customer post implementation to review program operations as well as analysis on key program metrics such as compliance;
- Provides post implementation support and assists with issue resolution; ensuring escalated issues are resolved satisfactorily; and
- Assists client with processing new business requirements and change requests.

Reference 3

Client	DXC / State of	Client	DXC Technology

Key Personnel Reference Form						
Name:	Colorado Department of Healthcare Policy and Financing	Address:	1560 Broadway, Suite 600 Denver, CO 80202			
Contact Name:	Carol Pangborn	Contact Title:	DXC Colorado Account Executive			
Contact Phone:	970.898.9512	Contact Email:	carol.pangborn@dxc.com			
Project Name: State of CO EVV Program			Start Date:	05/2019	End Date:	ongoing
Project Description: Sandata is a subcontractor under DXC to provide EVV services for the State of Colorado. Colorado HCPF deployed EVV for Personal Care and Home Health services. The statewide EVV program is an Open model and includes the Sandata Aggregator as well as Sandata EVV. Colorado has elected to pursue a two-phased approach for their EVV rollout, which began in May 2019. The first phase enables providers and MCO's who are electing to leverage the state solution (Sandata) to become familiar with the visit verification process (mobile application and telephony). Phase 2 will integrate additional functionality such as scheduling. Ms. Newsom has been promoted and is now responsible for the Sandata Account Management Team. In this role, she will be an integral partner for DHHR.						
Project Role and Responsibilities: Participated in a non-client facing role responsible for the creation of the training database and Learning Management System for the Colorado EVV launch.						

Key Personnel Reference Form						
Key Personnel Name:	**Amelia Owens**	**Proposed Role:**	Project Manager			
Reference 1						
Client Name:	State of Arizona	Client Address:	701 E. Jefferson, MD 6100 Phoenix, AZ 85034			
Contact Name:	Danielle Ashlock	Contact Title:	ALTCS Project Manager			
Contact Phone:	602.417.4733	Contact Email:	Danielle.ashlock@azahcccs.gov			
Project Name: State of Arizona EVV Program			Start Date:	06.2019	End Date:	Currently in implementation
Project Description: In November 2018, AHCCCS/Med-QUEST released an RFP for a single, statewide, Cures Act compliant EVV System. Their intent is to launch EVV for personal care services and home health services. Offered as an open model, AHCCCS/Med-QUEST has contracted with Sandata as the statewide EVV vendor while allowing providers and MCOs with existing EVV systems to continue to use those systems. Data collection and data aggregation are two key components of the solution. In February 2018, Sandata was awarded the contract to serve as EVV vendor for both states.						

Key Personnel Reference Form

This project will conclude prior to the anticipated launch of the DHHR EVV Program.

Project Role and Responsibilities:

Project Manager

- Provides management leadership, thought leadership and guidance and work stream project performance;
- Establishes scorecards and tracking of milestones;
- Escalates implementation issues to ensure project receives the highest level of priority and appropriate resources;
- Creates external kickoff materials, including agenda and update project templates for collaborative review;
- Finalizes project control process including review of key milestones;
- Coordinates <client> approval of all phase documents/deliverables;
- Maintains project plan for implementation;
- Oversees change management process for scope/requirements changes during implementation; and
- Ensures business requirements, timelines and costs, as applicable, are documented.

Reference 2

Client Name:	State of Hawaii - MedQuest	Client Address:	601 Kamokila Blvd. Kapolei, HI 96707			
Contact Name:	Douglas Forsell	Contact Title:	Project Manager, DHS Med-QUEST HCSB			
Contact Phone:	808.692.8093	Contact Email:	dforsell@dhs.hawaii.gov			
Project Name: State of Hawaii EVV Program			Start Date:	06/2019	End Date:	Currently in implementation

Project Description: In November 2018, AHCCCS/Med-QUEST released an RFP for a single, statewide, Cures Act compliant EVV System. Their intent is to launch EVV for personal care services and home health services. Offered as an open model, AHCCCS/Med-QUEST has contracted with Sandata as the statewide EVV vendor while allowing providers and MCOs with existing EVV systems to continue to use those systems. Data collection and data aggregation are two key components of the solution. In February 2018, Sandata was awarded the contract to serve as EVV vendor for both states.

This project will conclude prior to the start date of the DHHR EVV project.

Project Roles and Responsibilities:

Project Manager

- Provides management leadership, thought leadership and guidance and work stream project performance;
- Establishes scorecards and tracking of milestones;
- Escalates implementation issues to ensure project receives the highest level of priority and appropriate resources;
- Creates external kickoff materials, including agenda and update project templates for collaborative review;
- Finalizes project control process including review of key milestones;
- Coordinates DHHR approval of all phase documents/deliverables;
- Maintains project plan for implementation;

Key Personnel Reference Form						
• Oversees change management process for scope/requirements changes during implementation; and • Ensures business requirements, timelines and costs, as applicable, are documented.						
Reference 3						
Client Name:	District of Columbia Department of Healthcare Finance	Client Address:				
Contact Name:	Kim Jefferson	Contact Title:	Limbic Systems Project Manager			
Contact Phone:	703,861.4977	Contact Email:	Kim.Jefferson@sandata.com>			
Project Name: District of Columbia EVV Program			Start Date:	10/2019	End Date:	Currently in implementation
Project Description: DC's EVV program includes mobile visit verification as the primary visit verification method. Sandata's EVV system includes the Sandata Aggregator system that takes in data from any and all provider EVV systems and applies standardized business rules to ensure the visits are properly verified and ultimately paid, generates alerts as needed and provides comprehensive oversight over the entire program – regardless of EVV system used. Program includes Fee for Service, the District's PDS program, and MCO covered lives. Sandata is the prime contractor for this contract. Sandata is subcontracted with Limbic Systems, a DSLBD Certified Business Enterprise, to provide Project Management Services, Tier 1 Customer Support, and Account Management services. Ms. Owens supports the project manager for the DC program and will be available to transition to lead the DHHR EVV project.						
Project Role and Responsibilities: While Limbic Systems is the project management lead, Ms. Owens supports the project, and Ms. Jefferson, in a non-client facing role. Amelia's primary responsibilities include: • Document preparation; • Schedule management; and • Program summary maintenance.						

Key Personnel Reference Form			
Key Personnel Name:	**Long Ngo**	**Proposed Role:**	Quality Assurance Manager
Reference 1			
Client Name:	DXC / State of Colorado Department of Healthcare Policy and Financing	Client Address:	DXC Technology 1560 Broadway, Suite 600 Denver, CO 80202

Key Personnel Reference Form						
Contact Name:	Carol Pangborn	Contact Title:	DXC Colorado Account Executive			
Contact Phone:	970.898.9512	Contact Email:	carol.pangborn@dxc.com			
Project Name: State of Colorado EVV Program			Start Date:	07/2018	End Date:	current

Project Description: Sandata is a subcontractor under DXC to provide EVV services for the State of Colorado. Colorado HCPF deployed EVV for Personal Care and Home Health services. The statewide EVV program is an Open model and includes the Sandata Aggregator as well as Sandata EVV.

Note, that while Mr. Ngo is currently supporting several clients who require part-time account management, Sandata will transition his responsibilities to other available Account Managers upon award to ensure DHHR has an experienced leader in this role.

Project Role and Responsibilities:

Serves as Account Manager for this project post implementation

- Provides management leadership, thought leadership and guidance and work stream project performance;
- Establishes scorecards and tracking of milestones;
- Trouble-shoots identified production issues; and
  - Escalates production issues to ensure project receives the highest level of priority and appropriate resources
- Oversees change order process for scope/requirements changes during implementation.
  - Coordinates approval of all phase documents/deliverables; and
  - Maintains project plan for implementation of any Change Orders
  - Finalizes project control process including review of key milestones;
  - Ensures business requirements, timelines and costs, as applicable, are documented; for any Change Orders

During Implementation:

- Provides management leadership, thought leadership and guidance and work stream project performance; and
- Lead for Training and Outreach work streams.

Training

- Developed Training Plan and overall training strategy/schedule
- Delivered Training as planned via, Classroom, Webinar, and Self-Paced
- Responsible for Training environment set up
- Responsible for development of Training materials

Outreach

- Developed Provider Outreach/Communication plan/strategy
- Guided/developed communications in conjunction with the State
- Established training/outreach scorecards and tracking of milestones
- Escalated training/outreach issues to ensure project received the highest level of priority and appropriate resources
- Ensured training/outreach requirements, timelines and costs, as applicable, are documented

Key Personnel Reference Form						
Reference 2						
Client Name:	DXC / Maine Department of Health	Client Address:	DXC Technology 45 Commerce Dr., Suite 7 Augusta, ME 04330			
Contact Name:	Mary Page	Contact Title:	Account Manager			
Contact Phone:	802.522.6604	Contact Email:	Mpage24@dxc.com			
Project Name: State of Maine EVV Program			Start Date:	12/2018	End Date:	current
Project Description: Sandata has a national contract with DXC and signed a Statement of Work in May 2018 to provide EVV services to Maine Department of Health Services. The EVV program includes both skilled and non-skilled services. Sandata and DXC implemented an Open EVV model for Maine, which will include EVV plus the Sandata Aggregator. EVV data is also being used in MMIS claims validation.						
Project Roles and Responsibilities: Serves as Account Manager for this project. • Provides management leadership, thought leadership and guidance and work stream project performance; • Establishes scorecards and tracking of milestones; • Trouble-shoots identified production issues; and – Escalates production issues to ensure project receives the highest level of priority and appropriate resources • Oversees change order process for scope/requirements changes during implementation. – Coordinates approval of all phase documents/deliverables; and – Maintains project plan for implementation of any Change Orders – Finalizes project control process including review of key milestones – Ensures business requirements, timelines and costs, as applicable, are documented for any Change Orders						
Reference 3						
Client Name:	DXC / Pennsylvania Department of Human Services	Client Address:	DXC Technology 1250 Camp Hill Bypass Camp Hill, PA 17011/USA			
Contact Name:	Andrew Saxe	Contact Title:	General Manager, Northeast State & Local			
Contact Phone:	617-699-3974	Contact Email:	Andrew.f.saxe@dxc.com			
Project Name: Pennsylvania EVV Program			Start Date:	07/2019	End Date:	current
Project Description: Sandata is a Subcontractor under DXC to provide EVV services for Pennsylvania Department of Human Services (PADHS). PADHS deployed EVV for Personal Care services. The statewide EVV program is an Open model and includes the Sandata Aggregator and Sandata EVV.						
Project Role and Responsibilities: Worked directly with this project by assisting in the training data set up. • Served as advisor to Sandata project resources for Training and Outreach;						

Key Personnel Reference Form
• Assisted with Training Plan/Strategy development; and • Worked directly with this project for training environment set up. – Developed and entered data into training environments as required

Attachment 5: Initial Work Plan

INITIAL WORK PLAN

1. Instructions

1.1 The Vendor should provide an Initial Work Plan.

1.2 At a minimum, the Vendor's proposed Initial Work Plan should include the following:

1.2.1 Detailed tasks and timelines, outlining the major project phases planned by the Vendor. These should include, at a minimum, the timeline and tasks associated with full deployment of functionality, including:

1.2.1.1 Responsibilities

1.2.1.2 Timelines and Durations

1.2.1.3 Milestone Dates

1.2.1.4 Deliverable Dates

1.2.1.5 Vendor personnel hours by deliverables for each project phase

1.2.1.6 Department of Health and Human Resources (DHHR) personnel hours by phase deliverable

1.2.1. 7 All critical dependencies for the project's milestones and deliverables

1.2.2 Work Breakdown Structure (WBS) organized by project phase and task group defined in Section 4. 6: Project Task Groups and Deliverables of this request for proposal (RFP)

1.2.3 Project Schedule for all project deliverables and milestones

1.2.4 Identification of resources assigned the responsibility for each deliverable within the WBS to the level at which control will be exercised

1.2.5 Identification of deliverables that require a more prompt DHHR acceptance than described in the RFP, including the proposed acceptance period for the deliverable

1.3 The Initial Work Plan should be provided as an attachment to the Vendor's Technical Proposal and tabbed as such in the submission.

1.4 Sandata Response



Projects delivered on-time and on-budget

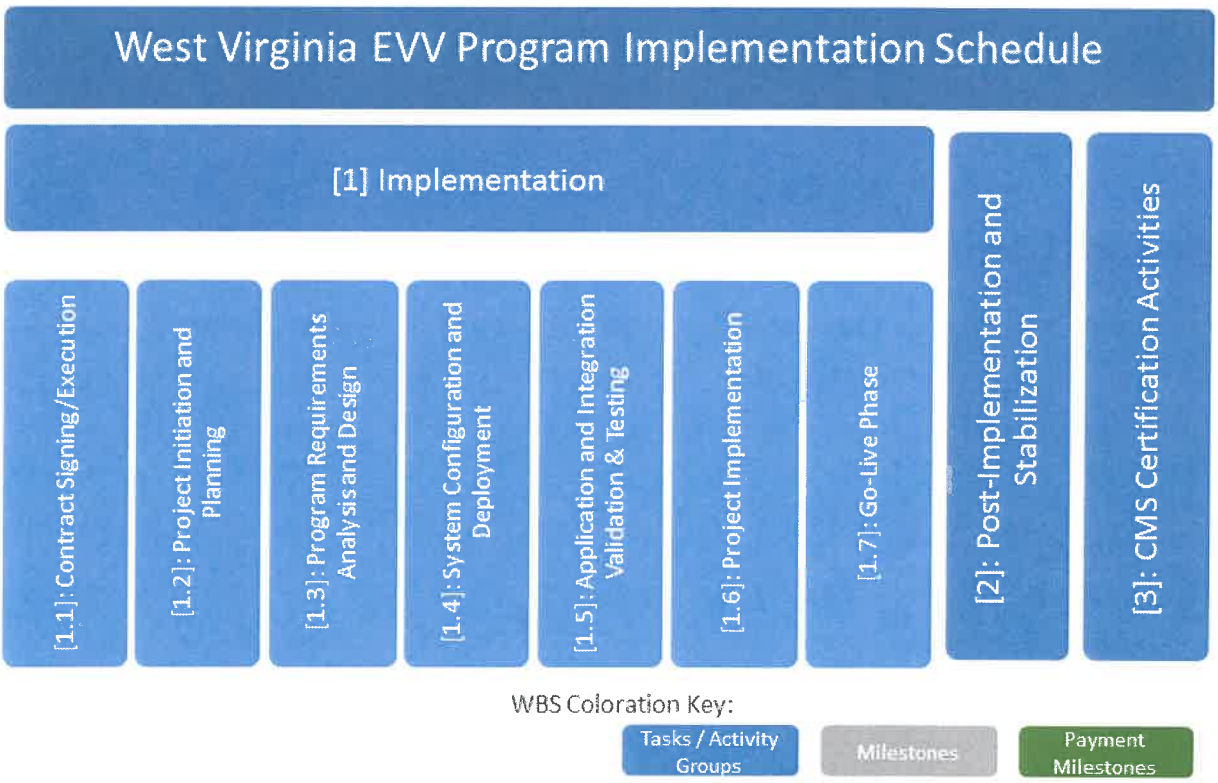
Sandata follows Project Management Body of Knowledge ("PMBOK") best practices for all projects. We have honed our implementation approach and major activities from our experience and successes. Our Initial Work Plan for the DHHR EVV project reflects that experience.

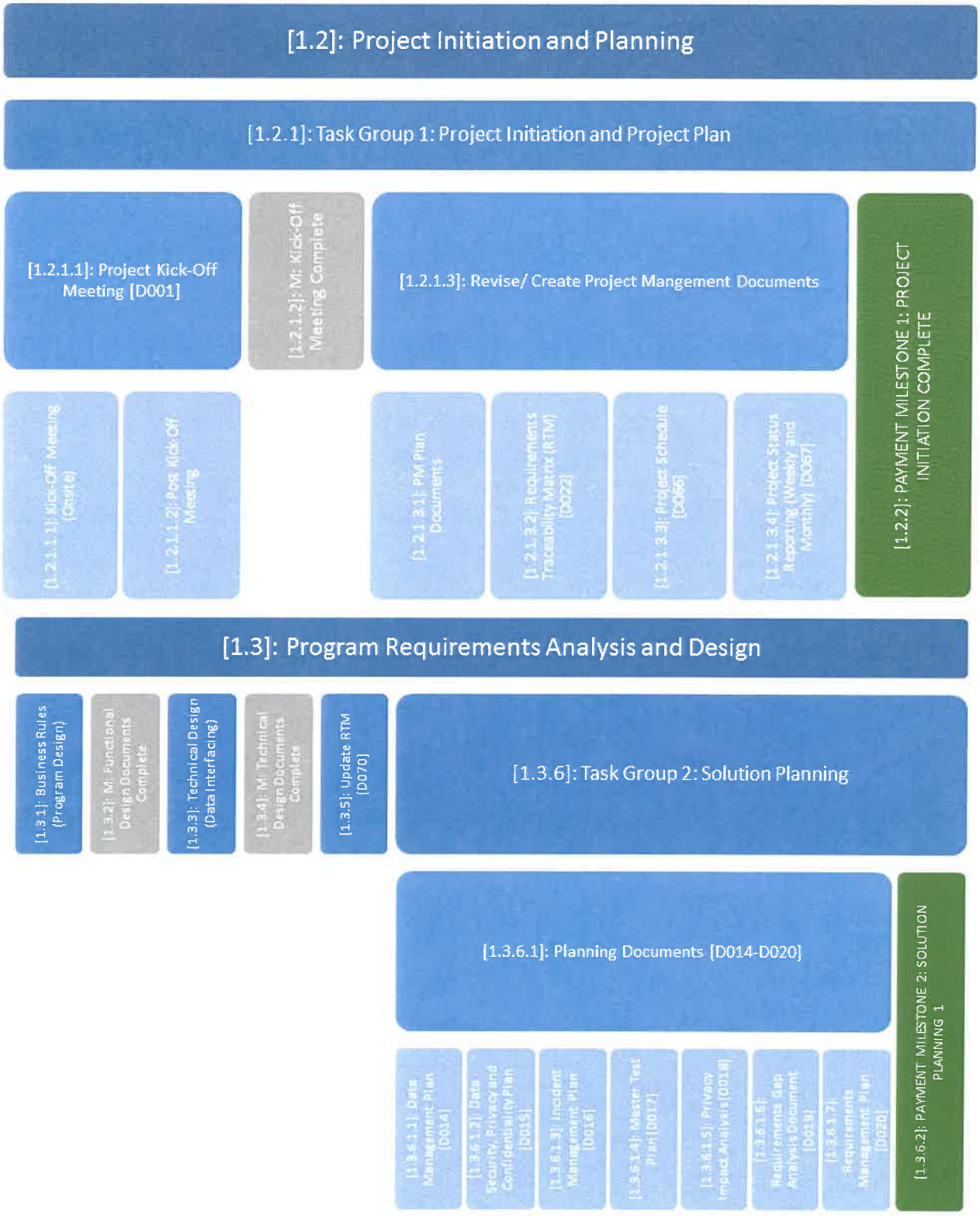
Sandata has provided an Initial Work Plan in a separate tab following this section. The Initial Work Plan milestones align with the Project Task Groups, Payment Milestones, and Deliverables as outlined in Section 4.5 of the RFP. The project plan includes estimated key dates and identifies the completion date for each task and sub-task as well as the associated deliverables. The timeline will be adjusted as needed based on the final award date during the implementation process. Sandata uses Microsoft Project to manage the project schedule as it is a proven industry standard tool for schedule management.

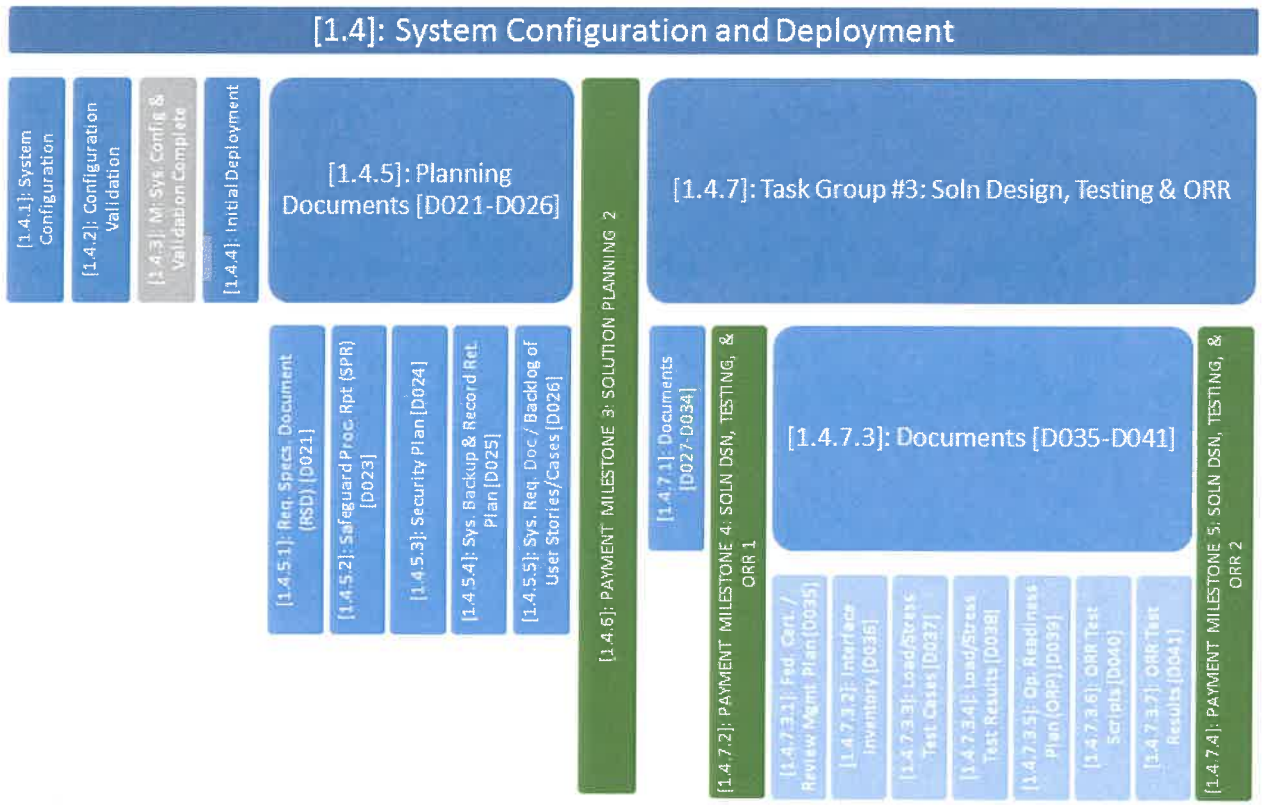
The major phases of the implementation are shown as a Work Breakdown Structure in Figure 6.

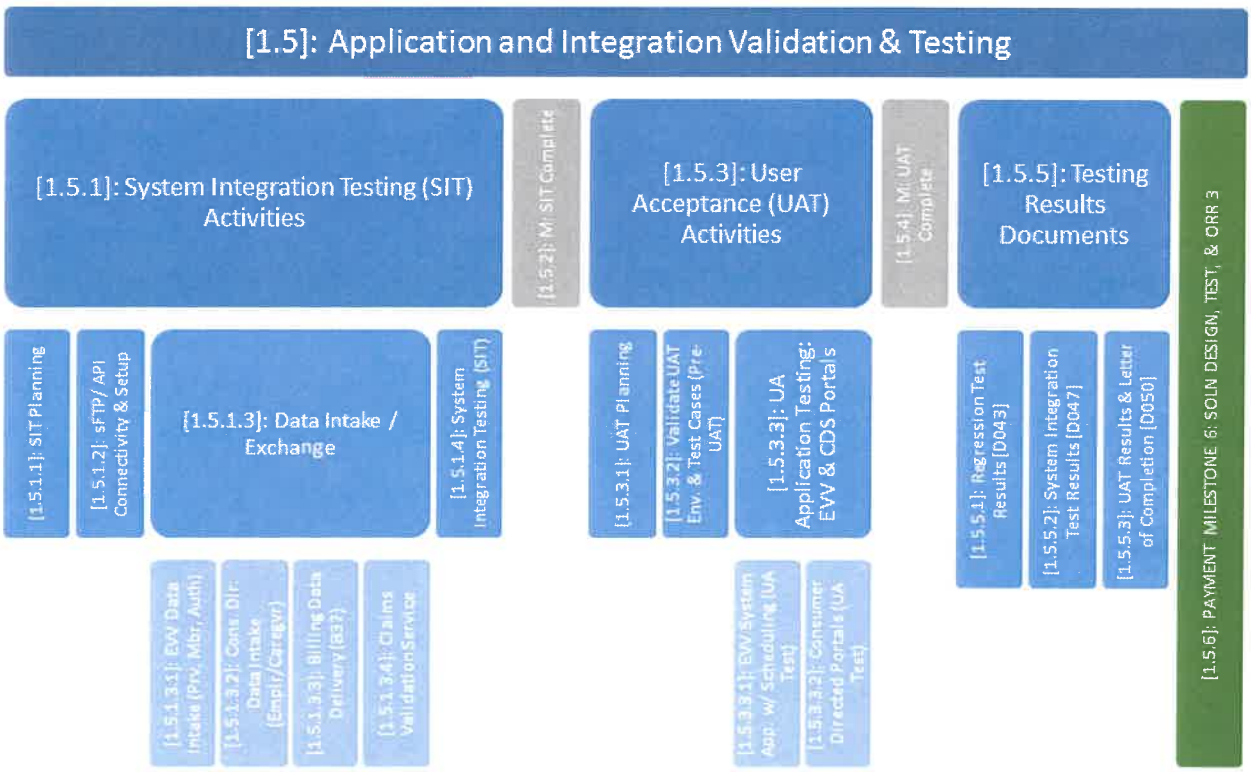
Sandata offers unparalleled *relevant* EVV experience including:

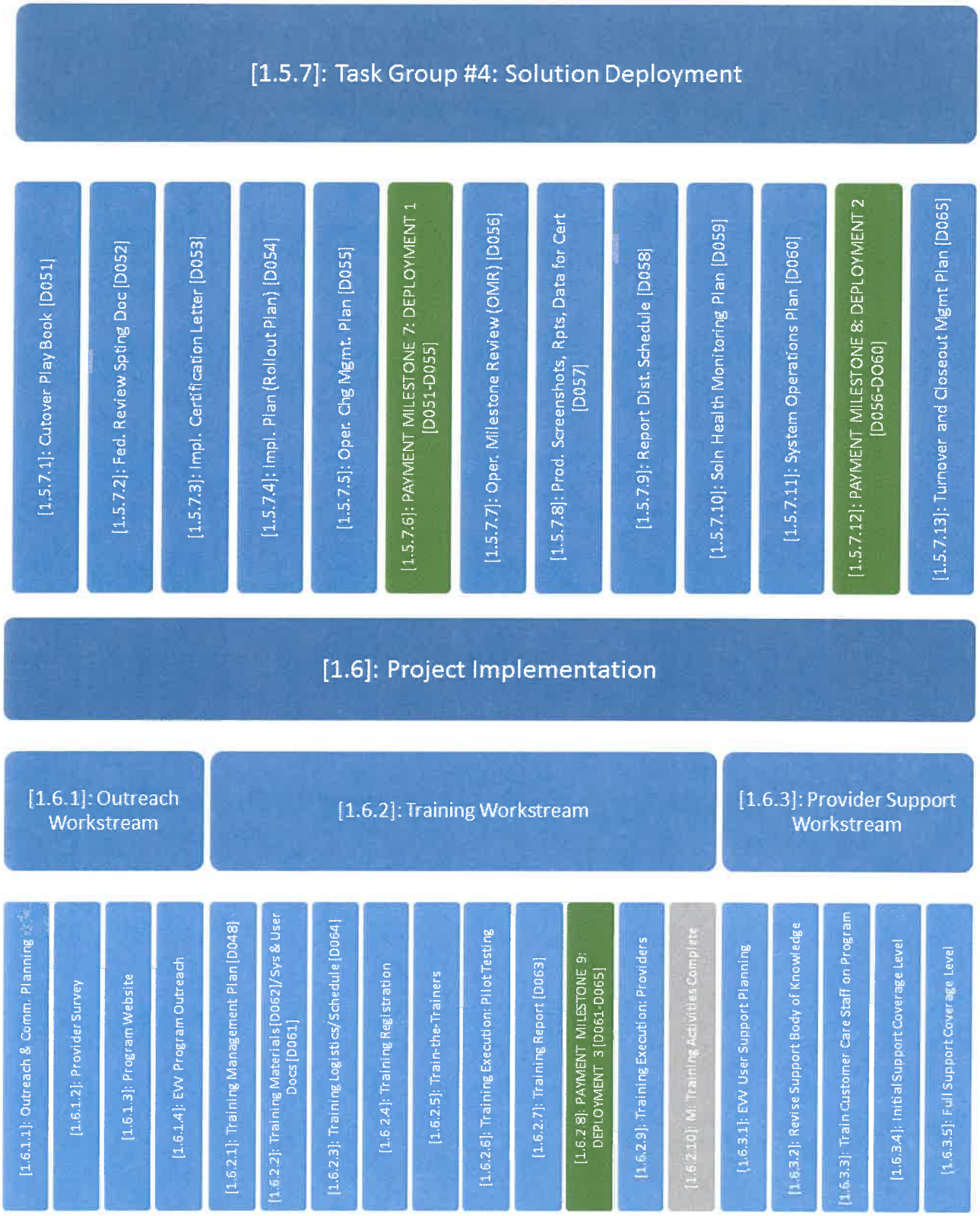
- ✓ **Delivering EVV solutions for 26 state Medicaid payers, including the District of Columbia.**
- ✓ **Serving 6 out of 10 of the largest State Medicaid Agencies by spending**
- ✓ **Working with MCOs nationwide, including EVV contracts with 60% of the "Big 5" MCOs**
- ✓ **Coordinating with several Fiscal Agents**
- ✓ **Providing scalable data management for over:**
  - **140M+ Annual visits**
  - **690K+ Members**
  - **13K+ Providers**




[1.2]: Project Initiation and Planning
[1.2.1]: Task Group 1: Project Initiation and Project Plan
[1.2.1.1]: Project Kick-Off Meeting [D001]
[1.2.1.2]: M: Kick-Off Meeting Complete
[1.2.1.3]: Revise/ Create Project Mangement Documents
[1.2.2]: PAYMENT MILESTONE 1: PROJECT INITIATION COMPLETE
[1.2.1.1.1]: Kick-Off Meeting (Onsite)
[1.2.1.1.2]: Post Kick-Off Meeting
[1.2.1.3.1]: PM Plan Documents
[1.2.1.3.2]: Requirements Traceability Matrix (RTM) [D022]
[1.2.1.3.3]: Project Schedule [D066]
[1.2.1.3.4]: Project Status Reporting (Weekly and Monthly) [D067]
[1.3]: Program Requirements Analysis and Design
[1.3.1]: Business Rules (Program Design)
[1.3.2]: M: Functional Design Documents Complete
[1.3.3]: Technical Design (Data Interfacing)
[1.3.4]: M: Technical Design Documents Complete
[1.3.5]: Update RTM [D070]
[1.3.6]: Task Group 2: Solution Planning
[1.3.6.1]: Planning Documents [D014-D020]
[1.3.6.2]: PAYMENT MILESTONE 2: SOLUTION PLANNING 1
[1.3.6.1.1]: Data Management Plan [D014]
[1.3.6.1.2]: Data Security, Privacy and Confidentiality Plan [D015]
[1.3.6.1.3]: Incident Management Plan [D016]
[1.3.6.1.4]: Master Test Plan [D017]
[1.3.6.1.5]: Privacy Impact Analysis [D018]
[1.3.6.1.6]: Requirements Gap Analysis Document [D019]
[1.3.6.1.7]: Requirements Management Plan [D020]


[1.4]: System Configuration and Deployment
[1.4.1]: System Configuration
[1.4.2]: Configuration Validation
[1.4.3]: M: Sys. Config & Validation Complete
[1.4.4]: Initial Deployment
[1.4.5]: Planning Documents [D021-D026]
[1.4.5.1]: Req. Specs. Document (RSD) [D021]
[1.4.5.2]: Safeguard Proc. Rpt (SPR) [D023]
[1.4.5.3]: Security Plan [D024]
[1.4.5.4]: Sys. Backup & Record Ret. Plan [D025]
[1.4.5.5]: Sys. Req. Doc / Backlog of User Stories/Cases [D026]
[1.4.6]: PAYMENT MILESTONE 3: SOLUTION PLANNING 2
[1.4.7]: Task Group #3: Soln Design, Testing & ORR
[1.4.7.1]: Documents [D027-D034]
[1.4.7.2]: PAYMENT MILESTONE 4: SOLN DSN, TESTING, & ORR 1
[1.4.7.3]: Documents [D035-D041]
[1.4.7.3.1]: Fed. Grt. / Review Mgmt. Plan [D035]
[1.4.7.3.2]: Interface Inventory [D036]
[1.4.7.3.3]: Load/Stress Test Cases [D037]
[1.4.7.3.4]: Load/Stress Test Results [D038]
[1.4.7.3.5]: Op. Readiness Plan (ORP) [D039]
[1.4.7.3.6]: ORR Test Scripts [D040]
[1.4.7.3.7]: ORR Test Results [D041]
[1.4.7.4]: PAYMENT MILESTONE 5: SOLN DSN, TESTING, & ORR 2


[1.5]: Application and Integration Validation & Testing
[1.5.1]: System Integration Testing (SIT) Activities
[1.5.1.1]: SIT Planning
[1.5.1.2]: sFTP/ API Connectivity & Setup
[1.5.1.3]: Data Intake / Exchange
[1.5.1.3.1]: EVV Data Intake (Prv, Mbr, Auth)
[1.5.1.3.2]: Cons. Dir. Data Intake (Empl/Caregvr)
[1.5.1.3.3]: Billing Data Delivery (837)
[1.5.1.3.4]: Claims Validation Service
[1.5.1.4]: System Integration Testing (SIT)
[1.5.2]: M: SIT Complete
[1.5.3]: User Acceptance (UAT) Activities
[1.5.3.1]: UAT Planning
[1.5.3.2]: Validate UAT Env. & Test Cases (Pre-UAT)
[1.5.3.3]: UA Application Testing: EVV & CDS Portals
[1.5.3.3.1]: EVV System App. w/ Scheduling (UA Test)
[1.5.3.3.2]: Consumer Directed Portals (UA Test)
[1.5.4]: M: UAT Complete
[1.5.5]: Testing Results Documents
[1.5.5.1]: Regression Test Results [D043]
[1.5.5.2]: System Integration Test Results [D047]
[1.5.5.3]: UAT Results & Letter of Completion [D050]
[1.5.6]: PAYMENT MILESTONE 6: SOLN DESIGN, TEST, & ORR 3


[1.5.7]: Task Group #4: Solution Deployment
[1.5.7.1]: Cutover Play Book [D051]
[1.5.7.2]: Fed. Review Spting Doc [D052]
[1.5.7.3]: Impl. Certification Letter [D053]
[1.5.7.4]: Impl. Plan (Rollout Plan) [D054]
[1.5.7.5]: Oper. Chg Mgmt. Plan [D055]
[1.5.7.6]: PAYMENT MILESTONE 7: DEPLOYMENT 1 [D051-D055]
[1.5.7.7]: Oper. Milestone Review (OMR) [D056]
[1.5.7.8]: Prod. Screenshots, Rpts, Data for Cert [D057]
[1.5.7.9]: Report Dist. Schedule [D058]
[1.5.7.10]: Soln Health Monitoring Plan [D059]
[1.5.7.11]: System Operations Plan [D060]
[1.5.7.12]: PAYMENT MILESTONE 8: DEPLOYMENT 2 [D056-D060]
[1.5.7.13]: Turnover and Closeout Mgmt Plan [D065]
[1.6]: Project Implementation
[1.6.1]: Outreach Workstream
[1.6.2]: Training Workstream
[1.6.3]: Provider Support Workstream
[1.6.1.1]: Outreach & Comm. Planning
[1.6.1.2]: Provider Survey
[1.6.1.3]: Program Website
[1.6.1.4]: EVV Program Outreach
[1.6.2.1]: Training Management Plan [D048]
[1.6.2.2]: Training Materials [D062]/Sys & User Docs [D061]
[1.6.2.3]: Training Logistics/Schedule [D064]
[1.6.2.4]: Training Registration
[1.6.2.5]: Train-the-Trainers
[1.6.2.6]: Training Execution: Pilot Testing
[1.6.2.7]: Training Report [D063]
[1.6.2.8]: PAYMENT MILESTONE 9: DEPLOYMENT 3 [D061-D065]
[1.6.2.9]: Training Execution: Providers
[1.6.2.10]: M: Training Activities Complete
[1.6.3.1]: EVV User Support Planning
[1.6.3.2]: Revise Support Body of Knowledge
[1.6.3.3]: Train Customer Care Staff on Program
[1.6.3.4]: Initial Support Coverage Level
[1.6.3.5]: Full Support Coverage Level

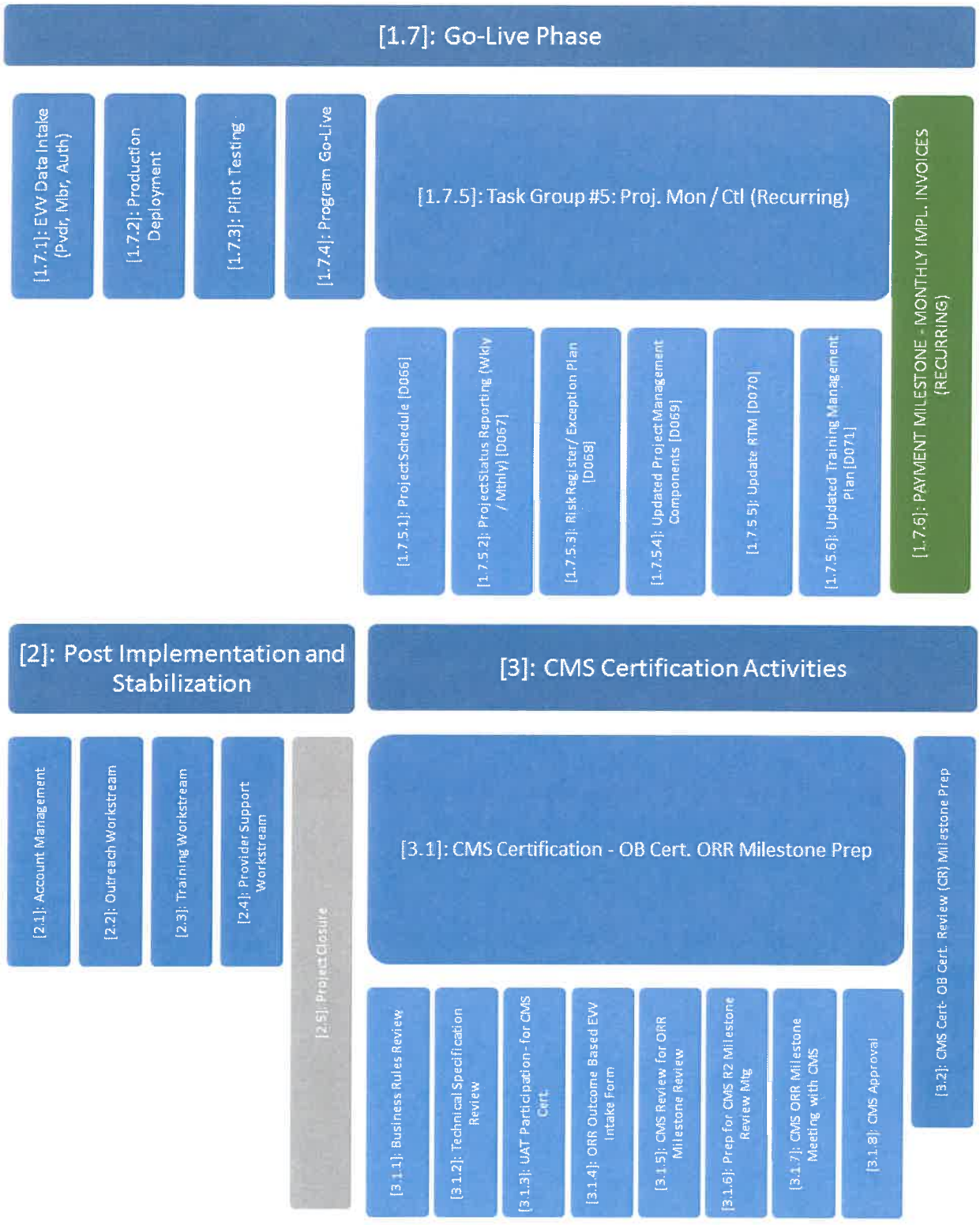


Figure 6. Sandata's proposed WBS for all project phases.

DRAFT: WV-DHHR EVV Program Implementation Schedule

ID	Task Name	WBS	Duration	Start	Finish	Predecessors	Resource Names	Work
1	**WV-DHHR EVV Program Implementation Schedule**	**1**	**147 days**	**Fri 3/20/20**	**Mon 10/12/20**			**30,876 hrs**
2	Contract Signing/Execution	1.1	0 days	Fri 3/20/20	Fri 3/20/20		Sandata,DHHR	0 hrs
3	**Project Initiation and Planning**	**1.2**	**25 days**	**Fri 3/27/20**	**Thu 4/30/20**			**4,272 hrs**
4	**Task Group 1: Project Initiation and Project Plan**	**1.2.1**	**25 days**	**Fri 3/27/20**	**Thu 4/30/20**			**4,272 hrs**
5	**Project Kick-Off Meeting [D001]**	**1.2.1.1**	**3 days**	**Thu 4/2/20**	**Tue 4/7/20**			**72 hrs**
6	**Kick-Off Meeting (Onsite)**	**1.2.1.1.1**	**0 days**	**Thu 4/2/20**	**Thu 4/2/20**			**0 hrs**
24	**Post Kick-Off Meeting**	**1.2.1.1.2**	**3 days**	**Fri 4/3/20**	**Tue 4/7/20**	8		**72 hrs**
29	*M: Kick-Off Meeting Complete*	*1.2.1.2*	*0 days*	*Tue 4/7/20*	*Tue 4/7/20*	*5,24*		0 hrs
30	**Revise/ Create Project Management Documents**	**1.2.1.3**	**25 days**	**Fri 3/27/20**	**Thu 4/30/20**			**4,200 hrs**
31	**PM Plan Documents**	**1.2.1.3.1**	**25 days**	**Fri 3/27/20**	**Thu 4/30/20**			**3,360 hrs**
92	**Requirements Traceability Matrix (RTM) [D022]**	**1.2.1.3.2**	**25 days**	**Fri 3/27/20**	**Thu 4/30/20**			**280 hrs**
97	**Project Schedule [D066]**	**1.2.1.3.3**	**25 days**	**Fri 3/27/20**	**Thu 4/30/20**			**280 hrs**
102	**Project Status Reporting (Weekly and Monthly) [D067]**	**1.2.1.3.4**	**25 days**	**Fri 3/27/20**	**Thu 4/30/20**			**280 hrs**
107	***PAYMENT MILESTONE 1: PROJECT INITIATION COMPLETE***	***1.2.2***	***0 days***	***Thu 4/30/20***	***Thu 4/30/20***	*5,24,32,37,42,47,*		0 hrs
108	**Program Requirements Analysis and Design**	**1.3**	**59.5 days**	**Tue 4/14/20**	**Mon 7/6/20**			**3,204 hrs**
109	**Business Rules (Program Design)**	**1.3.1**	**27 days**	**Tue 4/14/20**	**Wed 5/20/20**			**480 hrs**
120	*M: Functional Design Documents Complete*	*1.3.2*	*0 days*	*Wed 5/20/20*	*Wed 5/20/20*	*119*	*Sandata*	0 hrs
121	**Technical Design (Data Interfacing)**	**1.3.3**	**25.5 days**	**Mon 4/27/20**	**Mon 6/1/20**	116		**484 hrs**
131	*M: Technical Design Documents Complete*	*1.3.4*	*0 days*	*Mon 6/1/20*	*Mon 6/1/20*	*130*		0 hrs
132	**Update RTM [D070]**	**1.3.5**	**25 days**	**Mon 6/1/20**	**Mon 7/6/20**	**120,131**		**280 hrs**
137	**Task Group 2: Solution Planning**	**1.3.6**	**37 days**	**Tue 5/5/20**	**Wed 6/24/20**			**1,960 hrs**
138	**Planning Documents [D014-D020]**	**1.3.6.1**	**37 days**	**Tue 5/5/20**	**Wed 6/24/20**	**109SS+15 days**		**1,960 hrs**
139	**Data Management Plan [D014]**	**1.3.6.1.1**	**25 days**	**Tue 5/5/20**	**Mon 6/8/20**			**280 hrs**
144	**Data Security, Privacy and Confidentiality Plan [D015]**	**1.3.6.1.2**	**25 days**	**Tue 5/5/20**	**Mon 6/8/20**			**280 hrs**
149	**Incident Management Plan [D016]**	**1.3.6.1.3**	**25 days**	**Tue 5/5/20**	**Mon 6/8/20**			**280 hrs**
154	**Master Test Plan [D017]**	**1.3.6.1.4**	**25 days**	**Tue 5/5/20**	**Mon 6/8/20**			**280 hrs**
159	**Privacy Impact Analysis [D018]**	**1.3.6.1.5**	**25 days**	**Thu 5/21/20**	**Wed 6/24/20**	**109**		**280 hrs**
164	**Requirements Gap Analysis Document [D019]**	**1.3.6.1.6**	**25 days**	**Thu 5/21/20**	**Wed 6/24/20**	**109**		**280 hrs**
169	**Requirements Management Plan [D020]**	**1.3.6.1.7**	**25 days**	**Thu 5/21/20**	**Wed 6/24/20**	**109**		**280 hrs**
174	***PAYMENT MILESTONE 2: SOLUTION PLANNING 1***	***1.3.6.2***	***0 days***	***Wed 6/24/20***	***Wed 6/24/20***	*139,144,149,154,*		0 hrs
175	**System Configuration and Deployment**	**1.4**	**106 days**	**Wed 4/8/20**	**Wed 9/2/20**			**6,912 hrs**
176	**System Configuration**	**1.4.1**	**15 days**	**Thu 5/21/20**	**Wed 6/10/20**	**109**		**960 hrs**
185	**Configuration Validation**	**1.4.2**	**5 days**	**Thu 6/11/20**	**Wed 6/17/20**	**176**		**320 hrs**
194	*M: System Configuration & Validation Complete*	*1.4.3*	*0 days*	*Wed 6/17/20*	*Wed 6/17/20*	*185*		0 hrs
195	**Initial Deployment**	**1.4.4**	**3 days**	**Thu 6/18/20**	**Mon 6/22/20**	**185**		**32 hrs**
199	**Planning Documents [D021-D026]**	**1.4.5**	**32 days**	**Thu 5/21/20**	**Fri 7/3/20**	**109**		**1,400 hrs**
200	**Requirements Specification Document (RSD) [D021]**	**1.4.5.1**	**25 days**	**Thu 5/21/20**	**Wed 6/24/20**			**280 hrs**
205	**Safeguard Procedures Report (SPR) [D023]**	**1.4.5.2**	**25 days**	**Mon 6/1/20**	**Fri 7/3/20**			**280 hrs**
210	**Security Plan [D024]**	**1.4.5.3**	**25 days**	**Mon 6/1/20**	**Fri 7/3/20**			**280 hrs**
215	**System Backup and Record Retention Plan [D025]**	**1.4.5.4**	**25 days**	**Mon 6/1/20**	**Fri 7/3/20**			**280 hrs**
220	**System Requirement Document/ Back Log of User Stories or Use Cases [D026]**	**1.4.5.5**	**25 days**	**Mon 6/1/20**	**Fri 7/3/20**			**280 hrs**
225	***PAYMENT MILESTONE 3: SOLUTION PLANNING 2***	***1.4.6***	***0 days***	***Fri 7/3/20***	***Fri 7/3/20***	*200,92,205,210,2:*		0 hrs
226	**Task Group #3: Solution Design, Testing & Operational Readiness**	**1.6**	**106 days**	**Wed 4/8/20**	**Wed 9/2/20**			**4,200 hrs**
227	**Documents [D027-D034]**	**1.6.1**	**76 days**	**Wed 4/8/20**	**Wed 7/22/20**			**2,240 hrs**
228	**Capacity Plan [D027]**	**1.4.7.1.1**	**30 days**	**Wed 4/8/20**	**Tue 5/19/20**			**280 hrs**

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ID	Task Name	WBS	Duration	Start	Finish	Predecessors	Resource Names	Work
233	Configuration Management Plan [D028]	1.4.7.1.2	25 days	Wed 4/8/20	Tue 5/12/20			280 hrs
238	Data Conversion Plan (DCP) [D029]	1.4.7.1.3	25 days	Wed 4/8/20	Tue 5/12/20			280 hrs
243	Data Conversion Test Cases [D030]	1.4.7.1.4	25 days	Thu 6/18/20	Wed 7/22/20			280 hrs
248	Data Conversion Test Results [D031]	1.4.7.1.5	25 days	Thu 6/18/20	Wed 7/22/20			280 hrs
253	Database Design Document and Data Models [D032]	1.4.7.1.6	25 days	Thu 6/18/20	Wed 7/22/20			280 hrs
258	Detailed System Design (DSD) Document [D033]	1.4.7.1.7	25 days	Thu 6/18/20	Wed 7/22/20			280 hrs
263	Disaster Recovery and Business Continuity Plan [D034]	1.4.7.1.8	25 days	Wed 4/8/20	Tue 5/12/20			280 hrs
268	*PAYMENT MILESTONE 4: SOLUTION DESIGN, TESTING, & OPERATIONAL READINESS 1*	*1.4.7.2*	*0 days*	*Wed 7/22/20*	*Wed 7/22/20*	*228,233,238,263,*		0 hrs
269	Documents [D035-D041]	1.4.7.3	106 days	Wed 4/8/20	Wed 9/2/20			1,960 hrs
270	Federal Certification and Review Management Plan [D035]	1.4.7.3.1	25 days	Wed 4/8/20	Tue 5/12/20			280 hrs
275	Interface Inventory [D036]	1.4.7.3.2	25 days	Thu 6/18/20	Wed 7/22/20	185		280 hrs
280	Load and Stress Test Cases [D037]	1.4.7.3.3	25 days	Thu 6/18/20	Wed 7/22/20	185		280 hrs
285	Load and Test Case Results [D038]	1.4.7.3.4	25 days	Thu 7/23/20	Wed 8/26/20	280		280 hrs
290	Operational Readiness Plan (ORP) [D039]	1.4.7.3.5	25 days	Thu 5/21/20	Wed 6/24/20	119		280 hrs
295	Operational Readiness Test Scripts [D040]	1.4.7.3.6	25 days	Thu 6/25/20	Wed 7/29/20	121,290		280 hrs
300	Operational Readiness Test Results [D041]	1.4.7.3.7	25 days	Thu 7/30/20	Wed 9/2/20	295		280 hrs
305	*PAYMENT MILESTONE 5: SOLUTION DESIGN, TESTING, & OPERATIONAL READINESS 2*	*1.4.7.4*	*0 days*	*Wed 9/2/20*	*Wed 9/2/20*	*270,275,280,300,*		0 hrs
306	**Application and Integration Validation & Testing**	**1.5**	**124 days**	**Wed 4/8/20**	**Mon 9/28/20**			**8,064 hrs**
307	System Integration Testing (SIT) Activities	1.5.1	58 days	Mon 5/18/20	Thu 8/6/20			2,256 hrs
308	SIT Planning	1.5.1.1	25 days	Mon 5/18/20	Mon 6/22/20			560 hrs
309	System Integration Plan [D045]	1.5.1.1.1	25 days	Mon 5/18/20	Mon 6/22/20	130SS		280 hrs
314	System Integration Test Cases [D046]	1.5.1.1.2	25 days	Mon 5/18/20	Mon 6/22/20	130SS		280 hrs
319	sFTP/ API Connectivity & Setup	1.5.1.2	20.5 days	Mon 6/1/20	Mon 6/29/20	130		320 hrs
322	Data Intake / Exchange	1.5.1.3	28 days	Mon 6/1/20	Thu 7/9/20			1,072 hrs
323	EVV Data Intake (Provider, Member, Authorization Data)	1.5.1.3.1	23 days	Mon 6/1/20	Thu 7/2/20			376 hrs
332	Consumer Directed Data Intake (Employer/Employee)	1.5.1.3.2	22 days	Mon 6/1/20	Wed 7/1/20			504 hrs
337	Billing Data Delivery (837, Claims Validation Service)	1.5.1.3.3	5 days	Thu 7/2/20	Thu 7/9/20	323,123		96 hrs
341	Claims Validation Service	1.5.1.3.4	5 days	Thu 7/2/20	Thu 7/9/20	323		96 hrs
345	System Integration Testing (SIT)	1.5.1.4	25 days	Thu 7/2/20	Thu 8/6/20	328		304 hrs
346	Data Intake Validation (Integration Test)	1.5.1.4.1	25 days	Thu 7/2/20	Thu 8/6/20	198		0 hrs
389	Billing Module (Integration Test)	1.5.1.4.2	7 days	Thu 7/9/20	Mon 7/20/20	337		96 hrs
397	Claims Validation Process (Integration Test)	1.5.1.4.3	7 days	Thu 7/9/20	Mon 7/20/20	341		96 hrs
405	Data Warehouse Export (Integration Test)	1.5.1.4.4	7 days	Thu 7/2/20	Mon 7/13/20	323		96 hrs
413	3rd Party EVV Data Interface (Integration Test)	1.5.1.4.5	2 days	Thu 7/2/20	Mon 7/6/20	191,198		16 hrs
417	*M: SIT Complete*	*1.5.2*	*0 days*	*Thu 8/6/20*	*Thu 8/6/20*	*345*		0 hrs
418	User Acceptance (UAT) Activities	1.5.3	74 days	Thu 5/7/20	Tue 8/18/20			1,608 hrs
419	UAT Planning	1.5.3.1	25 days	Thu 5/7/20	Wed 6/10/20	119SS		840 hrs
420	Regression Test Cases [D042]	1.5.3.1.1	25 days	Thu 5/7/20	Wed 6/10/20			280 hrs
425	User Acceptance Test Cases [D049]	1.5.3.1.2	25 days	Thu 5/7/20	Wed 6/10/20			280 hrs
430	Reports and Forms Inventory [D044]	1.5.3.1.3	25 days	Thu 5/7/20	Wed 6/10/20			280 hrs
435	Validate UAT Environment & Test Cases (Pre-UAT)	1.5.3.2	20 days	Tue 6/23/20	Mon 7/20/20	198		0 hrs
436	UA Application Testing: EVV & CDS Portals	1.5.3.3	21 days	Tue 7/21/20	Tue 8/18/20			768 hrs
437	EVV System Application w/ Scheduling (UA Test)	1.5.3.3.1	21 days	Tue 7/21/20	Tue 8/18/20	198,435		448 hrs
446	Consumer Directed Portals (UA Test)	1.5.3.3.2	21 days	Tue 7/21/20	Tue 8/18/20	198,435		320 hrs
455	*M: UAT Complete*	*1.5.4*	*0 days*	*Tue 8/18/20*	*Tue 8/18/20*	*437,446*		0 hrs
456	Testing Results Documents	1.5.5	26.5 days	Wed 8/5/20	Thu 9/10/20			840 hrs

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ID	Task Name	WBS	Duration	Start	Finish	Predecessors	Resource Names	Work
457	Regression Test Results [D043]	1.5.5.1	25 days	Wed 8/5/20	Tue 9/8/20			280 hrs
462	System Integration Test Results [D047]	1.5.5.2	25 days	Thu 8/6/20	Thu 9/10/20			280 hrs
467	UAT Results and Letter of Completion [D050]	1.5.5.3	25 days	Wed 8/5/20	Tue 9/8/20			280 hrs
472	*PAYMENT MILESTONE 6: SOLUTION DESIGN, TESTING, & OPERATIONAL READINESS 3*	*1.5.6*	*0 days*	*Thu 9/10/20*	*Thu 9/10/20*	*420,457,430,462,*		0 hrs
473	Task Group #4: Solution Deployment	1.5.7	124 days	Wed 4/8/20	Mon 9/28/20			3,360 hrs
474	Cutover Play Book [D051]	1.5.7.1	25 days	Thu 6/18/20	Wed 7/22/20	185		280 hrs
479	Federal Review Supporting Documentation [D052]	1.5.7.2	25 days	Wed 4/8/20	Tue 5/12/20			280 hrs
484	Implementation Certification Letter [D053]	1.5.7.3	25 days	Wed 8/19/20	Tue 9/22/20	345,436		280 hrs
489	Implementation Plan (Rollout Plan) [D054]	1.5.7.4	25 days	Mon 6/1/20	Mon 7/6/20	109,121		280 hrs
494	Operations Change Management Plan [D055]	1.5.7.5	25 days	Wed 4/8/20	Tue 5/12/20			280 hrs
499	*PAYMENT MILESTONE 7: DEPLOYMENT 1 [D051-D055]*	*1.5.7.6*	*0 days*	*Tue 9/22/20*	*Tue 9/22/20*	*474,479,484,489,*		0 hrs
500	Operational Milestone Review (OMR) [D056]	1.5.7.7	25 days	Thu 8/6/20	Wed 9/9/20	290,295,300SS+5		280 hrs
505	Production Screenshots, Reports, and Data for Certification [D057]	1.5.7.8	25 days	Tue 8/25/20	Mon 9/28/20	627SS		280 hrs
510	Report Distribution Schedule [D058]	1.5.7.9	25 days	Thu 6/18/20	Wed 7/22/20	185		280 hrs
515	Solution Health Monitoring Plan [D059]	1.5.7.10	25 days	Thu 7/23/20	Wed 8/26/20	185,510		280 hrs
520	System Operations Plan [D060]	1.5.7.11	25 days	Thu 8/20/20	Wed 9/23/20	185,345,436,559		280 hrs
525	*PAYMENT MILESTONE 8: DEPLOYMENT 2 [D056-DO60]*	*1.5.7.12*	*0 days*	*Mon 9/28/20*	*Mon 9/28/20*	*500,505,510,515,*		0 hrs
526	Turnover and Closeout Management Plan [D065]	1.5.7.13	30 days	Mon 6/1/20	Mon 7/13/20		Sandata	560 hrs
531	**Project Implementation**	**1.6**	**116 days**	**Wed 4/22/20**	**Wed 9/30/20**			6,640 hrs
532	Outreach Workstream	1.6.1	109 days	Wed 4/22/20	Mon 9/21/20			3,248 hrs
533	Outreach & Communication Planning	1.6.1.1	15 days	Wed 4/22/20	Tue 5/12/20			320 hrs
537	Provider Survey	1.6.1.2	36 days	Wed 5/13/20	Wed 7/1/20			392 hrs
545	Program Website	1.6.1.3	21 days	Wed 4/22/20	Wed 5/20/20			336 hrs
548	EVV Program Outreach	1.6.1.4	97 days	Fri 5/8/20	Mon 9/21/20			2,200 hrs
552	Training Workstream	1.6.2	116 days	Wed 4/22/20	Wed 9/30/20			2,872 hrs
553	Training Management Plan [D048]	1.6.2.1	25 days	Wed 4/22/20	Tue 5/26/20			280 hrs
559	Training Materials [D062]/ System and User Documentation [D061]	1.6.2.2	65 days	Thu 5/21/20	Wed 8/19/20			928 hrs
576	Training Logistics/ Schedule [D064]	1.6.2.3	22 days	Wed 5/27/20	Thu 6/25/20			208 hrs
579	Training Registration	1.6.2.4	27 days	Fri 6/26/20	Mon 8/3/20			616 hrs
583	Train-the-Trainers	1.6.2.5	3 days	Thu 8/20/20	Mon 8/24/20			80 hrs
586	Training Execution: Pilot Testing	1.6.2.6	5 days	Tue 8/25/20	Mon 8/31/20	622,583,576		120 hrs
589	Training Report [D063]	1.6.2.7	25 days	Thu 8/27/20	Wed 9/30/20			280 hrs
594	*PAYMENT MILESTONE 9: DEPLOYMENT 3 [D061-D065]*	*1.6.2.8*	*0 days*	*Wed 9/30/20*	*Wed 9/30/20*	*526,559,576,589*		0 hrs
595	Training Execution: Providers (Classroom, Webinar, Self-Paced)	1.6.2.9	15 days	Tue 9/8/20	Mon 9/28/20	622,583,576,586F		360 hrs
598	*M: Training Activities Complete*	*1.6.2.10*	*0 days*	*Mon 9/28/20*	*Mon 9/28/20*	*595*		*0 hrs*
599	Provider Support Workstream	1.6.3	99 days	Wed 4/22/20	Tue 9/8/20			520 hrs
600	EVV User Support Planning	1.6.3.1	25 days	Wed 4/22/20	Tue 5/26/20	5FS+10 days	Payer MMIS	200 hrs
604	Revise Support Body of Knowledge (BOK) for State	1.6.3.2	5 days	Thu 6/18/20	Wed 6/24/20	185	Payer MMIS,Sandata	240 hrs
612	Train Customer Care Staff on State Program	1.6.3.3	5 days	Thu 6/25/20	Wed 7/1/20	604,600	Sandata,Payer MMIS	80 hrs
613	Initial Support Coverage Level	1.6.3.4	0 days	Tue 6/2/20	Tue 6/2/20	551SS	Payer MMIS,Sandata	0 hrs
614	Full Support Coverage Level	1.6.3.5	0 days	Tue 9/8/20	Tue 9/8/20	587SS,596SS	Payer MMIS,Sandata	0 hrs
615	**Go-Live Phase**	**1.7**	**47.5 days**	**Thu 8/6/20**	**Mon 10/12/20**			1,784 hrs
616	EVV Data Intake (Provider, Member, Authorization Data)	1.7.1	0 days	Thu 8/6/20	Thu 8/6/20			0 hrs
622	Production Deployment	1.7.2	1 day	Thu 8/13/20	Fri 8/14/20			24 hrs
626	*Pilot Testing*	*1.7.3*	*11 days*	*Tue 8/25/20*	*Tue 9/8/20*			*80 hrs*
627	Providers Begin Using EVV System (Pilot)	1.7.3.1	10 days	Tue 8/25/20	Mon 9/7/20	622,559,586SS	Providers	80 hrs

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ID	Task Name	WBS	Duration	Start	Finish	Predecessors	Resource Names	Work
628	Verification of Pilot Implementation Data	1.7.3.2	1 day	Tue 9/8/20	Tue 9/8/20	627		0 hrs
629	**Program Go-Live**	**1.7.4**	**1 day**	**Mon 9/28/20**	**Tue 9/29/20**			**0 hrs**
630	Providers Begin Using EVV System (Full Launch)	1.7.4.1	0 days	Mon 9/28/20	Mon 9/28/20	622,559,598	Providers	0 hrs
631	CDS Fiscal Entities Begin Using EVV System	1.7.4.2	0 days	Tue 9/29/20	Tue 9/29/20	630SS+1 day	Fiscal Entities	0 hrs
632	Providers Using 3rd Party EVV Systems Begin Data Deliveries	1.7.4.3	0 days	Tue 9/29/20	Tue 9/29/20	630SS+1 day	Providers	0 hrs
633	**Task Group #5: Project Monitor and Control (Recurring Deliverables)**	**1.7.5**	**25 days**	**Tue 9/8/20**	**Mon 10/12/20**			**1,680 hrs**
634	**Project Schedule [D066]**	**1.7.5.1**	**25 days**	**Tue 9/8/20**	**Mon 10/12/20**	**307,418,595SS**		**280 hrs**
639	**Project Status Reporting (Weekly and Monthly) [D067]**	**1.7.5.2**	**25 days**	**Tue 9/8/20**	**Mon 10/12/20**	**455,595SS**		**280 hrs**
644	**Risk Register/ Exception Plan [D068]**	**1.7.5.3**	**25 days**	**Tue 9/8/20**	**Mon 10/12/20**	**307,418,595SS**		**280 hrs**
649	**Updated Project Management Components [D069]**	**1.7.5.4**	**25 days**	**Tue 9/8/20**	**Mon 10/12/20**	**307,418,595SS**		**280 hrs**
654	**Update RTM [D070]**	**1.7.5.5**	**25 days**	**Tue 9/8/20**	**Mon 10/12/20**	**455,595SS**		**280 hrs**
659	**Updated Training Management Plan [D071]**	**1.7.5.6**	**25 days**	**Tue 9/8/20**	**Mon 10/12/20**	**444,453,595SS**		**280 hrs**
664	*PAYMENT MILESTONE - MONTHLY IMPLEMENTATION INVOICES (RECURRING)*	*1.7.6*	*0 days*	*Mon 10/12/20*	*Mon 10/12/20*	*97,102,644,649,6*		*0 hrs*
665	**Post Implementation and Stabilization**	**2**	**43 days**	**Wed 9/30/20**	**Fri 11/27/20**			**4,808 hrs**
666	**Account Management**	**2.1**	**43 days**	**Wed 9/30/20**	**Fri 11/27/20**	**629**		**688 hrs**
668	**Outreach Workstream**	**2.2**	**30 days**	**Wed 9/30/20**	**Tue 11/10/20**	**629**		**992 hrs**
672	**Training Workstream**	**2.3**	**43 days**	**Wed 9/30/20**	**Fri 11/27/20**	**629**		**752 hrs**
677	**Provider Support Workstream**	**2.4**	**43 days**	**Wed 9/30/20**	**Fri 11/27/20**	**629**		**2,064 hrs**
681	**Project Closure**	**2.5**	**13 days**	**Wed 11/11/20**	**Fri 11/27/20**	**629FS+30 day**		**312 hrs**
686	**CMS Certification Activities**	**3**	**300.5 day**	**Mon 5/18/20**	**Mon 7/12/21**			**1,592 hrs**
687	**CMS Certification - Outcome Based Certification ORR Milestone Prep**	**3.1**	**146.5 days**	**Mon 5/18/20**	**Tue 12/8/20**			**872 hrs**
688	Business Rules Review	3.1.1	5 days	Thu 5/21/20	Wed 5/27/20	119	Sandata	40 hrs
689	Technical Specification Review	3.1.2	5 days	Mon 5/18/20	Mon 5/25/20	129	Sandata	40 hrs
690	UAT Participation - making sure test cases available for CMS Certification	3.1.3	19 days	Thu 6/11/20	Tue 7/7/20	424,429	Sandata	152 hrs
691	**ORR Outcome Based EVV Intake Form**	**3.1.4**	**15 days**	**Wed 8/19/20**	**Tue 9/8/20**	**346**		**120 hrs**
698	CMS Review of Material before ORR Milestone Review	3.1.5	15 days	Wed 9/9/20	Tue 9/29/20	697	CMS	120 hrs
699	**Preparation for CMS R2 Milestone Review Meeting**	**3.1.6**	**15 days**	**Wed 9/9/20**	**Tue 9/29/20**	**692,696**	**Sandata,DHHR**	**400 hrs**
703	CMS ORR Milestone Meeting with CMS	3.1.7	0 days	Tue 10/6/20	Tue 10/6/20	698FS+5 days	Sandata,DHHR	0 hrs
704	CMS Approval	3.1.8	0 days	Tue 12/8/20	Tue 12/8/20	703FS+45 days	CMS	0 hrs
705	**CMS Certification - Outcome Based Certification Certification Review (CR) Milestone Prep**	**3.2**	**174 days**	**Wed 11/11/20**	**Mon 7/12/21**			**720 hrs**
706	**Final Certification Outcome Based EVV Checklist**	**3.2.1**	**97 days**	**Wed 11/11/20**	**Thu 3/25/21**	**629FS+30 days**		**176 hrs**
710	State to submit KPI Data to CMS	3.2.2	0 days	Thu 3/25/21	Thu 3/25/21	709	DHHR	0 hrs
711	CMS Review of Material before CR Milestone Review	3.2.3	15 days	Fri 3/26/21	Thu 4/15/21	710	CMS	120 hrs
712	**Preparation for CMS CR Milestone Meeting**	**3.2.4**	**15 days**	**Fri 4/16/21**	**Thu 5/6/21**	**711**	**Sandata,DHHR**	**400 hrs**
716	CMS CR Milestone Meeting with CMS	3.2.5	1 day	Fri 5/7/21	Fri 5/7/21	709,711FS+5 days	Sandata,DHHR	16 hrs
717	CMS Approval	3.2.6	1 day	Mon 7/12/21	Mon 7/12/21	716FS+45 days	CMS	8 hrs

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Attachment 6: Mandatory Requirements

1. Instructions

1.1 The Vendor must meet the mandatory requirements as a part of the submitted proposal. Failure on the part of the Vendor to meet any of the mandatory requirements will result in its proposal's disqualification, at the sole discretion of the Department of Health and Human Resources (DHHR). The terms "must", "shall", or "will" stipulates and identifies a mandatory requirement.

1.2 The Vendor must demonstrate compliance with mandatory requirements in its proposal. If the Vendor's proposal meets the mandatory requirements, the Vendor's Proposal may be included in the next part of the technical evaluation of this request for proposal (RFP).

1.3 For mandatory requirements that involve documentation, Vendors should include the documentation with their technical proposal. If the documentation is not provided in the technical proposal, Vendors must provide a written commitment in their proposal to provide the documentation prior to contract execution. When appropriate, Vendors must provide narrative responses in the area below.

1.3.1 See the attached Microsoft Excel® file titled, Attachment 6: Mandatory Requirements.

1.4 Sandata Response

Sandata meets all of the mandatory requirements.

MR001	All provided services must comply with the Department rules.

Sandata will work with DHHR to configure our EVV solution to ensure it complies with all Department rules.

MR002	The Vendor must agree to adhere to the performance measures and penalties outlined within the service level agreements (SLAs) included in the request for proposal (RFP).

Sandata agrees to adhere to all performance measures and penalties outlined within the SLAs and included in the RFP.

MR003	The Vendor must ensure that solution modules and applications integrate successfully and effectively with minimal or no customization.

Sandata EVV is highly configurable and our proposed solution will integrate successfully and effectively without any custom work required.

MR004	The solution must securely capture and electronically verify:
MR005	The identity of the member receiving services
MR006	The identity of the direct care worker making the visit
MR007	The identity of the provider agency
MR008	The date the visit begins and ends
MR009	The time the visit begins and ends
MR010	The location of the visit
MR011	The services being delivered
MR012	The waiver program or plan name

Sandata EVV includes our Assured Coverage Model with multiple methods of visit verification and data collection at the point of care including mobile and telephonic visit verification options. Sandata recommends using our Sandata Mobile Connect application as the primary verification method since it supports visit verification in both a connected and disconnected mode. Across our Payer business, over 70% of all visits are captured with Sandata Mobile Connect. Each visit verification option captures the required 21st Century Cures Act data elements including:

- The identity of the member receiving services, including associated waiver program/plan name;
- The identity of the direct care worker;
- The identity of the billing provider;
- The date and start time of the visit;
- The date and end time of the visit;
- The location of the visit; and
- The service provided.

In addition, Sandata EVV can optionally record:

- Tasks performed during the visit;
- Observations on a member's SDOH; and

- The member or member's responsible party independent verification of the visit and services received.

MR013	The solution must uniquely identify each user.

Each user is assigned a unique user ID (email address) and password for identifying and tracking user identity.

MR014	The solution must have the ability to receive data from approved electronic visit verification (EVV) data partners and aggregate the external data into the overall solution, through the Department's approved file format and transfer method(s).



Total Vendor integrations

Sandata is the only vendor with statewide aggregators in production in multiple states. For example, we have integrated with 32 EVV vendors in our Indiana program, and 49 vendors in Pennsylvania. We have developed interfaces with many of the national provider EVV vendors including:

- Alora
- CellTrak
- Homecare Homebase
- Optima
- AXXESS
- Complia
- McKesson
- PointClickCare
- Bright Tree
- Healthcare First
- Netsmart

Sandata will leverage our proven, streamlined process for any new third party EVV data integration that may be required. We have developed a standard specification for receipt of third party EVV data.

MR015	The solution must be accessible for individuals with physical disabilities and vision impairments and satisfy the accessibility requirements of Section 508 of the Rehabilitation Act and the Americans with Disabilities Act (ADA).

Sandata ensures our solutions that comply with Section 508 of the Rehabilitation Act of 1973 ("Rehabilitation Act Section 508") as well as Web Content Accessibility Guidelines ("WCAG") A and AA compliance. Our solutions are compliant with relevant sections of the Rehabilitation Act Section 508 as evidenced by our third party validated VPAT documentation. Sandata Mobile Connect is Rehabilitation Act Section 508 compliant. The Sandata Mobile Connect application supports ADA compliance including the following:

- An on-screen virtual keyboard may be used to enter input data in data entry fields.

- Accessibility features (when enabled via the Settings menu in the MEmu Android 5.1 emulator) such as text content, text input caret location, and text attributes that make text information easier to read for users who may be visually impaired.
- A zooming feature and large text when the accessibility feature is enabled in the Settings menu.
- Support for a number of off-the- shelf headphones and speaker devices to support the visually impaired. The user merely plugs in his/her headphones into the cell phone's headphone jack.
- When the talk back accessibility feature is turned on via the accessibility settings on the device, tapping on the field elements and icons will trigger the functionality of the device reading the text element back to you.
- Required fields for entry by the user include Company ID, username, password, Client search field, etc. will also be read by the device when the talkback accessibility feature is turned on the device.
- Sandata Mobile Connect does not require user hearing nor user speech for access to any functionality, making it an ideal solution for the hearing or speech impaired.

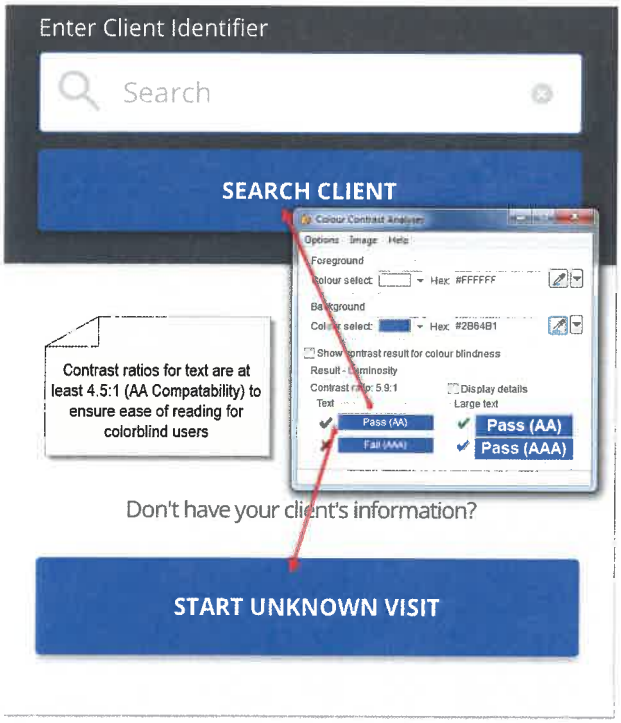


Figure 7. Sandata Mobile Connect supports ADA compliance.

- Focus in edit boxes is supported for data entry by way of a blinking cursor. Focus for other on-screen elements and controls, such as buttons and icons, is visible when used in concert with a compatible screen reader when the element is tapped once (tapping twice executes the command).
- User selected contrast and color selections and other client display attributes are available (see Figure 7).
- All graphic elements are programmatically tagged with ALT text so that they can be read by a screen reader. List of elements tagged with ALT text include:
  - Login Screen: Show Password padlock icon: Tagged with alt text 'Make Password Visible'; Hide Password padlock icon: Tagged with alt text 'Make Password Hidden';
  - Client Search Screen: Client search magnifying icon: Tagged with alt text "Enter search criteria here";
  - Start Visit Popup: Blue clock icon on Start Visit popup: Tagged with alt text "Start Visit";
  - Complete Visit Popup: Blue clock icon on Complete Visit popup: Tagged with alt text "Complete Visit";

  - Session Expiration Prompt: Blue Clock icon on session expiration: Tagged with alt text "session is about to expire";
  - Main Menu (Hamburger Icon): Menu icon: Tagged with alt text 'Menu';
  - Sign out button: Sign out button: Tagged with alt text 'Logout';
  - Client Voice Record button and Playback button: Red voice record button: Tagged with alt text "record"; Voice record playback button: Tagged with alt text "Play voice recording";
  - Client Verification submitted checkmark icon: Tagged with alt text 'client verification submitted'; and
  - Account disabled locked icon (Too many failed login attempts): Tagged with alt text 'Account locked'.
- When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images is consistent throughout the application. Sandata Mobile Connect, when used in conjunction with Assistive Technology such as a compatible screen reader (e.g., Google TalkBack), supports the ability to access the information, field elements and functionality required for completion and submission of electronic forms, including all directions and cues.
- Support for timed responses is achieved by alerting the user and giving sufficient time to indicate more time is required via the Continue button of the Session Expiration screen of the mobile application. Application timeout and idle warning timeout functionality is configurable by program.
- Use of the application does not require fine motor skills as the current swift key default keyboard has arrow key capabilities to navigate through the fields in the login screen.

All Sandata EVV portals are also ADA compliant. The portals offer:

- Text equivalents for images, audio, and other forms of multimedia;
- Time-based media including audio, video and captioning for hard of hearing populations where applicable;
- Content that can be presented in different ways to accommodate meaningful sequence;
- Distinguishable content through use of color, context or markup, and audio control to make it easier for users to see and hear content;
- Keyboard accessible functionality;
- Enough/extended time for users to read and use content;
- Easy navigation to find content;
- Content that is readable and understandable;
- Predictability in how web pages appear and operate;
- Input assistance to help users avoid and correct mistakes; and
- Compatibility with assistive technologies such as Jaws Readers, etc.

Figures 8 – 9 illustrate some of the ADA compliance capabilities of Sandata's portal components.



Figure 8. Screen Reader Compatibility.



Figure 9. Use of color.

MR016	The Vendor must establish business associate agreements (BAA) or contractual agreements with the Department and any subcontractors according to Federal agency requirements that have access to data which is subject to protection by the Health Insurance Portability and Accountability Act (HIPAA). (Reference: https://www.hhs.gov/hipaa/index.html)

Sandata will establish BAAs or contractual agreements with DHHR according to Federal agency requirements that have access to data which is subject to protection by HIPAA. Sandata is not proposing any subcontractors for this project.

MR017	The Vendor must agree to enter into applicable Business Associate Agreements (BAA) with external electronic visit verification (EVV) data partners as directed by the Department prior to accepting or exchanging protected health information (PHI) and/or personally identifiable information (PII) data from the EVV solution.

Sandata will enter into BAAs with external EVV data partners as directed by DHHR prior to accepting or exchanging PHI and/or PII data from the EVV solution.

MR018	The Vendor must ensure that all data submitted to or collected by the solution will remain the property of the Department.

All data submitted to or collected by Sandata EVV will remain the property of DHHR.

MR019	The Vendor must agree to abide by all the Department security and privacy policies to protect confidential and sensitive information.

Sandata will abide by all DHHR security and privacy policies as stated in the RFP to protect confidential and sensitive information.

MR020	The solution must have the ability to receive, store, and exchange protected health information (PHI) and personally identifiable information (PII) through authentication, along with encryption methods to secure sensitive information following nationally recognized standards, including the privacy and security controls outlined within National Institute of Standards and Technology (NIST) Security and Privacy Controls for Federal Information Systems and Organizations special publication (SP) 800-53 (moderate) and NIST SP 800-111, Guide to Storage Encryption Technologies for End User Devices. (Reference: https://csrc.nist.gov/publications/detail/sp/800-111/final and https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-53r4.pdf)

HITRUST CSF Certified

Sandata EVV will receive, store, and exchange PHI and PII through authentication, along with encryption methods to secure sensitive information. Sandata follows industry best practices and standards and is in compliance with Medicaid confidentiality requirements, HIPAA requirements, including relevant Health Information Technology for Economic and Clinical Health Act ("HITECH") amendments, NIST security and encryption requirements, W3C, SOX, and ISO 17799. We undergo annual SSAE-18 certification of our security and data protection capabilities and we are HITRUST Common Security Framework ("CSF") and NIST Cybersecurity Framework ("CsF") certified. Risk assessments are conducted at least annually, or anytime there are material changes in business practices or the system

environment, utilizing NIST Special Publication 800-53, Guide for Conducting Risk Assessments.

MR021	The solution must use only Federal Information Processing Standard (FIPS) Pub 140-2 validated (or higher) encryption or equivalent. (Reference: https://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.140-2.pdf, and https://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.140-3.pdf)

Sandata utilizes an enterprise storage solution with self-encrypting drives ("SEDs") within the arrays to achieve FIPS 140-2 compliance. All data contained on these drives (PHI or otherwise) is protected against unauthorized access, including media or hardware theft and tampering. All SEDs are certified by the NIST and Canadian Communications Security Establishment as meeting Level 2 security requirements for cryptographic modules as defined in the FIPS 140-2 Publication.

MR022	The Vendor must remain in alignment with all future updates to Centers for Medicare & Medicaid Services' (CMS') certification processes and any future updates to the Medicaid Enterprise Certification Toolkit (MECT). (Reference: https://www.medicaid.gov/medicaid/data-and-systems/mect/index.html)

Sandata has worked closely with CMS during the certification process, helping to define the requirements and artifacts needed to complete the outcomes-based certification process for EVV. We continuously monitor updates to CMS guidelines and requirements as it relates to EVV, and make necessary adjustments to our solution, tools, and processes, as needed.

MR023	The Vendor must design the solution to support the Medicaid Information Technology Architecture (MITA) goals for the Department as defined in the Department's MITA State Self-Assessment (SS-A) and other West Virginia MITA artifacts provided in the WV EVV RFP Procurement Library.



Table 5 shows our alignment with the Seven Conditions and Standards and our commitment to integration of the Medicaid Information Technology Architecture ("MITA") initiative with EVV business, architecture and data requirements.

Table 5: Sandata aligns to the CMS Seven Conditions and Standards to ensure DHHR has a fully compliant EVV solution.

CMS Standards and Conditions	Sandata's Alignment
Modularity Standard	Sandata EVV is developed using a flexible and modular approach. We support the separation of standardized business rule definitions from core programming and the availability of standardized business rule definitions.
MITA Condition	In accordance with CMS requirements, DHHR and Sandata will jointly produce MITA Self-Assessments, Roadmaps, Concepts of Operation, and Business Process Models.
Industry Standards Condition	Sandata aligns and incorporates industry standards, including HIPAA security, privacy and transaction standards; HITECH security standards, and accessibility standards established under Rehabilitation Act Section 508. For accessibility we perform testing specific to Rehabilitation Act Section 508.
Leverage Condition	Sandata EVV is a commercial product offered as a Software as a Service ("SaaS"). We support the Leverage Condition by allowing states to transition from one EVV vendor to the next in accordance with industry best practices.
Business Results Condition	Sandata EVV supports accurate and timely processing of claims by providing near real time data on services delivered directly to the MMIS system. This helps support effective communications with Clients, Providers, and the public.
Reporting Condition	Sandata EVV produces transaction data and reports to support program evaluation, continuous improvement in operations, transparency, and accountability. Our Business Intelligence tool and EVV data extract supports dashboards and detailed data analysis.
Interoperability Condition	Sandata EVV supports integration and interoperability with the appropriate systems to support seamless data exchange between those systems and the EVV system. We use and publish open interfaces and exposed Application Programming Interfaces.

MR024	The Vendor must coordinate with the Department to develop all documentation required by Centers for Medicare & Medicaid Services' (CMS') Certification process as defined in the most recent Medicaid Enterprise Certification Toolkit (MECT). (Reference: https://www.medicaid.gov/medicaid/data-and-systems/mect/index.html)



Sandata is the only EVV Vendor who has successfully completed CMS Certification for a statewide EVV solution, and we look forward to working with DHHR to identify and develop evidentiary documentation requirements to support CMS certification of the EVV solution. ***With an additional seven programs in various stages of CMS Certification,*** Sandata is unmatched in supporting states in meeting this achievement.

Our Certification Lead, Brien Mitchell, has over 18 years of experience providing consulting services for large government IT projects involving IV&V, Medicaid Replacement, EVV, MMIS, and MITA projects and will be a valuable resource in coordinating these efforts for the DHHR. Our sole focus is delivering EVV solutions, and selecting Sandata as your EVV Vendor removes any chance of conflicts of interest as you pursue CMS Certification.

Sandata's Certification Lead, Brien Mitchell, received high accolades, "Brien has been amazing to work with and I am sure the state would say the same – that he provides incredible value every time he is on a call with the State of Indiana"
– Daniel Moody, DXC Project Manager Indiana Medicaid

COMPLETED TABLE OF MANDATORY REQUIREMENTS

Please refer to our completed Attachment 6 on the following pages.

Mandatory Requirements						
Req ID #	Hierarchy Level	Requirement Text	Type	Attachment	Section	Page #
MR001	1	All provided services must comply with the Department rules.	Program Management	Attachment 6 - Mandatory Requirements	Attachment 6	60
MR002	1	The Vendor must agree to adhere to the performance measures and penalties outlined within the service level agreements (SLAs) included in the request for proposal (RFP).	Project Management	Attachment 6 - Mandatory Requirements	Attachment 6	60
MR003	1	The Vendor must ensure that solution modules and applications integrate successfully and effectively with minimal or no customization.	Hardware and Infrastructure	Attachment 6 - Mandatory Requirements	Attachment 6	61
MR004	1	The solution must securely capture and electronically verify:	Visit Verification	Attachment 6 - Mandatory Requirements	Attachment 6	61
MR005	2	The identity of the member receiving services	Visit Verification	Attachment 6 - Mandatory Requirements	Attachment 6	61
MR006	2	The identity of the direct care worker making the visit	Visit Verification	Attachment 6 - Mandatory Requirements	Attachment 6	61
MR007	2	The identity of the provider agency	Visit Verification	Attachment 6 - Mandatory Requirements	Attachment 6	61
MR008	2	The date the visit begins and ends	Visit Verification	Attachment 6 - Mandatory Requirements	Attachment 6	61
MR009	2	The time the visit begins and ends	Visit Verification	Attachment 6 - Mandatory Requirements	Attachment 6	61
MR010	2	The location of the visit	Visit Verification	Attachment 6 - Mandatory Requirements	Attachment 6	61
MR011	2	The services being delivered	Visit Verification	Attachment 6 - Mandatory Requirements	Attachment 6	61
MR012	2	The waiver program or plan name	Visit Verification	Attachment 6 - Mandatory Requirements	Attachment 6	61
MR013	1	The solution must uniquely identify each user.	Security Management	Attachment 6 - Mandatory Requirements	Attachment 6	62

Mandatory Requirements						
Req ID #	Hierarchy Level	Requirement Text	Type	Attachment	Section	Page #
MR014	1	The solution must have the ability to receive data from approved electronic visit verification (EVV) data partners and aggregate the external data into the overall solution, through the Department's approved file format and transfer method(s).	Data Sources, Delivery, and Display	Attachment 6 - Mandatory Requirements	Attachment 6	62
MR015	1	The solution must be accessible for individuals with physical disabilities and vision impairments and satisfy the accessibility requirements of Section 508 of the Rehabilitation Act and the Americans with Disabilities Act (ADA).	Project Management	Attachment 6 - Mandatory Requirements	Attachment 6	62
MR016	1	The Vendor must establish business associate agreements (BAA) or contractual agreements with the Department and any subcontractors according to Federal agency requirements that have access to data which is subject to protection by the Health Insurance Portability and Accountability Act (HIPAA). (Reference: https://www.hhs.gov/hipaa/index.html)	Security Management	Attachment 6 - Mandatory Requirements	Attachment 6	65
MR017	1	The Vendor must agree to enter into applicable Business Associate Agreements (BAA) with external electronic visit verification (EVV) data partners as directed by the Department prior to accepting or exchanging protected health information (PHI) and/or personally identifiable information (PII) data from the EVV solution.	Security Management	Attachment 6 - Mandatory Requirements	Attachment 6	66
MR018	1	The Vendor must ensure that all data submitted to or collected by the solution will remain the property of the Department.	Security Management	Attachment 6 - Mandatory Requirements	Attachment 6	66
MR019	1	The Vendor must agree to abide by all the Department security and privacy policies to protect confidential and sensitive information.	Security Management	Attachment 6 - Mandatory Requirements	Attachment 6	66
MR020	1	The solution must have the ability to receive, store, and exchange protected health information (PHI) and personally identifiable information (PII) through authentication, along with encryption methods to secure sensitive information following nationally recognized standards, including the privacy and security controls outlined within National Institute of Standards and Technology (NIST) Security and Privacy Controls for Federal Information Systems and Organizations special publication (SP) 800-53 (moderate) and NIST SP 800-111, Guide to Storage Encryption Technologies for End User Devices. (Reference: https://csrc.nist.gov/publications/detail/sp/800-111/final and https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-53r4.pdf)	Security Management	Attachment 6 - Mandatory Requirements	Attachment 6	66
MR021	1	The solution must use only Federal Information Processing Standard (FIPS) Pub 140-2 validated (or higher) encryption or equivalent. (Reference: https://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.140-2.pdf, and https://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.140-3.pdf)	Security Management	Attachment 6 - Mandatory Requirements	Attachment 6	67

Mandatory Requirements						
Req ID #	Hierarchy Level	Requirement Text	Type	Attachment	Section	Page #
MR022	1	The Vendor must remain in alignment with all future updates to Centers for Medicare & Medicaid Services' (CMS') certification processes and any future updates to the Medicaid Enterprise Certification Toolkit (MECT). (Reference: https://www.medicaid.gov/medicaid/data-and-systems/mect/index.html)	CMS Certification	Attachment 6 - Mandatory Requirements	Attachment 6	67
MR023	1	The Vendor must design the solution to support the Medicaid Information Technology Architecture (MITA) goals for the Department as defined in the Department's MITA State Self-Assessment (SS-A) and other West Virginia MITA artifacts provided in the WV EVV RFP Procurement Library.	CMS Certification	Attachment 6 - Mandatory Requirements	Attachment 6	67
MR024	1	The Vendor must coordinate with the Department to develop all documentation required by Centers for Medicare & Medicaid Services' (CMS') Certification process as defined in the most recent Medicaid Enterprise Certification Toolkit (MECT). (Reference: https://www.medicaid.gov/medicaid/data-and-systems/mect/index.html)	CMS Certification	Attachment 6 - Mandatory Requirements	Attachment 6	68

Attachment 7: Business Specifications Approach

1. Instructions

1.1 The Vendor should provide a narrative overview of how the proposed system will meet the business specifications. Use the response sections to provide specific details of the proposed approach to meeting the business specifications in each subject matter area.

1.2 Responses should reference specifications and relevant mandatory requirements using the appropriate IDs from Appendix 1: Detailed Specifications and Attachment 6: Mandatory Requirements.

1.3 DHHR also expects the Vendor to propose its approach for meeting any specifications included in RFP Section 4: Project Specifications.

1.4 Responses in this section should be highly focused on the business processes and specifications and not simply provide generic or marketing descriptions of solution capabilities.

1.5 If the Vendor is proposing a phased implementation, the Vendor should indicate how that approach may or may not affect functionality. Additionally, the Vendor should indicate exception handling processes where appropriate and any dependencies on existing systems or components of the new system to provide the specified functionality.

Sandata has carefully reviewed the RFP requirements and based on our experience, we recommend our Sandata EVV solution and services to meet your needs as shown in Figure 10.



Figure 10. Sandata EVV supports all of the DHHR requirements.

Sandata EVV. While the 21st Century Cures Act establishes the minimum requirements for data collection, an EVV program is an opportunity for DHHR to improve accountability, support fiscal integrity, improve records retention, improve service delivery oversight and address Triple Aim requirements (Figure 11). We know from experience each state will have unique program requirements, so we built our solution with a robust configuration engine to guarantee DHHR's EVV solution and program needs are met. Sandata offers DHHR the proven ability to provide flexible and configurable EVV technology that includes:



Figure 11: Sandata EVV supports Triple Aim.

- ***Sandata's Assured Coverage.*** Sandata offers multiple technologies to ensure visit verification at the point of care is always available, supporting both urban and rural environments. Our Sandata Mobile Connect application is always available regardless of cell service/connectivity. This is especially important for West Virginia where 38% of the population lives in a rural area where internet connectivity is unreliable,3 and where 30% of all state residents are without access to broadband Internet. 4,5 Sandata Mobile Connect includes optional capture of SDOH as well as member approval and signature for the visit at the point of care. We also provide an alternative Sandata Telephonic Visit Verification IVR solution for visit verification if needed.

- ***Sandata Scheduling.*** Sandata's workflow management tools include robust scheduling which allows users to create and adjust schedules and provides real-time, multi-level escalating alerts for late and missed visits. Sandata Scheduling ensures care delivery aligns with the authorization and escalates gaps in care. Schedules are accessed by the direct care workers in our Sandata Mobile Connect application, supporting seamless communication between the provider and direct care worker.

- ***Provider and Family Portals.*** Providers and members access EVV data through an easy to use portal allowing them to review and make corrections to their visit data.

3 https://www.ruralhealthinfo.org/states/west-virginia
4 https://wvpolicy.org/wp-content/uploads/2018/10/WVCBP_RuralWV_2018.pdf
5 https://www.wtap.com/content/news/Report-shows-West-Virginia-ranks-47th-in-broadband-Internet-access-449451693.html

The portal helps providers identify visits missing required information and captures corrections with a full audit trail. Sandata EVV helps ensure providers follow program rules and adds efficiencies by removing the paper processes. All portals include comprehensive program reports.

- ***Sandata Billing.*** Sandata's integrated billing module ensures only claims that are pre-scrubbed and properly matched to visit data are submitted for payment, improving program integrity and reducing fraudulent activities. Sandata Billing helps providers reduce the time between care delivery and payment while ensuring DHHR only pays for services that have actually been delivered.



Sandata Aggregator with Claims Validation. Sandata Aggregator integrates all EVV data, including third party data where it is normalized to ensure consistent and holistic program alignment, regardless of the EVV system used in the Open model. Sandata Aggregator includes our Sandata Claims Validation, with real time integration to the MMIS system to match each claim with validated EVV data prior to payment. Sandata brings the necessary technology and personnel to help providers connect their EVV systems to the Sandata Aggregator.



Sandata Business Intelligence Dashboards. DHHR will use our intelligent Payer dashboards for real time insight into the delivery of care. One of the benefits of the Sandata EVV solution is the increased visibility of critical operational data. Our dashboards allow DHHR to easily monitor key operational parameters including SDOH, gaps in care, fraudulent activity. Sandata Business Intelligence Dashboards allow you to focus on the metrics that is most important to you.



Member Health & Outcomes. Sandata EVV focuses on improving member care. Sandata EVV ensures the member receives care that aligns with the care plan, and ensures the right direct care worker is with the member. Our point of care solutions improve care plan documentation, ensuring each required task is delivered and confirmed. Direct care workers have real time communication tools to alert supervisors and DHHR on changes in condition and/or SDOH. Our real time EVV solution supports your providers in improving member engagement and quality health outcomes.



Outreach/Change Management. Clear and consistent communication is key to managing change, and Sandata knows from experience it is best to communicate 'early and often'. Sandata will provide DHHR with a comprehensive outreach strategy to support outreach and change management for all stakeholders. Our approach includes multiple touch points with a focus on engaging stakeholders in the success of the EVV program. We know firsthand that stakeholders will be concerned about the introduction of new technology that will impact their care delivery. We have designed our

outreach program to minimize those fears, involve them in the process, and through the use of proven change-management techniques, ensure they are ready to use the solution.



Training. We all know from experience, both personal and professional, that technology is only valuable if used correctly, and training is the key to EVV adoption and success. Sandata's detailed Training Plan includes multiple training options such as classroom, web educational sessions, and our self-guided Learning Management System, training environments for hands on practice, extensive training materials for self-study and support reference, and ongoing access to training for the life of the program. ***At Sandata, we don't just install software, we implement solutions that drive value and efficiency, and effective and meaningful training is at the core of our implementations.***



Client Success Help Desk. Sandata's Client Success Help Desk team is available 24/7 via multiple channels including telephone, email, and on-line chat. Our team of experts helps guide users of all levels of technology sophistication, which has resulted in the highest possible satisfaction ratings. ***We strive to address all issues on the first contact, with an average resolution rate of 94%.***



CMS Certification. Sandata EVV is ***the first and only system to achieve CMS Certification,*** and our team helped develop the new Outcomes-Based Certification with CMS. Our Certification team has extensive experience in CMS Certification projects and will guide DHHR through each step in the process, providing materials that have already been reviewed and approved by CMS. We have integrated the CMS Certification requirements into our standard implementation process and outputs to simplify the process. We ***guarantee you will achieve certification*** for your program, and receive the maximum reimbursement from CMS for your program.



Executive Governance. Sandata's Executive Governance leadership works to ensure Sandata meets DHHR program goals and metrics. Sandata's Governance team has a rigorous project oversight process to review the DHHR EVV program's strategic direction and operational activities. This process ensures your success, and creates the lowest risk partnership between Sandata and DHHR. ***Our 100% referenceability across our client base is due to our proven project oversight process, combined with our talented and experienced teams.***



Experienced EVV Team. Sandata has one of the most experienced EVV leadership teams in the country:

- Our CEO, Tom Underwood, has 30 years' experience at the executive level in

Regarding our implementation team, this was said "AHCCCS leadership was super impressed with the knowledge, insight, and contributions made from Sandata."
– Christopher Gentry, EVV Project Manager
Arizona Health Care Cost Containment System

healthcare with 15+ years providing solutions to the Medicaid market. As your Executive Sponsor, Mr. Underwood guarantees you will have access to the most senior people in Sandata if needed to support a rapid response and swift issue resolution;
- Our sales and business development team (Denise Tocco and Brian Lawson) have 50 years of combined experience working with state Medicaid programs as well as 20+ years of experience delivering EVV solutions;
- Our Senior Director of Payer Implementations (Tim Nyberg) has 16 years of experience implementing state and federal programs for healthcare and over three years of EVV experience; and
- Our Product and Development leadership teams have 25+ years of experience designing and developing solutions for the Medicaid market.

Sandata has proposed our experienced implementation team and qualified staff to manage the DHHR EVV Program. Our experience gives us an advantage over other vendors because we have witnessed all of the major challenges to successful implementation and we can plan appropriately to avoid the most common issues and mitigate potential risk.

VISIT VERIFICATION

2.1 Refer to the relevant business specifications located in Appendix 1: Detailed Specifications and pertinent narrative in Section 4: Project Specifications in this RFP to cover solution capabilities in this area. The Vendor should describe its approach to Visit Verification below. The narrative response for this category should be organized using the appropriate subject matter area as per Appendix 1: Detailed Specifications.

2.2 Sandata Response

The following section provides a short summary of each of the visit verification methods available.

SANDATA MOBILE CONNECT

Sandata Mobile Connect, an ADA compliant mobile application, is an easy to use visit verification methodology. Sandata Mobile Connect works in both a connected and disconnected mode, ensuring that a visit can always be captured and verified regardless of whether cellular or Wi-Fi connectivity is available at the point of care. We are proposing a Bring Your Own Device model where the direct care worker is responsible for the device and data plan. Sandata Mobile Connect features and functionality include:

92%

The auto-verification rate Ohio Department of Medicaid's EVV program has achieved from July to December 2019, well *exceeding* CMS' Key Performance Indicator baseline of 85%. This means that only 8% of ODM's visits required manual intervention.

- Direct care worker schedules are readily available;
- Support for unscheduled visits;
- Support for multiple locations including when services are provided in the community;
- Support for group visits;
- Configurable geo-fencing: Geo-fences are based on the address location(s) associated with the member record and the application verifies whether the check in/out locations are within the program's geo-fence requirements;
- Task entry;
- SDOH observations;
- Direct care worker notes;
- Support for 27 languages including different languages for member and direct care worker;
- Member verification of visits and services via signature or voice recording; and
- Ability to store and forward the visit when connectivity becomes available.

Direct care workers access Sandata Mobile Connect on their Android or iOS device via a unique user name and password to confirm their identity. If scheduling is in use, the direct care worker will see their schedules upon sign in and can then select the visit. If scheduling is not in use, the direct care worker searches for the correct member from the member panel. When the direct care worker is ready to start the visit, they simply press the start visit button and the application automatically captures all of the required data as shown in Figure 12. At the end of the visit the member can review and provide an electronic signature verifying receipt of care. The data is automatically transmitted to the Sandata EVV portal as soon as the device is connected via Wi-Fi or cellular service. All data on the device is encrypted at rest and in motion.

We understand the home care visit environment and have provided flexible location verification options for our Payer

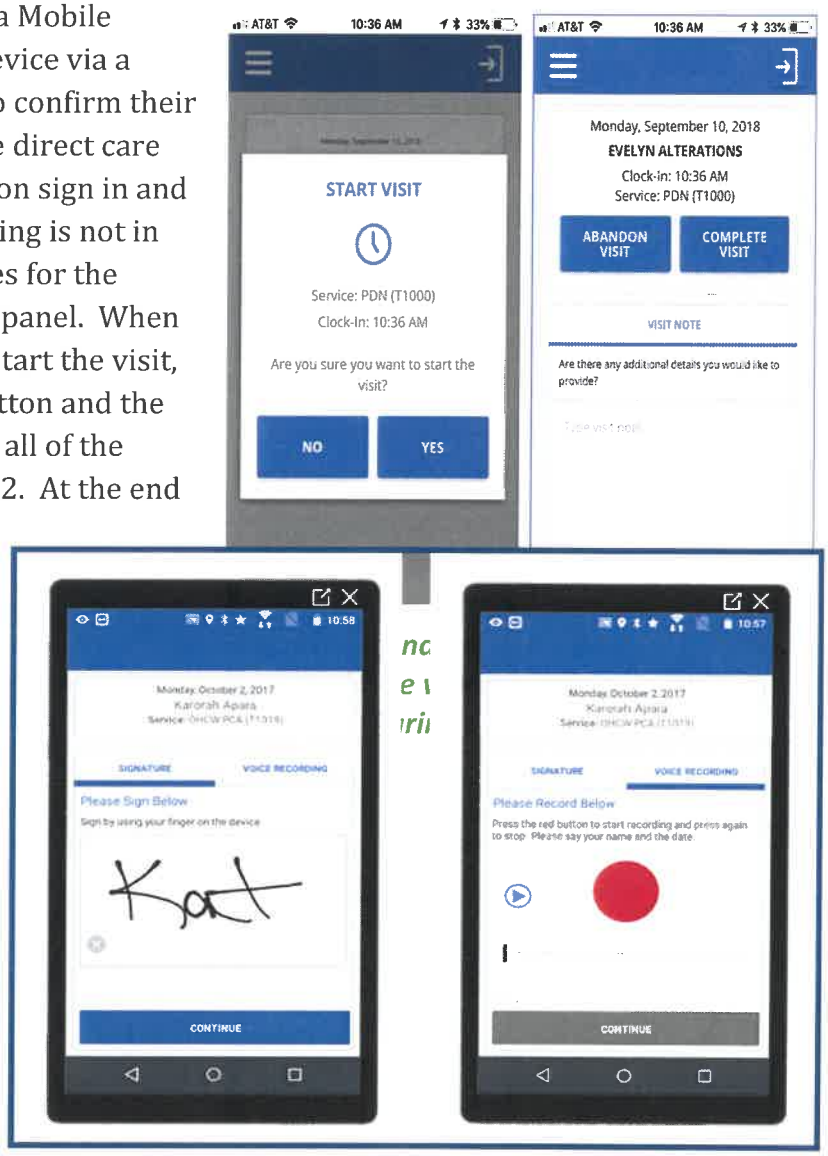


Figure 13. The Sandata Mobile Connect application allows for the capture of a member signature, approving the visit at the point of care. Voice recording options are available as an alternate to signature

EVV programs. Configuration options include capturing visit delivery across multiple locations (i.e., home or community), starting a visit at one location, and ending it at another. Regardless of the method of visit verification used, the collection and location verification only occur at the start and end of the visit; the system does not track or monitor members during a shift.

Sandata supports member empowerment by offering multiple methods for the member to confirm service delivery at the point of care. Our Sandata Mobile Connect application allows the member or their authorized representatives to approve visits at the end of each visit. Approval is recorded via signature on the mobile application or via voice recording. See Figure 13.

Sandata Telephonic Visit Verification

Sandata TVV is a 24/7 telephony solution where a direct care worker dials a U. S.-based toll-free number to record visit data. In Sandata TVV, valid and acceptable phone numbers for each member are loaded into the system. Then, the system uses ANI technology to validate the location where the call originates. ANI is similar to 911 location identification and cannot be blocked by the user. The number called from, the call time, the service, the member and the direct care worker IDs are captured on each call. If the number called from does not match to a pre-loaded and acceptable phone number for the member, it is automatically flagged for further review. Sandata TVV includes multiple language support, and entry of tasks. Visits verified using telephony include an IVR read back of the visit times, service provided, and allows members to confirm receipt of care using a voice recording, and approved visits can automatically show up as an approved visit in the EVV Member/Family portal.

Appendix 1: Visit Verification Requirements

Sandata has addressed all of the Appendix 1: Visit Verification Requirements in this section.

VV001	The solution should have the ability to verify the delivery of electronic visit verification (EVV) services for multiple programs with different rules and edits.

Sandata EVV supports multiple programs with different rules and configuration requirements for each program. During the implementation process we will work with DHHR to document the requirements for each unique program.

VV002	The solution should have the ability to make a complete set of visit-related data elements submitted for verification available for monthly reporting and as requested by the Department, including, but not limited to:
VV003	Individual receiving services
VV004	Direct care worker
VV005	Billing provider agency
VV006	Location of visit
VV007	Date of visit
VV008	Visit start time
VV009	Visit finish time
VV010	Missed visits
VV011	Late visits
VV012	Services delivered, including billing code and modifiers
VV013	Independent verification by individual receiving services
VV014	Payer
VV015	Manual or electronic verification
VV016	Data collection system, including the Department solution and other approved third-party electronic visit verification (EVV) systems

Sandata EVV includes on demand daily and date range reporting for visits that include all of the required elements listed in VV002-VV016. These reports are available to providers and DHHR. In addition, Sandata provides a full data extract of this information to DHHR for your data warehouse.

VV017	The solution should have the ability to integrate the scheduling, authorization monitoring, visit verification, and billing.

Sandata EVV is a modular solution, and includes Sandata Scheduling, Sandata EVV Portal, and Sandata Billing as described below:

SANDATA SCHEDULING

Sandata Scheduling is our flexible scheduling module which uses authorization data to ensure accurate scheduling and improved workflow, allowing users with appropriate permissions to create schedules using a quick and easy scheduling tool. Users can schedule based on staffing availability, skill set, etc., as shown in Figure 14.

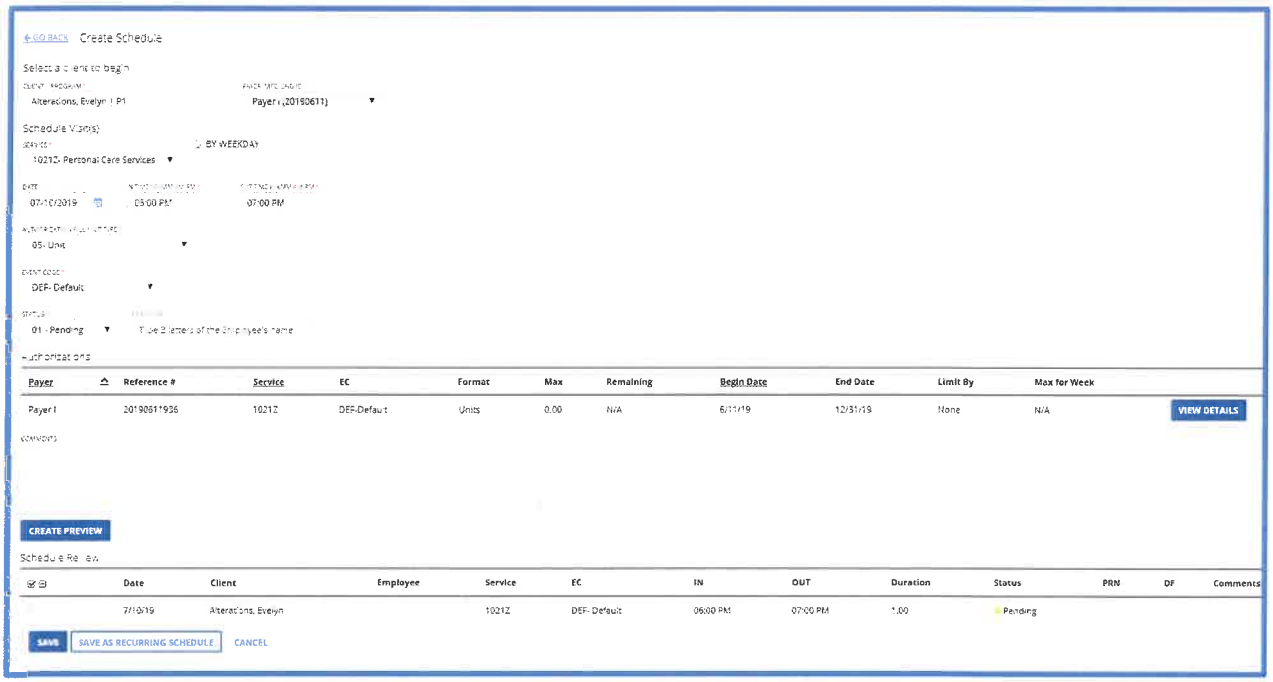


Figure 14. Users may schedule for a single event, or create recurring schedules.

Each schedule requires standard data elements, including name of the member, name of the direct care worker, date, time, and service to be provided. The scheduling configuration is set up based on program rules defined during the implementation phase. The Scheduling module allows users to modify schedules if changes are required. Schedules can be quickly and easily transferred to a new direct care worker should turnover occur. Visit deviations from the schedule can be flagged as care exceptions in Sandata EVV.

Once the visit is scheduled, the direct care worker has access to their schedule in the Sandata Mobile Connect application. Sandata Scheduling includes reporting and alert capabilities to support service gap monitoring. The system provides guidance and alerts (late/missed visits) for visits that do not follow schedule parameters. The result is improved transparency on care delivery for all of the stakeholders and improved quality of care delivery.

SANDATA EVV PORTAL

All visit verification information is captured at the point of care and transferred in near real time to the Sandata EVV Portal. Users of the portal are set up with roles-based access to ensure the user only sees the features, functionality, and data appropriate for the user role. Standard user roles and functionality are shown in Table 6.

Table 6: Sandata EVV Portal includes roles-based access to EVV data.

User Role	Functions Available
Provider Office Staff	Direct care worker intake, scheduling, visit review and correction, payroll, reporting
Self-directed Fiscal Agent Staff	Visit review and correction, payroll, reporting
Members/Authorized Representatives	Visit review and correction, approval, reporting
Direct Care Workers	Visit review and correction, reporting
DHHR	Read only access to all visit data, reporting, Sandata Business Intelligence Dashboards

Based on the assigned role, a user may have rights to make corrections to visit data (i.e., direct care worker forgot to clock out), review, and approve visit data. During the implementation process, Sandata will work with DHHR to define user roles and user permissions as part of the Business Rules requirements.

SANDATA BILLING

Providers using the Sandata EVV system will use Sandata's Billing Module to submit claims. In order for a visit to be moved to a billable status, it must first pass all of the visit validation checks based on program rules. Validation checks include for example:

- Member eligibility;
- Validation against the authorization (service, units available, time span, etc.)
- Validation of 21st Century Cures Act data requirements (direct care worker, member, visit start and end, service, location); and
- Validation of program specific business rules.

A visit must pass all validation checks before it is able to be submitted as a claim which ensures that only claims with valid EVV data are submitted for payment. Once the visit passes the visit validation, the next step in the process is a formatting validation, including a detailed format check of the 837 for valid 5010 compliance. This process ensures the visit is properly formatted in accordance with the requirements in DHHR's 837 Companion Guide. If the claim passes 5010 compliance checks, the claim will be transmitted to a unique SFTP site for each provider. From that site, the claim will automatically be submitted to the MMIS for adjudication. If issues are identified, providers can run a report that identifies what failed so the claims with issues may be corrected and resubmitted.

Once the MMIS receives the 837, the response files including the 999 and 277 are returned to the provider through the current process. The provider will use this site to monitor and address any issues identified by DHHR as part of their normal revenue cycle process.

VV018	The solution should verify visit components are within program requirements when a visit verification service is initiated and ignore, warn, or stop the user from entering data into the solution as determined by Department.

VISIT EXCEPTIONS

Sandata EVV is member-centric, and all system workflows are designed to ensure proper care delivery. Care delivery is measured at each step in the process and Sandata EVV automatically flags the visit using care exceptions for additional follow up whenever care delivery does not meet appropriate program rules. Examples of standard care exceptions are shown in Table 7.

Table 7: Care Exceptions

Exception Type	Expected Action
Missing 21st Century Cures Data Element	If any of the required Cures data elements are not recorded, an exception is created and the visit requires a manual edit before it can be approved. Cures exceptions include missing member identity, direct care worker identity, clock in date/time, clock out date/time, service, and location.
Scheduling Exception	Direct care worker did not start the visit at the scheduled start time. An exception is created and an alert is generated to the provider to let them know a gap in care has occurred. Other scheduling exceptions include visit duration shorter or longer than expected schedule.
Member/Designated Representative Visit and/or Service Approval	The member or designated representative has not yet approved the visit. The approval may occur at the end of the visit at the point of care or after the visit (entered via the Sandata EVV Web Portal). If the visit is not verified by the appropriate party it is marked as unverified.

Sandata Care Exceptions are configurable and may be set as required, meaning the missing data must be corrected before the visit can move to the next step in the workflow, or simply require acknowledgement, meaning the visit has been recorded and the exception noted, but the visit is eligible to move to the next step in the workflow.

VV019	The solution should securely capture an independent verification of the service delivery from the member receiving services.

Sandata supports member empowerment by offering multiple methods for the member to confirm service delivery at the point of care. Our Sandata Mobile Connect application allows the member or their authorized representatives to approve visits at the end of each visit. Approval is recorded via signature on the mobile application or via voice recording. See Figure 15.

Sandata Telephonic Visit Verification captures member approval via an IVR play back of the visit data and voice recording.

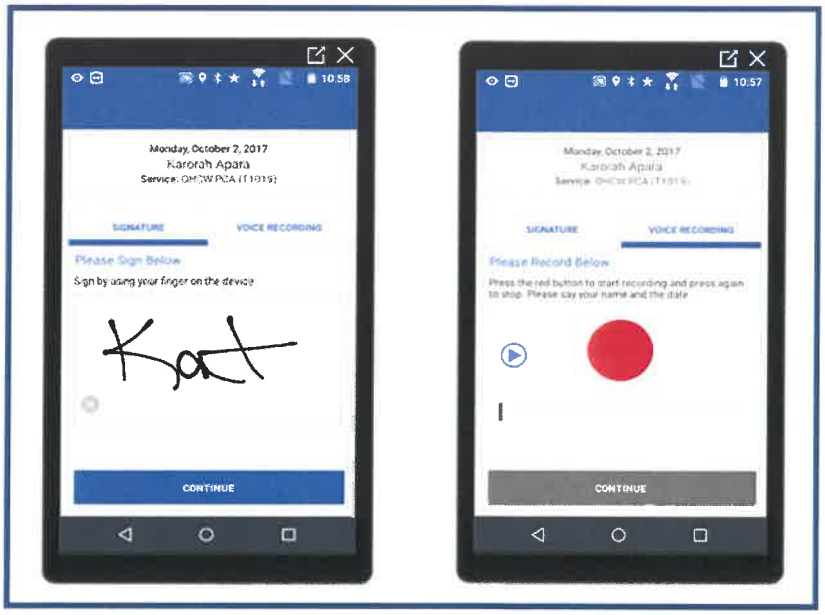


Figure 15. The Sandata Mobile Connect application allows for the capture of a member signature, approving the visit at the point of care. Voice recording options are available as an alternate to signature.

VV020	The solution should have the ability to allow a direct care worker and/or provider agency to record visits to multiple members within a 24-hour period.

Sandata EVV allows direct care workers/provider agencies to record visits to multiple members within a 24-hour period according to program rules.

VV021	The solution should account for living arrangements in which multiple members receiving services reside at a single address.

Sandata EVV supports visit verification for situations where more than one member resides at a single address. The direct care worker will be required to indicate which member is receiving services during the check in and check out of each visit.

VV022	The solution should have the ability to allow multiple direct care workers and/or provider agencies to record visits to a member within a 24-hour period.

Sandata EVV allows more than one direct care worker to provide care to a member within a 24-hour period. Each direct care worker will be required to clock in and out for the visit. In the scenario where more than one provider agency is authorized to provide care to the same member, Sandata EVV does not place any restrictions on the ability to clock in and out of visits.

VV023	The solution should have the ability to account for situations in which services are provided to a group of members during a single visit.

Sandata EVV supports recording group visits in both Sandata Mobile Connect and Sandata Telephony. During the implementation process we will work with DHHR to review the requirements for group visits and configure the system to match program policy.

VV024	The solution should have the ability to account for situations in which the member and the direct care worker reside at the same address.

Sandata has extensive experience supporting programs where the member and direct care worker reside at the same address. As DHHR may be aware, CMS issued guidance that EVV in this scenario is not required. Sandata EVV includes standard configuration options for capturing visits where the member and direct care worker reside at the same address depending on DHHR policy.

VV025	The solution should account for situations in which a visit starts and/or ends away from the member's place of residence.

Sandata EVV collects the location at the start of each visit and again at the end of each visit. Sandata EVV does not track the member location at any other time. In addition, in accordance with CMS guidance, Sandata EVV allows the location to be recorded as "Home" or "Community" rather than the actual GPS location. Sandata will work with DHHR to determine your preferences and match the system configuration to your policy.

VV026	The solution should be configurable to either allow or prevent multiple direct care workers and/or provider agencies from providing services to a member at the same time.

Sandata Scheduling can be configured to allow or prevent a single direct care worker from providing services to a member at the same time. Scenarios where more than one provider agency is providing care to the same member at the same time are flagged as part of the Sandata Business Intelligence Dashboards reporting package.

VV027	The solution should verify that the agency providing the service has a valid pre-authorization for each member served on file.

Sandata Scheduling ensures the agency has a valid pre-authorization for each member before a schedule can be created. If the authorization is not present, the agency is notified and the schedule cannot be posted until an authorization is received. Sandata EVV also

supports unscheduled visits. In these scenarios, the visit is flagged as unbillable and a claim cannot be submitted until an authorization is present in the system.

VV028	The solution should verify that the time of the visit is within the parameters outlined on the prior authorization and recorded in a format that can be sorted. The format should be YYYY-MM-DDTHH:MM:SS or equivalent.

Sandata EVV stores the electronically captured start and end of each visit using a Date/Time format and this can be presented in a YYYY-MM-DD-HH:MM:SS format. In addition, Sandata EVV calculates the visit duration as well as calculating the appropriate units, hours, visits, etc. based on the program rules and associated authorization.

VV029	The solution should have the ability to allow the Department to identify circumstances in which visit verification is not necessary.

In accordance with Amendment 6, Question Q064, Sandata will work DHHR to define configuration settings and system parameters based on program needs and the most current guidance from CMS.

VV030	The solution should send real-time alerts when a visit documented in the prior authorization system is not initiated at the scheduled time.

Sandata EVV system generates real time, multi-level alerts based on program requirements established during the implementation process. For scheduling alerts such as late and missed visits, Sandata recommends the following alert configurations:

- **1st alert (i.e., 15 minutes past scheduled visit time)** – sent to the scheduling provider agency. The provider agency should contact the direct care worker and determine whether they are still able to deliver care.

- **2nd alert (i.e., 30 minutes past scheduled visit time)** – sent to the scheduling provider agency and optionally to the payer or other designated entity responsible for care delivery. This alert indicates a potential gap in care is occurring and action is required. If the direct care worker is unable to provide the service, an alternate direct care worker should be assigned to the schedule in accordance with the backup plan.

- **Missed alert (i.e., 60 minutes past scheduled visit time)** – sent to the scheduling provider agency and optionally to DHHR or other designated entity responsible for care delivery. This alert indicates a gap in care has occurred and the provider is not in compliance with the schedule.

Sandata includes multiple modalities for alerts; they are available via the Sandata EVV system, text messages, email, and through reporting.

VV031	The solution should have the ability to account for circumstances in which a visit crosses calendar days.

Sandata EVV allows a visit to start on one calendar day and end on the next calendar day.

VV032	The solution should accommodate different definitions of pending, late, and missed visits by the status types as defined by the applicable program and/or waiver service.

Sandata supports multi-level alerts as described in our response to requirement VV030.

VV033	The solution should allow a direct care worker and/or provider agency to receive messages indicating a possible problem with a visit verification.

Sandata EVV continuously monitors all visit data and flags any visit that is missing required visit data as an exception. Please refer to our response to requirement VV018 for additional information on exception handling.

PROGRAM MANAGEMENT

3.1 Refer to the relevant business specifications located in Appendix 1: Detailed Specifications and pertinent narrative in Section 4: Project Specifications in this RFP to cover solution capabilities in this area. The Vendor should describe its approach to Program Management below. The narrative response for this category should be organized using the appropriate subject matter area as per Appendix 1: Detailed Specifications.

3 .2 Sandata Response

Sandata EVV is the industry leading solution for EVV. Sandata led the way with the first integration associating data gathered at the point of care and matching it to submitted claims using our Sandata Claims Validation process. Sandata EVV is flexible, configurable, and able to accommodate multiple programs, different business rules, and is easily configured to accommodate required policy changes. Sandata Business Intelligence Dashboards provides DHHR with unmatched reporting and ad-hoc capabilities to support management reporting, surveillance utilization review reporting, and quality measure reporting.

APPENDIX 1: PROGRAM MANAGEMENT REQUIREMENTS

Sandata has addressed all of the Appendix 1: Program Management Requirements in this section.

PG001	The solution rules/procedures should allow and enforce multiple service limits for different service ranges including, but not limited to:
PG002	Day
PG003	Week
PG004	Month
PG005	Year

Sandata EVV supports rules and procedures to accommodate multiple service limits including services limited by day, week, month or year.

PG006	The solution rules/procedures should accommodate retroactive prior authorizations and changes to prior authorizations based on revisions to recipients' plans of care/service plans.

Sandata EVV supports both retroactive prior authorizations as well as ongoing changes to authorizations based on new or revised member needs.

PG007	The solution should have the ability to round service delivery time.

Sandata EVV includes multiple rounding options for service delivery time. Options include for example, rounding up or down to the nearest hour, nearest 15-minute increment, etc., based on program requirements.

PG008	The solution should provide a master client index of client information, including a single unique identifier (that is not the Social Security Number), for all clients.

Sandata EVV includes a master client index of client information. Sandata recommends using the member Medicaid ID as the unique identifier in lieu of using Social Security Number. Sandata also assigns a Client ID which is unique within each provider account as an internal identifier for the member.

PG009	The solution should maintain an integrated repository of provider agency information, including a single unique identifier, for all providers.

Sandata EVV includes a master list of all provider agencies. Sandata recommends using the State Assigned Medicaid Provider ID, Tax ID or National Provider Identifier ("NPI") number as the single unique identifier for provider agencies.

PG010	The solution should be able to capture, verify, and support billing for in-home and community-based setting service visits.

Sandata EVV supports visit verification and billing for in-home and community-based setting service visits.

PG011	The solution should have the ability to create Health Insurance Portability and Accountability Act (HIPAA)-compliant electronic 837 claim file submission to the State MMIS for claims processing in compliance with all Medicaid filing requirements.

Sandata's Billing Module allows providers to review visits and create 837 claims which can be automatically submitted to the MMIS vendor for adjudication. In order for a visit to be moved to a billable status, it must first pass all of the visit validation checks based on program rules. Validation checks include for example:

- Member eligibility;
- Validation against the authorization (service, units available, time span, etc.)
- Validation of 21st Century Cures Act data requirements (service provider, member, visit start and end, service, location); and
- Validation of program specific business rules.

A visit must pass all validation checks before it is able to be submitted as a claim which ensures that only claims with valid EVV data are submitted for payment. Once the visit passes the visit validation, the next step in the process is a formatting validation, including a detailed format check of the 837 for valid 5010 compliance. If the claim passes 5010 compliance checks, the claim will be transmitted to a unique SFTP site for each provider. From that site, the claim will automatically be submitted to the MMIS for adjudication. If issues are identified, providers can run a report that identifies what failed so the claims with issues may be corrected and resubmitted. Once the MMIS receives the 837, the response files including the 999 and 277 are returned to the provider through the current process. The provider agency will use this site to monitor and address any issues identified by the DHHR as part of their normal revenue cycle process.

PG012	The solution should automatically generate all required correspondence to individuals.
PG013	The Vendor should provide correspondence metric reports upon request by the Department.
PG014	The solution should assist users in identifying which sections of forms should be filled in manually.

Sandata EVV allows for forms to be configured by the Sandata implementation team in the system and each field on the form can be set as required, optional, or manual entry as shown in Figure 16. All forms are set up and configured during the implementation period.

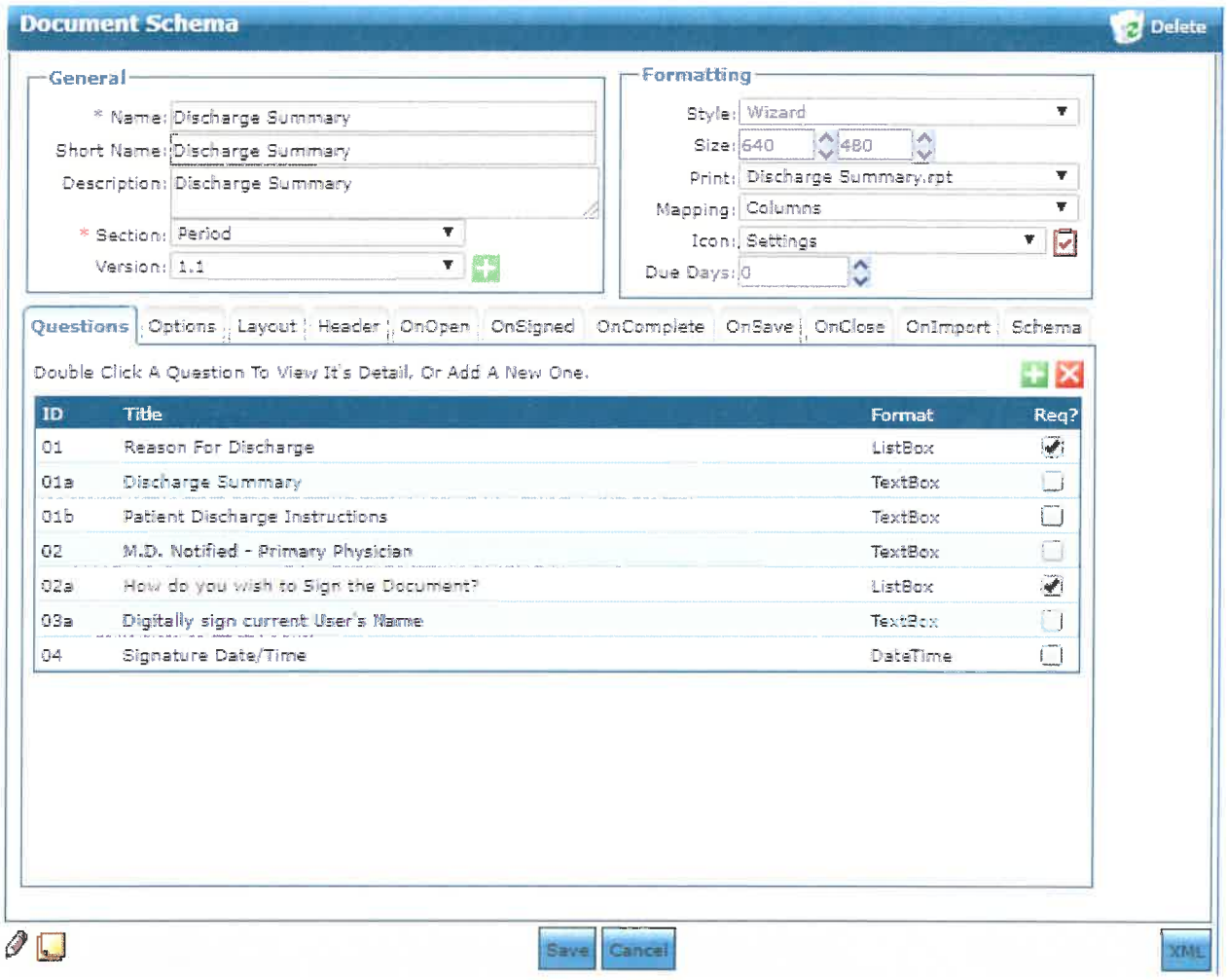


Figure 16. Sandata EVV allows authorized users to configure forms based on program requirements.

PG015	The solution should provide the ability to deliver reports as mutually agreed-upon with the Department.

All Sandata reports are available on demand to the appropriate user.

PG016	The solution should provide flexible web-based reporting, including ad hoc reporting of all data stored within the solution.

Sandata Business Intelligence Dashboards provides DHHR with flexible web-based reporting, including ad hoc reporting on all visit data.

PG017	The solution should have the ability to make a complete set of data related to visits submitted for verifications available for reporting, including, but not limited to the following elements:
PG018	Member receiving services
PG019	Direct care worker
PG020	Provider
PG021	Location of visit
PG022	Date of visit
PG023	Start time of visit
PG024	Missed visits
PG025	Late visits
PG026	End time of visit
PG027	Visit late time
PG028	Services provided
PG029	Manual or electronic verification

Sandata provides standard reporting within the application on all of the required data elements listed above. In addition, Sandata Business Intelligence Dashboards allows DHHR to report on all of the required data elements. Sandata also provides DHHR with a full data extract of all EVV data for use with your designated data warehouse.

PG030	The solution should have the ability to use identifiers, mathematical functions, formatting, and manipulate data within reports.

All Sandata reports may be exported to either Excel or .CSV which allows users to add incremental mathematical functions and to manipulate data. DHHR also has access to the Sandata Business Intelligence Dashboards which allows users to create ad-hoc and custom queries including functions and calculations on all visit data.

PG031	The solution rules/procedures should have the ability to ensure the direct care services do not overlap with other direct care services.

Within a single provider agency, Sandata Scheduling prevents overlapping services for a single member, unless these services are part of an approved group visit. Across all provider agencies, Sandata Business Intelligence Dashboards includes Conflict of Hours reporting which will show overlapping services scheduled by two or more provider agencies.

PG032	The solution should compile information from all EVV data sources and calculate total daily and weekly hours worked by direct care workers and agencies.

Sandata EVV includes standard date range timesheet reporting showing the daily and weekly hours worked by direct care workers. Agencies can run date range reports showing all hours worked by all employees. DHHR will have access to date range reporting in the Jurisdictional View showing all hours worked by a direct care worker (across multiple agencies) as well as reporting on total hours worked by provider agency.

PG033	The solution should have the ability for the Department to allow and/or not allow retroactive care plan changes for specific services and/or programs through a configurable interface.

All updates to authorization plans are received via data interface. Sandata will work with DHHR to determine the required program rules for retroactive changes as part of the implementation process.

PG034	The solution should allow the Department to define and limit the circumstances in which a manual verification can be made.

Sandata has worked with other state Medicaid clients to develop compliance plans that place limits on the number of manual edits allowed for a single visit. Sandata EVV does not restrict the number or type of manual verifications allowed, but all manual verifications are tracked with a full audit trail. Other states have established rules dictating that agencies that fail to meet these limits may be penalized or removed from eligibility.

PG035	The solution should use eligibility data transferred from the Medicaid Management Information System (MMIS) to determine if any waiver requirements apply. If no waiver requirements apply, the solution should assume that state plan requirements specific to the service being provided apply.

Sandata will work with DHHR during the implementation process to define the data specifications for Member Eligibility. Sandata recommends using our standard specifications which are available upon request. Sandata has not included the specifications in our response due to the required page limits.

PG036	The Vendor should review the Department waivers and other state plan program requirements to develop and propose system edits that will meet the need of the Department. The Vendor should propose system settings for the Department to consider during the initial solution configuration and during operations. The review and proposal process should happen at an interval defined by the Department.

As detailed in our project work plan, Sandata will review all program requirements and produce a Business Rules Document which will show the recommended configurations to meet DHHR needs. During the requirements gathering sessions, Sandata personnel will make recommendations to DHHR on configuration options and we will share best practices from our other state Medicaid EVV programs.

PG037	The Vendor should provide web portal functionality that addresses the needs of:
PG038	Provider agencies and their direct care workers
PG039	Members
PG040	Waiver program and/or legal representatives
PG041	State program staff

Sandata EVV assigns each user to the appropriate role(s) and access depending on their responsibilities as a user of the system. For example, provider agency personnel will have user roles to perform scheduling, visit edits, and billing activities. Members/Legal representatives will have a user role that allows them to review, edit and approve visit data. State program staff will have read only access to all program data.

PROGRAM INTEGRITY

4.1 Refer to the relevant business specifications located in Appendix 1: Detailed Specifications and pertinent narrative in Section 4: Project Specifications in this RFP to cover solution capabilities in this area. The Vendor should describe its approach to Program Integrity below. The narrative response for this category should be organized using the appropriate subject matter area as per Appendix 1: Detailed Specifications.

4.2 Sandata Response



Sandata has been supporting program integrity efforts since 2010 with our first state Medicaid programs. In 2015, the Congressional Budget Office contacted Sandata for information on our capabilities to support program integrity reporting and reductions in fraud, waste, and abuse as a result of our published Medicaid and Public Assistance Strike Force Report – Florida outcomes.

$22.5 Million

The savings Miami-Dade County alone achieved in the first two years of Florida's EVV program.

Table 8 summarizes the most significant impacts we have experienced with our clients related to fraud, waste and abuse.

Table 8: Sandata Third Party Outcomes

Client	Results
State of Illinois Department of Social Services	• EVV data used to: – Identify 4,475 hours of overpayment to Individual Providers (IPs) – Identify and initiate recovery $3.1M in overbilling/overpayment to IPs between FY16 – FY18 – Refer to IL State Police $993,000 of 1.6 M in overpayment cases for criminal prosecution / restitution recovery – Identify $610,000 in duplicate payments – Unfund 129 IPs due to fraud related activities – Verify 862,000 of over service plan hours totaling $11M • Costs associated with providers who worked more than 16 hours/day was reduced from 8,764 hours ($114,000) in FY17

Client	Results
	to 7,643 hours ($99,600) in FY18 • Saved 2,668 hours ($34,600) in fraudulent overtime claims when providers claimed to worked hours that were not substantiated EVV call data
Connecticut Department of Social Services	• Total Savings for 1st two quarters in 2017: $8,613,807[6] – Q1 Non-skilled savings: $4,136,436 (3.8%) – Q2 Non-skilled savings: $3,344,494 (3.0%) – Q2 Skilled savings: 1,132,877 (10.5%) • Processed over $294.5M in claims through June 2018; • 33% reduction in claim denial rate with EVV.
Rhode Island Executive Office of Health and Human Services	• In August 2017, Rhode Island, reported that the state is seeing much more savings than anticipated; assuming a 7% savings, but achieving over 20%. • These results were reported in just over one year from program launch.
Florida Agency for Health Care Administration	Within first seven months of operations showed: • $5M reduction in claims costs representing a 50% drop in claims volume. Florida Strike Force Year 1 results demonstrated: • 50% decrease in claims paid for home health visits in SFY 2010-2011 when compared to the prior year; • 51% reduction in home health care visits during the same time period; and • $19M savings (46%) for Miami-Dade County alone. Florida Strike Force Year 2 results demonstrated: • $3.5M in additional savings for Miami-Dade County; and 15% lower dollar amount of claims paid than in Year 1.
Texas Department of Aging and Disability Services	Within first four months of operations: • 5% - 7.75% savings in the first four months of operations; • 5% decrease in hours delivered to authorized hours; and • 3.6% net savings. Currently: • Texas has projected $27M annually in savings from the EVV program[7].
TennCare	TennCare has achieved the following results:

[6] As reported by DXC, Connecticut's MMIS Vendor.

[7] [11] *HMA Weekly Roundup, October 29, 2014,* http://campaign.r20.constantcontact.com/render?ca=112ac6d2-98f4-4710-832e-103baa65f856&c=46cca0c0-524a-11e3-9274-d4ae527b8053&ch=46d04a40-524a-11e3-9274-d4ae527b8053

Client	Results
	• 97% of all in-home services scheduled over the last study period were provided; • Of those visits that did not occur as scheduled, roughly 75% were initiated by the member, not the provider; back-up plans are required in either case; and • > 99.75% of all scheduled in-home services provided over the last year were on time.
Oklahoma Department of Human Services (Pilot)	The EVV pilot produced the following impacts: • 8% decline in visits/month; • 0.5 more visits per member per month representing a slight increase; • Decrease in total reimbursed units; • Decrease in per member per month cost; and • 12-day decrease on average in lag time per claim payment per month representing a significant decrease in the average days lag between dates of service delivery to receipt of payment.

APPENDIX 1: PROGRAM INTEGRITY REQUIREMENTS

Sandata has addressed all of the Appendix 1: Program Integrity Requirements in this section.

PI001	The solution should allow the Department the ability to view the same information as a service provider.

Sandata Aggregator allows DHHR uses to view the same visit information as the service provider using a read only view of the visit information. DHHR can view all data and run associated reports.

PI002	The Vendor should provide a summary of direct care workers and/or provider agencies who demonstrate a high level of missed and late visits, potentially fraudulent services, or potentially fraudulent billing patterns monthly and as requested by the Department.

Sandata Business Intelligence Dashboards provides DHHR with summary views by direct care workers and/ or provider agencies showing late and missed visits as shown in Figure 17.

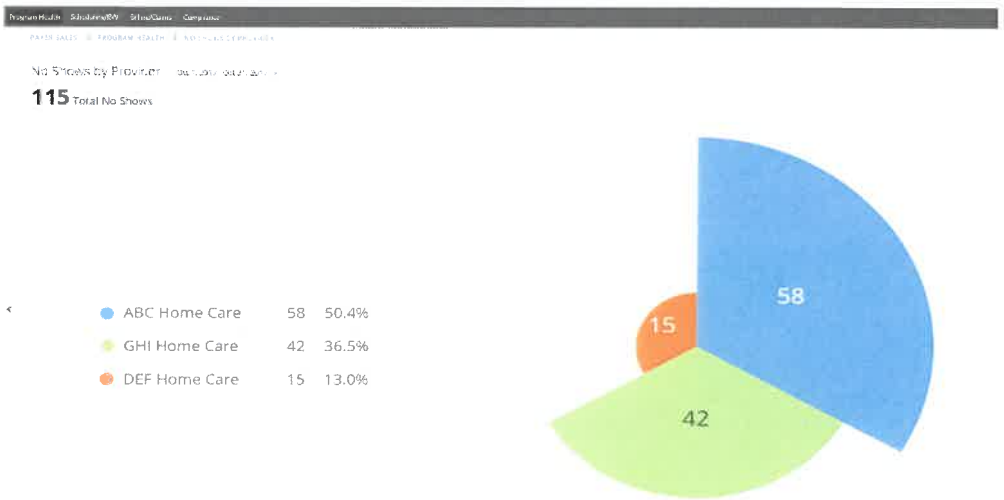


Figure 17. DHHR will be able to view late and missed visits by home care provider to manage on time care delivery.

Sandata Business Intelligence Dashboards addresses potentially fraudulent activity by flagging providers with high numbers of visits that are manually created or updated as opposed to being created automatically at the point of care as shown in Figure 18. This example shows the how the dashboards identify outliers such as the three providers with the most manual verifications by volume. In this example, ABC Home Care has the most manual verifications. As part of a compliance plan, DHHR could use this information to conduct further investigations, and provide more training to the home care provider on the importance of automatically verifying visits at the point of care.

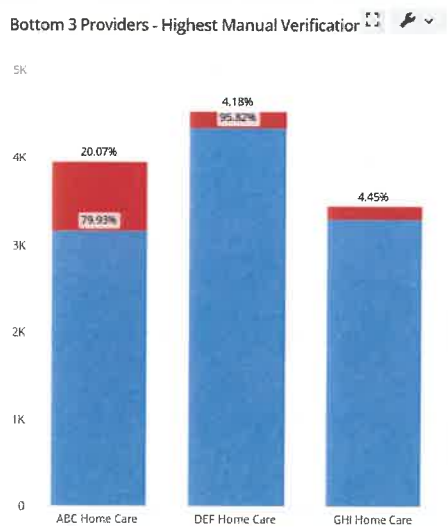


Figure 18. Intelligent dashboards help identify potential fraudulent activities for further investigation.

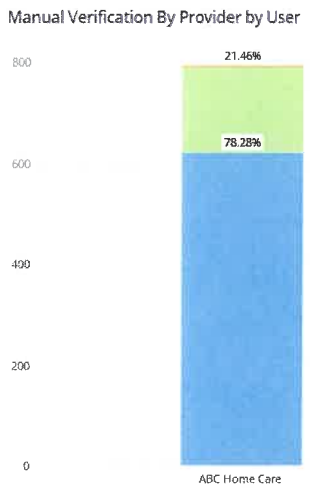


Figure 19. DHHR can drill down into the dashboards for more detailed information.

Each dashboard providers further drill down information to support program insights. For example, Figure 19 shows the number of manual verifications entered by each user for ABC Home Care. In this case, Christian Turner has over 600 manual edits that

account for over 78% of the manual edits for this provider. With just a simple click on the blue bar, DHHR can dive into the details of the manual edits that Christian as performed.

Figure 20 shows the details of the manual verifications for user Christian Turner at provider ABC Home Care. This provides all the detail of each visit, including which caregiver delivered the service, which member received the service, service provided, how many visits Christian manually edited, as well as many other data points. This is just one example of how the tool can be used to identify potentially fraudulent practices and allows DHHR the ability to research, review, and act on detailed EVV data with targeted metric-based dashboards.

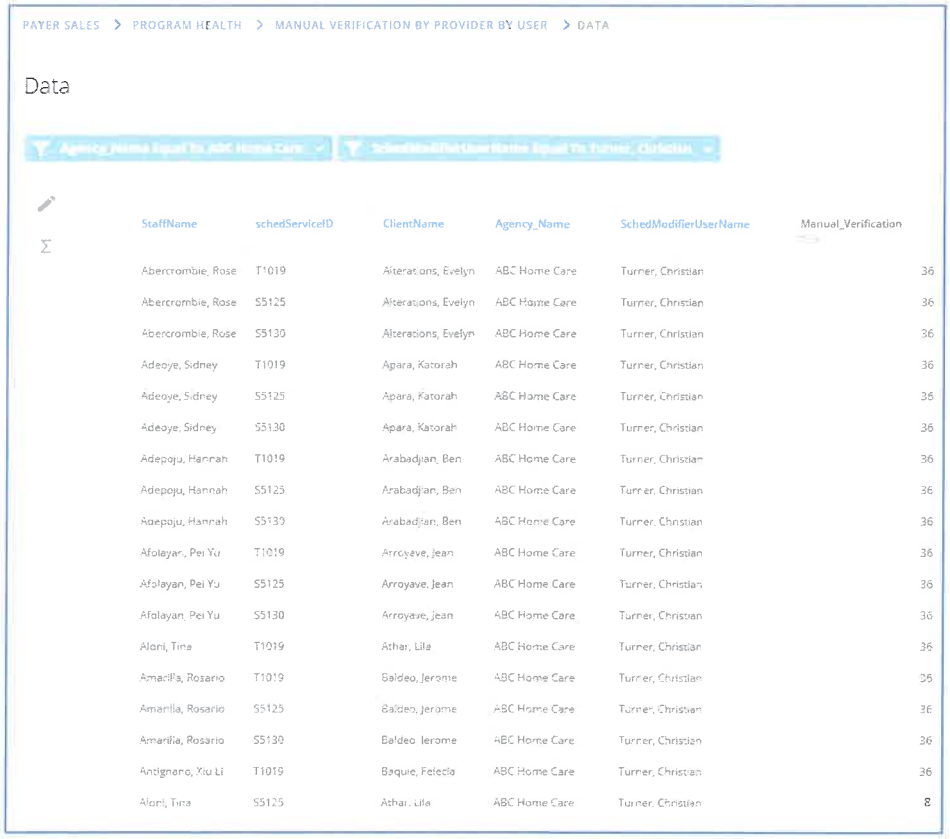


Figure 20. Sandata Business Intelligence Dashboards allows DHHR to view information at the individual visit level with a few clicks of the mouse.

PI003	The solution should track the time, location, and task performance of direct care workers during service delivery in order to safeguard against fraud, as well as to improve service delivery and program oversight.

Sandata EVV tracks all of the required data elements in order to safeguard against fraud and improve service delivery. In addition, Sandata EVV includes the option to have each member or authorized representative verify the delivery of care to help further guard against improper care delivery.

PI004	The solution rules/procedures should have the ability to ensure the same direct care worker is not providing services to multiple recipients at the same time at different locations.

Within a single provider agency, Sandata EVV prevents the scheduling of the same direct care worker to more than one member at the same time – unless the visit is a properly authorized group visit. Across provider agencies, Sandata Business Intelligence Dashboards provides monitoring reporting showing direct care workers who are scheduled by different agencies at the same time. This Conflict of Hours report does require each direct care worker to have a unique identifier used across all homecare agencies. In our other programs this is either a Caregiver Enumerator (assigned by a state Medicaid Agency) or a Social Security Number.

PI005	The solution should have the ability to provide role-based reporting to review, analyze, and report all data across categories on a monthly basis and as requested by the Department, including, but not limited to:
PI006	Payers
PI007	Programs
PI008	Provider Agency
PI009	Direct care workers
PI010	Members

Sandata includes role-based reporting to review, analyze, and report on data across all of the required categories. All Sandata EVV reporting is available on demand.

PI011	The solution should track and report modifications to the solution data input elements after the direct care worker has documented their time or services, including the name of the user making the changes and the reason for the changes.

Sandata EVV supports manual edits and all edits to visit data are captured with a full audit trail. Audits are considered addendums to the visit record, and the system shows both the original data and the change as shown in Figure 21. Sandata provides detailed reporting on patterns of manual edits to assist in fraud investigations.

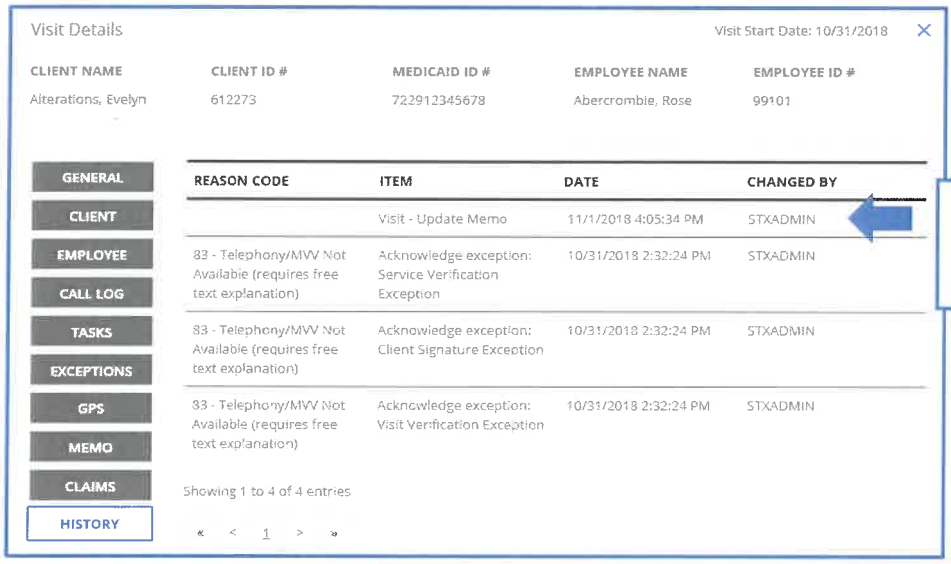


Figure 21. Any edits are tracked with an audit trail.

Attachment 8: Technical Specifications Approach

1. Instructions

Technical specifications include those that drive how systems should be designed and built in a way that provides for long-term use and reuse, in compliance with related standards (e.g., service oriented architecture, State, and the Department of Health and Human Resources (DHHR) adopted standards, Medicaid Information Technology Architecture (MIT A), and the Centers for Medicare & Medicaid Services (CMS) Conditions and Standards), as well as defining the minimum set of technical capabilities expected from certain infrastructure components.

1.1 The Vendor should provide a narrative overview of how the proposed system will meet the specifications and narrative in this request for proposal (RFP). Use the response sections to provide specific details of the proposed approach to meeting the technical specifications in each subject matter area. Responses should reference specifications and relevant mandatory requirements using the appropriate IDs from Appendix 1: Detailed Specifications and Attachment 6: Mandatory Requirements. DHHR also expects the Vendor to propose its approach for meeting any narrative in Section 4: Project Specifications in this RFP.

1.2 Responses in this section should be highly focused on DHHR business processes and specifications.

1.3 I f the Vendor is proposing a phased implementation, indicate how that approach may or may not impact functionality.

1.4 Additionally, the Vendor should indicate exception handling processes where appropriate and any dependencies on existing systems or components of the new system to provide the specified functionality.

1.5 The Vendor's proposal should include one (1) or more diagrams where necessary that detail the proposed design and the relationships between key technical components.

Sandata has the technical infrastructure and expertise to support DHHR's EVV requirements. Sandata is an experienced system integrator as we:

- Manage data integrations with ***over 187 vendors*** across our industry;
- Have the infrastructure and capacity allow us to provide over ***150 million verifications a year*** and our technology is in use in ***over 400,000 homes daily***;
- Develop our solutions for Rehabilitation Act Section 508 and WCAG A and AA compliance;
- Experience an average ***uptime of 99.980%*** across all customers; and
- Are NIST Cybersecurity Framework and HITRUST CSF certified and SSAE-18 certified.

DATA SOURCES, DELIVERY AND DISPLAY

Refer to the relevant technical specifications located in Appendix 1: Detailed Specifications and pertinent narrative in Section 4: Project Specifications in this RFP to cover solution capabilities in this area.

2.1 The Vendor should describe its approach to Data Sources, Delivery, and Display below. The narrative response for this category should be organized using the appropriate subject matter area as per Appendix 1: Detailed Specifications.

2.2 Sandata Response



Total Vendor integrations

Sandata is one of the most experienced data integration vendors in the market today. In our Medicaid EVV programs, we have integrated data with MMIS vendors, Authorization vendors, Managed Care Case Management systems, Third Party EVV vendors, and Data Warehouse vendors. Sandata recommends using our standard data exchange specifications as a proven best practice for each of the required data exchanges needed to support the program. Sandata supports a variety of data exchange protocols including batch and real time web services. We have an experienced technical integration team who will work with DHHR and your vendors to ensure successful data integration across all required systems.

APPENDIX 1: DATA SOURCES, DELIVERY & DISPLAY

Sandata has addressed all of the Appendix 1: Data Sources, Delivery & Display Requirements in this section.

DD001	The Vendor should develop and provide to the Department a Logical Data Model (LDM) that includes, but is not limited to:
DD002	Data classes
DD003	Attributes
DD004	Relationships
DD005	Standards
DD006	Other data elements identified by the Department

Sandata maintains an LDM providing a summary-level data model used for EVV solutions across the enterprise. Sandata will review with DHHR our LDM including data classes, attributes, relationships, and standards.

DD007	The Vendor should provide a complete list of data elements along with corresponding definitions for reporting purposes, upon request.

Sandata offers pre-defined system reports available for users to support the EVV program. In addition, DHHR uses will have access to Sandata Business Intelligence Dashboards for enhanced and ad-hoc reporting. Sandata will provide training for DHHR users on the data elements available for use in reporting.

DD008	The solution should provide real-time access to data entered into the system to provide insight for the services being provided and oversee user activity.

Sandata's Business Intelligence Dashboards offers real time access to data entered in the system and is available to support auditing and oversight of user activity.

DD009	The solution should employ online real-time or batch updates of data between the solution and other systems including, but are not limited to, the Medicaid Management Information System (MMIS) and other third-party Electronic Visit Verification (EVV) systems.

Sandata has comprehensive data interface capabilities to intake data from multiple sources in batch or real time frequencies including interfaces to the MMIS for authorizations, members, provider, as well as, third party EVV files. Sandata most commonly uses delimiter separated (DSV) flat files or JSON formats for data exchange in with our state Medicaid programs.

DD010	The solution should have the ability to integrate client data for all programs served by the solution into the Master Data Management (MDM) platform.

We have provided a summary of the DHHR required interfaces in Table 9. We recommend using our standard data specifications for the required data exchanges.

Table 9: DHHR EVV Data Integration Plan.

Data File / Interface	Responsibilities
Member File	DHHR to provide file of all eligible members for the program (will also include self-directed members with assignment to the fiscal agent). This file will also support access to the member/family portal.
Authorization File	DHHR will provide a file of all authorizations.

Data File / Interface	Responsibilities
	Authorizations are used to associate members to the provider, who will then be allowed to view and provide services using EVV to the member.
Provider File	DHHR will provide a provider file with all providers for Sandata to set up provider EVV access
Self-Directed members/direct care worker Crosswalk File	DHHR will provide a file of all self-directed program direct care workers with assignment to the appropriate member(s).
Third Party EVV Interface	Sandata will provide data specifications to support provider system interfaces of EVV data from third party provider systems.
Data Warehouse Extract	Sandata will provide DHHR a standard data warehouse extract.
837 Claims File	Sandata will provide a claims file containing all approved visits for billing to be sent to the MMIS system for payment in the required 837 format.
Claims Validation File	Sandata, DHHR, and your MMIS vendor will work together to establish an interface to the MMIS system so that visit verification can be added into the existing adjudication process.

DD011	The solution should allow users to extract data, manipulate the extracted data, and specify the desired format of the output.

Sandata EVV data in all reports can be extracted and exported to Excel and CSV. Users also have the option to run reports in other formats including PDF, and Word.

DD012	The solution should provide required Federal and Department data sharing including high-speed data transfer functionality to send and receive information.

Sandata provides a full data extract to DHHR to support Federal and Department data needs.

DD013	The solutions rules/procedures should allow for electronic communication between the Department, fiscal/employer agents, and providers.

Sandata offers multiple options to support electronic communication to all stakeholders. For example, using our Client Success Help Desk capabilities, Sandata can send a mass email to users to communicate program information. Sandata recommends the establishment of an EVV website to support stakeholders with a single place to find

information on program policies, upcoming training, quick reference guides, etc. Sandata EVV also provides in application messaging within our web portal to support communications between DHHR and the provider agencies.

DD014	The solution should have the ability to store member communications.

Sandata EVV does not currently support storing messages in our application to members.

DD015	The solution should exchange information through interfaces including, but not limited to the Medicaid Management Information System (MMIS), other Electronic Visit Verification (EVV) systems, and others as agreed upon by the Department.

Sandata offers multiple interfaces to the MMIS and Third Party EVV systems as described in our response to requirement DD010. Please refer to Table 9 for a complete listed of our anticipated interfaces.

DD016	The solution should have the ability to interface with West Virginia's Enterprise Service Bus (ESB).

Sandata EVV will interface with West Virginia's ESB. The exact specifications for all data exchange will be reviewed and confirmed during the implementation process.

DD017	The Vendor should complete, subject to approval by the Department, the interface with the Medicaid Management Information System (MMIS).

Sandata will work with DHHR and the MMIS vendor to establish required interfaces during the implementation period.

DD018	The solution should be able to receive information in batch and in individual transactions on a schedule agreed upon by the Department.

Sandata supports both batch and real-time frequencies for interfaces. During the implementation, our data team will work with DHHR to document the required format and frequency for each data file.

DD019	The solution should have the ability to receive provider, member, and prior authorization data from the Medicaid Management Information System (MMIS) at a frequency and format determined by the Department.

During the implementation, our data team will work with DHHR to document the required format and frequency for each data file.

DD020	The solution's data aggregation component should be able to receive a response transaction in a format that is used by the Medicaid Management Information System (MMIS) for the purpose of verifying edits to claims.

During implementation, Sandata, DHHR, and the MMIS vendor will establish a data exchange process to allow the MMIS claims system real-time access to all EVV visit data in the Sandata Aggregator. The MMIS vendor will modify the claims adjudication process to check to see if properly validated visits are present in EVV. If EVV data is correct, the claim continues through the adjudication process. If the EVV is missing or incorrect, the claim may be put in a pending or denied status according to program rules. The benefit of this option to DHHR is it ensures all claims are properly matched to EVV data prior to payment, as recommend by CMS. Sandata has deployed claims validation in multiple states to date.

DD021	The solution should have the ability to apply pre-edit information and serve as a data source for purposes of applying edits during claims processing. The disposition of the edit including, but not limited to deny or suspend, should be determined by the Medicaid Management Information System (MMIS).

Sandata EVV includes complex visit checking logic, executing a continuously operating process to validate EVV data against program requirements. Any discrepancies to program rules are flagged as exceptions. Exceptions may be configured to be informational (the exception provides information about the visit but is only required to be acknowledged) or required (the exception must be corrected before the visit is marked as valid). Exception checking includes:

- ***Required data elements validation:*** If the direct care worker fails to enter all required data (i.e., forgets to check out, etc.), the EVV system automatically creates an exception and flags the visit as incomplete.

- ***Schedule validation:*** If a schedule is present, and the EVV elements do not match the schedule, the system automatically creates exceptions and flags the visit for further review. The system will also flag all visits that do not have an associated schedule.

- ***Business rules/configuration validation:*** If a visit does not conform to the documented program specific business rules, the system creates an exception and flags the visit for further review. Examples of these types of exceptions include service not matching the authorization, and call received is later than a defined threshold after the scheduled start.

All visits with exceptions are placed in a pending or hold status until the user makes the required corrections. If the visit does not have any exceptions, it is eligible to be submitted as a claim using Sandata Billing.

DD022	The solution should accept individual and/or batch visit verification inquiries from the Medicaid Management Information System (MMIS).
DD023	Member name
DD024	Billing provider
DD025	Name
DD026	Date
DD027	Time of service delivery

Sandata accepts individual and / or batch visit verification inquiries from MMIS including the member name; billing provider name; date, and time of service delivery.

DD028	The solution should have the ability to provide visit information to the Medicaid Management Information System (MMIS) by individual and/or in batch format at the discretion of the Department.

Sandata can provide visit information to MMIS by individual and / or in batch format. The format will be defined and documented during the implementation period.

DD029	The solution should support obtaining member eligibility information through the current Medicaid Management Information System (MMIS) solution using industry standard data interfaces and exchanges as defined by X12N 270/271 transactions. (Reference: http://www.wpc-edi.com/)

Sandata supports the required EDI transactions. Optionally, we offer our specifications specifically tailored to meet EVV program needs.

DD030	The solution should conform to ASC X12 Technical Reports Type 3 (TR3), Version 005010. (Reference: http://www.wpc-edi.com/)

Sandata supports the required EDI transactions. Optionally, we offer our specifications specifically tailored to meet EVV program needs.

DD031	The solution should generate all forms and notices as necessary.

Sandata EVV supports the set up and configuration of forms based on program requirements as shown in Figure 22. All configuration is provided by Sandata personnel.



Figure 22. Authorized users can import, export, add or modify forms to meet changing program requirements.

DD032	The solution should have the ability to schedule alerts and user notifications.

Sandata EVV generates real time, alerts established during the implementation process. Alert examples include real time notification of late and missed visits. Alert information and reporting are available for DHHR via their Sandata Jurisdictional View. For scheduling alerts such as late and missed visits, Sandata recommends the following alert configurations:

- **1st alert** – sent to the scheduling provider. The provider should contact the direct care worker and determine whether they are still able to deliver care.
- **2nd alert** – sent to the scheduling provider and optionally to the case manager or other designated entity responsible for care delivery. This alert indicates a potential gap in care is occurring and action is required. If the direct care worker is unable to

provide the service, an alternate direct care worker should be assigned to the schedule in accordance with the backup plan.

- **Missed alert** – sent to the scheduling provider and optionally to the case manager or other designated entity responsible for care delivery. This alert indicates a gap in care has occurred and the provider is not in compliance with the schedule.

Sandata EVV includes multiple modalities for alerts, including system, text messages, email, and reports.

DD033	The solution should allow printing of blank and completed documents including, but not limited to:
DD034	All forms
DD035	All system-generated correspondence
DD036	Reports

Sandata EVV allows users to print blank and completed forms, documents and reports. Each form has a print and print preview option as shown in Figure 23.

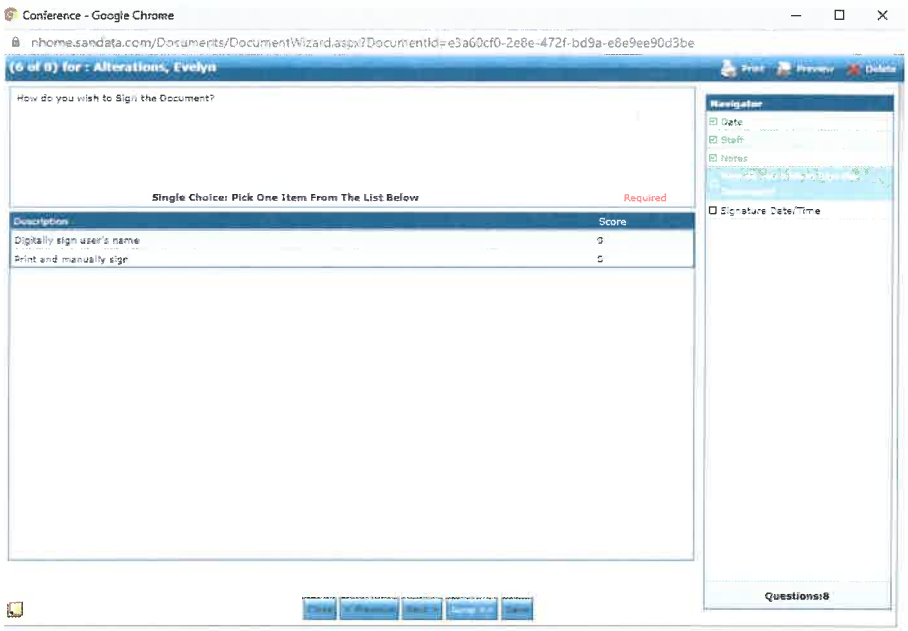


Figure 23. Using the print/print preview option allows users to view and print all documents and forms.

DD037	The solution should generate and supply forms in the following methods, including, but not limited to:
DD038	Email
DD039	Download from Portal
DD040	Postal Mail, upon request by the Department

Sandata EVV allows forms to be generated and sent via email, downloaded and printed, and/or mailed based on program rules.

DD041	The solution should allow the ability to modify field attributes on a form as identified by the Department via the Change Management Plan.

Authorized users can modify the field attributes on a form as shown in Figure 24.

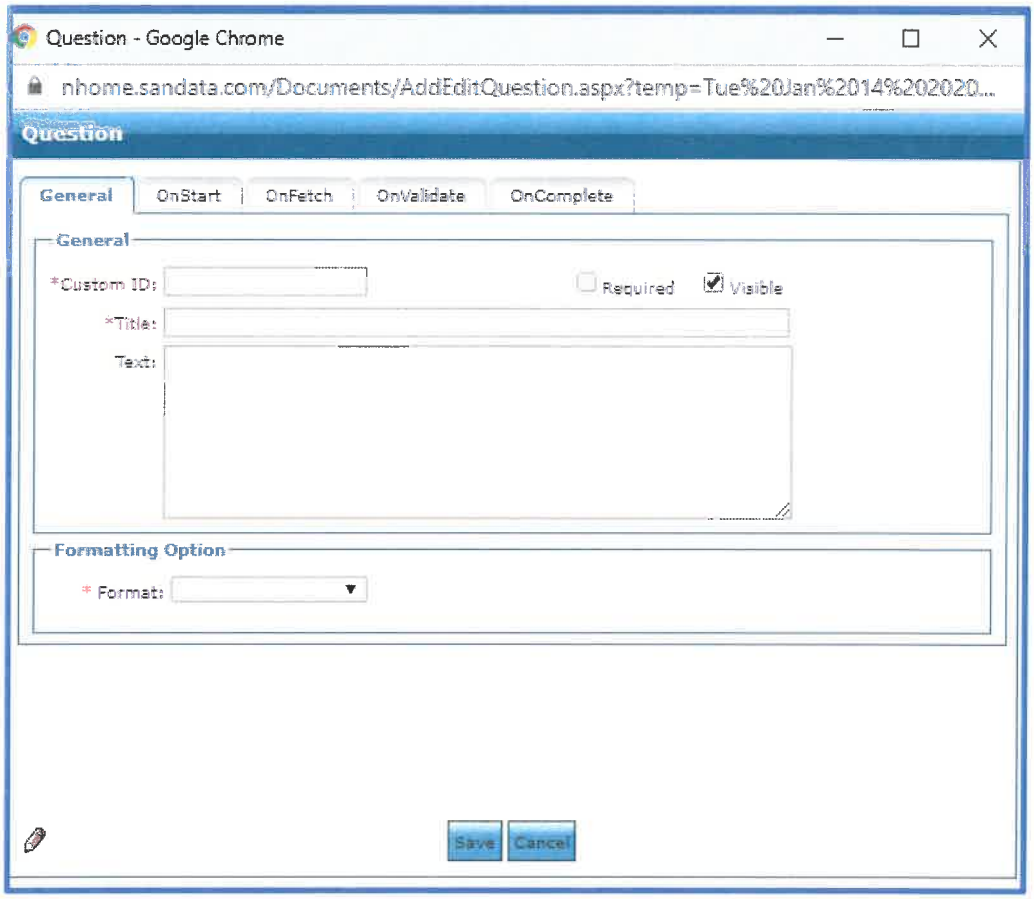


Figure 24. Authorized users can add and customize fields on forms.

DD042	The solution should allow updates to form templates as directed by the Change Management Plan.

As shown in the previous figure, form templates can be modified as directed by the Change Management Plan.

DD043	The solution should group related correspondence to ensure materials are delivered in a single mailing or posted to a portal account.

Sandata EVV addresses each member uniquely, and therefore not all correspondence or materials are appropriate for every member. Where possible, the system allows providers to group correspondence into a single mailing. All information is grouped within the Sandata EVV portal.

DD044	The solution should generate the data file containing forms and notices for delivery to the printing vendor for monthly distribution and as requested by the Department.

Sandata EVV includes a reporting data file containing forms and notices that can be run monthly as required.

DD045	The solution should automatically populate information on notices or forms being issued.

Sandata EVV automatically populates information on forms based on the form configuration rules.

DD046	The solution should generate batch forms.

Sandata EVV supports batch forms in accordance with program rules.

DD047	The solution should save delivered forms to the user's account.

Each form is attached to the appropriate module within the Sandata EVV portal. For example, forms related to scheduling are attached to the Sandata Scheduling, etc.

DD048	The solution should deliver data files containing all correspondence to the designated printing entity within 24 hours of the correspondence becoming final according to the Department's business rules.

All data files containing correspondence will be transmitted to the designated printing entity within 24 hours after correspondence is final.

DD049	The solution should post finalized correspondence to the web portal, according to the Department's business rules.

All finalized correspondence is posted within Sandata EVV according to DHHR business rules.

DD050	The solution should have the ability to produce all correspondence in a printer-friendly 8.5" x 11" format in landscape or portrait orientation.

All correspondence is available to be printed in landscape or portrait orientation. Sandata EVV places the document in the optimal display format, and the user may modify the orientation as needed.

DD051	The solution should have the ability to automatically save a Portable Document Format (PDF) copy of each final correspondence.

All forms have the option to save documents in a PDF format.

DD052	The solution should allow users to choose their preferred method of correspondence including, but not limited to, email, post mail, text, or phone.

Sandata EVV supports email and post mail for forms. Sandata does not currently support texting forms due to concerns about privacy and HIPAA compliance. Setting forms up via the phone is available via the change request process.

DD053	The solution should generate correspondences using pre-defined templates.

Sandata EVV uses pre-defined templates.

DD054	The solution should include automatic system-generated correspondence with output capabilities including, but not limited to:
DD055	Email
DD056	Post to user portal account
DD057	Queue for printing
DD058	The solution should be able to schedule distribution of correspondence.

Sandata EVV supports email, posting, and printing of forms and documents. All correspondence is available on demand.

DD059	The solution should provide flexible web-based reporting that meets external reporting needs and requirements defined by the Department.

Sandata EVV includes standard Daily and Date Range reports. Sandata Business Intelligence Dashboards offers DHHR flexible and ad hoc reporting capabilities.

DD060	The solution should include a standard library of reports that can be generated by any user with appropriate access.

Sandata EVV provides a standard reporting library to users with reporting privileges based on our experience deploying our EVV solution nationally.

DD061	The solution should have the ability to display the number of pages that should be printed before the user proceeds with printing a report.

Each report displays on screen with a total page count. The user is then presented the option to print a hard copy of the report.

DD062	The solution should have the ability to export reports directly from the solution into the user-specified format including, but not limited to:
DD063	Excel
DD064	Word

DD065	Hyper Text Markup Language (HTML)
DD066	Comma-Separated Value (CSV)
DD067	Portable Document Format (PDF)

Sandata EVV reports can be exported in multiple formats including Excel, Word, CSV, and PDF.

DD068	The solution should provide reporting functionality capable of drilling down from summarized data to detailed data as agreed upon by the Department.



Sandata's Business Intelligence Dashboards includes drill down access from summarized data to detailed data.

DD069	The solution should have an integrated web portal designed to interface, receive, send, and download specified content and reporting information directly from/to entities such as provider agencies, EVV Vendors, contractors, and other state and Federal agencies as part of a fully integrated solution.

Sandata EVV reporting for users is available on demand. DHHR will also have access to the Sandata Business Intelligence Dashboards module with enhanced reporting capabilities.

DD070	The solution should contain the following features and capabilities including, but not limited to:
DD071	Drill down and look up functionality to minimize re-entry of information across multiple screens
DD072	Multi-tasking and multiple window capability, including split screens

Sandata EVV uses browser capabilities to allow users to open multiple tabs or windows and arrange for split screen display.

DD073	The solution should provide context-sensitive help to users on all screens.

Sandata EVV includes a searchable user guide within the application to help users.

DD074	The solution should provide menus that are understandable by non-technical users and provide secure access to all functional areas.

All Sandata EVV portals secure, user-friendly, and designed to be understandable by non-technical users. Sandata EVV uses roles-based access to assign or restrict access to system information based on user roles.

DD075	The solution should provide a user interface that allows users to move easily throughout the system.

Sandata EVV is fully Rehabilitation Act 508 compliant and users can move easily through the system using a mouse or keyboard.

DD076	The solution should have the ability to provide public information without requiring authentication for the web portal.

In our experience, many of our clients host a public EVV website with program information. Sandata has the flexibility to provide a hosted site or we can provide content if you prefer to host.

DD077	The solution should provide user interface features and capabilities including, but not limited to:
DD078	Pull-down menus and window tabs
DD079	Scalable, true-type screen and printing fonts
DD080	Uppercase and lowercase alphabetic characters
DD081	Ability to tab and mouse-click through data fields and screens
DD082	Consistent theme throughout the site and standardize all headings and footers with index tabs as identified by the Department
DD083	Generated messages that are clear and sufficiently descriptive to provide enough information for problem correction and be written in full English text

Sandata develops our solutions for Rehabilitation Section 508 as well as WCAG A and AA compliance as evidenced by our third party validated VPAT documentation.

Sandata Mobile Connect is Rehabilitation Act Section 508 compliant. The Sandata Mobile Connect application supports ADA compliance including the following:

- An on-screen virtual keyboard may be used to enter input data in data entry fields.
- Accessibility features (when enabled via the Settings menu in the MEmu Android 5.1 emulator) such as text content, text input caret location, and text attributes that make text information easier to read for users who may be visually impaired.
- A zooming feature and large text when the accessibility feature is enabled in the Settings menu.
- Support for a number of off-the- shelf headphones and speaker devices to support the visually impaired. The user merely plugs in his/her headphones into the cell phone's headphone jack.
- When the talk back accessibility feature is turned on via the accessibility settings on the device, tapping on the field elements and icons will trigger the functionality of the device reading the text element back to you.
- Fields that require field entry by the user which include Company ID, username, password, Client search field, etc. will also be read by the device when the talkback accessibility feature is turned on the device.
- Sandata Mobile Connect does not require user hearing nor user speech for access to any functionality, making it an ideal solution for the hearing or speech impaired.
- Focus in edit boxes is supported for data entry by way of a blinking cursor. Focus for other on-screen elements and controls, such as buttons and icons, is visible when used in concert with a compatible screen reader when the element is tapped once (tapping twice executes the command).
- User selected contrast and color selections and other client display attributes are available (see Figure 25).
- All graphic elements are programmatically tagged with ALT text so that they can be read by a screen reader. List of elements tagged with ALT text include:
  - Login Screen: Show Password padlock icon: Tagged with alt text 'Make Password Visible'; Hide Password padlock icon: Tagged with alt text 'Make Password Hidden';
  - Client Search Screen: Client search magnifying icon: Tagged with alt text "Enter search criteria here";
  - Start Visit Popup: Blue clock icon on Start Visit popup: Tagged with alt text "Start Visit";
  - Complete Visit Popup: Blue clock icon on Complete Visit popup: Tagged with alt text "Complete Visit";
  - Session Expiration Prompt: Blue Clock icon on session expiration: Tagged with alt text "session is about to expire";
  - Main Menu (Hamburger Icon): Menu icon: Tagged with alt text 'Menu';
  - Sign out button: Sign out button: Tagged with alt text 'Logout';
  - Client Voice Record button and Playback button: Red voice record button: Tagged with alt text "record"; Voice record playback button: Tagged with alt text "Play voice recording";
  - Client Verification submitted checkmark icon: Tagged with alt text 'client verification submitted'; and

  - Account disabled locked icon (Too many failed login attempts): Tagged with alt text 'Account locked'.
- When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images is consistent throughout the application. Sandata Mobile Connect, when used in conjunction with Assistive Technology such as a compatible screen reader (e.g., Google TalkBack), supports the ability to access the information, field elements and functionality required for completion and submission of electronic forms, including all directions and cues.
- Support for timed responses is achieved by alerting the user and giving sufficient time to indicate more time is required via the Continue button of the Session Expiration screen of the mobile application. Application timeout and idle warning timeout functionality is configurable by program.
- Use of the application does not require fine motor skills as the current swift key default keyboard has arrow key capabilities to navigate through the fields in the login screen.

All Sandata EVV portals are also ADA compliant. The portals offer:

- Text equivalents for images, audio, and other forms of multimedia;
- Time-based media including audio, video, and captioning for hard of hearing populations where applicable;
- Content that can be presented in different ways to accommodate meaningful sequence;
- Distinguishable content through use of color, context or markup, and audio control to make it easier for users to see and hear content;
- Keyboard accessible functionality;
- Enough/extended time for users to read and use content;
- Easy navigation to find content;
- Content that is readable and understandable;
- Predictability in how web pages appear and operate;
- Input assistance to help users avoid and correct mistakes; and
- Compatibility with assistive technologies such as Jaws Readers, etc.

Figures 26 – 29 illustrate some of the ADA compliance capabilities of Sandata's portal components.

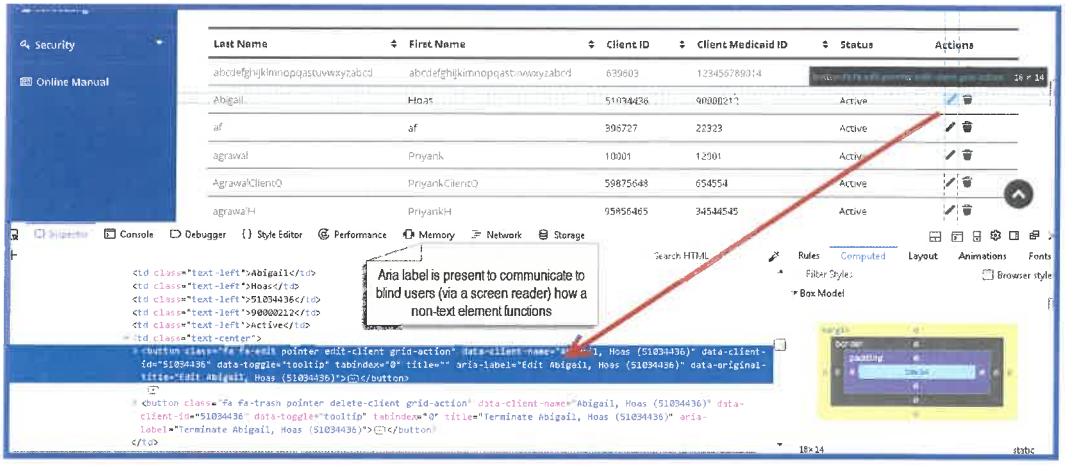


Figure 26. Screen Reader Compatibility.

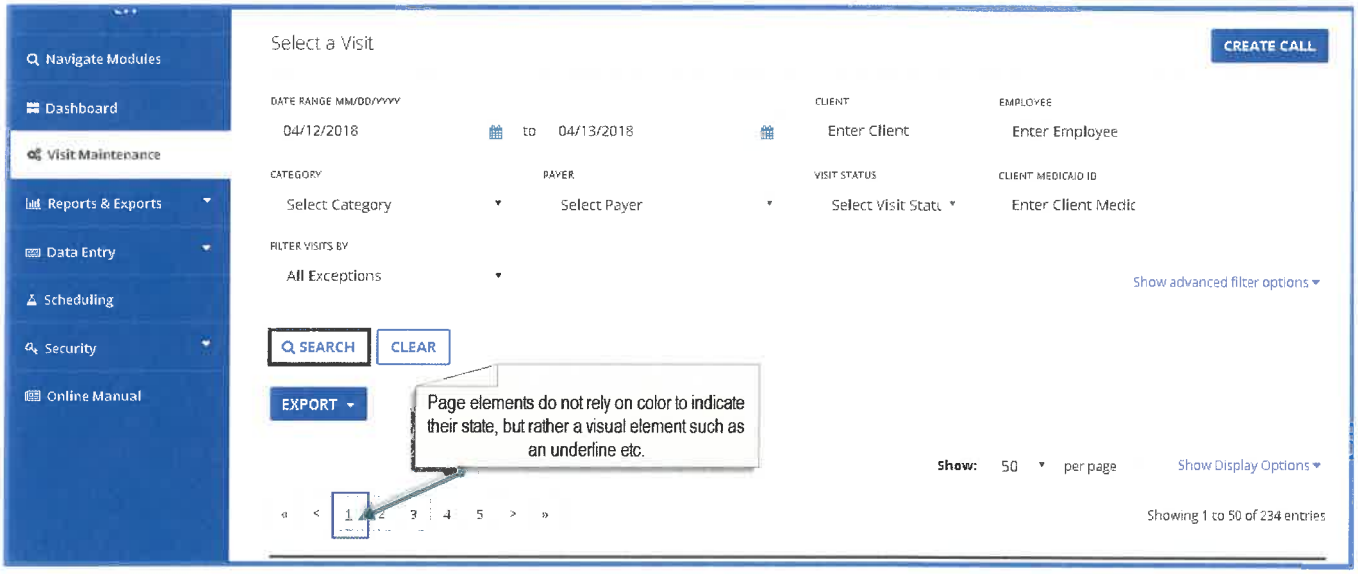


Figure 27. Use of color.

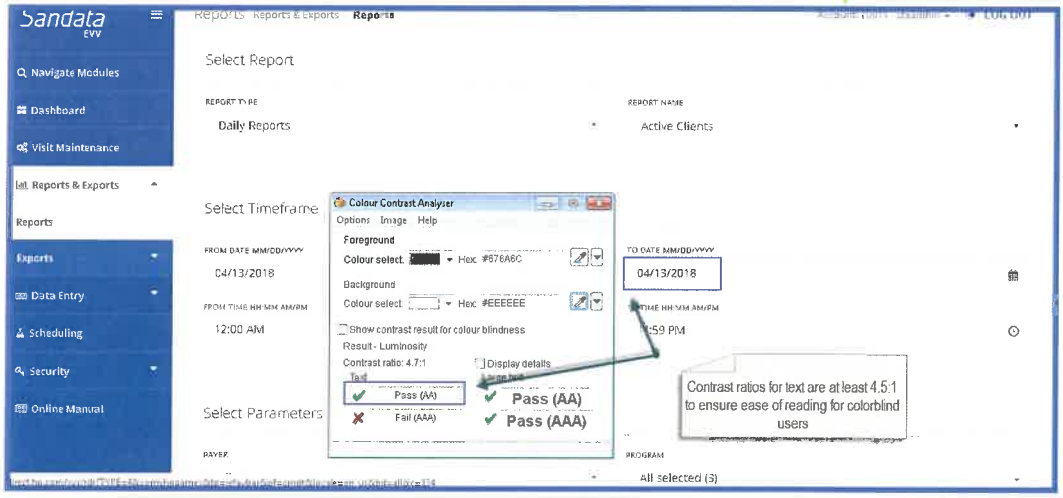


Figure 28. Contrast Ratios.

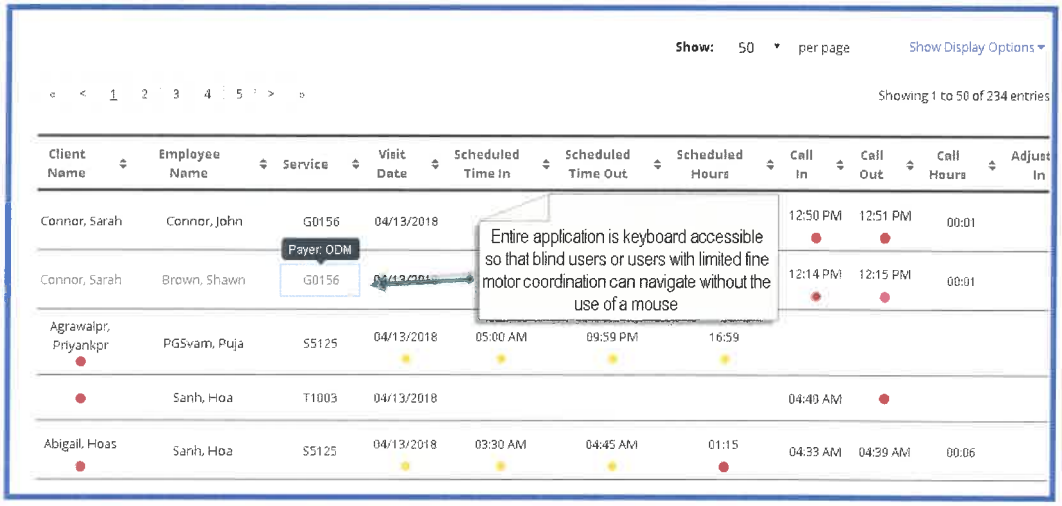


Figure 29. Keyboard Accessibility.

DD084	The solution should provide the capability to display confirmation messages for response and request transactions when interfacing with other systems.

All of the interfaces supporting the system include standard confirmation and/or error messages.

DD085	The solution should have the ability to allow users to download or print a copy of completed submitted forms.

Users with appropriate permissions can download or print copies of completed submitted forms.

DD086	The solution should have the ability to perform the following functions including, but not limited to:
DD087	Create flags
DD088	Send alerts
DD089	Integration of alerts into the workflow
DD090	Seamlessly integrate the generation of alerts in the workflow management process to a system user-defined group or individual

Sandata EVV system generates real time, alerts established during the implementation process. Alert examples include real time notification of late and missed visits. Alert information and reporting are available for DHHR via their Sandata Jurisdictional View. Please refer to our response to DD032 for additional information.

DATA QUALITY

Refer to the relevant technical specifications located in Appendix 1: Detailed Specifications and pertinent narrative in Section 4: Project Specifications in this RFP to cover solution capabilities in this area.

3.1 The Vendor should describe its approach to Data Quality below. The narrative response for this category should be organized using the appropriate subject matter area as per Appendix 1: Detailed Specifications.

3.2 Sandata Response

Sandata recognizes that data quality is vital to the usefulness of the data captured and processed by the Sandata EVV solution. Data integrity, through robust data validation and data management techniques, is a critical aspect of our information security program and our EVV solution architecture. Sandata's information security program and information security controls are reviewed annually and whenever there is any material change to business practices that may implicate the security or integrity of records containing sensitive information. Sandata EVV is developed based on secure coding guidelines, such as those provided by OWASP, to prevent common vulnerabilities that would lead to compromised data integrity. The Sandata EVV solution also undergoes annual penetration testing at the application and the network and infrastructure layers. Sandata EVV is designed to check data input for accuracy, completeness, validity, and authenticity; and

error checking is performed and documented for all input, including for size, data type, and acceptable ranges or formats.

Additionally, Sandata EVV includes FIPS 140-2 compliant cryptographic mechanisms to protect the confidentiality and integrity of sensitive information at rest and in transit. Restores of backed up data are performed regularly to verify reliability and information integrity. Role-based access based upon the principle of least privilege is in place at all times to access such data. Next-generation firewalls act as security gateways to control and monitor inbound and outbound access by enforcing security policies that are configured to filter traffic between domains, block unauthorized access, and maintain segregation between internal and external network segments. Further, web application firewalls are implemented to protect the application by filtering out malicious traffic. Sandata also has supporting technical controls in place such as anti-malware (both, signature-based and nonsignature-based), security incident and event monitoring, file integrity monitoring, port filtering tools, and robust audit and logging as part of our baseline.

APPENDIX 1: DATA QUALITY REQUIREMENTS

Sandata has addressed all of the Appendix 1: Data Quality Requirements in this section.

DQ001	The solution should provide a method to identify the following:
DQ002	National Provider Identifier (NPI)
DQ003	Healthcare Common Procedure Coding System (HCPCS)
DQ004	International Statistical Classification of Diseases and Related Health Problems, 10th revision (ICD-10) and related modifiers
DQ005	State-specific codes defined by the Department

Sandata EVV identifies NPI; Healthcare Common Procedure Coding System ("HCPCS"); International Statistical Classification of Diseases and Related Health Problems, 10th revision ("ICD-10") and related modifiers; and will identify State-specific codes defined by DHHR as follows:

- **NPI:** Sandata EVV receives the NPI ID via electronic transfer of provider data from DHHR. We can also house IDs for individual providers within the EVV system.
- **HCPCS:** Sandata EVV is configured with the appropriate HCPCS codes for the DHHR programs.
- **ICD-10 and related modifiers:** Sandata EVV uses ICD-10 and related modifiers to record the diagnosis of each member.

- **State-specific codes defined by DHHR:** During the implementation Sandata will review any state-specific codes required to support EVV and accommodate them using our configuration options.

DQ006	The Vendor should collaborate with the Department to determine how data should be transferred to and from the Medicaid Management Information System (MMIS), including, but not limited to:
DQ007	Definition of data elements
DQ008	Data file formatting
DQ009	Data exchange frequency
DQ010	Thresholds for data quality and acceptance

Sandata has the data and interface experience to ensure a smooth exchange of data between Sandata EVV and the MMIS. Sandata recommends the use of our standard data exchange specifications to support data exchange with the MMIS.

Data File Formatting
We have developed standard specifications for data imports and exports and share these with the appropriate entities enabling interoperability and promoting data quality.

Data Transfer
Sandata EVV standardizes electronic data exchanges with and visibility to provider and State MMIS systems to drive data quality and consistency. All data transfer is secure using either SFTP for flat file exchanges and secure connections for real-time and near real-time transfers. All transfers are loaded through our sophisticated ETL engine which monitors and reports on all activity to alert or notify as needed.

Data Exchange Frequency
During the implementation process we will work with DHHR to determine the appropriate frequency (batch or individual transactions) for data.

DQ011	The solution should allow the Department to review and approve data elements included in request and response data exchanges prior to Vendor development or configuration of the solution.

Sandata recommends the use of our Standard Data Specifications for all data exchange to support the EVV program. Sandata will review our data specifications with DHHR and receive approval on all data exchanges including specifics for the data elements to be provided as part of the implementation process.

DQ012	The Vendor should develop, publish, and maintain a system interface standard for external electronic visit verification (EVV) data partners approved by the Department.

Sandata has developed third party EVV interface process using our standard data exchange formats. Sandata will provide the following documentation to DHHR-approved third party vendors wishing to build an interface to the Sandata Aggregator. These include:

- Standard Specification;
- Companion/Implementation Guide; and
- Testing Guide.

DQ013	The Vendor should ensure that file standardization is supported for data element lengths, field format, and type.

Sandata's data specifications ensure that file standardization is supported for data element lengths, field format, and type.

DQ014	The solution should incorporate a method to view interface files for investigation and further processing.

All interfaces are automated, and the system sends receipts and/or data transmission errors for each interface. Transactions throughout the system are logged and are available for internal investigation.

DQ015	The solution should create and retain an audit trail of all interface activity in accordance with the Department's Data Retention Policy. (Reference: https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf

Audit trails are maintained for all changes to data whether manually changed, in error or purposefully, or updated via automated update processes. Audit trails allow for transaction information to be traced and include date/time stamp, data source, worker ID, and action.

DQ016	The solution should make information about data exchange errors and discrepancies available to the Department and appropriate users monthly.

All of Sandata's interface specifications include an error handling process that indicates if a specific record has incomplete or invalid data in the file and Sandata provides automatic error handling logs as part of our standard interface process. Error handling messages are provided in real time. Sandata can provide summary reporting on a monthly basis to DHHR upon request.

DQ017	The Vendor should provide searchable data schemas and data dictionaries for the solution.

Sandata maintains and will provide to DHHR a Conceptual Data Model providing a summary-level data model used for EVV solutions across the enterprise. The data dictionary is developed and maintained using industry best practices. These practices include, but not limited to, assigning security privileges to control access to the data dictionary and using standardized naming conventions when defining data dictionary terms and categories.

DQ018	The solution should report on both duplicated and unduplicated record counts.

All of Sandata's interfaces include rules and counts for duplicated and unduplicated records.

DQ019	The solution should use consistent data schemes and version control.

Sandata maintains a consistent data schema and version control.

DQ020	The solution should have the ability to assure data changes made in one part of the solution automatically populate other parts of the system so as to avoid duplicate data entry.

Sandata EVV is an integrated system comprised of modules that are automatically updated when data exchanges occur. For example, if a member address change occurs, all screens using member address will be automatically updated with the new information.

DQ021	The Vendor should maintain a comprehensive list of all reports, their intended use, and business area supported.

Sandata maintains a comprehensive list of all reports, their intended use, and business area supported.

DQ022	The solution should generate a listing of all standard online reports available, the description of each report, and a link to the most recent report for role-based report access.

All reporting in Sandata EVV and the Sandata Business Intelligence Dashboards tool is available on demand. Authorized users with appropriate user roles may run a report at any time.

DQ023	The solution should identify and use consistent report fields.

Sandata EVV uses consistent report fields.

DQ024	The solution should display a consistent format on all reports.

Sandata EVV provides reporting in a variety of formats. All standard reports are developed using a standard format for presentation. For example, reporting in the Sandata Business Intelligence Dashboards tool may be graphical or data table driven. Each report is displayed based on selected reporting filters.

DQ025	The solution should have the ability to categorize and organize reports including, but not limited to, the following parameters:
DQ026	Source system
DQ027	Data content
DQ028	Purpose
DQ029	Frequency

Sandata EVV organizes reports into Daily Reports – which provide information for a single day, and Date Range Reports – which provide data across multiple days. Each report has dynamic filters which allow the user to select and filter the available data.

DQ030	The solution should generate exception reports prior to being submitted to the receiving entity such as the Medicaid Management Information System (MMIS) or other systems receiving electronic visit verification (EVV) data to facilitate data correction by the submitting entity including, but not limited to the following:
DQ031	Manual edits
DQ032	Error corrections
DQ033	Additions to the interface records

Sandata EVV provides a Visit Maintenance Dashboard for users showing all visits with exceptions; provides filtering for users to view visits that need attention; and reporting specifically geared toward viewing visits in need of correction. Users can then address exceptions, make manual edits, and correct errors prior to submitting visit data to the MMIS. Sandata does not allow visits with exceptions to transmit until all exceptions have been corrected.

DQ034	The solution should generate error reports at the summary and detail levels that include all data necessary to resolve errors monthly and as requested by the Department.

Sandata EVV includes on demand reporting showing all visits with an exception status. These reports are available at a summary and detail level.

DQ035	The solution should store reports to allow users the ability to retrieve them quickly per the Department's business rules.

Sandata EVV reports are available on demand. The Sandata Business Intelligence Dashboards reporting allows users to store and save historical reports.

DQ036	The solution should reload or resend records if they have not been applied correctly to the receiving entity.

Sandata EVV includes automatic acceptance and/or error messaging for each data exchange. Should an interface error occur, the error messaging indicates what data is missing or incorrect in the source system.

DQ037	The solution should detect duplicate files or records and isolate them for manual review and further processing.

Sandata's interfaces include rules handling for duplicate files. Based on program rules, data may be updated or rejected for additional review.

DQ038	The solution should create messages that accurately describe errors received as a result of a data transfer.

Sandata EVV includes automatic acceptance and/or error messaging for each data exchange. Should an interface error occur, the error messaging indicates what data is missing or incorrect in the information received.

DQ039	The solution should have the ability to maintain an up-to-date inventory of all forms utilized and make this inventory available to the Department upon request.

Sandata EVV maintains an up-to date inventory of all forms. DHHR can review the inventory using the Sandata Jurisdictional view.

DQ040	The solution should have the ability to identify which fields in forms are required and which are optional.

Each field in a form can be configured as optional or required as shown in Figure 30.

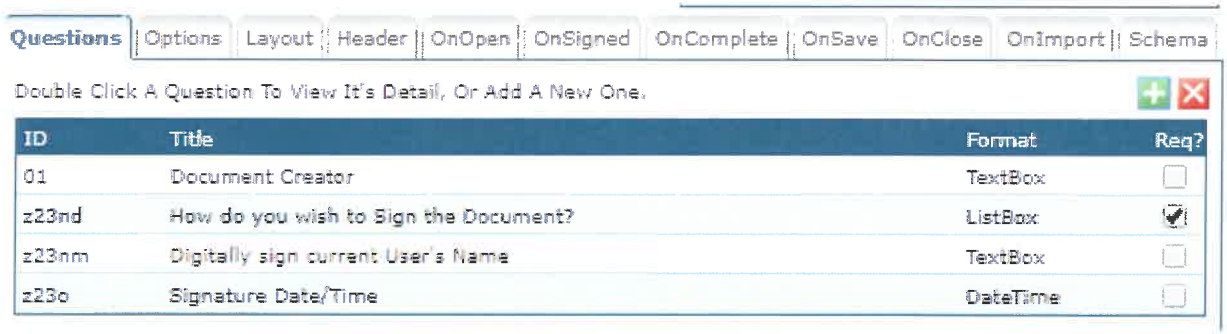


Figure 30. Each field has a defined format and can be optional or required.

DQ041	The solution should have the ability to store the date that a correspondence was delivered for printing in a preferred date format of MM/DD/YYYY.

Sandata EVV stores the date the document was completed and printed in a full audit trail in the required format.

DQ042	The solution should provide automatic default file naming convention for saved correspondence as agreed upon with the Department.

Sandata will work with DHHR to define the appropriate naming convention for each document.

DQ043	The solution should categorize and classify types of correspondence as agreed upon with the Department.

Sandata EVV supports categorizing and organizing documents based on workflow.

DQ044	The solution should distinguish between, and incorporate, business days, weekends, and state holidays in all time-related functions in the system.

Sandata EVV records the exact date and time of all functions, it does not store business days, weekends or state holidays separately although alerting functionality can vary based on weekday/weekend and user specified holidays.

DQ045	The solution should include web-based online help functionality in searchable portable document format (PDF), that includes a searchable database of common problems.

Sandata EVV includes a searchable PDF format user guide. In addition, our 24/7 Client Success offers extensive web-based online help functionality. For example:

- Through our online Searchable Knowledgebase, system users can review our knowledgebase and documentation to help solve their particular issue.
- Sandata EVV also includes a searchable user guide linked in the application.

Our online help offerings also include an online chat/answer bot, which is an intelligent automation attendant that proposes answers to common questions.

DQ046	The solution should set parameters on fields to prevent system users from entering information outside of those parameters.

Sandata EVV sets parameters to prevent users from entering information outside of those parameters. For example, Sandata EVV does not allow letters to be entered in a telephone number field.

DQ047	The Vendor should produce all member- and provider-facing content written at no greater than an eighth-grade reading level.

All member and provider-facing content is written at a sixth-grade level.

DQ048	The solution should include email addresses in the authorization table for registration, and email addresses should be kept confidential and only used for official Department business.

Sandata EVV includes email addresses in the authorization table for new user registration. Sandata EVV uses email addresses as the login ID for all authorized users.

HARDWARE AND INFRASTRUCTURE

Refer to the relevant technical specifications located in Appendix 1: Detailed Specifications and pertinent narrative in Section 4: Project Specifications in this RFP to cover solution capabilities in this area.

4.1 The Vendor should describe its approach to Hardware and Infrastructure below. The narrative response for this category should be organized using the appropriate subject matter area as per Appendix 1: Detailed Specifications.

4.2 Sandata response

Sandata EVV is a SaaS offering and Sandata provides all hosting and infrastructure for our solutions. Sandata's system infrastructure is fully operational and meets federal and state architectural, technical, security, licensing, and privacy requirements. Sandata is HITRUST certified and our Sandata EVV system is the first and only EVV solution to achieve CMS Certification.

APPENDIX 1: HARDWARE AND INFRASTRUCTURE REQUIREMENTS

Sandata has addressed all of the Appendix 1: Hardware and Infrastructure Requirements in this section.

IN001	The solution should have the ability to support various current technologies for data interchange and electronic visit verification (EVV) data submission and verification including, but not limited to, web portal, application interface, telephony, quick response (QR) codes, and automated location verification.



As described in our response to Attachment 7: Business Specifications, Solution Overview, Sandata EVV supports visit verification using our Sandata EVV web portal, Sandata Third Party EVV application interfaces, Sandata TVV, and Sandata Mobile Connect. Sandata does not offer QR codes.

IN002	The Vendor should utilize open architecture standards and scalability to promote integration throughout the West Virginia technology enterprise.

Sandata EVV uses open architecture standards and scalability.

IN003	The solution should be flexible and readily adaptable to changing Department and federal requirements and as requested by the Department.

Sandata EVV is a highly configurable SaaS solution which can be readily adapted to meet changing DHHR and federal requirements, as requested by DHHR.

IN003A	The solution should address the disruption or limited availability of network connectivity, telephony, and/or cell coverage at the visit site by providing members and providers more than one method to send and receive electronic visit verification (EVV) data.

Sandata EVV includes our Assured Coverage Model with multiple methods of visit verification and data collection at the point of care including Sandata Mobile Connect and Sandata TVV. These EVV technologies have demonstrated results in multiple states to support visit verification in rural / frontier environments. This is especially important for West Virginia where 38% of the population lives in a rural area where internet connectivity is unreliable.[8] In fact, West Virginia ranks 47th of 50 states for percentage of residents without access to broadband Internet service, leaving 30% of all state residents without access to broadband Internet. [9],[10]

When network connectivity, telephony, or cell coverage is not available, Sandata Mobile Connect can work in both a connected and disconnected (off-line) mode, ensuring that a visit can always be captured and verified regardless of whether cellular or Wi-Fi connectivity is available at the point of care.

IN003B	The solution should have the ability to capture and retain electronic visit verification (EVV) data gathered when the transmission services are offline for any reason at the visit site and to send or receive queued system data when services are restored.

Sandata Mobile Connect can operate in a disconnected environment; this allows the capture of visit data even if the cellular connection is not available. In the disconnected mode the service provider captures all of the visit information, including GPS coordinates, with the visit information transmitted once the device re-establishes connectivity.

8 https://www.ruralhealthinfo.org/states/west-virginia
9 https://wvpolicy.org/wp-content/uploads/2018/10/WVCBP_RuralWV_2018.pdf
10 https://www.wtap.com/content/news/Report-shows-West-Virginia-ranks-47th-in-broadband-Internet-access-449451693.html

IN004	The solution should provide archival and purge processes that do not degrade performance or interrupt the system.

Sandata EVV does not archive or purge data. System reporting is limited to daily and date range reporting. Larger or longer timeline queries are supported in our Sandata Business Intelligence Dashboards module which operates using a copy of production data so that performance or system interruptions do not occur.

IN005	The solution should allow centralized deployment of system updates and system maintenance.

Sandata EVV is a SaaS solution, and all maintenance and enhancements are managed by Sandata and centrally deployed.

IN006	The solution should provide workflow functionality that supports a variety of mechanisms to initiate, execute, suspend, or terminate workflows including, but not limited to:
IN007	Communication events (email, document upload, form submissions, or phone)
IN008	System-generated events
IN009	User-triggered events
IN010	Exception-processing events

Sandata EVV's workflow management guides users through the life cycle of each visit, starting with the receipt of member and authorization data. Once these elements are present, authorized users can create schedules. Sandata Scheduling workflow support ensures all schedules are created in accordance with authorization parameters and limits. Sandata Scheduling also supports system generated alerts for visits that do not properly align with approved schedules.

Once the visit is scheduled, it is automatically populated to Sandata Mobile Connect to support point of care delivery. Sandata Mobile Connect guides the caregiver through the login, visit verification, and log out process. Sandata Mobile Connect automatically transmits visit information to Sandata EVV, where it is continuously evaluated against program business rules.

Sandata EVV's Visit Maintenance Screens guide the user in reviewing and correcting visit data collected at the point of care. Once the visit has been properly verified, and all visit exceptions are corrected, Sandata automatically sends the visit to Sandata Billing.

Using Sandata Billing, providers can review all claims prior to submitting them for payment. Sandata EVV supports provider workflow from end to end as shown in Figure 31.

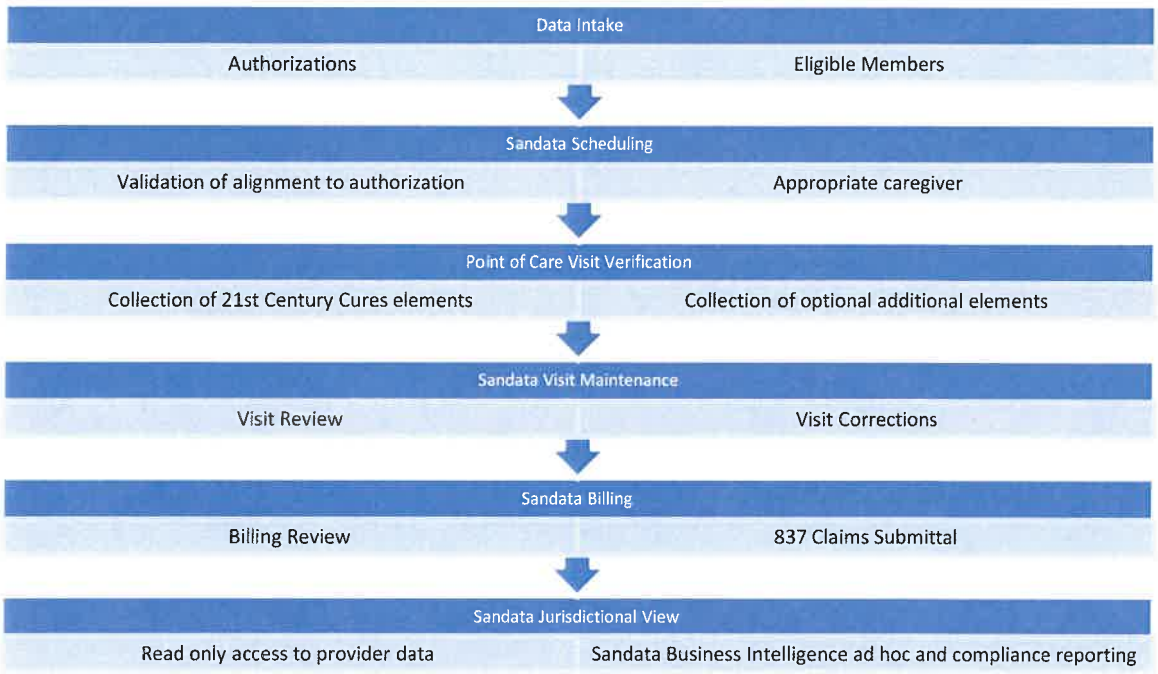


Figure 31. Overview of Sandata's comprehensive workflow support.

IN011	The solution should include definition and modeling of workflow processes and their constituent activities.

Sandata EVV includes configurable workflow processes at each stage in the lifecycle of care delivery. During the implementation, our team of configuration experts will review the options for configuring each module to ensure a comprehensive workflow that meets DHHR needs.

IN012	The solution should have the ability to facilitate mass email notifications.

Sandata accommodates mass email notifications using our Client Success Help Desk solution.

IN013	The solution should have the ability to reissue and track any correspondence or form as requested by the Department.

Sandata EVV allows authorized users to reissue and track any correspondence or form as requested by DHHR.

IN014	The solution should have the ability to schedule any report to be run at varying levels of frequency or on-demand.

All Sandata EVV reporting is available on demand. Sandata Business Intelligence Dashboards users have the option to modify report frequencies and to schedule reports.

IN015	The solution should provide integrated print capability within the application for any report.

All reports include an integrated print option.

IN016	The solution should have the ability to notify users of system maintenance and other information approved to be distributed by the Department.

Sandata will notify DHHR and its EVV users all at the same time in advance via email for all scheduled maintenance windows, unscheduled outages, and other information approved to be distributed by DHHR. We post a message on the main login screen prior to scheduled system maintenance. We recommend that DHHR also post this information on the State's EVV Program website.

IN017	The Vendor should manage, track, and report on user support services via multiple channels, including:
IN018	Telephone
IN019	Member portal
IN020	Email
IN021	Mail



Sandata manages, tracks and reports on user support services on a monthly basis. Users may access the Client Success Help Desk via telephone, email, or chat.

IN022	The Vendor should provide investigative results inclusive of mitigation measures to address reported incidents within 30 days of the documented incident.

For any reported incidents, Sandata's Security Officer will initiate an investigation and/or involve the appropriate support organizations to correct the problem or address the situation. An incident report will be written in accordance with the Security Incident Management policy. We will notify DHHR of any mitigation measures to address the reported incident within 30 days of the documented incident.

IN023	The Vendor should support provider compliance through direct assistance, coaching, technical assistance, and other active outreach activities as requested by the Department.

Sandata supports provider compliance by providing ongoing outreach and communications through a variety of channels for all stakeholders (including providers, members, and direct care workers).

During the implementation phase, the Sandata Account Executive will lead the outreach and training "work stream." They will work with DHHR to provide a detailed written Outreach and Training Plan which addresses the agreed upon approach, methods, communications, training schedule, tools, and techniques for user / system documentation and training. The Training Plan will be tailored to address the needs of all EVV system users (e.g., DHHR, provider, direct care worker, member); however, in general, it will describe the training and outreach activities, materials, schedules, key assumptions, and delivery model for a standard EVV implementation as well as post-launch training activities throughout the life of the contract.

Specific measures of our outreach efforts include:

- Establishing an EVV website;
- Providing templates for direct emails, communication mechanisms such as newsletters;
- Participating in DHHR-sponsored town halls or advisory groups; and
- Supporting discussions with state home health associations.

Sandata will also share outreach materials and templates that have been used successfully in other state EVV programs and will work together with DHHR to create an approved set of outreach materials and a calendar of outreach activities best tailored to your stakeholder community to inform all of upcoming EVV activities.

Additionally, Sandata offers all EVV system users comprehensive, convenient, and 24/7 help desk support, "Client Success," both telephonically and online, for the life of the contract.

IN024	The solution should provide users a description of the minimum hardware and software requirements, installation, maintenance, and enhancement of software based on role and system requirements prior to system updates.

Prior to system updates, Sandata will provide DHHR a description of minimum hardware and software requirements; installation, maintenance; and enhancements of software based on role and system requirements. Please find an overview of this information (as of the date of this response) as follows:

Minimum Software Requirements

Sandata EVV:

- Browser: Chrome, Mozilla Firefox, Microsoft Edge;
- Adobe Reader 8 or better for PDF Reporting; and
- JAWS version 18 or higher when needed for accessibility.
- RAM: 2GB Windows 7/8/10;
- Hard Disk: 1GB free hard disk space (minimum);
- Video Card: Supports 1024 x 768, 16-Bit or higher;
  - Processor: Pentium 4 (2GHz) or better; and
  - Internet Connection: High Speed Broadband (ex. Cable/FIOS/DSL).

Mobile Device Requirements (for a BYOD model)

- Android 5.0.2+; or
- iOS (9 or higher) (Recommended);
- GPS enabled; and
- 4.5 screen recommended.

Mobile Hardware Requirements

- Processor: 1GHz or higher;
- Disk Space: ~200Mb;
- Display: – Smartphone: 480 x 800;
- Built in GPS; and
- Internet Connection: Required for syncing or for running in connected mode. 3G, 4G preferred or Wi-Fi

Releases

Sandata schedules periodic maintenance releases for the system to make sure that the system continues to meet the requirements of our clients as well as periodic updates to

make sure the system meets the latest standards and regulations. Because our solution is offered as a SaaS system, Sandata personnel are responsible for all maintenance and enhancements and will notify all DHHR EVV users by email at the same time. We also recommend DHHR post maintenance and enhancement release information on the DHHR EVV program website as well.

ENHANCEMENTS

An enhancement is any additional feature or function that makes the product easier to use, improves workflow or end-user experience, embeds new technology and provides easier integration with other applications or databases. Enhancement requests can be submitted via Client Success or the assigned Account Manager. The timing of enhancements varies and is generally based on priority and our own product roadmap and schedule. Enhancements are applied across all customer EVV systems.

IN025	The solution should allow users to schedule and modify system events as requested by the Department.

As a SaaS offering, Sandata does not allow users to schedule or modify system events related to releases or updates.

IN026	The Vendor should provide a technical support call center located within the contiguous United States.



Customer satisfaction is a cornerstone of our offering. Sandata's Client Success Help Desk offers 24/7 help desk support, both ***telephonically*** and ***online***, for our system users for the life of the contract. Our Help Desk is located in our corporate headquarters in Port Washington, NY.

CLIENT SUCCESS SERVICE AVAILABILITY BREAKDOWN

Client Success Representatives ("CSRs") are available via our toll-free phone number Monday through Friday, 9:00 a.m. – 6:00 p.m. ET, with the exception of State holidays. Around-the-clock coverage after normal business hours is available for urgent issues and is answered by an on-call agent. Our email support is available to users 24/7 and users can always access our live chat feature.

Ohio (Nov. 2019 – Feb. 2020)

- **98% of calls answered within 120 seconds, exceeding goal by 13%**
- **98% capture rate, exceeding goal by 3%**

CT DDS (Nov. 2019 – Feb. 2020)

- **94% of calls answered within 30 seconds, exceeding goal by 9%**
- **96.5% capture rate, exceeding goal by 1.5%**
- **93% service satisfaction**

CLIENT SUCCESS REPRESENTATIVES



First call resolution rate

CSRs play a pivotal role in Client Success as they are on the front lines tasked with supporting and solving users' questions, ranging from routine requests to complex queries. Sandata doesn't just ***staff*** CSRs, we ***select*** CSRs. Every CSR possesses a high degree of knowledge and experience, and just as important - is both personable and professional. CSRs converse with a diverse mix of users, each with their own unique background, communication style, and needs. CSRs are compassionate and committed to supporting each user's request for help in a timely, effective, and caring manner.

Our specially trained CSRs support your users on a multitude of issues including, but not limited to:

- Inquiries on system processes and system troubleshooting;
- General support;
- Password reset procedures; and
- Application and software support.

Sandata's Client Success Help Desk supports users in all required program languages.

Client Success Representative Qualifications

CSRs' chief functions include interacting with and helping a unique mix of users with their important requests. As such, Sandata has incredibly high hiring standards, and looks for prospective CSRs with strong communication (written and oral), customer service, analytical, and problem-solving skills. We choose candidates who have a positive attitude and are extremely detail-oriented, often with prior experience in customer service (typically a call center environment), software support, and platforms including WebEx/Zoom, Adobe, and Excel. Additionally, as CSRs are privy to confidential user information, candidates pass rigorous federal background checks before officially onboarding and handling sensitive user information.

Onboarding and Training

Upon successful background screening, CSRs undergo rigorous, comprehensive training as shown in Figure 32.

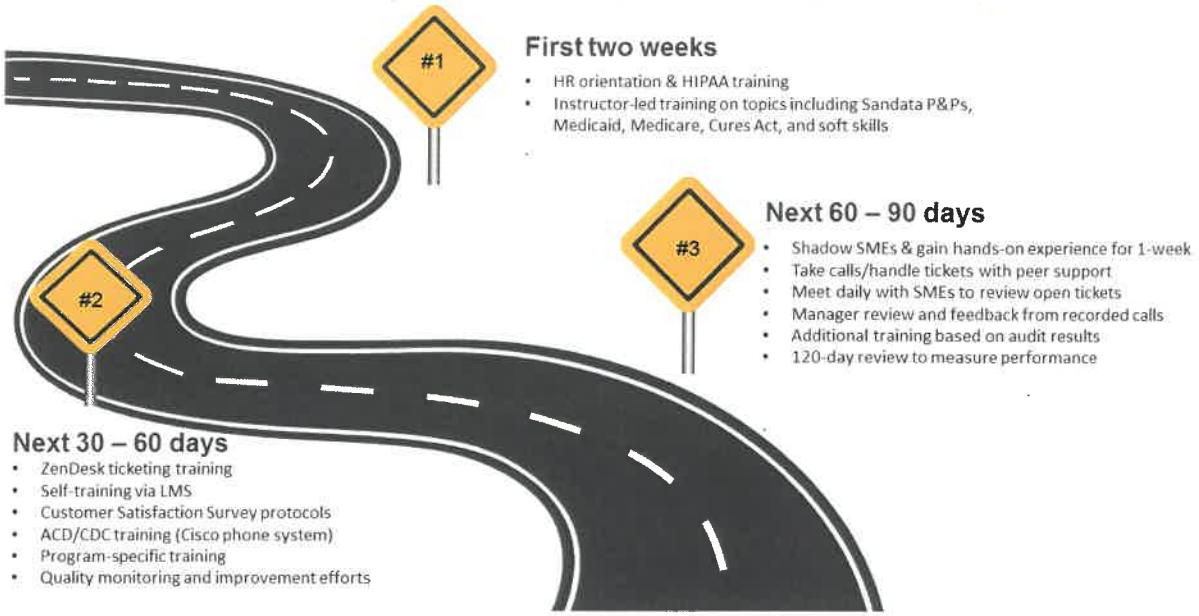


Figure 32. CSRs complete rigorous training to help them be successful in performing their critical service role.

Roles and Responsibilities

From Tier 1 CSRs to the Sandata Executive Governance Team, each member of the Client Success team has specific roles and responsibilities to ensure clear and efficient organization and adequate support for DHHR's needs. Table 10 illustrates our Client Success staff roles and responsibilities.

Table 10: Client Success Staff Roles and Responsibilities

Staff	Functional Responsibilities
Tier 1 Client Success Representative	• Documents initial issue in tracking system regardless of source (phone, email, etc.); • Uses knowledge-based resources in an attempt to resolve issue on first call; • Acknowledges and responds to incoming calls / inquiries within the required timeframes; • Transfers issues to Tier 2, as needed; and • If ticket originates with Tier 1, provides written correspondence for unresolved issues in accordance with the Service Level requirements for items that remain open for > 5 days.
Tier 2 Client Success Representative	• Conducts in depth problem analysis and troubleshooting for issues as assigned by Tier 1; • Documents progress and resolution notes in issue tracking system; • If unable to resolve in a timely manner, assigns issue to Tier 3 Subject Matter Expert; and • If ticket originates with Tier 2, provides written correspondence for

Staff	Functional Responsibilities
	unresolved issues in accordance with the Service Level requirements for items that remain open for > 5 days.
Tier 3 Subject Matter Expert	• Conducts detailed analysis for issues as assigned by Tier 2; and • Documents progress and resolution notes in issue tracking system.
Client Success Supervisors	• Provides oversight over all aspects of Client Success; • Monitors daily call handling and peak times for appropriate staff allocation; • Conducts quality monitoring of agents; and • Provides staff training, as needed.
Vice President of Client Success	• Responsible for the success of our Client Success team; • Generates service level reporting to evaluate performance against goals / contractual requirements; and • Reports service level metrics to Sandata Governance Team.
Sandata EVV Account Manager	• Receives monthly service level reporting to determine if penalties apply; • Provides service level performance summary reporting to Payer; and • Notifies Senior Executive Team of non-compliance, as needed.
Sandata Executive Governance Team	• Helps to resolve escalated issues; and • Supports root cause analysis for high risk service-related issues (e.g., non-compliance with service levels).

CLIENT SUCCESS' QUALITY ENHANCEMENT EFFORTS

Quality assurance is a key component of Sandata's Client Success management plan. Senior management is actively involved in our Client Success service which is critical to ensure adequacy, suitability, effectiveness, and efficiency. Our Client Success call auditing practices include:

- **Side-by-Side Monitoring.** Allows our quality specialists to work directly with the CSR. This method allows the quality specialist and subject matter experts the opportunity to observe system efficiencies and provide specific guidance as appropriate. This immediate feedback provides a solid coaching forum that emphasizes continued CSR development.
- **Self-Assessment.** CSRs complete self-evaluations to grade their performance during a particular call. After the call is completed and graded by the CSR, a quality specialist listens to the recorded call and evaluates it. After the evaluation is completed, the quality specialist and CSR meet to discuss the call.
- **Agent Calibration Session.** Occurs when a CSR reviews one of their calls with a quality specialist. Once the call is reviewed and evaluated by both individuals, the quality specialist provides feedback on both the positive aspects of the call and on any areas for improvement.
- **Mentorship.** Teaches fundamental skills about a particular program. The mentorship is arranged between a seasoned and high-scoring CSR, and one needing

assistance. The CSRs work closely to share knowledge, identify and answer questions, and demonstrate their understanding through role playing and side-by-side monitoring.

We use standardized monitoring forms that outline objective criteria aligned to our policies and requirements along with subjective soft skill components that are aligned to our expectations. Criteria are weighted based on value and impact to ensure that more critical components of an interaction.

In addition, we audit issue tickets for accuracy, readability, completeness, and resolution times. Through a random selection process, tickets are evaluated against our auditing tool by the supervisor and self-evaluated by the CSR. The pair meet to discuss positive audit results and areas for improvement. Follow up items may include a corrective action plan and/or additional training,

Table 11 further outlines the building blocks of our quality assurance program as well as the various ways we manage and measure the quality of our Client Success.

Table 11: Client Success Quality Program

Quality Principle	Management / Measurement Methods
Ensure all service levels are met	• Utilize Full- and Part-time representatives; • Staffing based on historical data and client expectations; • Tier 2 representatives available to handle unexpected spikes; and • Monitor service levels in real time.
Establish and maintain work standards for quality	• Ticket review – comprehensiveness, aging, response time, follow-up and resolution; • Tier 2 feedback – trending, reporting, process improvement initiatives; • Call monitoring: – Projecting an attitude of service with an eagerness to assist – Soft skills – Technical understanding – Clarity of request – Next steps and follow through plan • Ticket management.
Champion process improvement initiatives	• Gather data from – Ticket management – Call monitoring – Tier 2 feedback – Client interactions • Create and implement corrective action plans.

Quality Principle	Management / Measurement Methods
Serve as an advocate for our customers	• Ticket Management; • Prioritization Committee; and • Outreach Program – Tier 2 and leadership team contact clients randomly.
Ensure staff is well trained and prepared to assist our customer's needs	• Training – Product features – New releases – Soft skills – Technical skills – Regulatory requirements • Team Meetings: – Review training items – Hot topics – Company initiatives
Ensure customer satisfaction	• Call completion satisfaction survey allows our customers to offer their feedback about our support efforts, giving us valuable insights so our Client Success program continually evolves and meets customer needs.

CLIENT SUCCESS SELF-SERVICE FEATURES

We offer a number of self-service features including:

- ***Customer Self-Service Portal:*** Allows system users to enter tickets, see the status of tickets, and search their previous tickets
- ***Searchable Knowledgebase:*** System users can review our knowledgebase and documentation to help solve their particular issue
- ***Chat/Answer Bot:*** An intelligent automation attendant that proposes answers to most common questions

With these features, system users can quickly find answers to common questions and review the status of their previously logged issues without the need to speak with an agent.

Remote Computer Dial-In Assistance

If users need additional support, we can conduct a webinar session to shadow users to provide them with further information to resolve the issue.

TICKET MANAGEMENT PROCESS



First call resolution rate

To ensure that every user that reaches out to Client Success for assistance has their problem successfully resolved, all Client Success identified issues, whether received via phone or online, are logged into a tracking system and addressed according to their assigned level of priority.

The vast majority of issues are addressed on the first contact with Client Success, such as questions on visit correction, routine maintenance, or visit verification. Issues that cannot be immediately addressed are assigned to Tier 2 / Tier 3 support team for further support and resolution. Technology issues are logged and assigned to the appropriate internal resource (for example – Sandata Mobile Connect issues will be assigned to the mobile team, Sandata EVV issues will be assigned to the technology team). Once the issue is logged, the assigned resource reviews the issue and provides an estimate on the timeframe needed to address the issue. See Figure 33 for details on how unresolved issues are handled.

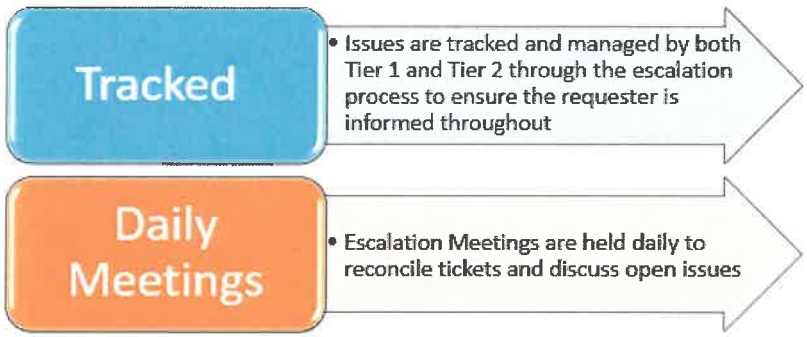


Figure 33. Unresolved issues are closely monitored on a daily basis and escalated as needed.

The ticketing system provides support and routing to ensure any tickets that cannot be resolved by the Client Success team are properly and efficiently routed to the next level of support. In fact, each issue is assigned a planned resolution date and the ticket is continuously updated by Sandata team members as they work to resolve the issue. The system automatically generates an alert within 24 hours of a missed planned completion date. If the issue remains unresolved for another 24 hours, the supervisor is notified. Should the issue remain unresolved for another 24 hours, the department head is notified. This automated escalation ensures all customer issues remain front and center until they are successfully resolved.

SERVICE LEVEL STANDARDS

Table 12 outlines our Service Level Standards for the initial response time.

Table 12: Sandata's Service Level Standards

Priority	Description	Service Level
1 – Critical	Issues (defined as client cannot operate a core piece of their business due to a deficiency / defect with no reasonable workaround). Example: System down.	• Response within 30 minutes; • Progress reports every 4 hours then daily as the investigation continues.
2 – High / Major	Issues (defined as customer / provider operations are impacted, slowed, or hampered by deficiency / defect, but there is a viable workaround allowing client to continue using product). Example: Issue affecting day to day workflow and the workaround may be inconvenient or have a significant impact of time to the client.	• Response within 1 business day; • Daily updates then weekly as the investigation continues.
3 – Low / Minor	Issues (defined as deficiency / defect that impacts customer / provider's ability to use the product but there is a viable workaround allowing client to use product without material impact to efficiency or quality). Example: Investigation request.	• Response within 1 week; • Monthly updates.
4 – Enhancements	Product works as designed, enhancement would improve efficiency or quality.	• Follow up monthly. •

Sandata maintains a response time of the next business day for voicemails requesting a call back. To request a call back the caller dials the toll-free Client Success number and selects 1 on the phone to leave a voicemail requesting a call back. Agents review all voicemails and log the date and time the voicemail was left in Sandata's Client Success ticketing system. Agents then return the call by the next business day. Sandata Client Success uses a translation service to support callers in their preferred language.

CLIENT SUCCESS PERFORMANCE REPORTING

Sandata analyzes and reports on key metrics monthly to support user education, system enhancements, and monitor the timeliness and effectiveness of these services. These include, but are not limited to:

- Client Success help desk performance metrics such as average speed to answer;
- Operational reporting like 1st call resolution rates; and
- Satisfaction survey results to measure the quality of our services from the caller's perspective.

CLIENT SUCCESS SURVEY

To gain better insight into our Client Success' program performance, Sandata uses an automated survey tool to solicit information about the provider experience with our Client Success service. We survey callers regarding our Client Success staff's:

- Eagerness to assist;
- Listening skills;
- Professionalism;
- Product knowledge; and
- Ability to identify and resolve the issue.

IN027	The solution should document call information, as agreed upon by the Department.

Telephonic inquiries from system users are logged into an integrated tracking system used by all Client Success staff. Each call has mandatory and optional requirements for data depending on the issue being reported.

IN028	The technical support call center hours of operation should be Monday through Friday, from 9:00 a.m. to 6:00 p.m. Eastern Time (ET) and on an emergency basis as requested by the Department. The call center may be closed for standard federal holidays and West Virginia State holidays.

Client Success service hours are Monday through Friday, 9:00 a.m. – 6:00 p.m. ET, with the exception of State holidays. Our email support is available 24/7 and users can always access our live chat feature. Around the clock coverage after normal business hours is available for urgent issues and is answered by an on-call agent.

IN029	The Vendor should return all after-hour calls by the next business day, in the caller's preferred language and/or through oral interpretation services. (Reference: https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html

Sandata will maintain a response time of the next business day for voicemails requesting a call back. To request a call back the caller dials the toll-free Client Success number and selects 1 on the phone to leave a voicemail requesting a call back. Agents review all voicemails and log the date and time the voicemail was left in Sandata's Client Success ticketing system. Agents then return the call by the next business day. Sandata Client Success uses a translation service to support callers in their preferred language.

IN030	The Vendor should provide functionality to manage calls to the Technical Call Center including, but not limited to:
IN031	Creation of tickets
IN032	Editing existing tickets
IN033	Sorting of call center ticket information
IN034	Filtering of call center tickets or electronic records

All inquiries from system users are logged into an integrated tracking system used by all Client Success staff and are addressed according to their assigned level of priority. Each issue is assigned a planned resolution date and, once created; the ticket is continuously updated by Sandata team members as they work to resolve the issue.

The system automatically generates an alert within 24 hours of a missed planned completion date. If the issue remains unresolved for another 24 hours, the supervisor is notified. Should the issue remain unresolved for another 24 hours, the department head is notified. This automated escalation ensures all customer issues remain front and center until they are successfully resolved.

Tickets that cannot be resolved by the Client Success team are properly and efficiently routed to the next level of support. Our ticketing system supports filtering tickets by status to view completed and in progress tickets. All customer issues remain front and center until successfully resolved.

IN035	The Vendor's Technical Call Center should have the ability to track data including, but not limited to:
IN036	The caller
IN037	The question(s) and/or issue(s)
IN038	The Vendor staff responding to the ticket
IN039	The date(s)
IN040	The time(s)
IN041	The status (opened or closed)
IN042	Problem resolution

Client Success staff log detailed data from telephonic inquiries including the caller's name; questions or issues; the name of the Client Success staff member responding to the ticket; date and time; current status; and the problem resolution.

IN043	The Vendor's Technical Call Center should have the ability to repeat call options automatically.

The Client Success telephone line asks callers to press a number to repeat the call options.

IN044	The Vendor should maintain sufficient staff and telephone lines to perform all required technical support call center functions.

Sandata has successfully launched 26 state programs, and as such we have a proven staffing model in place to maintain sufficient staffing levels as well as telephone lines to perform all required technical support call center functions.

IN045	The solution should use automated menus, including an easily accessible option for reaching a live operator.

Client Success features an automated menu and callers can easily elect to reach a live operator to assist with their query.

IN046	The solution should provide assistance to inquiries received from persons who require special assistance including, but not limited to:
IN047	Persons with Limited English Proficiency (LEP)
IN048	Persons with vision disabilities
IN049	Persons with hearing disabilities
IN050	Persons with speech disabilities

Sandata's Client Success Help Desk supports inquiries from persons who require special assistance by providing access to a third-party telephone-based service to assist with translating the caller's needs, use of TDY, ability to email requests, and our technology is compatible with adaptive devices such as JAWS screen readers.

IN051	The solution should include an online option for users to report any technical problems.

Users can submit issues to Client Success via email as well as access our live chat feature for support 24/7.

IN052	The Vendor should ensure the solution components that are web based have cross-browser compatibility over the life of the contract and support software utilization in the current version and two (2) prior versions at a minimum for the following browsers including, but not limited to:
IN053	Microsoft Edge
IN054	Apple Safari
IN055	Google Chrome
IN056	Mozilla Firefox
IN057	Microsoft Internet Explorer

Sandata EVV is accessed standard internet web browsers, including Microsoft Edge, Apple Safari, Google Chrome, and Mozilla Firefox. Sandata no longer supports Internet Explorer as it is end of life and is no longer supported by Microsoft.

Sandata supports the most current version of the listed browsers as well as backward compatibility for two previous versions.

IN058	The solution should incorporate a non-restrictive environment for experienced users to directly access a screen or to move from one screen to another without reverting to the menu structure.

Sandata EVV is designed with menus to help guide users through workflow activities. Sandata EVV also leverages common browser technology, allowing a user to open multiple tabs to different screens in the system and to move between the screens without using the menu.

IN059	The solution should generate drop-down lists to identify options available, valid values, and code descriptions by screen field.

Sandata EVV generates drop-down lists to identify options available for appropriate fields. Some fields are data entry only (i.e., Client Name for example is not a drop-down field).

IN060	The Vendor should provide web applications that satisfy the Priority 1 Checkpoints from the Web Content Accessibility Guidelines 1.0 developed by the World Wide Web Consortium (W3C), as detailed at: http://www.w3.org/TR/WCAG10/full-checklist.html.

We ensure that electronic information and services, including but not limited to our Sandata EVV, comply with modern accessibility standards including W3C's WCAG 2.0 AA and successor versions.

IN061	The solution should have the ability to include secure and public facing tabs for the web portal.

In our experience, many of our clients host a public EVV website with program information. Sandata has the flexibility to provide a hosted site or we can provide content if you prefer to host.

IN062	The solution should have the ability to utilize an authentication process to handle multiple layers of security levels as requested by the Department.

Sandata EVV requires each user to have a valid login ID and password to access the system. Access to data is further limited by assigned user roles and privileges.

IN063	The solution should have the ability to provide self-service password resets and mask the display of passwords at the sign-on screen when the user enters the portal.

Sandata EVV provides self-service password resets and masks the display of passwords at the sign-on screen when the user enters the portal.

IN064	The solution should have the ability to mask the display of passwords at the sign-on screen when entered by the user.

Sandata EVV masks the display of password at the sign-on screen when entered by the user.

IN065	The Vendor should ensure that web portal field definitions comply with system field definitions.

Sandata ensures that web portal definitions comply with system field definitions.

IN066	The Vendor should, for the web portal, provide Internet security functionality to include firewalls, intrusion detection, and encrypted network/secure socket layer (SSL).

We operate a secure network and have a variety of safeguards in place. For example:

- Access into the Sandata environments must traverse firewalls.
- Servers and desktops are protected from Spyware. Anti-virus and malware protection is used on our firewalls and updated to the most current version of Virus signatures.

- Sandata uses third party external vulnerability scanning on a semi-annual basis and we use monitoring for detection of external attacks.
- Sandata encrypts all data transmissions using standard protocols and access to the application is done only via the use of a secure internet browser with 256-bit encryption.

IN067	The Vendor should provide and maintain a secure data storage solution that includes encryption of data in transit and encryption of data at rest.

We securely handle and store all data according to industry best practices and standards, and we are in compliance with HIPAA requirements, including relevant HITECH amendments. To meet all federal security standards, Sandata encrypts data both at rest and in transit, as detailed below:

- To meet all federal security standards, Sandata encrypts data both at rest and in transit.
  - **At Rest** - Sandata utilizes an enterprise storage solution with SEDs within the arrays to achieve FIPS 140-2 compliance. All data contained on these drives (PHI or otherwise) is protected against unauthorized access, including media or hardware theft and tampering. All SEDs are certified by the NIST and Canadian Communications Security Establishment as meeting Level 2 security requirements for cryptographic modules as defined in the FIPS 140-2 Publication.
  - **In Transit** - To protect the delivery of sensitive data across the public internet, Sandata encrypts all data transmissions. We use proven, industry-standard security protocols such as TLS 1.2 as the basis for encryption technologies. HTTPS is used to encrypt data at the server side and decrypt it once received by the client PC.

SECURITY MANAGEMENT

Refer to the relevant technical specifications located in Appendix 1: Detailed Specifications and pertinent narrative in Section 4: Project Specifications in this RFP to cover solution capabilities in this area.

5.1 The Vendor should describe its approach to Security Management below. The narrative response for this category should be organized using the appropriate subject matter area as per Appendix 1: Detailed Specifications.

5.2 Sandata Response

Sandata's EVV uses roles-based security to define security access in all aspects of our system. Users are set up with appropriate roles and we follow the principle of least access to data to ensure PHI is protected. Sandata has never had a security breach.

APPENDIX 1: SECURITY MANAGEMENT REQUIREMENTS

Sandata has addressed all of the Appendix 1: Security Management Requirements in this section.

SM001	The solution should authenticate all users when establishing a connection to the solution.

Sandata EVV verifies the identity of all users and denies access to invalid users as all users must have unique sign on credentials (ID and password).

SM002	The solution should have the ability to automatically generate a unique user identification during the registration process for new users enrolling in the program.

As each user is added to the EVV system, they are assigned a unique login ID (email address) and are assigned a temporary password by the system which is sent via email. The first time the user logs in, they must reset their password.

SM003	The solution should have the ability to assign a new unique user identifier (ID) for an existing user.

Sandata EVV has the option to store a unique identifier for each direct care worker. The unique ID would be sent to us from the DHHR system of record and stored on each direct care worker's profile in the EVV system. If DHHR is not able to provide a unique identifier, Sandata has worked with other state programs to require the use the caregiver's social security number on each caregiver record.

Regardless of whether a DHHR provided identifier or Social Security Number is used, Sandata can then provide information and reporting via our Sandata Business Intelligence Dashboards tool.

SM004	The solution should use a secure file transfer protocol (i.e. SFTP, etc.), secure web interface, or other industry-standard electronic means (such as Gentran, Connect: Direct, or equivalent) or encrypted media to transfer files as approved by the Department.

All data transfer (i.e., clients, providers, authorizations) is secure using either SFTP for flat file exchanges or secure web services for real time transfers.

SM005	The solution should warn the user about accessing US Government Federally protected data and allow the user to confirm and proceed with such actions.

Sandata will add messaging to the login screen informing the user they are accessing federally protected data and stating that proceeding with the login confirms user acknowledgement.

SM006	The Vendor should provide a secure web-based method to receive requests for authorization to access the solution.

Sandata EVV supports multiple user roles in the EVV system. Each user role has a defined process for gaining access to the system. For example, provider agencies are sent to Sandata from DHHR via a data feed. The provider agency personnel responsible for using the system must complete all required training modules before they are automatically sent their login credentials. The provider is then responsible for setting up their employees as authorized users in the system.

SM007	The Vendor should provide Single Sign-On (SSO) capability for authentication and authorization across the solution.

Sandata will provide SSO capability for authentication. Sandata uses SAML 2.0 to support SSO.

SM008	The solution should provide Department-approved multi-factor authentication for Vendor remote access to solution environment or their contractors, if applicable.

Sandata EVV does not currently support multi-factor authentication.

SM009	The solution should use role-based access for data and system functionality.

Sandata's solution includes a flexible, user-friendly, role-based security set up. Sandata will work with DHHR to define the initial user roles and access to data using the principle of "least access" in accordance with HIPAA requirements. Provider agency staff will be assigned to specific roles based on job function (i.e., scheduler, staff intake / HR, biller, etc.).

SM010	The solution should have configurable roles by state plan and waiver program that may be created and modified by the Department through a change request as outlined in the Department approved Change Management Plan.

Set up and assignment of roles is highly configurable. Sandata supports changes and modifications to the roles using the change order process.

SM011	The solution should have the ability to record specific access by users to confidential personal information (CPI) contained within the solution. The mechanism should record the following data elements and allow a role-based user to search this log for matching criteria to discern what was accessed including, but not limited to:
SM012	User name
SM013	Date of access
SM014	Time of access
SM015	Name of Individual (First and Last) whose confidential personal information (CPI) was accessed
SM016	Name of computer system used to access confidential personal information (CPI)
SM017	Query/Transaction used

As users access the system, an automatic log is created and the system records which users have accessed confidential personal information. Sandata EVV includes security reports available to authorized users to show system access, and all required data elements are included:

- User Name;
- Date of Access;
- Time of Access;
- Name of Individual (First and Last) whose CPI was accessed; and
- Query/Transaction used.

While Sandata EVV does not record the computer system used, we do record the source IP Address as well as the reported information about the browser source which is made available in the standard browser connection.

SM018	The solution should provide users role-based access to reporting functionality.

Each user in the system is set up using role-based access and permissions, including permission to access reporting functionality.

SM019	The solution should allow correspondence to be viewed based on role-based access.

Sandata EVV allows authorized user roles to view documents.

SM020	The solution should allow authorized users to remove view or edit access rights to any data fields or data elements within the solution based on user role.

Each user in the system is set up using roles-based access and permissions as shown in Figure 34.

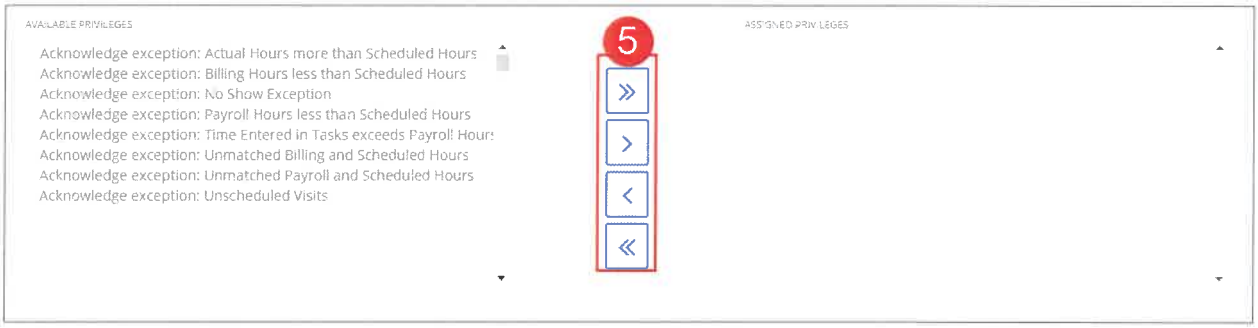


Figure 34. Each individual user is assigned roles-based privileges in the security set up screen.

Supervisors with appropriate permissions can modify user security access profiles at any time. Role access is set at the functional level, not at the data element level.

SM021	The solution should provide role-based security through various methods, including, but not limited to:
SM022	Unique identifiers (IDs)
SM023	Mandatory password standards and policies for length, character requirements, and updates for all users as defined within National Institute of Standards and Technology (NIST) 800-63-3: Digital Identity Guidelines, or equivalent. https://doi.org/10.6028/NIST.SP.800-63-3
SM024	Profile or group access assignments

Each user is set up with a unique login ID. Users are assigned access and privileges based on assigned roles. Sandata EVV enforces password policies for length, character requirements, and updates. These items are configurable based on DHHR requirements. The minimum password length is 12 characters for the various portals (8 characters for Sandata Mobile Connect) and must include at least one upper case letter, one lower case letter, one number, and one special character. For those users for whom SSO is used, DHHR or the SSO source will control authentication.

Sandata will work with DHHR during the implementation process to determine role-based access for users in accordance with the policy of least privilege, which limits access authorization as necessary to prevent malevolent activity.

SM025	The solution should provide a mechanism to limit access to information based on user roles and program rules.

Sandata's solutions include role-based access that meets HIPAA confidentiality and security requirements. The security module within the system protects the data from being accessed by anyone other than those individuals who are authorized to view or modify this information, with only the minimum amount of privilege needed. Sandata will work with DHHR to define the initial user roles and access to data and permissions may be assigned to individual users at the functional level (i.e., scheduler, staff intake/HR, biller, etc.).

SM026	The solution should provide role-based access to all system components and control access through various methods, including, but not limited to:
SM027	Blocking specific window or screen access
SM028	Blocking specific report views or analytics
SM029	Restrict data elements
SM030	Restrict viewing of specific members
SM031	Limit access to other fields within the system as determined by the Department

Access to information is based on assigned user roles. User privileges are set at the functional screen level and users can be set to allow for read-only, read and edit, or no access according to program rules. Sandata EVV does not allow restrictions at the data field level.

SM032	The solution should update all security roles automatically when a change in the master role is made.

Sandata EVV automatically updates each associated user if a change in the master role is made.

SM033	The solution should allow user access and role changes to be made in real-time.

Supervisors with appropriate permissions can modify user access and role changes in real-time.

SM034	The solution should have the ability to restrict concurrent logons.

Sandata EVV does not restrict concurrent logons. Users must have a valid login ID and password to access the system.

SM035	The solution should have the ability to configure the timeout requirements for each system environment and user role.

Sandata EVV supports configurable timeout requirements for each system environment.

SM036	The solution should have the ability to create multi-level escalating alerts for Department-defined events.

Sandata offers multi-level alerting with different notification time frames and recipients of each alert. Alert configuration is available at the payer level and is completed during the implementation period by Sandata personnel. We will work with DHHR to create these alerts for DHHR-defined events.

Sandata recommends the following standard configuration for escalating alerts:

- **1st alert (i.e., 15 minutes past scheduled visit time)** – Sent to the scheduling provider agency. The provider agency should contact the caregiver and determine whether they are still able to deliver care.

- **2nd alert (i.e., 30 minutes past scheduled visit time)** – Sent to the scheduling provider agency and optionally to the payer or other designated entity responsible for care delivery. This alert indicates a potential gap in care is occurring and action is required. If the caregiver is unable to provide the service, an alternate caregiver should be assigned to the schedule in accordance with the backup plan.

- **Missed alert (i.e., 60 minutes past scheduled visit time)** – Sent to the scheduling provider agency and optionally to DHHR or other designated entity responsible for care delivery. This alert indicates a gap in care has occurred and the provider is not in compliance with the schedule.

SM037	The solution should identify the recipients of alerts by alert type and user role.

As described in our response to SM036 Sandata allows alerts to be sent to one or more recipients at each alert level.

SM038	The solution should have the ability to allow the Department to define which edits and rules may be overridden within the solution by the direct care worker or provider agency and how the solution will respond with warnings, alerts, or denials of the requested user action.

Sandata EVV is configurable and edits and rules can be defined as informational, required, or removed from the configuration. If a user tries to override a required edit, Sandata EVV will provide a notice and explanation to the user and deny the requested user action. If a user is overriding an informational edit, the system will issue a warning instructing the user that they are making changes but will allow them to proceed. All of these edits are tracked with a full audit trail.

SM039	The solution should utilize a Security Information and Event Management (SIEM) solution that generates alerts for events. Copies will be made available to the Department, including, but not limited to:
SM040	Alert generation for attempts to access unauthorized databases from internal and external systems
SM041	Monitoring and reporting of events on an ongoing basis

Sandata continuously monitors our systems for outside attempts to improperly access data; maintains logs of all attempts to access networks; and receives notification of any unusual activity on Sandata's network. Sandata analyzes and correlates audit records across different repositories using a SIEM tool to enhance organization-wide situational awareness. Utilization of the SIEM tool allows system administrators and security personnel to devise profiles of common events from given systems so that they can tune detection to focus on unusual activity and more rapidly identify anomalies. In addition to real-time alerting on security events, Sandata also utilizes a SIEM tool to provide on-demand audit review, analysis, and reporting. Sandata follows industry standard processes for notifying and addressing any unauthorized access to our solutions.

SM042	The Vendor should provide a report outlining applicable National Institute of Standards and Technology (NIST) SP 800-53 moderate security control responsibilities (reference: https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-53r4.pdf) noting which security controls are implemented and/or inherited by the Vendor, implemented by the Department, or shared by both parties. This report should be maintained by the Vendor and outline the following information, including, but not limited to:
SM043	Non-compliant and required security and privacy controls
SM044	Applied mitigations
SM045	Plan to correct deficiencies

Our solutions are built, delivered, and managed based on industry best practices and standards including NIST. We are NIST Cybersecurity Framework and HITRUST CSF certified, and successfully completed our annual SSAE 18 SOC 1 Type 2 audit.
Risk assessments are conducted at least annually, or anytime there are material changes in business practices or the system environment, utilizing NIST Special Publication 800-53, *Guide for Conducting Risk Assessments.* We use an independent auditor to conduct security risk assessments) and we will provide DHHR with our annual report.

SM046	The solution should maintain a list of users and owners of each stored report.

Access to reports is based on user assigned roles and privileges. Sandata provides a report of each user and associated role.

SM047	The solution should retain and maintain access to reports as specified by the Department's Retention Policy. (Reference: https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf)

Sandata reports are available on demand. Users have the option to save all reports in accordance with the required policy.

SM048	The solution should allow, initially, up to fifteen (15) State users to create ad hoc reports. Additional users should be added at no additional cost to the State.

Sandata has included 15 user licenses for DHHR for our Sandata Business Intelligence Dashboards tool for ad hoc reporting capabilities. Additional license are available via the change order process.

SM049	The solution should track and store detailed information regarding all reporting requests, including, but not limited to:
SM050	Who requested the information
SM051	Date of request
SM052	Time of request
SM053	What data the report included
SM054	Report storage upon completion

Every report request creates an Execution Log that documents the user, date, and time of the request and all selection filters to reproduce the report. All clients shown on the report are also logged. These are routinely monitored for report failures or for long running reports.

SM055	The solution should generate a periodic report of upcoming user account terminations on a schedule approved by the Department.

User access terminations occur in real time, they are not scheduled events. Sandata EVV provides reporting on all active and inactive users upon demand.

SM056	The solution should maintain a record of all Integrated Eligibility Solution (IES) member information accessed.

Sandata records any time a client's data is viewed by a system user. As users access the system, an automatic log is created and the system records which users have accessed confidential personal information.

SM057	The solution should maintain a record, including an audit trail, of all manually entered data queries by user, communications, and report distributions.

All system activity is fully logged including login history, system utilization based on page access, manual entries including additions and changes as well as information about report requests. Sandata EVV does not support manually entered queries by user or report distributions within the system.

SM058	The Vendor should supply, on an annual basis, a report of the results of all security, privacy, and risk assessments, including all tools used, and an action plan detailing the approach for remediation of security risk vulnerabilities. Data and testing results, including reports, should be retained for 10 years per CMS guidelines.



Sandata conducts an annual SSAE 18 SOC 1 Type 2 audit and will provide a copy of the summary level report to DHHR. Data and testing results, including reports, will be retained for 10 years per CMS guidelines.

SM059	The solution should log manual overrides and report on them at timed intervals determined by the Department.

Sandata EVV captures a complete audit trail of any manually entered data allowed based on program business rules. Reporting on manual information is available on demand.

SM060	The solution should create a log of access attempts and generate a monthly user lock out report to the Vendor's security management team and to the Department, upon request.

We maintain logs of all attempts to access the EVV system and can generate a monthly user lock out report to Sandata's internal security team upon request.

SM061	The solution should have the ability to provide authorized requestors a report containing the security profile for an individual or role.

Authorized users can run a report on demand showing the security role(s) assigned to each user.

SM062	The solution should monitor, detect, and report impermissible use or disclosure under the Privacy Rule that compromises the security or privacy of the protected health information.

Sandata monitors all systems for unauthorized access to system data. Should such access occur, Sandata will notify DHHR in accordance with HIPAA requirements.

SM063	The Vendor should conduct annual penetration testing of the solution and provide results to the Department within 30 days of completion.

Sandata's Information Technology team performs both penetration tests and application vulnerability assessments against our environment routinely throughout the year. Additionally, we engage a third party to conduct the same testing independently. We will share a summary of the results with DHHR within 30 days of completion of the tests.

SM064	The Vendor should provide all incident reporting to the Department immediately upon discovery per Department guidelines.

In the event of an incident, an incident report will be written in accordance with Sandata's Security Incident Management policy. We will provide notification to applicable parties in the event of a breach.

SM065	The solution should be able to redact information contained in any form, correspondence, or report and save the redacted version as a new file.

Sandata EVV supports redacting Social Security Number (configurable) and we will work with DHHR to determine the rules for when this information should be redacted or displayed.

SM066	The solution should allow users to override and change pre-populated information in forms, when appropriate.

Each field on the form is configured with appropriate properties, allowing a user to override or change pre-populated information in forms where appropriate.

SM067	The solution should maintain an inventory and store all system-generated correspondence based on Bureau for Medical Services' (BMS) Retention Policy (Reference: https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf)

Sandata maintains and inventory and stores all system-generated documents in accordance with HIPAA data requirements which align with the BMS Retention Policy.

SM068	The solution should ensure that data, including hard copy documents, are retained, stored, imaged, archived, and protected from destruction. All data should be available according to Department and federal requirements, and in accordance with the Department's Data Retention Policy (Reference: https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf)

Data is never archived or purged; rather it is available at all times to end users throughout the life of the contract without the need for restoration. All data is available according to DHHR and federal requirements.

SM069	The Vendor should ensure that hard copy documents are retained, stored, imaged, archived, and destroyed in accordance with applicable federal requirements and in accordance with the Department's Data Retention Policy (Reference: https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf)

Sandata ensures all documents are retained, stored, imaged, archived and destroyed in accordance with HIPAA requirements.

SM070	The solution should prevent certain decisions and fields from having the ability to be overridden by users.

Sandata EVV is configurable and during the implementation we will work with DHHR to define which information will be provided via data feeds and which fields will be eligible for manual entry.

SM071	The Vendor should ensure that information captured via the web portal meets the relevant data management specifications, including, but not limited to, access, inquiry, update, retention, and archival.

All data captured via the Sandata web portal meets relevant data management specifications, including access, inquiry, update, retention, and archival.

SM072	The solution should have the ability to display and require the user to accept web-site terms of agreement when entering the web portal.

Sandata will add web-site terms to the splash screen upon login informing the user of the terms of agreement.

SM073	The solution should have the ability to establish user access to predefined Department levels including, but not limited to:
SM074	Page level
SM075	Field level
SM076	Data element level

Sandata EVV uses roles-based access which is defined at the functional level. This roles-based access supports page level access as well as access to defined functions and configurations. Sandata EVV does not support field or data element level access.

SM077	The Vendor should provide a public facing website that provides access to a secure portal including, but not limited to:
SM078	Instructions on how to use the secure site
SM079	Site map
SM080	Contact information

Sandata can establish a DHHR specific EVV website which features instructions on how to access training materials, a site map, and contact information. In all of our other EVV

programs, this site is hosted by the state and we encourage DHHR to consider hosting the site as a best practice.

SM081	The solution should have the ability to send users their initial auto-generated password via email and require that they change their password upon their next sign-on.

Sandata sends users their initial auto-generated password via email and require they change their password upon their subsequent sign-on.

SM082	The solution should have the ability to require qualifying information to access system records via the web portal including, but not limited to:
SM083	Provider number
SM084	Prior authorization number
SM085	Medicaid ID number
SM086	Date of service
SM087	Claim number

Users are set up according to program business rules in the EVV system. Users access the system using their login ID and password. Once the user has logged in, reporting is available that supports searching for information based on all of the required fields. Clients, defined client designees and direct care worker accessing the system are limited to view only their own information. Sandata Aggregator users are restricted based on HIPAA rules.

SM088	The solution should allow a system administrator to reset user passwords.

Each provider agency will have an assigned system administrator who will be able to reset user passwords for agency users.

SM089	The solution should allow users to change their passwords on demand.

Sandata allows users to change their passwords on demand.

SM090	The solution should have the ability to set and adjust password expiration dates.

The password setting is highly configurable and the password expiration duration will be defined during business rules.

SM091	The solution should have the ability to warn the user that the Caps Lock is on when entering sign-on passwords.

Not applicable, Sandata EVV does not warn the user that the Caps Lock is on.

SM092	The Vendor should establish an expiration schedule for system component required passwords to minimize system or user disruption.

Sandata has an established expiration schedule for system component required passwords to minimize system and user disruption. Currently, the default expiration date varies from 30 to 90 days, depending on the particular system.

SM093	The solution should store passwords in encrypted form. The Advanced Encryption Standard (AES) 256-bit standard or equivalent should be used. (Reference: https://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.197.pdf)

All data – including passwords – is encrypted. Access to the application is done only via the use of a secure internet browser with 256-bit encryption.

SM094	The solution should enforce password policies for length, character requirements, and updates for all users as agreed upon by the Department

Sandata EVV enforces password policies for length, character requirements, and updates. These items are configurable based on DHHR requirements during the implementation. The minimum password length is 12 characters for the various portals and must include at least one upper case letter, one lower case letter, one number, and one special character.

SM095	The solution should allow self-service password resets.

Sandata allows self-service password resets for users.

SM096	The solution should send system-generated email notifications of password change events and expiration warnings at Department approved intervals.

Sandata EVV informs the user at login if a password has expired and prompts the user to update the password in real time.

SM097	The Vendor should deactivate all system access for users immediately upon notification of termination, departure, or reassignment.

Provider agency administrators are responsible for maintaining and updating employee access whenever an employee is terminated, departs, or is reassigned. User access can be immediately deactivated by the system administrator.

SM098	The solution should have the ability to lock out a user after a pre-determined number of unsuccessful login attempts.

Sandata offers an account lockout security feature that is configurable by number of failed login attempts. Our default configuration is automatic lock out after three consecutive attempts.

SM099	The solution should automatically suspend all users who have not accessed the solution within a specified period of time as requested by the Department.

Sandata has the ability to establish a time period to suspend user access.

SM100	The solution should have the ability to close accounts that have been suspended more than a predetermined number of days as requested by the Department.

Provider agency administrators have the option to close accounts on demand. If DHHR needs to remove a provider agency from the EVV system, Sandata will immediately remove access to the EVV system upon notification by DHHR.

SM101	The solution should have the ability to terminate authorized sessions after predetermined time period of inactivity, as requested by the Department, after a warning message is displayed to the user informing them that the session will terminate in an identified period of time.

Sandata EVV is configurable to define the required period of inactivity that will initiate a system lock. During the implementation our team will configure the system to match DHHR policy. Application timeout and idle warning timeout functionality is configurable by program.

SM102	The solution should provide three types of controls to maintain the integrity, availability, and confidentiality of protected health information (PHI) data contained within the system. These controls should be in place at all appropriate points of processing as follows:

SM103	Preventive Controls: Controls designed to prevent errors and unauthorized events from occurring
SM104	Detective Controls: Controls designed to identify errors and unauthorized transactions that have occurred in the system.
SM105	Corrective Controls: Controls designed to ensure that the problems identified by the detective controls are corrected.

HITRUST CSF Certified

Our solutions are built, delivered and managed based on industry best practices and standards including NIST, W3C, SOX, ISO 17799, HIPAA, HITECH, and the HITRUST CSF. We successfully completed our annual SSAE 18 SOC 1 Type 2 audit and are HITRUST CSF and NIST CsF certified, underscoring our commitment to proper procedures relating to information security.

SM106	Upon login, the solution should inform users of privacy policy, including the logging of users' access attempts to personally identifiable information (PII) and/or protected health information (PHI) and other actions taken within the application that are subject to privacy reporting and disclosure notification, including the legal sanctions imposed for improper disclosure and use to be approved by the Department.

Sandata will add information to the splash screen displayed at login regarding the privacy policy. Sandata captures a full audit trail of all login and system activity by user. Users are granted permissions to specific functions in the system according to roles-based access and assigned roles.

SM107	The Vendor should deliver reporting on all unauthorized disclosures of personally identifiable information (PII) and/or protected health information (PHI) immediately upon discovery.

We will provide notification to applicable parties in the event of an unauthorized disclosure.

SM108	The Vendor should perform data mapping to identify confidential data and Protected Health Information (PHI) contained in the system, the flow of that data through the system, and where that data resides.

Sandata EVV is a COTS solution with all data mapping complete and available upon request.

SM109	The Vendor staff should adhere to all Department security requirements when on-site at Department facilities and as required by the facility's security requirements.

Sandata will adhere to all DHHR security requirements when on-site at DHHR facilities as documented in this RFP.

SM110	The Vendor should protect the Vendor's data center location(s) against intrusion at all times and maintain a surveillance alarm system that is linked to a manned monitoring center.

We employ both physical security and environmental controls to protect against intrusions at all times. The facilities are locked and further secured through an electronic badge system. Employees use automatic screen savers when not at workstation and log off their workstations at the end of the day.

Building Management provides after hour security of building facility including CCTV monitoring, requiring all after hour parties to enter/exit at manned lobby level, and requiring only prescreened key holders to access the building. The server room is monitored 24x7 by CCTV and video files are reviewed monthly. Building, Data Room, and premise security and environmental reviews are conducted annually. All visitors are required to show a valid proof of identity, sign the Visitor Log which includes date, time in, time out, purpose of visit and signature, and escorted to the proper location.

SM111	The Vendor should provide the Department access to all facilities to conduct announced and unannounced visits of the Vendor's facilities.

Sandata will provide DHHR access to all facilities to conduct announced visits. In accordance with our security policies all visitors must be checked in and out and accompanied at all times by appropriate personnel.

SM112	The Vendor should maintain a current database of individuals who have access to its facilities and the database should be available for the Department's inspection upon request.

Sandata maintains a current database of individuals who have access to the facilities and can provide this to DHHR upon request.

SM113	The solution should have the ability to reassign existing records from one user identifier (ID) to another user ID in the case of fraud, errors, and omissions that affect data integrity and reporting according to the Department's business rules. All reassignment of records should be captured in audit logs.

Sandata EVV does not support the reassignment of records. Access to data can be disabled immediately by system administrators and new access to data can also be established in real time.

SM114	The solution should audit and track all activity specific to each user including, but not limited to:
SM115	Invalid login attempts
SM116	Transaction activities
SM117	Track adds, changes, and deletes of individual member visit verification data
SM118	Password changes
SM119	Security question and/or Key creation
SM120	Updates to security questions
SM121	User navigation history

Sandata EVV tracks all activity for each user in the system, including invalid login attempts.

SM122	The Vendor should ensure that its employees and subcontractors complete and maintain required security training and follow State and Department policies regarding security. This should be done, at a minimum, on an annual basis and for all new hires within five (5) business days of being hired (Reference: https://www.wv.gov/Policies/Pages/default.aspx#undefined)

All new employees and independent contractors are trained on confidentiality and security procedures including requirements, escalation, and policies. In addition, Sandata conducts semi-annual information security awareness training to reinforce the security policies and standards. All Sandata personnel receive HIPAA training as part of their new employee orientation and complete an annual HIPAA training program thereafter. The Human Resources Department tracks compliance with the annual renewal of HIPAA training each year with documentation kept in the employee's personnel file.

SM123	The solution should collect sufficient detail to produce an immutable audit log of all manual and automated system activity including, but not limited to the following elements:
SM124	User Identification
SM125	Machine/Internet Protocol Address Identification
SM126	Time and Date of Action
SM127	Actions Performed

Sandata logs all user activity in the system with including the Internet Protocol Address used.

SM128	The solution should record an immutable audit log of security role assignment and revocation activities performed within the solution and changes to security role assignments on servers and in databases.

Sandata EVV maintains an audit log of security role assignments within the solution. Access to security assignments for servers and databases is maintained by Sandata and is available upon request.

SM129	The Vendor should disable building and system access in real-time for staff upon termination, departure, or reassignment from the project.

Sandata will disable building and system access in real-time for staff upon termination, departure, or reassignment from the project.

SM130	The solution should generate audit reports based on a request from authorized requestors at the Department.

Sandata will provide audit reports upon request.

SM131	The solution should have the ability to control access to member records based on user roles and system credentials.

Sandata EVV is highly configurable and can control access to member records based on user roles and system credentials.

SM132	The solution should support member-delegated authority including, but not limited to:
SM133	Assistors
SM134	Authorized representatives

Sandata EVV supports member delegated authority provided the association between the member and assistor/authorized representative is provided via a data feed or entered manually into the system. Sandata will review these requirements with DHHR as part of the implementation process.

SM135	The Vendor should require that all employees accessing sensitive and critical member data successfully pass State and Federal fingerprint-based background checks prior to potential or actual data access. See request for proposal (RFP) Section 3: General Terms and Conditions for more information.

Sandata agrees that all employees with access to member data will pass the appropriate State and Federal fingerprint-based background checks prior to potential or actual data access of such sensitive and critical member data.

SM136	The Vendor should conduct information security assessments and audits of the solution to be conducted by the Vendor, by the Department, or by an external entity hired by the Department as directed by the Department.



Each year, Sandata completes an SSAE 18 Type 2 security assessment with a third-party evaluator. Upon request, Sandata will provide DHHR with the annual report and results.

SM137	The Vendor should conduct all security, privacy, and/or risk assessments inclusive of vulnerability scans of the solution and the results of the vulnerability scan should be included with the assessment results.

Sandata's Information Technology team performs both penetration tests and application vulnerability assessments against our environment routinely throughout the year. Upon request, we will provide a copy of the annual report and results to DHHR.

SM138	The Vendor should allow for only Department approved users to enter and/or approve change request activities, per the Change Management Plan.

Sandata will work with DHHR approved users on all change request activities, per the Change Management Plan.

SM139	The solution should comply with the standards and protocols under sections 1104 and 1561 of the Affordable Care Act (ACA). (Reference: https://www.caqh.org/core/operating-rules-mandate) (Reference: https://www.healthit.gov/sites/default/files/rules-regulation/aca-1561-recommendations-final2.pdf)

Sandata complies with the standards and protocols under sections 1104 and 1561 of the ACA. Our solutions are guided by, built, delivered and managed based on industry best practices and framework standards including HIPAA.

SM140	The Vendor should follow Federal, State, and Department policies for receipt and removal of hardware and electronic media that contain electronic protected health information according to 45 CFR164.310. (Reference: HTTPs://www.hhs.gov/sites/default/files/patient-protection.pdf)

Sandata follows Federal and State policies for receipt and removal of confidential data residing on hard copy and/or electronic media that is no longer needed. Information stored on DVD disks or similar medium are destroyed by physical destruction of the medium in Sandata's industrial shredder or in an otherwise reasonable manner. Paper documents containing information are shredded when no longer required. Removable storage devices (e.g., USB storage, DVD) holding information are kept in a locked compartment/room when not in use. Confidential information held on removable devices are erased or destroyed within five business days. Permanent storage devices, such as hard drives or flash drives in computers being discarded are physically destroyed by perforation or chemicals. Drives to be reused, including those sold or donated, are erased by using erasure software to perform a three-time overwrite of hard drives.

SM141	The solution should allow local and central system security administrators to add and change permissions for local and central system access.

Sandata allows each provider agency system administrator to add or remove roles-based access for their employees. User roles are defined during the implementation period. DHHR will also have a system administrator to support additions or removals of state access to the appropriate systems.

SM142	The Vendor should maintain the same level of security compliance during any interruption of normal operations as outlined in the RFP Contract Deliverables and applicable federal requirements.

Sandata maintains the same level of security compliance during any interruption of normal operations.

SM143	The solution should have the ability to securely access all data in the event of an emergency without any impacts to the confidentiality or integrity of the data.

Sandata has robust Disaster Recovery/Business Continuity Plans. These plan details the strategy, roles and responsibilities, restoration goals and action plan to ensure systems and data are restored quickly and efficiently. In the event of an emergency, system availability targets a four-hour restoration from the start of the unscheduled downtime. Should file corruption be detected, our goal is to provide full file restoration within six hours of an incident.

SM144	The Vendor should deliver the system architectural activity and process diagrams that detail security and privacy controls to the Department upon request.

Sandata will review architectural diagrams with DHHR and we will provide a copy of our Security Plan to DHHR upon request.

SM145	The Vendor should ensure that all Vendor-owned hardware and software are configured securely, including but not limited to:
SM146	Being protected by industry standard virus protection software, which is automatically updated according to a Department-approved schedule.
SM147	Having all security patches installed that are relevant to the applicable operating system and all other system software and hardware.
SM148	Maintaining compatibility with Department software and systems.
SM149	Utilizing only licensed software and hardware solutions that have not been classified as End-of-Life (EOL).

Sandata ensures that all hardware and software are configured securely through measures, including:

- All of Sandata's servers and desktops are protected from Spyware and signatures are kept up to date automatically.
- All system update patches are monitored and deployed by our patch management system, first to our development environment, then our QA environment, and then finally applied to Production.

- Sandata EVV is accessed using standard web browsers including Chrome Version 76 and Firefox Version 68.
- Sandata utilizes only licensed software and hardware solutions that have not been classified as EOL.

SM150	The Vendor should ensure they are in compliance with the State and Department Information Technology Security and Privacy Policies.

Sandata is in compliance with State and DHHR Information Technology Security and Privacy Policies. Sandata follows industry best practices and standards and is in compliance with Medicaid confidentiality requirements, HIPAA requirements, including relevant HITECH amendments, NIST security and encryption requirements, W3C, SOX, and ISO 17799. We undergo annual SSAE-18 certification of our security and data protection capabilities and we are HITRUST CSF and NIST CsF certified. We continuously monitor state and national regulations (i.e., CMS EVV guidelines, federal security regulations, Trusted Exchange Framework and Common Agreement) to ensure our solutions meet changing regulatory guidance.

SM151	The Vendor should maintain documentation of encryption keys, interface credentials, and service account credentials, and provide the Department with updated documentation every time an update is made.

Sandata maintains documentation of encryption keys, interface credentials, and service account credentials. Sandata does not share this information externally with our clients.

SM152	The Vendor should provide continuous monitoring of the solution using intrusion detection software (IDS).

Sandata employs continuous monitoring using IDS. All of Sandata's servers and desktops are protected from Spyware and signatures are kept up to date automatically. We also utilize anti-virus and malware protection on our firewalls. Sandata has a process in place for anti-virus detection and repair and uses McAfee which continuously runs and updates to the most current version.

In addition to McAfee for traditional signature-based malware protection, Sandata utilizes Cylance as an integrated threat prevention solution that combines the power of artificial intelligence ("AI") to block malware infections with additional security controls that safeguard against script-based, memory, and external device-based attacks. Cylance also serves Sandata as a full endpoint detection and response ("EDR") solution.

SM153	The Vendor should provide reports at intervals as agreed upon by the Bureau from the intrusion detection software (IDS).

Sandata continuously monitors our solutions with intrusion detection software. Sandata will provide reporting on security information as part of our annual assessment report.

SM154	The Vendor should provide continuous monitoring of the solution using industry standard intrusion prevention software (IPS).

All of Sandata's servers and desktops are protected from Spyware and signatures are kept up to date automatically. We also utilize anti-virus and malware protection on our firewalls. Sandata has a process in place for anti-virus detection and repair and uses McAfee which continuously runs and updates to the most current version. In addition to McAfee for traditional signature-based malware protection, Sandata utilizes Cylance as an integrated threat prevention solution that combines the power of AI to block malware infections with additional security controls that safeguard against script-based, memory, and external device-based attacks. Cylance also serves Sandata as a full endpoint detection and EDR solution.

SM155	The Vendor should provide reports at intervals agreed upon by the Department from the intrusion prevention software (IPS).

Sandata continuously monitors our solutions with intrusion prevention software. Sandata will provide reporting on security information as part of our annual assessment report.

SM156	The solution should have the ability to support non-disclosure of information.

Sandata EVV reporting is available in multiple formats, including PDF and Word, which support the ability to redact information as required in Appendix 6, Question Q142.

SM157	The Vendor's Technical Call Center should have the ability to authenticate the caller/user as required by the Department.

Sandata's 24/7 Client Success Help Desk documents each caller on each support call.

SM158	The solution should provide complete logical and physical segregation of electronic visit verification (EVV) data and files from the data and files of other Vendor/Vendor customers.

Sandata EVV is a SaaS and we provide complete logical segregation of EVV data and files. We do not provide physical segregation.

Attachment 9: Implementation Specifications Approach

1. INSTRUCTIONS

1.1 The Vendor should provide a narrative overview of how the proposed system will meet the specifications and narrative in this request for proposal (RFP).

1.2 Use these response sections to provide specific details of the proposed approach to meeting the implementation specifications in each process area. Be advised, while some sections only require narrative around specifications others may also contain pointed questions.

1.3 Responses should reference specifications and relevant mandatory requirements using the appropriate IDs from Appendix 1: Detailed Specifications and Attachment 6: Mandatory Requirements.

1.4 Responses in the sections below should be focused on the Department of Health and Human Resources (DHHR) business processes and requirements. DHHR also expects the Vendor to propose its approach for meeting the narrative included in this RFP.

1.5 The Vendor is required to respond to the headings below to provide detail regarding its methodology for each project management component.

PROJECT MANAGEMENT METHODOLOGY

2.1 The Vendor's proposal should describe the Vendor's methodology, tools, and techniques used to support projects from requirements through finished deliverables, including deployment of the new solution, project management, checkpoints, and periodic status reporting.

2.1.1 Describe policies and procedures employed to ensure timely completion of tasks in a quality fashion.

Sandata Response

Table 13 illustrates how Sandata compares against Critical Success Factors as documented on the Project Management Institute® website.[11]

[11] Spalek, S. (2005). Critical success factors in project management. To fail or not to fail, that is the question! Paper presented at PMI® Global Congress 2005—EMEA, Edinburgh, Scotland. Newtown Square, PA: Project Management Institute.

Table 13: Project Management Critical Success Factors

Critical Success Factor	Sandata's Experience
Project Manager assigned with authority over project success	Sandata's proposed Project Manager, Amelia Owens, has 18+ years of healthcare IT project management and healthcare business management experience. She has led and/or participated in three statewide, payer EVV projects and has full and complete authority over the DHHR EVV project.
Set clear goals	Prior to and during the kick off meeting, the project goal(s) are established and documented; all implementation tasks and activities drive the project toward those goals.
Establish an experienced project team	Our Project Management Office team members are experts in developing, managing and maintaining EVV implementation plans. This team has over 183 years of collective experience in project management. Paired with the outstanding qualifications and experience of our work stream leads, our proven approach has led to 100% of our clients being referenceable.
Have executive governance leadership for the project	Every Sandata EVV project includes executive oversight and frequent project governance meetings to review the project's status.



Projects delivered on-time and on-budget

Sandata's Project Management Office ("PMO") has been successful over the course of implementing 26 statewide Payer EVV projects because we offer our clients:

- The right processes;
- The right tools;
- The right people; and
- Executive level organization support.

Sandata uses proven project management processes and follows industry best practices within recognized project management standards and guidelines. We have honed our implementation approach and major activities from our experience and successes.

Project Management Methodology

Our project management strategy is designed to achieve and exceed the desired goals and outcomes and includes:

- Establishing and maintaining the project schedule;
- Managing each phase of the implementation;
- Regular project status meetings;
- Assessing risk;
- Managing to project milestones and obtaining project sign-offs and approvals; and
- Providing Executive project governance.

PROJECT SCHEDULE DEVELOPMENT AND MANAGEMENT TOOLS

Sandata's primary tool for schedule management is a project work plan ("Gantt Chart") created and maintained using Microsoft Project. This tool allows us to break a project down into discrete tasks; define resources, timelines, and dependencies for each task; and refine these data points throughout the life of the project as goals or scope change. Once an overall schedule is set, the Project Manager is responsible for monitoring the progress of the project against the baseline and revising the schedule as needed. We will coordinate with DHHR to conduct module and milestone walkthroughs, refine and maintain the project work schedule, report changes and dependencies and address and escalate schedule conflicts as they arise.

Our Project Manager will coordinate with the DHHR Account Manager and other project management team members as needed to refine and maintain the project schedule. Any schedule changes and associated task dependencies will be reported and reviewed weekly to help address schedule conflicts.

The Sandata Project Manager is responsible for coordination of all implementation phase tasks and activities, including resource planning and tracking progress against the plan. We will work, in conjunction with DHHR leadership, to execute on the project plan and adhere to the governance requirements at DHHR including participation in and/or providing requested updates to DHHR's EVV Project Team and various governance committees, as needed.

IMPLEMENTATION TECHNIQUES

Implementation includes the following activities:

Project Preparation

Once awarded, Sandata begins the implementation with a series of internal preparatory activities that include:

- All project resources are finalized;
- A project communication website is established;
- Contractual documents (RFP + response, amendments, final contract, statement of work, project plan, etc.) are posted to Confluence, our internal project document management system;
- A cross functional Work Stream team is established to manage each of the functional areas for the implementation;
- The project control process is reviewed, including a review of key milestones;
- The Implementation Workbook and Business Rules Document are created; and

- An official Sandata internal kick off meeting is held with the Payer Sales team, Executive Sponsor, Executive Leadership, and the assigned Project Manager and Account Executive to provide knowledge transfer from sales to the project team.

Introductory Meetings

Based on our extensive experience, it is our recommendation that DHHR participate in one-two introductory meetings with Sandata after the contract award and prior to the implementation kick-off. The purpose of these virtual "Get Ready" sessions is to preview for DHHR staff the types of information regarding policies, data, business rules, and other requirements that will be needed during the implementation. Having these discussions early in the process allows DHHR staff additional time to meet internally, as needed, to make key decisions about the program prior to the beginning of the implementation. We have used this approach with other Payer client implementations and it has proven to be an effective way to help prepare our clients for the implementation experience.

Kick Off

The Sandata project manager will coordinate with DHHR to schedule a formal on-site project kick-off meeting with all members of the collective project teams. At kick off, the teams review the project scope, tools, plan, and documentation. The sales team and the implementation team jointly participate in the kick-off meeting to ensure a smooth transition between the contracting process and the ongoing implementation. A regular meeting cadence is established and DHHR will be provided with materials to assist in preparation for the requirements sessions that follow.

Requirements Sessions

The Sandata implementation team leads several discovery sessions with DHHR to document all program and configuration requirements in a Business Rules Document. Artifacts created during these sessions will support the required CMS Certification process and will guide the configuration of Sandata EVV to meet DHHR requirements.

Outreach

Outreach to stakeholders (agency providers, members, and direct care workers) occurs in a variety of ways as illustrated by Figure 35. Our outreach approach is outlined below.



Figure 35. A comprehensive outreach approach is critical to your EVV Program's success.

Configuration

Once DHHR approves the Business Rules, Sandata will configure the system in preparation for the Testing phase. Once the configuration is completed, should DHHR identify new requirements outside the scope of this RFP, those requirements will be accommodated through the change order process.

Risk Management

Sandata has a formal risk-management process. The Sandata Project Manager's primary responsibility is to ensure risks are actively identified, analyzed and managed throughout the life of the project. Sandata's Risk Management Plan defines how risks associated with the DHHR EVV project will be identified, analyzed, and managed. Please refer to our response to 2.5, Risk Management for additional details.

Milestone Reviews

Sandata establishes key milestones for each implementation. Each milestone is documented and requires DHHR review and acceptance.

2.3 Work Plan

2.3.1 The Vendor's proposal should supply a narrative describing the Vendor's proposed processes and methodologies for providing the scope of work described in this RFP. Include any assumptions as well as the Vendor's approach to meeting the Initial Work Plan.

The Vendor should include detail sufficient to give DHHR an understanding of how the Vendor's knowledge and approach will:

2.3.1.1 Manage the work

2.3 .1.2 Guide work execution

2.3.1.3 Document planning assumptions and decisions

2.3.1.4 Facilitate communication among stakeholders

2.3.1.5 Define key management review as to content, scope, and schedule

2.3.2 The Vendor should also submit an Initial Work Plan in Attachment 5: Initial Work Plan that demonstrates that the Vendor has a thorough understanding of the scope of work and project requirements.

2.3.3 Sandata Response

Sandata's proven process and methodologies for providing the scope of work include the following:

- Project Management Plan;
- Project Meetings and Communications; and
- Project Governance.

PROJECT MANAGEMENT PLAN

For each project, Sandata prepares a PMP which includes detailed plans, processes and procedures for managing and controlling the lifecycle activities of the EVV implementation project. The PMP describes the processes and approaches for managing (i.e., planning, monitoring, controlling) the project. The information in this PMP provides the basis for communication and understanding among project team members and all other stakeholders, including resources from the State, Sandata, and Sandata's sub-contractor(s).

Sandata's PMP includes, but is not limited to the following plans:

- **Schedule Management** – The project timeline and progress will be managed and continuously monitored against Sandata's Gantt Chart - a chart in which a series of horizontal lines shows the amount of work done or production completed in certain periods of time in relation to the amount planned for those periods. Project progress against mutually agreed-to timelines will be communicated via project status reports.
- **Scope Management** - The formal scope of the program implementation is defined in the contractual documents (RFP, Amendments, Vendor Response), and further clarified within the approved Business Rules Documentation ("BRD"). Scope will be controlled based on the Contractual Documents and any mutually agreed upon change orders and/or amendments.

- **Documentation Management** - This section of the PMP describes how changes to program artifacts are managed, and the revision process that a formal project artifact must go through in order to be revised. An artifact is defined to be any document, process, software configuration, or specification for any deliverable that is defined or customized specifically for use as part of this project.
- **Staffing Management** - Documentation of how project staffing will be managed will be maintained in a separate Staffing Plan. The staffing plan will identify contractor personnel by position, including key staff, and show each person's role and responsibilities on the project.
- **Risk and Issue Management** - Project risks and issues, along with associated mitigation plans and resolutions, are maintained in the project's Risk Register and Issue Log. These documents are owned by the Sandata Project Manager, and managed through the Sandata Project Confluence site.
- **Quality Management** - Quality is of the utmost importance to the success of the project, and will be controlled in many ways, including:
  - Detailed testing cycles, as defined by the Master Test Plan; and
  - Joint project reviews between the State and Sandata throughout the life of the project.
- **Training Management** - Training management policies will be maintained in a separate Training Management Plan, which will be submitted, reviewed, and be approved by DHHR. The training management plan will define the training methods, scheduling, registration processes, and training materials to be used for EVV system training.
- **Communications Management** - The EVV project will have multiple recurring communication points throughout the implementation intended to provide updates to stakeholders and keep the entire project team engaged and aware of the project. The primary way this is accomplished is through real-time meetings. These may be in person, virtual (via Zoom), or a combination of both.
- **Security Management** - The management of the security planning activities for the EVV tracking application, IT/infrastructure, and Disaster Recovery and Business Continuity.
- **Change Management** - During the inception and design phases of the project, the initial scope of the project is defined and accepted. However, as time goes on, the project progresses and the situations, environments and needs of the customer may change. Changes to the scope or deliverables provided within the project will be tracked, assessed and reviewed through a formal Change Order process.

Sandata will ensure we meet all other required plans, deliverables, and artifacts as outlined in the Payment Milestones and Deliverables.

PROJECT MEETINGS AND COMMUNICATIONS

The Project Manager uses several tools to manage and document the project as well as provide bi-directional communication between DHHR and Sandata. Following the face-to-face kick-off meeting, weekly virtual meetings are conducted to review specific elements of the implementation. Weekly meetings will include discussions related to issues, risk, the

progress of the project, resource updates, as needed. The Project Manager will create an agenda for each meeting and will document the minutes of each meeting. Additionally, the Project Manager reports the progress of the implementation via a weekly status meeting with DHHR project leadership.

Sandata will also schedule monthly project update calls with the DHHR and Sandata executive sponsors to review the overall project's status, milestones achieved and progress towards the target go live date. Progress against SLAs will also be discussed during this meeting.

PROJECT GOVERNANCE

We understand that a well-executed EVV project and a well-performing EVV program must have a strong governance structure. Project governance is a critical component of our EVV projects. Project Governance provides a logical and authoritative framework for decision making within the EVV project during implementation and program during operations. In alignment with Project Management Body of Knowledge's industry standards, our governance framework and oversight functions encompass the entire project life cycle from the early stages of implementation through project turnover. Our project governance approach is illustrated in Figure 36.

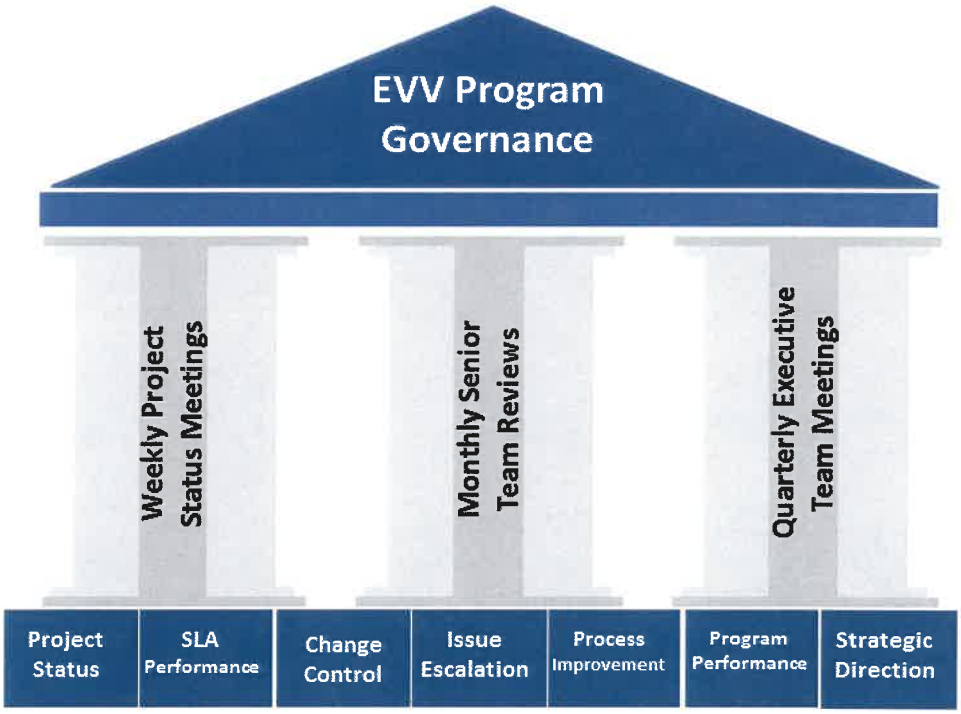


Figure 36. Sandata offers executive-level governance processes and supporting infrastructure for the life of the contract.

Executive-Level Project Governance is a key aspect of our Payer programs. Sandata's Executive Oversight team members work to ensure Sandata delivers on our commitments. Members include:

- Tom Underwood, Sandata's Chief Executive Officer, responsible for the success of Sandata and the Agency's EVV Program;
- Ken Faltischek, Chief Operating Officer, responsible for ensuring all escalated operational issues are resolved satisfactorily;
- Tim Nyberg, Vice President, Implementations – Payer, responsible for the Agency – Sandata partnership through the implementation period; and
- Brian Lawson, Vice President of Business Development, conducts sales to implementation transition activities and supports contract negotiations and change order requests.

Sandata's Project and Account Managers ensures the governance plan is implemented throughout the project's lifecycle and are responsible for monitoring and controlling the effectiveness of our governance plan. They do this by ensuring that the following elements are established:

- Adequate meetings;
- Ample reporting;
- Effective risk and issue management;
- Quality assurance; and
- Project and Program management control processes.

To help manage risk, issues, and performance, Sandata's executive team meets internally on a weekly basis with executive-level representatives from each core operational area (e.g., operations, legal, account management, PMO, technology, human resources) to review the health of our organization as well as our clients' projects/programs. The Project Manager and Account Managers use this venue to escalate any issues to the team to assist with issue resolution. Reports are shared internally as part of our quality assurance processes and externally with the client and other stakeholders for status visibility and project transparency.

Most importantly, our Project Governance process, applied to all 26 of our Payer EVV projects, allows us to consistently manage and execute our projects producing high-quality results within time and budget constraints as well as effectively maintain our EVV programs delivering strong outcomes and high client satisfaction,

Our initial work plan can be found in our response to Attachment 5, Initial Work Plan.

PROJECT ASSUMPTIONS

Sandata has made the following assumptions as shown in Table 14 for key milestone dates for this program. We will finalize the work plan with DHHR and update these assumptions during the implementation period.

Table 14: Key Milestone Project Assumptions.

Key Milestone	Estimated Date
Contract Signature	March 20, 2020
Payment Milestone 1: Project Initiation	April 30, 2020
Payment Milestone 2: Solution Planning 1	June 24, 2020
Payment Milestone 3: Solution Planning 2	July 3, 2020
Payment Milestone 4: Solution Design, Testing, & Operational Readiness 1	July 22, 2020
Payment Milestone 5: Solution Design, Testing and Operational Readiness 2	September 2, 2020
Payment Milestone 6: Solution Design, Testing & Operational Readiness 3	September 10, 2020
Payment Milestone 7: Deployment 1(D051-D055)	September 22, 2020
Payment Milestone 8: Deployment 2 (D056-D060)	September 28, 2020
Payment Milestone 9: Deployment 3 (D061-D065)	September 20, 2020
Go Live	September 29, 2020
Payment Milestone- Monthly Implementation Recurring	October 12, 2020 (recurring)

APPENDIX 1: PROJECT MANAGEMENT REQUIREMENTS

Sandata has addressed all of the Appendix 1: Project Management Requirements in this section.

PM001	The solution should have the ability to modify settings through the approved Change Management Plan to configure the business rules engine performing tasks, including, but not limited to:
PM002	Rule deletion
PM003	Rule modification
PM004	Addition of new rules
PM005	Business edits
PM006	Others as defined by the Department

The Sandata configuration team uses our proprietary rules engine to configure Sandata EVV to support DHHR's business requirements in preparation for UAT, and once approved, final production systems for all users. Should needs change (e.g., rules need to be modified or deleted, new rules added), Sandata will follow our Change Control process described above to make the necessary modifications.

PM007	The Vendor should collaborate with the Department to establish the initial roles and level of access and responsibility for each class of user.

Sandata's solution includes a flexible, user-friendly, role-based security set up. Sandata will work with DHHR to define the initial user roles and access to data using the principle of "least access" in accordance with HIPAA requirements. Provider agency staff will be assigned to specific roles based on job function (i.e., scheduler, staff intake/HR, biller, etc.). Set up and assignment of roles is highly configurable, and may be modified over time as program needs change. Permissions may also be assigned to individual users at the functional level. Set up and assignment of roles is flexible and configurable, and may be modified over time as program needs change.

PM008	The solution and supporting processes should comply with the Centers for Medicare & Medicaid Services (CMS) Seven Conditions and Standards and the most current version of CMS Medicaid Information Technology Architecture (MITA). (Reference: https://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Data-and-Systems/Downloads/EFR-Seven-Conditions-and-Standards.pdf)



Sandata follows a defined process to support our client's CMS Certification efforts. Our CMS Certification process is summarized below.

Project Initiation Milestone Review (R1)

This phase is usually completed prior to the engagement of a specific EVV vendor. Before the state submits its Implementation Advance Planning Document ("IAPD") to the CMS Regional Office, states will often select an Independent Verification and Validation ("IV&V") company to support the certification process. The IV&V contractor reviews the state planning documents, evaluating them against the MECL checklist criteria and critical success factors. The results are compiled into a progress report. The IV&V contractor sends a copy of this IV&V Progress Report to the state, to the CMS Regional Office, and to the CMS certification email address (MES@cms.hhs.gov). This gives the state time to remedy gaps or issues before submitting the IAPD.

Operational Milestone Review (R2)

The next phase is the Integration, Test and Implementation period, which is measured by the Operational Milestone Review. During this phase, the Sandata implementation team and the state will work collaboratively to define and document the Sandata EVV system configuration using the Business Rules Document, and the state will also participate in our User Acceptance Testing process. Sandata will interact with the state and the IV&V contractor as they prepare MMIS IV&V Progress Reports, Operational Milestone Review(s) and the Sandata EVV system is moved into the production environment.

Sandata estimates the Operational Milestone review will take approximately six months and we will create (as appropriate) or support the state and IV&V (as requested) in the creation of the relevant MECT 2.3 Appendix B artifacts. In addition, Sandata will provide standard documentation as part of the normal course of the implementation.

Sandata will assist in drafting response statements and providing artifacts to address requirements in the six MECT checklists:

- Information Architecture;
- Intermediary and Interface;
- Access and Delivery;
- Integration and Utility;
- Standards and Conditions; and
- Program Integrity.

CMS Certification Final Review (R3)

The final phase of the process occurs no earlier than six months after the system is live and is primarily focused on documenting the production environment. Sandata estimates the Final Review will take approximately nine months. We will create (as appropriate) or support the state and IV&V (as requested) in the creation of the relevant MECT 2.3 Appendix B artifacts.

PM009	The Vendor should conduct an overview with the Department of solution changes that are ready to be moved into the production environment as directed in the Change Management Plan.

All changes are reviewed, approved and tested by DHHR as part of our Change Control process prior to moving to production environment.

PM010	The Vendor should request authorization in writing from the Department prior to promoting any system changes to the production environment or solution as agreed upon by the department.

As a SaaS offering, Sandata routinely releases updates to our solution for the benefit of all of our clients. Sandata EVV portals (for provider agencies, state users, members, etc.) are all SaaS, and all hosting, maintenance and enhancements are managed by Sandata. Sandata schedules periodic maintenance releases for the system to make sure that the system continues to meet the requirements of our clients as well as periodic updates to make sure the system meets the latest standards and regulations. Because our solution is offered as a SaaS system, Sandata personnel are responsible for all release deployments and all users are updated at the same time. Sandata issues an electronic notice to all users prior to each production release that includes release notes describing any changes or new features available. Sandata does not allow individual clients to review or approve these releases.

We will work with DHHR to review and approve the initial configuration as part of the implementation process prior to go live. We will also work with DHHR to address any custom change orders approved via the change order process.

PM011	The solution should have the ability to allow the modification of edits per the Change Management Plan.

Once DHHR approves the Business Rules, Sandata will configure the system in preparation for the Testing phase, and ultimately release into the production environment. Once the configuration is completed, should DHHR identify new requirements outside the scope of this RFP, those requirements will be accommodated through the change order process as described above.

PM012	The Vendor should provide a manual visit verification process that is adaptable to changes in program requirements throughout the contract period as directed by the Change Management Plan.

CMS requires states to use electronic verification of visits rather than manual entry as much as possible. However, our experience with state Medicaid programs has shown that there remains a need for manual data entry of visit information. Sandata EVV supports the manual entry of visit data in accordance with program requirements.

Should DHHR change the program requirements during the contract period, each change will be evaluated as part of the change order process and any required changes to the EVV system configuration will be addressed at that time, including changes to manual entry.

PM013	The solution reporting should be configurable so that standard reports and recipients of reports can be changed easily over the life of the contract without additional cost, as defined in the approved Change Management Plan.



Our reporting module offers role-based security. Users who require access to system reporting can be easily added, modified or deleted based on business needs. Every system generated standard report has dynamic filters that allows the user to determine the exact content of the report, by date range, member, direct service workers, service or other relevant filters.

Sandata Business Intelligence Dashboards tool includes a wide range of features that provide the ability to quickly analyze program metrics, allow drill down access to support targeted analysis, and create new dashboards through a user-friendly interface. This tool also allows authorized users to create alerts, schedule reports, and share and communicate reports through the built-in social platform.

- **Create Custom Dashboards:** DHHR users can create their own dashboards easily through the dashboard creation tool. Quickly select datasets, filters, sorting criteria, create calculated fields, and select from numerous different visualization styles simply by pointing and clicking and preview your changes as you build.

- **Review and Edit Existing Dashboards:** Sandata provides a standard set of cards or user dashboards. Existing dashboards can be edited using the same functions used to create new dashboards. Quickly adjust sorting or filtering parameters, chart style, or analyze different fields and replace the dashboard or save it as a new dashboard to quickly meet all of your analysis needs.

- **Schedule and Share Dashboards and Reports:** The report scheduler allows you to schedule any dashboard or report at your desired frequency, dates and times, and send it to multiple recipients. You can quickly share reports or dashboards to one or multiple users with the click of a button.

- **Send/Export Reports:** The send/export feature allows the user to quickly export the dashboard or drill-down data of a particular report in a number of different formats.

- **Built-In Social Network:** The built-in conversation tool allows users to discuss each specific card with a specified set (or all) users. This is particularly useful for investigations allowing team members to collaborate directly within the tool.

Our standard offering includes data extracts to support your enterprise data warehouse for additional analytics across your entire program.

PM014	The Vendor should update the user manual and receive Department approval each time a solution change or upgrade is implemented as directed by the Change Management Plan and within an agreed upon time-frame by the Department.

Sandata provides release notes each time a solution change or upgrade is implemented. We update our user manuals on a quarterly basis.

PM015	The Vendor should provide updates to the user manual and have the updated manual available to users no later than thirty (30) days prior to the date a solution change is implemented as directed by the Change Management Plan.

Sandata updates our user manuals on a quarterly basis.

PM016	The Vendor should configure the solution for specific Medicaid waivers/services at no additional cost to the Department, per the Change Management Plan.

Sandata will support configuration for each Medicaid Waiver documented in the RFP at no additional cost. Any additional waivers not documented in the RFP will be addressed via the change order process.

PM017	The solution should have the ability to support data integrity through system controls for software program changes and promotion to production as defined in the approved Change Management Plan.

Data integrity is enforced through end to end testing whereby data is validated through each step of the Continuous Integration and Continuous Delivery process.

PM018	The solution should support workflow development by the vendor based on new processes defined by the Department according to business needs as identified in the Change Management Plan.

Sandata will work with DHHR to support workflow modifications as needed if new processes are defined by DHHR as identified in the Change Management Plan.

PM019	The solution should have the ability for the Department to control and monitor system change requests as defined in the approved Change Management Plan.

Sandata will share and review all DHHR-specific change requests during implementation or operational phase meetings. DHHR will know the status of each change request at any given time.

PM020	The solution should have the ability for the Department to set and change priority levels on individual change requests as defined in the approved Change Management Plan.

Sandata and DHHR will mutually establish and/or modify priority levels on individual change requests.

PM021	The Vendor should conduct a security, privacy, and/or risk assessment of any new functionality prior to its deployment to production, the results of which should be delivered to the Department within an agreed upon timeframe by the Department. The Vendor should obtain Department approval for proposed resolutions to all assessment findings prior to deployment to production per the Change Management Plan.

The Change Advisory Board convenes during the weekly Architecture Review meeting and is responsible for ensuring changes are evaluated to determine the impact to system security before implementation. As part of our standard development process, each new feature or functionality is subject to multiple internal tests, including evaluation of security and privacy risk evaluations, and must be approved prior to deployment to production. This includes the use of multiple scanning tools to perform code quality and static application security testing. Sandata also contracts with an independent third party to perform penetration testing at the application, network, and infrastructure layers on an annual basis. Additionally, Sandata's change management procedures are independently audited through an annual SOC 1, Type II evaluation and Sandata's maintenance of the HITRUST CSF certification. Penetration testing and audit results will be provided to DHHR upon request.

PM022	The Vendor should coordinate all testing activities as agreed upon by the Department.

Sandata will coordinate all testing activities. Sandata will assign a UAT Lead, Kevin LaCarrubba, to provide support in the following areas:

- Answering functionality questions;
- Clarifying and reviewing the defects found;

- Troubleshooting issues; and
- Working with the development team to fix configuration issues or apply hot fixes.

The UAT team is comprised of individuals including a sampling of DHHR, provider, member, supported by individuals from Sandata. This team should possess a thorough knowledge of the current DHHR systems and processing methods (i.e., subject matter experts), policies and procedures (i.e., members, providers). All team members will be presented with an overview of the test process during UAT Tester training the week prior to the beginning of UAT.

PM023	The Vendor should prepare a comprehensive set of test scenarios, within a timeframe as agreed upon by the Department, including but not limited to:
PM024	Applicable test cases
PM025	Expected test results
PM026	Others as defined by the Department

As part of the business rules process, Sandata will provide DHHR with recommended test cases to support the UAT process.

PM027	The Vendor should provide the Department and/or its designees access to test cases and test data to facilitate execution of applicable testing cycles.

Test scenarios provide a high-level description of the functionality to be tested. The test scripts, provided by Sandata, will contain a detailed step-by-step breakdown of each test case to be performed by the UAT tester (prior testing is done during Sandata system testing). Each script contains: test case number, test description, Requirements Traceability Matrix ("RTM") reference, tester, action to be performed, expected results, pass/fail results, date tested, and any additional comments from the UAT tester. Sandata will provide support in developing UAT test cases.

PM028	The Vendor should provide the Department with a fully tested and operations-ready User Acceptance Test environment that is isolated and separate from all other environments.

UAT will be performed in a separate and dedicated UAT environment separate from Sandata's production environment once internal Sandata system testing has completed successfully.

PM029	The Vendor should discuss and finalize with the Department the level of testing required based on the significance of the change as directed in the Change Management Plan.

Should changes to the initial configuration occur, we will work with DHHR to determine the level of UAT based on the significance of the change.

PM030	The Vendor should provide the Department weekly reports of testing status, including, but not limited to:
PM031	Metrics on the number of tests completed
PM032	Number of deferred or canceled tests
PM033	Results of the tests executed
PM034	Defects identified by severity level
PM035	Corrective actions taken
PM036	Others as defined by the Department

The UAT Lead will provide weekly UAT reporting to the appropriate DHHR and Sandata stakeholders. The report will include all elements above.

PM037	The Vendor should conduct Pilot Testing to validate the capacity and processing capabilities of the solution in a tightly controlled production environment.

Sandata recommends a soft launch, or pilot test, to verify the system in a production environment. We have done this successfully with several statewide, Payer EVV projects.

PM038	The Vendor should include a test of actual data processing in a full operational environment, with successful end-to-end solution functionality during Pilot Testing.

We provide end to end testing on all data integrations while the solution is in the UAT environment, prior to moving to production environment.

PM039	The Vendor should provide written test results of the Pilot Testing to the Department within an agreed upon timeframe.

Sandata provides written results of all testing and will adhere to agreed upon timelines.

PM040	The Vendor should provide the Department official written notification of readiness for full production operations after completion of Pilot Testing.

Before production operations commence, Sandata will receive written sign-off of all ORR activities.

PM041	The Vendor should work with the Department to develop an interface testing acceptance standard to outline the minimum requirements that must be met prior to allowing external electronic visit verification (EVV) data partners to submit data to the EVV solution.

Sandata supports providers using third party EVV systems as summarized in Figure 37.

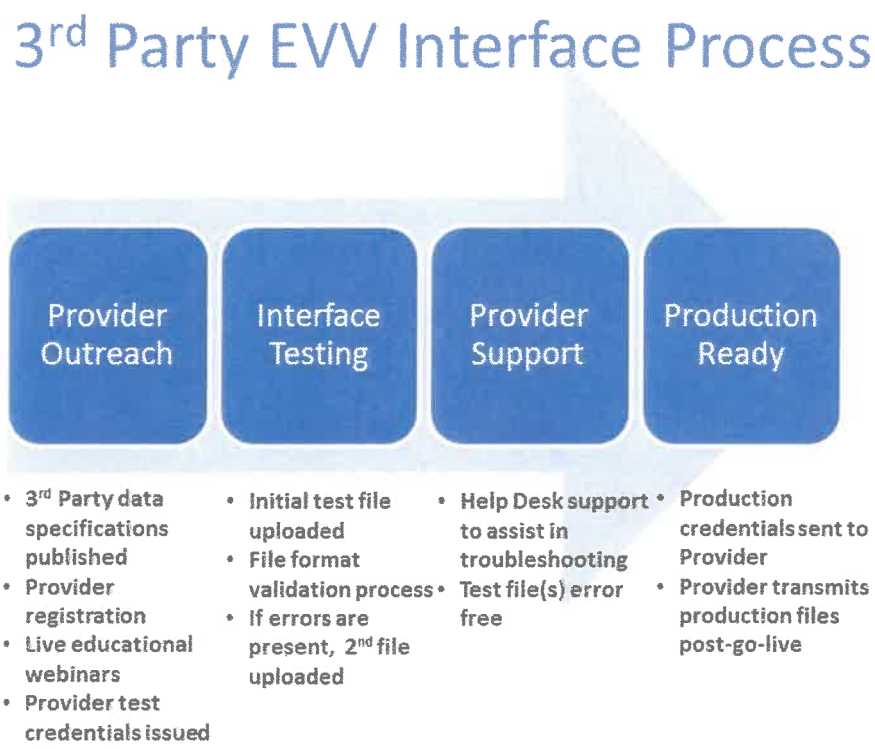


Figure 37. Sandata fully supports Provider agencies who want to continue using their own EVV system.

The third party EVV vendor will need to submit an interface to the Sandata Aggregator using the standard specifications provided and pass Sandata's interface testing and approval process prior to gaining access to the production environment. Sandata provides an API for third party vendors to support the data exchange process. Sandata provides

sample JSON (Java equivalent to XML) or XML format information, as well as the WSDL or WADL (JSON equivalent of the WSDL) to those parties developing the interface. This specification includes the REST endpoints needed to request status on record acceptance/rejection. In order to support alerts and gaps in care, third party EVV systems must send data in near real time. It is expected that information is sent as it is added/changed/deleted in the third party EVV system. Note that rejection responses will be delivered on a separate API call that is initiated by the third party in near real time.

Sandata will provide the following documentation to parties wishing to build an interface to the Sandata Aggregator. These include:

- Standard Specification;
- Companion/Implementation Guide; and
- Testing Guide.

PM042	The Vendor should conduct interface testing with external electronic visit verification (EVV) data partners approved by the Department.

The third party EVV vendor will need to submit an interface to the Sandata Aggregator using the standard specifications provided and pass Sandata's interface testing and approval process prior to gaining access to the production environment.

PM043	The Vendor should provide testing and training environments that include sufficient, representative data elements that are in the production environment. The Vendor should not invoke or charge the Department for license fees for any of the testing or training environments.

Sandata will maintain a fully functioning, UAT environment to support the various testers from both Sandata and DHHR in order to test, review, and approve the EVV solution prior to launch. Integration testing will be coordinated with DHHR and other stakeholders (i.e., third party EVV vendors), as needed. Access to test data is a vital component in conducting a comprehensive test of the system. All UAT participants will be given test accounts and access to other pertinent test data. Sandata will maintain the UAT environment and refresh UAT data on an agreed upon schedule. All user roles will fully emulate production in the UAT cycle.

PM044	The Vendor should use a User Acceptance Testing (UAT) environment that mirrors all programs in production to allow the Department to conduct testing prior to new software updates and to serve as an ongoing training platform for users.

Sandata will maintain a fully functioning, online UAT environment that mirrors DHHR's production environment for use during initial launch and ongoing software updates.

PM045	The Vendor should create, use, and make available to the Department, representative samples for testing edits, business rules, and workflow processing.

Sandata will provide DHHR with representative samples and recommended test cases to support the UAT process.

PM046	The Vendor should create or modify existing data as needed for testing in a test environment, in compliance with federal guidelines. (Reference: https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/XLC/Downloads/TestingFramework.pdf)

Sandata will adhere to federal guidelines when creating or modifying data in a test environment.

PM047	The Vendor should maintain a clearly organized test case library that can be accessed by all testers, including Department users, with search capability that is cross-referenced to the code that it tests.

Sandata will maintain a repository of all test documentation including test scenarios, test cases, and results accessible by all testers. The location of this repository will be documented in the Master Test Plan.

PM048	The Vendor should ensure web portal design, development, implementation (DDI) and operations are in accordance with Department and federal regulations and guidelines related to security, accessibility, confidentiality, and auditing. (Reference: https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/InformationSecurity/Downloads/IS_Policy-.pdf)

Sandata will ensure DDI and operations align with DHHR and federal guidelines as referenced above. Our solutions are built, delivered and managed based on industry best

practices and standards including NIST, W3C, SOX, ISO 17799, HIPAA, HITECH, and the HITRUST CSF. We successfully completed our annual SSAE 18 SOC 1 Type 2 audit and are HITRUST CSF and NIST CsF certified, underscoring our commitment to proper procedures relating to information security.

PM049	The solution should be developed and implemented in accordance with the project work plan.

The DHHR EVV solution will be configured and implemented in accordance with the project work plan.

PM050	The Vendor should conduct the following types of testing in support of the solution:
PM051	Unit testing
PM052	Iterative functional testing
PM053	System integration testing (SIT)
PM054	Interface testing
PM055	Regression testing
PM056	End-to-end testing
PM057	Security testing
PM058	Performance testing
PM059	Usability/Accessibility testing
PM060	Browser testing
PM061	User acceptance testing (UAT)
PM062	Data conversion testing
PM063	Operational readiness testing (ORT)
PM064	Other testing as identified by the Department and/or Vendor

Our standard testing approach includes Unit, Integration, System, Interface, Regression, Security, Performance, Usability/Accessibility, Language, Browser, and Mobile Device testing. Sandata has not identified any data conversion testing that will be required as this is a new implementation of EVV in West Virginia.

PM065	The Vendor should be prepared to assist the Department, as necessary, with User acceptance testing (UAT).

As described above, Sandata will support and assist DHHR with UAT activities.

PM066	The Vendor should be prepared to conduct User acceptance testing (UAT) in all cases whereby the Department does not elect to conduct UAT.

Sandata will conduct UAT should DHHR elect not to conduct UAT.

PM067	The Vendor should complete regression testing subsequent to, but not limited to, the following:
PM068	Deployment of new solution components
PM069	Integration of each solution component into the primary solution
PM070	Every migration of new build versions to each test environment
PM071	Solution fixes
PM072	Solution patches
PM073	Solution releases
PM074	Others as defined by the Department

To minimize unexpected application behavior with new builds and releases, our test teams are always reviewing information from previous releases of the product and actively apply a business workflow approach to ensure proper regression test cases are identified for execution. This is achieved by monitoring the volume and severity of identified defects within Releases, discussions with developers and converting 'tribal knowledge' items to documented artifacts, allowing testers to establish key validation points. The Sandata team utilizes a balanced approach of Automated and Manual testing to minimize the time taken to regression test an application, while continuing to maximize test coverage. The team also performs a Root Cause Analysis ("RCA") on all defects identified during testing. This enables the test team to establish patterns causing the occurrences of the defects, enabling proper coverage and test streamlining.

PM075	The Vendor should utilize a subset of system integration testing (SIT) scenarios representative of maximum functional and technical solution coverage for the purposes of regression testing.

As part of our SIT, all inbound and outbound interfaces are thoroughly tested to ensure that each interface is correctly formatted and transmitted as documented in the interface specification documents.

PM076	The Vendor should obtain approval from the Department on which scenarios should be used for regression testing.

Sandata conducts regression testing on our SaaS solution. We do not allow clients to determine scenarios for regression testing.

PM077	The Vendor should utilize end-to-end test cases in support of regression testing.

Sandata uses end-to-end test cases to support regression testing.

PM078	The Vendor should perform privacy and security testing on functional, technical, and infrastructure components to ensure the solution meets all State, Department, and Federal privacy and security requirements. (Reference: https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/InformationSecurity/Downloads/IS_Policy-.pdf)

Our solutions are built, delivered and managed based on industry best practices and standards including NIST, W3C, SOX, ISO 17799, HIPAA, HITECH, and the HITRUST CSF. We successfully completed our annual SSAE 18 SOC 1 Type 2 audit and are HITRUST CSF and NIST CsF certified, underscoring our commitment to proper procedures relating to information security. An overall risk assessment of Sandata's information system infrastructure is conducted at minimum annually, or upon major changes to the infrastructure. Further, internal and external vulnerability scanning and penetration testing is performed throughout the year on Sandata systems, in addition to security and privacy testing being performed during the SDLC.

PM079	The Vendor should propose testing scenarios and/or cases to the Department for their approval.

Sandata will provide DHHR with UAT test scenarios and recommended test cases to support the UAT process.

PM080	The Vendor's performance testing methodology should allow for performance tests to be representative of the expected peak period volumes for solution operation.

Performance Testing is performed at each major release milestone of the application and before the final release of the software to production. Sandata uses JMeter for the Performance and Load Testing. An RCA defect analysis will also be performed to identify

any performance risks to other areas of the application. Sandata uses a detailed multi-phase approach to baseline the proper performance of its applications. The various phases of the approach evaluate the environment and anticipated user load of the system, identifying business critical functionalities within the application to ensure acceptable response times, benchmarking system performance under regular and heavy use, and recommending alerts for production setups to ensure proactive strategies are in place for maximum system-up time.

PM081	The Vendor's performance testing should occur on a production ready version of the solution.

Sandata conducts performance testing on our SaaS solution across our entire client base.

PM082	The solution's performance testing environment should mirror the final production solution specifications.

Sandata conducts performance testing on our SaaS solution across our entire client base. The testing environment is representative of the various client configurations used in production.

PM083	The Vendor should perform usability/accessibility testing for various types of users, including but not limited to:
PM084	Internal users
PM085	External users
PM086	Users with limited computer skills
PM087	New user registration
PM088	Users with disabilities
PM089	Others as defined by the department

Sandata is focused on ensuring that our applications are ADA compliant to meet Federal and State requirements. The team understands the requirements, and implements the systems based on the WCAG 2.0 guidelines. Sandata has testers that verify the behavior of

the application for being Perceivable, Operable, Understandable, and Robust for meeting the Rehabilitation Act Section 508 accessibility standards. The team has a defined set of test cases that are executed, and all observations made are promptly resolved prior to release.

PM090	The Vendor should conduct an Operational Readiness Review (ORR) prior to statewide implementation of the solution.

Sandata will work with DHHR to conduct an ORR prior to moving to a production environment.

PM091	The Vendor's Operational Readiness Review (ORR) testing should include a volume/stress test of at least 30 calendar days of production-capacity volumes to demonstrate that the solution and Vendor staff members are prepared for full production.

The DHHR ORR Plan will include a volume test of thirty calendar days of production capacity volumes to show production preparedness. Note that DHHR will be required to provide the appropriate volume of production data to support this process.

PM092	The Vendor should document and propose solutions, and timeframes for corrective actions to all issues, problems, and defects identified through the Operational Readiness Review (ORR).

The ORP will describe processes and timeframes for corrective actions for any identified issues during the ORR activities.

PM093	The Vendor should prepare and submit to the Department an Operational Readiness Review (ORR) Report that demonstrates that the Vendor and solution are ready to begin operations.

A final ORR Report will be submitted to DHHR for review and sign-off.

PM094	The Vendor should correct any report errors identified by the Department or the Vendor and correct the report within an agreed upon timeframe, through additional steps as defined in the Change Management Plan, including, but not limited to:
PM095	Correct the report

PM096	Verify the report
PM097	Distribute or re-distribute the report
PM098	Others actions as defined by the Department

Report errors are documented as open tickets in accordance with our error tracking procedures. During the implementation period, the Sandata Project Manager logs all defects in Sandata's Client Success software tool. From there, any defects are evaluated and logged into our development software where they are assigned a severity rating, prioritization and planned release. Report corrections go through our testing process to verify that it is working as designed. Sandata's Project Manager will provide tracking, reporting, and information on the mitigation/resolution timeline, as well as final resolution acceptance as part of our standard reporting. Once the program is live, the Quality Assurance Manager has responsibility for logging any open reporting issues using the same process.

PM099	The Vendor should assist the Department with specialized research and reporting as requested.



Once the program is live, the Account Manager provides an Executive Summary that demonstrates the overall value of the EVV program, and highlights potential areas of concern regarding fraud, waste, and abuse. The Executive Summary focuses on key activities and trends such as percentage of visits auto-verified, average number of visits/members, total call volume, and other key program metrics. The report provides an overview of program activity, with specific dashboards and analysis such as system anomalies, as well as patterns of system utilization. This formal report will be instrumental for monitoring and measuring the effectiveness of the program, and will highlight potential areas of fraud, waste, and abuse to support program integrity functions. Your assigned Quality Assurance Manager will assist DHHR with additional research and reporting upon request.

PM100	The Vendor should be able to test edits, business rules, and workflow processing and report on results.

The UAT process for DHHR will include tests of business rules and overall configuration. Sandata provides reporting on all UAT testing.

PM101	The Vendor should support either the transition of the solution to an entity designated by the Department and/or support the retirement of the solution at the end of the term of the contract, including all contract extensions as defined in the Turnover and Closeout Management Plan.

Sandata EVV is a SaaS solution that is used by our other customers and therefore it is our proprietary intellectual property. As such, we will not turn it over. All underlying data belongs to DHHR and all such data will be provided as part of the turnover process.
We will work with DHHR and the new vendor to support the transition process. Our approach to ensuring a successful turnover and smooth transition includes the following components:

- Executing the approved Turnover Plan following best practices gleaned from our experience;
- Assign staffing specific to managing turnover activities;
- Coordinating transition meetings for knowledge transfer;
- Preparing an EVV data extract; and
- Reviewing and receiving DHHR's approvals.

PM102	The Vendor should obtain Department approval of all scripts prior to implementation that will be used in the Technical Call Center.

Sandata will provide DHHR with our Client Success scripts prior to implementation for your review.

PM103	The Vendor should identify and be responsible for the implementation and integration of all third-party software used in support of the solution.

Sandata is responsible for the implementation and integration of all third-party software used in support of the solution.

PM104	The Vendor should conduct requirements validation and joint application design in support of requirements analysis and solution design activities as agreed upon by the Department.

As is required, Sandata will conduct requirements validation and joint application design to document project scope and requirements.

PM105	The Vendor should maintain a requirements traceability matrix (RTM) throughout the lifecycle of the project.

Using an initial RTM based on the requirements outlined in the RFP and configured in the business rules, we will work with DHHR to confirm our understanding of the requirements and to clarify and/or elaborate requirements where necessary to achieve desired business outcomes. The RTM is used as a tool to ensure that the baseline for the project's scope, requirements and deliverables is maintained throughout the testing and validation process. This artifact captures the mapping between contractual requirements down to their business rules and implementation specifics. Revisions to the RTM are persisted on the secure DHHR EVV Project Implementation Confluence site.

PM106	The Vendor should provide all stakeholders identified by the Department access to the requirements traceability matrix (RTM).

The RTM is stored on the secure DHHR EVV Project Implementation Confluence site. We will review both the BRD and RTM with DHHR leadership to ensure the configuration aligns with enterprise architecture and integration requirements and validate the project's scope.

PM107	The Vendor should document in the requirements traceability matrix (RTM) where each requirement is accounted for, including, but not limited to:
PM108	Design documentation
PM109	Code modules
PM110	Test conditions
PM111	Test scenarios
PM112	Test cases
PM113	Certification criteria
PM114	Medicaid Information Technology Architecture (MITA) business areas and processes
PM115	Medicaid Information Technology Architecture (MITA) Standards and Conditions
PM116	Others as defined by the Department

The RTM will contain all areas of requirements as outlined above. The Sandata team will work with a cross functional team at DHHR to document all requirements in a formal BRD. Business requirements such as interface requirements, system access, alert rules, etc., are finalized and documented by this team and approved by DHHR. The BRD will guide our

staff during the configuration and set up phase as well as form the basis of DHHR-specific user stories and testing scenarios to support UAT. The BRD is a "living" document that will be updated throughout the life of the project as needed.

PM117	The Vendor should demonstrate through the requirements traceability matrix (RTM) that all documented and approved specifications have been traced throughout the development lifecycle.

The RTM is a living document that will be initiated and updated as the project proceeds, tracing the business requirements throughout the project's lifecycle via detailed design sessions, developing test scripts for SIT and UAT, and the creating verification scenarios used to prove out the functionality of the implemented system, as required by DHHR.

PM118	The Vendor should work with the Department during joint application design (JAD) sessions to validate the scope, purpose, and implications of each Request for Proposal (RFP) specification.

Sandata will work with a cross functional team at DHHR during joint application design sessions to confirm the scope, purpose, and implications of EVV system specifications. Each requirement will be documented in the Requirements Traceability Matrix. The RTM is used as a tool to ensure that the baseline for the project's scope, requirements and deliverables is maintained throughout the testing and validation process. This artifact captures the mapping between contractual requirements down to their business rules and implementation specifics. Revisions to the RTM are persisted on the secure DHHR EVV Project Implementation website.

PM119	The Vendor should identify and work to resolve gaps between the Vendor's and the Department's understanding of a specification(s) during joint application design (JAD) sessions.

Using the RTM based on the requirements outlined in the RFP and configured in the business rules, we will work with DHHS to confirm our understanding of each of the requirements, identify and resolve any gaps, and clarify and/or elaborate requirements where necessary to achieve desired business outcomes.

2.4 Issue Management

2.4.1 The Vendor's proposal should describe the Vendor's process for issue management, including: issue logging, resolution, tracking of unresolved problems, escalation procedures, closeout, and reporting practices.

2.4.2 The Vendor should describe its proposed approach for integration of issue management across sub-contractors, if applicable, as well as other DHHR and Vendor project stakeholders.

2.4.3 The Vendor should also detail any planned use of an automated solution to support issue management.

2.4.4 Sandata Response

Sandata establishes an Issue Management Plan outlining our approach to managing project issues, along with associated mitigation plans and resolutions. As project-related issues are identified, they will be captured, described, and tracked to resolution in the project's Issue Log. The Issue Log is a living document that will capture identified tasks, open questions, or items to be addressed associated with the project. The Issue Log captures and tracks the following information:

- A unique issue # for each item that is recorded in the Issue Log;
- A description of the issue;
- The applicable project work stream most closely associated / impacted by the issue;
- The current status (Open/Closed) of the issue;
- The priority of the issue (as initially defined by the author of the issue, and later revised by the project leadership team);
- The owner or responsible party for addressing the issue;
- Comments from other project participants regarding the identified risk; and
- Resolution/closure details for issues that have been addressed.

The Issue Log retains the history of all identified issues, and can be filtered to only display open issues that still require resolution.

Sandata ensures effective communications regarding issue identification and resolution. Any project participants who wish to be notified of changes in the content of the Issue Log may configure their account on the state's EVV Project collaboration/secure file storage system, to deliver email notifications when the issue log is revised. When the Issue Log has been updated, the Sandata EVV Project Manager will notify the EVV project leadership team via email, and those updates will be reviewed in the next project meeting.

2.5 RISK MANAGEMENT

2.5.1 The Vendor's proposal should describe the Vendor's risk management practices, the expected risk areas, and mitigation plans.

2.5.2 In addition, the response should elaborate on the Vendor's internal risk management plan. This should include reference to the use of any specific methodologies, as well as any specific tools being used.

2.5.3 Sandata Response

Sandata's Project Manager continuously assesses risk throughout the life of the project following these key steps.

- **Step 1:** Identify potential risks throughout the project;
- **Step 2:** Determine probability including rating each risk with high, medium or low probability; and
- **Step 3:** Determine impact on key metrics such as milestones, Operational Start Date, and budget, etc.

Sandata has a formal risk-management process supported by effective methods to manage risk in complex, high-risk projects such as this. The Sandata Project Manager will serve as the Risk Manager for this project to ensure risks are actively identified, analyzed and managed throughout the life of the project. Our risk management and mitigation plans are summarized in Figure 38.



Figure 38. Sandata has a well-defined, effective risk management process to identify and mitigate potential

All risks are reviewed with the DHHR Project Team and discussed regularly as part of the implementation and project governance process.

2.6 QUALITY MANAGEMENT

2.6.1 The Vendor's proposal should describe the Vendor's approach to ensure the quality of the solution and include details on the management of requirements through traceability matrices, configuration management activities, organizational readiness, and deliverables and artifacts.

2.6.2 The Vendor's approach should also detail information on the proposed quality metrics as well as the Vendor's approach to managing solution defect and issue tracking.

2.6.3 More specifically, the Vendor's approach to quality management should include, at a minimum, the following elements:

2.6.3.1 Management of the solution specifications. This includes the identification of inconsistencies between the specifications, project deliverables, and/or artifacts.

2.6.3.2 Management of the Requirements Traceability Matrix (RTM) that will be used for specifications management. This includes detail on how the quality management approach will support maintain the traceability between the specification and the proposed solution.

2.6.3.3 Management of configuration management activities, including but not limited to the control and monitoring of the software library

2.6.3.4 Management of practices and procedures that will be followed for reporting, tracking, and resolving problems or issues identified in the solution's development, transition, and maintenance.

2.6.3.5 The Vendor's approach to business process changes resulting of requests from DHHR.

2.6.3.6 The Vendor's approach to an organizational readiness assessment of DHHR's organization. This may include a gap analysis and recommendations for organization change required to support the solution's implementation in DHHR environment. This assessment should be approved a minimum of three (3) months prior to the solution's deployment.

2.6.3.7 The Vendor's approach to the quality of work products developed and delivered by Vendor and the Vendor's subcontractors, if applicable.

2.6.3.8 The Vendor's proposed quality management approach should include detail on how the Vendor plans to deliver signature ready project deliverables. The Vendor should assume DHHR will complete its review of signature ready deliverables within ten (10) business days.

2.6.3.9 The Vendor's approach to how quality metrics and measurements will be identified, collected, and analyzed to ensure that quality goals, including management and DHHR solution goals, are being met. It should also describe the types of project metrics used.

2.6.3.10 The Vendor's organizational structure, and the roles and responsibilities of Vendor staff as they relate to quality management.

2.6.4 The Vendor's description of the processes and approach to manage solution defect and issue tracking solution for tracking and resolution of items and, if applicable, how the quality management approach will support corrective action plans (CAPs) being developed to address more significant issues.

2.6.5 Sandata Response



Our rigorous quality management processes help to reduce the risk of implementation delays and number and types of defects, while at the same time provides us with the ability to deliver continuous process improvement at the enterprise and project levels throughout the life of the contract. Sandata manages quality at both the departmental and at the enterprise level. For example, our PMO teams continuously review our project delivery processes, tools, and policies for appropriateness, accuracy, and compliance. Our Client Success team incorporates continuous quality improvement via review of computer-generated and ad hoc reports, call monitoring, and retraining, as needed. We acknowledge that the Quality Management Plan is a core document for this project and will develop a Quality Management Plan specific to this engagement.

QUALITY MANAGEMENT APPROACH

For each EVV project, Sandata includes a Quality Management Plan documenting the necessary information required to effectively manage EVV project quality from kick-off to launch. The plan defines a project's quality policies, procedures, criteria for and areas of application, and roles, responsibilities, and authorities. A key component of our Quality Management plan is testing. Sandata will maintain a repository of all test documentation including test scenarios, test cases, and results. UAT information will be available publicly to appropriate stakeholders as part of the UAT process. The location of this repository will be documented in the Master Test Plan. Issues will be documented by DHHR and reported to Sandata and we will correct any configuration issues found during UAT. Sandata will review the issue, estimate time and effort for correction, determine if correction is necessary before go live, assist DHHR with applying and documenting the appropriate remediation, and notify DHHR of issue resolution. All configuration modifications will first be applied to the Staging environment; then, applied to the UAT environment and re-tested there for DHHR's final sign-off. Once the solution is free of critical defects, final modifications would then be migrated to the Production environment.

QUALITY METRICS

Sandata and DHHR will conduct quality reviews at each project milestone and phase transition. (See Table 15). These are to ensure that the project is on track, and that the deliverables being produced meet or exceed the expectations of the customer and associated stakeholders. For each milestone review, the review criteria will be presented,

the evidence and metrics shown and discussed. If the milestone deliverables or activities are found to have issues, or are deemed unacceptable based on the review criteria, a correction plan will be drafted in accordance with contractual requirements. The remediation activities defined in the correction plan will then be tracked to resolution either in the completion of the plan and the achievement of the milestone, or in a subsequent correction plan to better address the core issues with the milestone.

Table 15: Project Milestone Quality Metrics

Milestone/Review Point	Metrics/Items for Review
Project Initiation and Project Management Plan Completion	• Completion of the project kick-off presentation. • Delivery and approval of all project artifacts specified for the program including Milestone 1 plans • Review all exit criteria for the phase • Review plan for next phase • Obtain customer signature for the exit of this phase of the project
Solution Planning Completion	Milestone 2 • Delivery and approval of all project artifacts specified for the program including Milestone 2 plans and Requirements Gap Analysis Document Completion of Privacy Impact Analysis Milestone 3 • Delivery and approval of all project artifacts specified for the program including Milestone 3 plans and documents • Completion of Safeguard Procedures Report • User Stories/Use Cases • Review any remaining work for this phase (with time estimates and dependency analysis) • Review all exit criteria for the phase • Review plan for next phase • Obtain customer signature for the exit of this phase of the project
Solution Design, Testing and Operational Planning Completion	Milestone 4 • Delivery and approval of all project artifacts specified for the program including Milestone 4 plans and documents • • System setup and configuration deployment to provider EVV instances • Review status of Third-Party Interface activity and support • Evaluate the 837 claims submission definition and setup process • Review any remaining work for this phase (with time estimates and dependency analysis) Milestone 5 • Delivery and approval of all project artifacts specified for the

Milestone/Review Point	Metrics/Items for Review
	program including Milestone 5 plans and documents Completion of and Submission of Load/Stress Test results Completion of and Operational Readiness Test results Milestone 6 • Delivery and approval of all project artifacts specified for the program including Milestone 6 plans and documents Completion of and submission of Regression Test results Completion of and submission Integration Test results • Evaluate and Review User Acceptance Testing results against UA testing plan criteria • Receive Letter of Completion of UAT • Review Training activity and performance • Evaluate Client Success Performance • Review the production go-live for success factors and areas of improvement • Review any remaining work for this phase (with time estimates and dependency analysis) • Review all exit criteria for the phase • Review plan for next phase • Obtain customer signature for the exit of this phase of the project
Solution Deployment Completion	Milestone 7 • Delivery and approval of all project artifacts specified for the program including Milestone 7 plans and documents, including Implementation Certification Letter Milestone 8 • Delivery and approval of all project artifacts specified for the program including Milestone 8 plans and documents Milestone 9 • Delivery and approval of all project artifacts specified for the program including Milestone 9 plans and documents, including Implementation Certification Letter
Project Monitor and Control	• Delivery and approval of all operations artifacts specified for the program including plans and documents • Review findings from Pilot Testing • Evaluate the stabilization and optimization activities performed for the project • Move from Pilot testing to full provider launch • Evaluate the transition of the project from the implementation team to the Account Management team • Review any remaining work for this phase (with time estimates and dependency analysis) • Review all exit criteria for the phase • Obtain customer signature for the exit of this phase of the project

Defect and Issue Tracking

The Issue Log is a living document that will capture identified tasks, open questions, or items to be addressed associated with the project. We have detailed information the Issue Log captures and tracks in our response under 2.4.4.

Any project participants who wish to be notified of changes in the content of the Issue Log may configure their account on the state's EVV Project collaboration/secure file storage system, to deliver email notifications when the issue log is revised. On days when the Issue Log has been updated, the Sandata EVV Project Manager will notify the EVV project leadership team via email, and those updates will be reviewed in the next project scrum meeting. These communications will be performed as documented in the Stakeholder/Communications Management section of this document.

The format and structure of the Issue Log will be agreed upon during the initial kick-off of the state's EVV project. This structure will not be altered without a review and approval using the project's Document Change Approval Process. The content of the Issue Log will be evaluated in the state's project leadership team's daily scrum meeting. These will be assessed and their priority and ownership will be confirmed. If the EVV project leadership team determines that the issue is not applicable or pertinent to the project, the issue will be rejected and the submitter notified.

Solution Specifications Management

Using an initial RTM based on the requirements outlined in the RFP and configured in the business rules, we will work with DHHR to confirm our understanding of the requirements and to clarify and/or elaborate requirements where necessary to achieve desired business outcomes. The RTM is used as a tool to ensure that the baseline for the project's scope, requirements, and deliverables is maintained throughout the testing and validation process. This artifact captures the mapping between contractual requirements down to their business rules and implementation specifics. Revisions to the RTM are persisted on the secure DHHR EVV Project Implementation Confluence site.

Sandata will ensure all project deliverables will be submitted in the proper format, and delivered at the required frequency. All deliverables will follow industry standard practices and will be checked for quality. Quality checks will ensure each deliverable represents accurate content, is written at the appropriate technical level for the audience and with correct grammar, spell checked prior to distribution, uses consistent versioning, ensures content and graphics are clear and add value, and appropriately defines and references information, as needed, across deliverables. As we do for all of our projects, Sandata will maintain a project document library with version control and table of contents for all project documentation. Individual review cycles are tailored to the size and

complexity of the deliverables, are iterative processes reflecting coordination with DHHR team, and will follow the agreed upon change control processes. Formal walkthroughs of draft and final deliverables will be conducted for the more complex deliverables.

CONFIGURATION MANAGEMENT

Wherever possible, Sandata uses configuration options rather than customization to meet program requirements. All configuration options, or business rules which drive the EVV system, are managed through Sandata's internal proprietary business rules engine and configuration process which is maintained exclusively by Sandata. We support the separation of standardized business rule definitions from core programming and the availability of standardized business rule definitions. Our solution and hardware are upgradeable, scalable, and client configurations are always preserved.

SOLUTION DEVELOPMENT PRACTICES AND PROCEDURES

Sandata routinely develops new features and functionality for our COTS solution using an Agile Sprint Development process. For development related to market needs or custom client requirements, Sandata has proven Sprint management processes, employs an industry standard system development lifecycle approach, and follows industry best practices within PMBOK/PMI standards and guidelines. Our development methodology utilizes ISO/IEC 12207 based Software Development Life Cycle ("SDLC") processes. Our overall process is summarized in Figure 39.

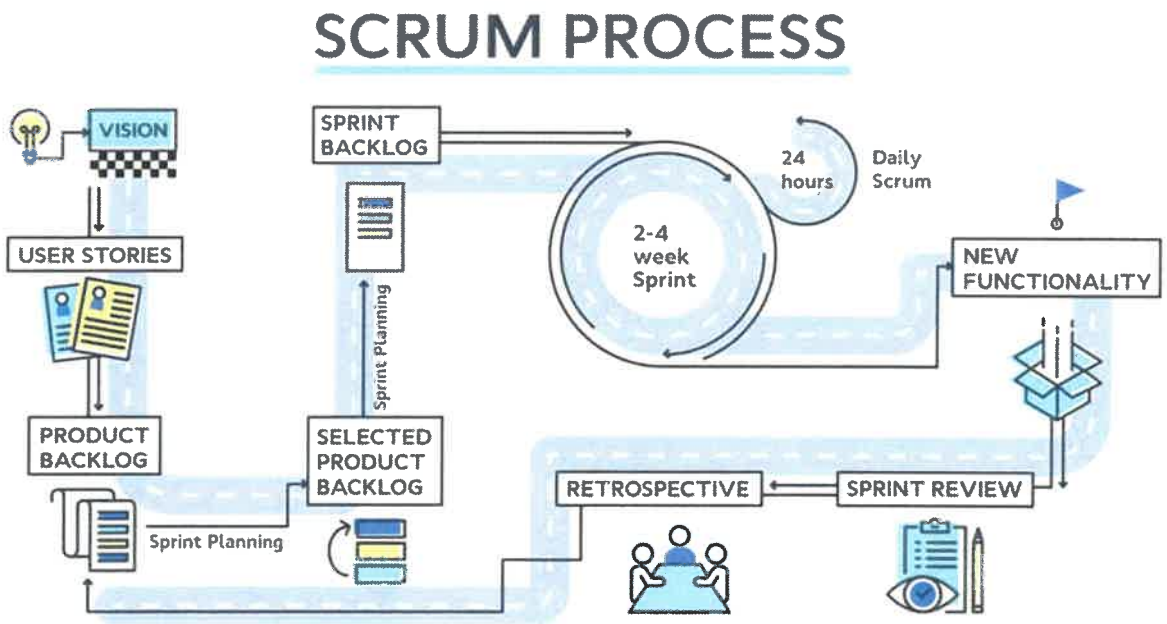


Figure 39. Sandata uses an Agile approach to development.

Business Process Changes

Should DHHR request a new feature or functionality over the course of the contract period, the request would follow the change order process and once approved would move into the Agile Sprint Development process as described above.

Approach to Organizational Readiness

Sandata defines operational readiness as a measure of the capability to launch, operate and maintain the systems and procedures associated with the EVV program. We evaluate operational readiness as part of the project lifecycle, as shown in the following examples:

- ***Users*** – monitoring to ensure all users are trained and have access to training materials, Client Success Help Desk access is documented and help desk is fully operational;
- ***DHHR Staff*** – DHHR users are trained, Sandata Business Intelligence Dashboards is operational to support program monitoring;
- ***Technical Readiness*** – Sandata EVV has passed UAT, and is ready for promotion to the production environment prior to go live;
- ***Governance*** – the Executive Governance team is current on project status, project risks, and risk mitigation plans (if needed);
- ***Outreach*** – outreach to all impacted stakeholders is in place and ongoing.

Deliverables Management

Deliverables tracked within the project work plan and schedule will align and are mapped directly to those in the RFP. We will track the creation, revisions, submission date(s), and approval of each contractual deliverable.

Sandata will ensure all project deliverables will be submitted in the proper format, and delivered at the required frequency. All deliverables will follow industry standard practices and will be checked for quality. We have detailed our rigorous quality check measures in our response to 2.6.5.

Quality Management Organizational Structure

Sandata's Quality Management principles include an organizational structure that links responsibility for quality directly to the executive level of the company. Through our project leadership and executive oversight, we provide direct organizational paths into every department. Figure 40 illustrates our Quality Management structure.

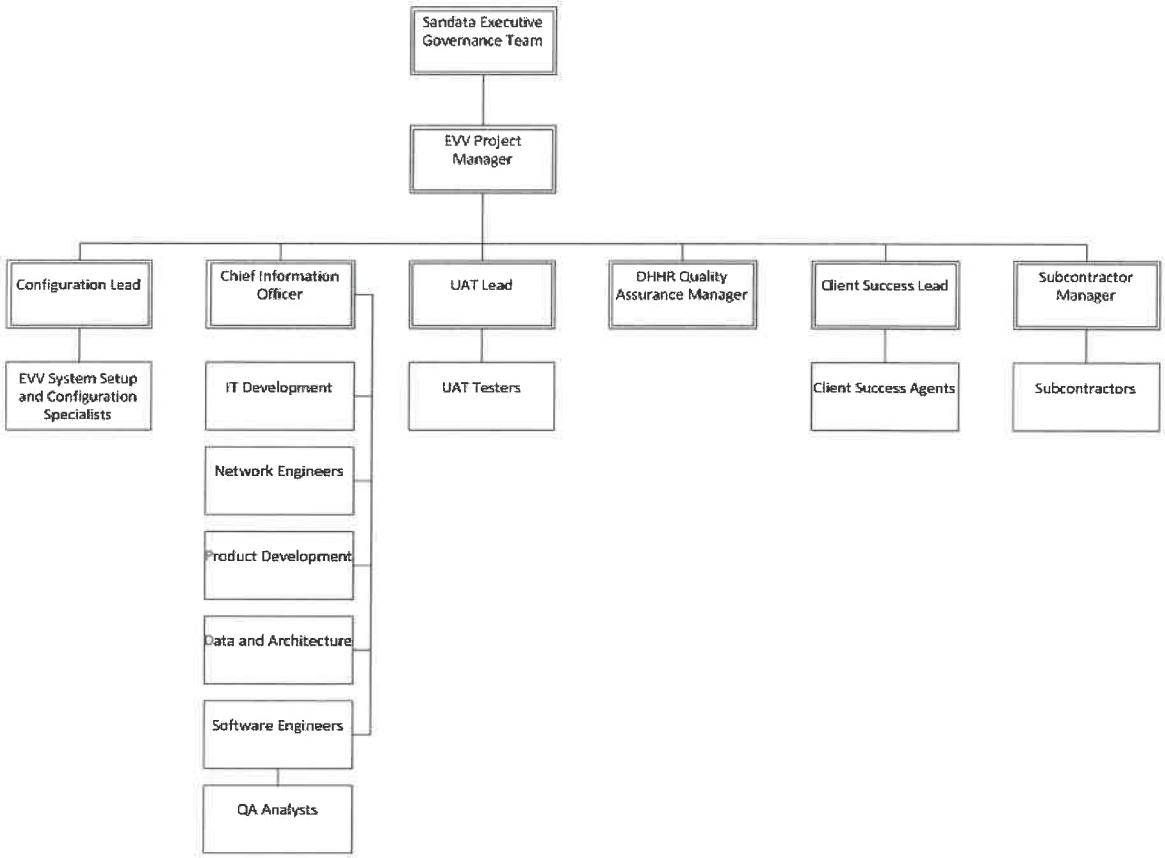


Figure 40. Sandata Quality Management Organizational Structure.

2.7 CHANGE MANAGEMENT

2.7.1 The Vendor's proposal should describe the Vendor's approach for change management including, but not limited to methodologies, tools, and processes required to appropriately manage and document changes to the system (including, but not limited to: impact analysis, change requests).

2.7.2 Sandata Response

During the inception and design phases of the project, the initial scope of the project is defined and accepted. However, as time goes on, the project progresses and the situations, environments and needs of the customer may change. Changes to the scope or deliverables provided within the project will be tracked, assessed and reviewed through a formal Change Order process. The Change Order process establishes an orderly and effective procedure for tracking the submission, coordination, review, evaluation, categorization, and approval for release of all changes to the project's baselines.

Change orders for the DHHR EVV Project made during the implementation phase will be documented using the Issue Log. Change requests made after the implementation phase is complete, will be managed by Operations (Account Management). Once a Change Request is submitted, a tracker ticket is created along with the change request document including a description of the scope of changes, which may be reviewed with DHHR for additional clarification. The Sandata Development team evaluates request for feasibility and provides a high-level estimate, documented within the tracker ticket. DHHR then receives completed documentation with scope and estimate to determine whether to move forward with the change. If approved, the request is prioritized and follows process as defined and managed through the Sandata Change Order Process as outlined below.

SANDATA'S CHANGE ORDER PROCESS

Requests for changes or enhancements are submitted to Sandata through the Project/Account Manager who documents each request in Project Tracker. The Product Management Committee meets regularly to review all requests. The contracting entity will participate throughout the entire process from request initiation to acceptance testing.

Note: Sandata reserves the right to approve or deny all customization requests and apply any and all updates or upgrades at our discretion based on capacity and priorities to support our client base.

The primary stages of the change order process include:

1) **Request Initiation:** The contracting entity submits a change request to Sandata's Project Management Team (during implementation) or Account Management Team (following go-live).

2) **Business Case:** Following receipt of a Change Request a business case document is created. The purpose of the business case document is to establish the business case for the Change Request. If the contracting entity approves the Business Case, a Preliminary Assessment is conducted.

3) **Preliminary Assessment:** Sandata will complete and deliver to the contracting entity a preliminary assessment that will indicate whether or not the system as configured includes the functionality requested and, if not, a determination of whether or not Sandata will make any change to the system. If it is determined in the Preliminary Assessment that the System as configured does not include the functionality that meets the objectives of the change request, Sandata will notify the contracting entity whether or not the proposed changes could result in potential costs to the contracting entity. Upon approval, business requirements are then developed.

4) **Business Requirements:** Sandata will complete the following in this stage:

- ***Business Analysis:*** Sandata will assign a business analyst resource. A meeting is established between Sandata and the contracting entity to discuss the Change Request in more detail. A BRD is the output of this meeting.
- ***Final Assessment:*** Sandata's Product Management Team reviews all information and determines if the implementation of the recommended solution is feasible, and if so, prepares an estimated cost. The contracting entity reviews the final assessment and determines whether or not to move forward or withdraw its change request. Upon approval, a formal proposal is prepared.

5) **Proposal:** Upon receipt of written request from the contracting entity, Sandata will submit a Formal Change Proposal. The contracting entity at that point can either withdraw, request modifications or approve. If modifications are required, the process starts anew. If the contracting entity notifies Sandata of its acceptance of the Proposal, the contracting entity and Sandata will enter into a written amendment to the Agreement detailing the changes to the System to be implemented and, if applicable, revising the amount to be paid by the contracting entity under the Agreement. The amendment will include as attachments, the implementation plan, schedule, and the Proposal. Upon receipt of the signed amendment, development work will begin according to the agreed upon schedule.

2.8 Organizational Change Management

2.8.1 The Vendor's proposal should describe the Vendor's methodology, tools, and techniques for communicating and accomplishing organizational change management for DHHR. Discuss how the Vendor can assist DHHR in communicating, training, and implementing organizational change to DHHR.

2.8.2 The Vendor's proposed methodology should at a minimum address the following areas:

2.8.2.1 The Vendor's organizational change management methodology

2.8.2.2 Determination of the impact of change

2.8.2.3 Methods of responding to the change, process harmonization, and approach towards resistance

2.8.2.4 Methods for helping to promote successful change management

2.8.2.5 Lessons Learned regarding change management challenges

2.8.3 Sandata Response

Sandata follows industry best practices for implementation and change management based on the Project Management Institute ("PMI) framework. One of the challenges during the EVV implementation is planning for and addressing stakeholder reactions to the changes

driven by the introduction of EVV. Without proactive change management, it is not uncommon to find resistance in both the provider and member communities. Sandata's approach is to embed change management into the project life cycle, leveraging opportunities to engage stakeholders throughout the project.

Sandata's tools for change management are based on a framework that manages resistance to change as follows:

1. ***Education and Communication*** – Sandata recommends frequent and ongoing communications to inform all stakeholders for the rationale for implementing EVV. We offer DHHR materials and content that have been successfully used in other statewide EVV launches.
2. ***Participation and Involvement*** – Sandata encourages DHHR to invite stakeholders into the process as active participants, via user groups, town hall meetings, etc. The Sandata team is available to present with DHHR at community meetings, home care association meetings, etc. to engage providers in the EVV program.
3. ***Facilitation and Support*** – Sandata's Client Success Help Desk launches during the implementation period, to provide support for providers as they begin using their EVV system after training. Sandata also provides numerous training methodologies, including our Learning Management System which is always available for providers who need help with the technology.

This approach helps prepare all stakeholders for the EVV program, and reaches out to resistant/concerned stakeholders to incorporate them into the process.

METHODOLOGY DETAILS

Framework

Sandata's framework is based on PMI best practices as described above.

Determining Change Impact

In several of our recent implementations, our clients have conducted provider and member surveys to gain insight into concerns and feedback on the upcoming changes. CMS also encourages states to engage with providers and members to solicit feedback and to incorporate that feedback into the implementation. Sandata has survey examples and tools available to support these efforts with DHHR.

Responding to Change

Process harmonization is about designing and implementing business process standards (for EVV) to achieve DHHR goals while encouraging support and acceptance by all stakeholders. Sandata incorporates process harmonization by using a flexible practice tailored to DHHR needs to identify the configurations, as well as supporting policy impacts

which are addressed during the implementation. Sandata has a proven guided process, where our team of experts will walk DHHR staff through each decision, providing recommendations, sharing experiences, and ensuring the end result is an EVV program that meets DHHR's unique needs.

Sandata's approach to resistance starts at kick off, where we begin looking at likely sources of resistance with DHHR. For example, many of our state clients are able to identify one or more provider agencies that have a "history" of resistance to change. Once identified, we encourage DHHR to engage with those agencies, inviting them to stakeholder sessions, etc. to help proactively engage them in the project. It is also important to address why resistance to change is occurring. Some of the most common root causes for resistance include:

- Lack of awareness of why the change is being made;
- Perceived impact on how care is delivered; and
- Fear of loss or increased oversight.

Sandata offers proven materials, presentations, talking points, and supporting staff to help address these root causes.

Methods for Successful Change Management

One of the success factors in our change management approach is active and visible executive governance and sponsorship throughout the project and after go live. Sandata's Governance Team includes our Chief Executive Officer and other members of our executive leadership team, ensuring all project concerns have visibility at the highest level in our organization. Our executive sponsors participate actively throughout the project. Together with our project team and client team, they help build cross functional relationships supporting and ensuring a successful implementation.

Another key aspect of our change management support is fulfilled by our experienced implementation experts. This team is able to proactively identify pain points/issues before they reach a critical stage, and we provide expert management and support to address items so they do not negatively impact the project.

Lessons Learned

The most important lesson we have learned in addressing change management challenges is the importance of listening to the stakeholders raising the concerns. In order to help address an issue, it is critical to first understand not only the substance of the issue, but also to listen to the individual, incorporating their perspective into the discussion. Our mission is to ***Increase the Capacity to Care, Improving the Process of Home Care***. This lens guides every interaction with our clients and stakeholders as it is critical that the EVV

helps improve care delivery, helps close gaps in service, and supports the member community in their home setting.

IMPLEMENTATION METHODOLOGY

3.1 The Vendor should respond to the headings below and describe the overall approach for the following areas of system development life cycle (SDLC) and support.

3 .2 The Vendor's proposal should include in its response what the Vendor believes will be an effective process for each component and flow between each of the following areas:

3.2.1 Requirements Analysis and Solution Design Methodology

3.2.2 Solution Development

3.2.3 Data Conversion

3.2.4 Testing

3.3 REQUIREMENTS ANALYSIS AND SOLUTION DESIGN METHODOLOGY

3.3.1 The Vendor's proposal should describe the Vendor's approach to requirements analysis and the design of the solution. This should include in the response a description of what the Vendor believes will be an effective System Architecture and Design methodology.

3.3.2 During the solution's design, the Vendor should conduct requirements analysis, during which it reviews, refines, and seeks approval for all preliminary requirements included in this RFP, and add requirements where gaps are identified through a detailed analysis exercise. The result should be a final set of detailed requirements to be used for configuring and building the Electronic Visit Verification (EVV) solution. These requirements should be the basis for the Vendor to create usage scenarios and detailed business process workflows.

3.3.3 During the solution's design, the Vendor should develop detailed specifications that demonstrate that the solution meets the information technology (IT) needs to support business processes. The system requirements and logical description of the entities, relationships, and attributes of the data that were documented during the requirements analysis should be further refined and allocated into system and database design specifications that are organized for implementation within the constraints of a physical environment.

3.3.4 The Vendor and DHHR should conduct a formal review of the high-level architectural design prior to detailed design of the automated system/application to achieve confidence that the design satisfies the system requirements and is in conformance with the enterprise architecture and prescribed design standards.

3.3.5 The solution design and its multiple components should be developed in conjunction with the Project Work Plan as follows:

3.3.5.1 The first component should be a Preliminary System Design, which outlines the overall functions that will be developed, their interactions, components, and high-level architecture.

3.3.5.2 The second component should be a Detailed System Design (DSD), which will give the planned implementation details of the design for each component, interactions, and place in the overall technical architecture.

3.3.5.3 The third component should be the Final System Design, which will give the actual implementation details of each component and sub-component from a functional and technical perspective, including the final architecture implementation.

3.3.6 The Vendor's proposal should also describe its approach to conducting requirements validation sessions and Joint Application Development (JAD) sessions. The Vendor's proposal should also include the number and topics of the sessions to be held in support of both requirements validation sessions and JAD sessions.

3.3.7 The Vendor's proposed approach to requirements analysis and solution design should also include detail on the following:

3.3.7.1 Process for identifying and resolving gaps between the Vendor's and DHHR's understanding of an RFP specification.

3.3.7.2 How the solution's design will include collaborative design with functional and technical subject matter experts.

3.3.7.3 How the Vendor intends to obtain DHHR approval on RFP specifications.

3.3.7.4 Description of how the proposed solution will fulfill the Medicaid Information Technology Architecture (MITA) requirements.

3.3.7.5 Design documentation for all those project deliverables delivered during the Solution Planning and Solution Design, Testing, and Operational Readiness task groups.

3.3.8 The Vendor should propose an approach describing how the EVV design will integrate with other EVV components and DHHR enterprise. The Vendor should also propose how design decisions will be coordinated across all functional areas and modules.

3.3.9 Sandata Response

Sandata has not identified any custom development based on our review of the RFP requirements and our response. We have addressed this section using our proven implementation approach to meet DHHR needs.

REQUIREMENTS ANALYSIS AND SOLUTION DESIGN METHODOLOGY

Sandata is proposing our COTS solution to meet DHHR requirements. Using this approach, the emphasis during the implementation process is on solution configuration rather than building a custom solution. In order to support the requirements, process Sandata will conduct a series of requirements validation and joint application design sessions to document project scope and requirements. These are typically done onsite with various subject matter experts from DHHR including:

- Office of Management Information Services Team representatives to help define interface requirements and data exchanges;
- DHHR and Bureau of Medical Services Program Leads to support business rules, system configuration, EVV payer policy and outreach and training;
- Self-Directed program experts to support the unique needs of this population; and
- Office of MITA to lead CMS certification of the DHHR EVV system.

This process includes the creation and maintenance of the RTM, as well as documentation of any gaps in requirements uncovered during the sessions. Upon award, Sandata will immediately create an RTM, flagging any requirements that might benefit from additional discussion with DHHR. During the requirements sessions, we will review these items to clarify any gaps in understanding. All program and configuration requirements are documented in the BRD for DHHR review and approval. Once approved, the BRD is used to support the configuration of Sandata EVV and forms the basis for use cases to support UAT.

As a COTS solution, Sandata does not intend to make modifications to the logical design of our solution. We will review with DHHR how the configuration aligns with DHHR requirements and we can also provide a review of how our solution entities, relationships and data attributes will be used for DHHR as well as an architectural review of our COTS solution.

As Sandata is configuring an existing COTS solution to DHHR requirements, Sandata will provide a Detailed System Design – which we call a BRD – that includes all of the functional configuration requirements. Sandata's Business Requirements Workbooks are confidential, and in accordance with the RFP requirements, we have not included any confidential information. We will share the Workbooks upon contract award.

Approval Process

We will review both the BRD and RTM with DHHR's leadership to ensure the configuration aligns with enterprise architecture and integration requirements and validate the project's scope. DHHR will need to formally approve all documents before the implementation can proceed. Once DHHR has approved the BRD, Sandata will provide technical specifications which detail all of the required data interfaces needed to support the program. DHHR will then review and approve the technical specifications to complete the requirements process.

Alignment with MITA



Table 16 shows our alignment with the Seven Conditions and Standards and our commitment to integration of the MITA initiative with EVV business, architecture and data requirements.

Table 16: Sandata aligns to the CMS Seven Conditions and Standards to ensure DHHR has a fully compliant EVV solution.

CMS Standards and Conditions	Sandata's Alignment
Modularity Standard	Sandata EVV is developed using a flexible and modular approach. We support the separation of standardized business rule definitions from core programming and the availability of standardized business rule definitions.
MITA Condition	In accordance with CMS requirements, DHHR and Sandata will jointly produce MITA Self-Assessments, Roadmaps, Concepts of Operation, and Business Process Models.
Industry Standards Condition	Sandata aligns and incorporates industry standards, including HIPAA security, privacy and transaction standards; HITECH security standards, and accessibility standards established under Rehabilitation Act Section 508. For accessibility, we perform testing specific to Rehabilitation Act Section 508.
Leverage Condition	Sandata EVV is a commercial product offered as a SaaS. We support the Leverage Condition by allowing states to transition from one EVV vendor to the next in accordance with industry best practices.
Business Results Condition	Sandata EVV supports accurate and timely processing of claims by providing near real time data on services delivered directly to the MMIS system. This helps support effective communications with Clients, Providers, and the public.
Reporting Condition	Sandata EVV produces transaction data and reports to support program evaluation, continuous improvement in operations, transparency, and accountability. Our Business Intelligence tool and EVV data extract supports dashboards and detailed data analysis.
Interoperability Condition	Sandata EVV supports integration and interoperability with the appropriate systems to support seamless data exchange between those systems and the EVV system. We use and publish open interfaces and exposed Application Programming Interfaces.

Documentation and Deliverables

All required deliverables during the Solution Planning and Solution Design, Testing, and Operational Readiness phases, as outlined in Table 7, Task Groups with Payment Milestones and Deliverables of the RFP, will be submitted for review and approval as required. Our approval process will allow for collaborative reviews and walkthroughs for each deliverable between DHHR and Sandata Project staff to determine whether the deliverable meets the specifications, as defined by the documented acceptance criteria. As is required in the RFP's Section 4.6, Deliverable Review and Acceptance Criteria, we will allow ample time for review, revisions and subsequent reviews as needed, and DHHR approvals of deliverable.

SYSTEM INTEGRATIONS

Sandata anticipates interfacing with the WV MMIS and Third party EVV vendors to receive and transmit all data required for EVV operations. We have provided a summary of the DHHR required interfaces in Table 17. All planned data exchanges are assumed to use Sandata's standard interface specifications with one initial full file for files imported into Sandata EVV and incremental add/change/remove updates thereafter.

Table 17: DHHR EVV Data Integration Plan.

Data File / Interface	Responsibilities
Member File	DHHR to provide file of all eligible members for the program (will also include self-directed members with assignment to the fiscal agent). This file will also support access to the member/family portal.
Authorization File	DHHR will provide a file of all authorizations. Authorizations are used to associate members to the provider, who will then be allowed to view and provide services using EVV to the member.
Provider File	DHHR will provide a provider file with all providers for Sandata to set up provider EVV access
Self-Directed members/direct care worker Crosswalk File	DHHR will provide a file of all self-directed program direct care workers with assignment to the appropriate member(s).
Third Party EVV Interface	Sandata will provide data specifications to support provider system interfaces of EVV data from third party provider systems.
Data Warehouse Extract	Sandata will provide DHHR a standard data warehouse extract.
837 Claims File	Sandata will provide a claims file containing all approved visits for billing to be sent to the MMIS system for payment in the required 837 format.
Claims Validation File	Sandata, DHHR, and your MMIS vendor will work together to establish an interface to the MMIS system so that visit verification can be added into the existing adjudication process.

3.4 SOLUTION DEVELOPMENT METHODOLOGY

3.4.1 During the Development Phase, the Vendor's system development team should take the detailed logical information documented in the System Design Phase and transform it into an executable form to ensure that all individual components of the automated system/application function correctly and interface properly with other components.

3.4.2 The Vendor's proposal should describe the Vendor's System Development methodology. Include in the response a description of what the Vendor believes will be an effective system development methodology (e.g., Waterfall, Rapid Application Development) for both the Vendor and for DHHR during the implementation of the proposed solution.

3.4.3 The Vendor's proposal should present a narrative description of the Vendor's proposed approach to solution development, including the Vendor's proposed:

3.4.3.1 Software/hardware solution, including a description of the solution's ability to accommodate the current and future business and technical needs of DHHR's Medicaid Enterprise. The solution should also describe the methodology and approach for the following:

3.4.3.1.1 Regular system maintenance, performance optimization, resource capacity utilization, capacity planning, and capacity expansion.

3.4.3.1.2 Compatibility of all hardware, software, or communications components installed for use by DHHR staff with the most current West Virginia Office of Technology (WVOT)-supported versions.

3.4.3.1.3 Methodology and approach for implementing and maintaining solution documentation, including data structures, Entity Relationship Diagrams (ERDs), user manuals, Business Rules Engine (BRE), and all other documentation related to the EVV platform, operating system, and programming language.

3.4.3.1.4 Methodology and approach to preparing, maintaining, and distributing user documentation for each business process, including a description of how it is to be used as the basis for User Acceptance Testing (UAT) and training, as well as the use of final versions for training before the start of operations.

3.4.3.1.5 Methodology and approach to programming and unit testing on all system functions to ensure that a single component can function correctly on a standalone basis.

3.4.3.1.6 Methodology and approach to ensure that the developed solution meets design criteria.

3.4.3.1.7 Methodology and approach to ensure installation and enhancement or modification of the components of the proposed solution meets the specifications developed and approved by DHHR.

3.4.4 Sandata Response

Sandata EVV is modular and configurable and complies with the requirement to limit the need for custom development. Sandata is proposing our Commercially Available off the Shelf Sandata EVV solution and does not anticipate any development to meet the RFP requirements. For reference we have provided an overview of our development process.

DEVELOPMENT METHODOLOGY

Sandata utilizes an SDLC policy which adheres to industry best practices and incorporates Agile methods. Our process involves two-week sprints in development to ensure we react rapidly, reschedule deliverables easily, and make adjustments to the plan and deliverables, as necessary.

Sandata's proposed solution meets the RFP requirements without the need for new development. Sandata will accommodate future business and technical needs of DHHR using a combination of our highly flexible configuration options and via the change order process should DHHR identify a new feature or function not identified in this RFP.

SYSTEM MAINTENANCE

Sandata's systems are maintained for optimal performance and capacity. Sandata's system maintenance follows a rigorous procedure. All system update patches are monitored and deployed by our IT team. Patches are analyzed and scrutinized for validity. Once approved for deployment, they are scheduled and announced via our release notification process. Changes/Patches are deployed first to our development environment, then our QA environment, and then finally applied to Production.

HARDWARE REQUIREMENTS AND CAPACITY

Sandata EVV requires industry standard hardware and software components. The EVV system that is configured for DHHR will support current needs and can easily scale to support future growth. The Sandata EVV system is provided as a SaaS solution, and, therefore, installation is not required. All users access the Sandata EVV system through a secure web address. Minimum software and hardware requirements as of the date of this response are as follows:

Mobile Device Requirements:

- Android 5.0.2+; or
- iOS (9 or higher) (recommended);
- GPS enabled; and
- 4.5 screen recommended.

Mobile Hardware Requirements:

- Processor: 1GHz or higher;
- Disk Space: ~200Mb;
- Display: – Smartphone: 480 x 800;
- Built in GPS; and
- Internet Connection: Required for syncing or for running in connected mode. 3G, 4G preferred or Wi-Fi or higher is sufficient.

Sandata Web Portals Software:

- Browser: Chrome, Mozilla Firefox, and Microsoft Edge
- Adobe Reader 8 or better for PDF Reporting; and
- JAWS version 18 or higher when needed for accessibility.

Sandata Web Portals Hardware:

- RAM: 2GB Windows 7/8/10;
- Hard Disk: 1GB free hard disk space (minimum);
- Video Card: Supports 1024 x 768, 16-Bit or higher;
- Processor: Pentium 4 (2GHz) or better; and
- Internet Connection: High Speed Broadband (ex. Cable/FIOS/DSL).

Sandata has the size, resources, and capacity to effectively scale operations to meet DHHR's volumes from day one throughout the life of the contract. Sandata continuously monitors the performance and capacity of our systems. Stringent monitoring ensures all users have unlimited access to all business functions when needed, and the Sandata EVV system meets all performance expectations. We monitor database performance and measure statistics in terms of business transactions (e.g., number of calls, number of visits, number of visit verification changes) to ensure a quick interchange of data. Peak utilization of the system is monitored continuously and utilization levels are regularly evaluated against current capacity. The need for additional servers and/or network bandwidth is pre-planned and pre-staged to ensure sufficient capacity is always available in the event of sudden increase in traffic or a customer requirement for rapid deployment of additional capacity.

COMPATIBILITY WITH WVOT-SUPPORTED VERSIONS

The Sandata EVV system is provided as a SaaS solution, and, therefore, installation is not required. Software and hardware requirements are based on industry standards and are expected to be compatible with WVOT-supported versions.

SOLUTION DOCUMENTATION AND MAINTENANCE

Sandata will adhere to DHHR's requirements for the administering, recording, and monitoring of documentation-related activities throughout the project's lifecycle. This process will be applied to the various project artifacts, including but not limited to BRD, test cases, user manuals, and other documentation related to the DHHR EVV project, that are applicable to the EVV implementation and UAT. As we do for all of our projects, Sandata will maintain a project document library with version control and table of contents for all project documentation. The Sandata Implementation team will use the project's collaboration site to enable transfer of documents to DHHR, facilitate timely communication and provide a shared repository for project documents, artifacts, and historical deliverables.

DHHR will also benefit from Sandata's extensive document template library that has been refined by our state implementations. As part of the DHHR project, Sandata will update all project documentation as necessary throughout all phases of the project. All project documents related to the EVV project (e.g., implementation including Business Rules

documentation, training, contractual and document-oriented deliverables) will be maintained by the document owner.

Project deliverables will be reviewed by the appropriate stakeholders, revisions made by the document owner, and all iterations of the documents will be posted to the designated documentation repository allowing for a complete historical trail of project artifacts, deliverables, and plans for the project teams to reference during implementation and throughout the life of the contract.

Unit Testing

Sandata uses a combined automated and manual Unit Testing strategy to ensure the highest quality of the system at the code level. Designing testable code and building unit tests for the code is a mandatory practice for the Sandata development team. Sandata uses tools such as JUnit or NUnit (depending on the technology stack of the application). Unit testing is performed by our developers each time the code is checked into the code library for use. The testing is focused on API and UI code level.

Requirements Validation

UAT is a critical component of our implementation process. By having the software tested by actual system users in a test environment, we can assess if the system can support the day-to-day business and user scenarios, and therefore ensure the system is sufficient and correct based on the requirements before the system moves into production.

All configuration modifications as part of the implementation are applied to the Staging or UAT environment and tested there. Our clients participate in the UAT process and test results, and report any issues to Sandata. Post-issue correction, as needed, the system is retested using the test cases causing the issue and clients either accept the resolution or provide additional test failure examples for Sandata remediation. The system is then migrated to the production environment for client retesting and final sign-off.

Release Management

After go-live, periodic maintenance releases for the system will be deployed to make sure that the system continues to meet the requirements of all customers, including DHHR. Our EVV solution will remain flexible and configurable and will support multiple programs and services for future expansion of additional programs and services as part of our system maintenance and change order process. Sandata will maintain the configuration of the existing system, including requests to change the table values, parameters, codes and hardcoded business logic as well as add additional members/providers assuming the expansion is for the same services, same scope, etc. Expansions and/or customizations requiring new services, scope, or capabilities will be implemented via the change order process.

3.5 Data Conversion Strategy, Approach, and Timeline

3.5.1 The Vendor's proposal should describe what the Vendor believes to be an effective data conversion strategy and approach for supporting migration of data from the current solution (Section 4.1: Background and Current Operating Environment) to the proposed solution (Section 4.2: Overview of Expected Medicaid EVV and Supporting Services).

3.5.2 The Vendor's proposal should also describe how the Vendor will ensure data integrity and consistency through all phases of the project.

3.5.3 Sandata Response

As this is a new EVV offering for DHHR, there is no data migration required from an existing solution. Sandata recommends defining the data exchange requirements for the Current Operating Environment and reviewing those requirements against the Expected Medicaid EVV and Supporting Services environment to reduce the need to modify and change data interfaces over time. We have provided a summary of the DHHR required interfaces in Table 18. All planned data exchanges are assumed to use Sandata's standard interface specifications with one initial full file for files imported into Sandata EVV and incremental add/change/remove updates thereafter.

Table 18: DHHR EVV Data Integration Plan.

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Claims Validation File	Sandata, DHHR, and your MMIS vendor will work

Data File / Interface	Responsibilities
	together to establish an interface to the MMIS system so that visit verification can be added into the existing adjudication process.

During the implementation period Sandata will work closely with DHHR and the MMIS system to validate and test all data exchanges to ensure data integrity and appropriate data handling.

3.6 TESTING

The primary purpose of the Testing Phase is to determine whether the developed solution is ready for implementation. During the Testing Phase, formally controlled and focused testing is performed to detect errors, issues, and defects that need to be resolved. DHHR envisions the stages of the Testing Phase occurring concurrently with the Development Phase, with testing for each development iteration.

3.6.1 Testing should occur throughout the development process, and the initial planning for testing activities should occur early in the project. DHHR recommends that planning for the Testing Phase occur as early in the project as possible to ensure successful testing results.

3.6.2 The DHHR defines the types of testing as follows:

3.6.2.1 Unit Testing: Unit testing assesses and corrects the functionality of individual or small groups of code or modules. Unit testing ensures the various objects and components that make up the system are individually tested, and that errors are detected and corrected prior to exiting the development environment.

3.6.2.2 Integration Testing: Developers perform integration testing after integrating completed components or modules into the overall system codebase. This testing ensures that the completed components or modules work at a level of efficiency acceptable by DHHR and that existing components and shared components have not been broken by the new module.

3.6.2.3 Iterative Functional Testing: Iterative functional testing ensures that the components developed for each logical iteration of the system meet all functional and technical requirements as defined and approved by DHHR.

3.6.2.4 System Integration Testing: System testing assesses the functionality and interoperability of the solution and the multiple other systems and subsystems it interacts with, such as databases, hardware, software, rules engine, document management system, identity management system, workflow, interfaces, and web services, and their integration with infrastructure into an overall integrated solution. This test includes a test installation and configuration of the solution, with a subsequent functional regression test to confirm the installation's success.

3.6.2.5 Interface Testing: Interface testing ensures the completeness of interface development and the readiness of developed interfaces for integration in the wider system.

3.6.2.6 Regression Testing: Regression testing assesses the integrity of the solution subsequent to the deployment of new solution components and/or fixes.

3.6.2.7 End-to-End Testing: End-to-end testing is a quality assurance testing methodology that strives to ensure correct functioning and performance of applications in production-like scenarios. This methodology checks if an application performs as designed on all levels and across all subsystems. It is intended to encompass testing for solution's key business and functional processes in their entirety from their start through completion.

3.6.2.8 Security Testing: Security testing is the testing of functional, technical, infrastructure, and operational solution components to ensure the solution and operations meet all security requirements.

3.6.2.9 Performance Testing: Performance testing ensures that the solution meets the minimum performance service levels required by DHHR, in terms of query and page response times under simulated load for a number of users for multiple concurrent functions in a given period. Performance testing scenarios take into account expected peak period volumes for application processing such as closing of open enrollment periods.

3.6.2.10 Usability/Accessibility Testing: Usability testing ensures the solution user interface design takes into account usability considerations for its target user groups.

3.6.2.11 Browser Testing: Browser testing ensures that the solution operates in the most likely configurations of browser versions and operating solutions. The Vendor is responsible for providing the machine configurations to perform all necessary browser testing. Browser testing also includes the testing of mobile view and mobile browsers.

3.6.2.12 User Acceptance Testing (UAT): UAT ensures that the developed system meets all expectations of DHHR and all solution users. UAT test scripts cover all facets of the system, and the Vendor should be responsible for drafting all UAT scenarios and cases per DHHR's direction. DHHR will be responsible for identifying the participants involved in UAT, for the overall execution of UAT scripts, and for any ad-hoc UAT testing.

3.6.2.13 Data Conversion Testing: Data conversion testing ensures that data migrated from the current solution are brought across to the new solution in a usable, complete, correct, and expected state.

3.6.2.14 Operational Readiness Testing (ORT): ORT is performed to examine the operational capability of the solution and its associated processes and procedures. ORT focuses on the validation or verification of the processes involved primarily outside of the system.

3.6.2.15 Parallel Testing: Parallel testing is a method of comparing the activities and/or data of the old solution against the new solution. In order to reduce risk, the old and new solutions run simultaneously for some period of time after which, if criteria for the new solution is met, the old solution is disabled.

3.6.3 The Vendor's proposal should describe the Vendor's understanding of the aforementioned testing types, and should include detail on the approach and methodology for the following:

3.6.3.1 All aforementioned testing types, as well as any others the Vendor plans to deploy

3.6.3.2 Timing for execution of each testing type

3.6.3.3 Usage of tools the Vendor proposes be used in support of each testing type

3.6.3.4 Testing environments to be used in support of each testing type, and for all necessary testing activities

3.6.3.5 Validating the traceability of requirements throughout the full testing process

3.6.4 The Vendor's proposal should also include detail on the Vendor's proposed source code management tool, as well as details on the project repository that will be used to store usage scenarios, use cases, requirements, designs, test scenarios, test cases, test results, and other project artifacts.

3.6.5 The Vendor's proposal should also present a narrative description that includes the following:

3.6.5.1 Approach to completion of the Solution Design, Testing, and Operational Readiness task group's testing-related deliverables.

3.6.5.2 Approach to obtaining DHHR's approval of the testing-related project milestones including the proposed acceptance criteria for each milestone.

3.6.5.3 Approach to:

3.6.5.3.1 Working with federal partners, DHHR, the Project Management vendor, the Independent Verification and Validation (IV&V) vendor, and/or any other vendor throughout all testing phases

3.6.5.3.2 Developing test cases and scripts to thoroughly test system functionality

3.6.5.3.3 Supplying documentation of each testing type

3.6.5.3.4 Preparing data for each testing type

3.6.5.4 Details on the support the Vendor intends to supply during UAT, such as the Vendor's approach to:

3.6.5.4.1 Developing the UAT Plan, scripts, cases, timeline, and supporting processes

3.6.5.4.2 Preparing test data

3.6.5.4.3 DAT results analysis, identification of defect severity, and defect resolution

3.6.5.4.4 Defect tracking, repair, and reporting

3.6.5.4.5 UAT final report that includes:

3.6.5.4.5.1 A written certification letter certifying that UAT was successfully completed

3.6.5.4.5.2 A list of all defects and issues

3.6.5.4.5.3 A list of all resolved critical defects and/or issues

3.6.5.5 The Vendor's proposal should also include detail on the approach to ORT including details on:

3.6.5.5.1 ORT approach

3.6.5.5.2 ORT final report that includes:

3.6.5.5.2.1 A written certification letter certifying that DAT was successfully completed

3.6.5.5.2.2 A list of all defects and issues

3.6.5.5.2.3 A list of all resolved critical defects and/or issues

3.6.6 Sandata Response

Sandata is proposing our COTS solution, and we do not anticipate any custom development to meet the RFP requirements. Therefore, testing during the implementation period will be focused on validating system configuration, data exchange testing, and UAT. The RTM will be used throughout the testing process to validate we are properly testing all requirements.

In order to ensure the quality of Sandata's EVV products and services meet our client's expectations, we have robust Quality Assurance policies and processes throughout our entire organization. Our Quality Assurance program provides systematic measurement and comparisons with standards, along with monitoring of processes and a feedback loop to make sure no issues exist within our products and services and provide continuous quality assurance and improvement. Table 19 addresses Sandata's standard approach to testing type defined in Section 3.6.2.

Table 19: Sandata's Testing Approach

Testing Type	Sandata Process and Tools	Timing of Each Test	Testing Environment
Unit Testing	Sandata uses a combined automated and manual Unit Testing strategy to ensure the highest quality of the system at the code level. Designing testable code and building unit tests for the code is a mandatory practice for the Sandata development team. Sandata uses tools such as JUnit or NUnit (depending on the technology stack of the application). Unit testing is performed by our developers each time the code is checked into the	Continuous Per Sprint & Release	Development

Testing Type	Sandata Process and Tools	Timing of Each Test	Testing Environment
	code library for use. The testing is focused on API and UI code level.		
Integration Testing	For validation of the code checked-in by developers, the integration tests are done daily by the Continuous Integration system setup by Sandata and the testing team will decide which build will be deployed and tested in the test environment. The Integration testing cycle will start and end with each iteration release of the application, and the activities for each cycle will follow our Testing Process. The integrated application modules are considered to be testable only when they will pass the Integration Tests with no critical defects (as defined by the acceptance criteria within the test strategy).	Continuous Per Sprint & Release	QA
Iterative Functional Testing	Automated functional tests are run on a regular basis to ensure that existing functionality is not impacted by new development.	On deployment to QA and Staging Environments	QA/Staging
System Integration Testing	Ensuring that files and interfaces prepared by 3rd parties for Sandata and files and interfaces prepared by Sandata for 3rd Parties match the specifications and are performed as designed.	As interfaces are ready to be tested by other parties	UAT
Interface Testing	The Sandata test team has a defined approach to ensuring that systems are successfully passing data (and control where applicable) to each other correctly. This includes interfaces where data is entering the Sandata EVV system as well as data that is exported from the EVV system. As part of the business workflow and component verifications, anticipated time-triggered, action-triggered, data-triggered workflows are confirmed for valid behaviors, as well as anticipated error-messages, both from a user's perspective, as well as technical logging perspective are verified. Tests conducted by the team are a combination of user-role based workflows, as well as	Continuous Per Sprint & Release	QA

Testing Type	Sandata Process and Tools	Timing of Each Test	Testing Environment
	scheduled system-tasks that are critical in the overall workflow within the application. In addition to verifying the Interface between various systems for exchanging data and control, the Sandata team also validates the User Interface of the applications under test.		
Regression Testing	To minimize unexpected application behavior with new builds and releases, our test teams are always reviewing information from previous releases of the product and actively apply a business workflow approach to ensure proper regression test cases are identified for execution. This is achieved by monitoring the volume and severity of identified defects within Releases, discussions with developers and converting 'tribal knowledge' items to documented artifacts, allowing testers to establish key validation points. The Sandata team utilizes a balanced approach of Automated and Manual testing to minimize the time taken to regression test an application, while continuing to maximize test coverage. The team also performs an RCA on all defects identified during testing. This enables the test team to establish patterns causing the occurrences of the defects, enabling proper coverage and test streamlining.	Prior to Product Release	QA
End-to End Testing	Before releasing to the UAT environment, an end-to-end System Test is conducted to ensure all expected functions within the application work as expected. This test will be performed by the testing team. The Release build will be deployed to the test environment that is very similar to a production environment (in the context of network configurations, hardware and software).	Prior to releasing to UAT	QA
Security Testing	Sandata understands the	Annually	Prod and UAT

Testing Type	Sandata Process and Tools	Timing of Each Test	Testing Environment
	importance of protecting personal data while maintaining the functionality intended within the application. We have a test team that understand the complexities associated with testing applications for security when interfacing with third party applications, configuration and session management, authorizations and authentications, secure transmissions, data and error validations, business logic, and denial of services. Security testing is performed during our test release cycles by leveraging industry best-practices including (OWASP Top-10) recommended by the OWASP Foundation. Testing is performed using manual and automation tools such as SoapUI. We also employ other tests at the system and infrastructure layers to provide a level of assurance. This includes network scanning and penetration testing. A penetration test or "ethical hack" evaluates an application's or network's ability to withstand attacks. During a penetration test, you authorize an expert (or "ethical hacker") armed with the same techniques as today's cybercriminals to attempt to hack into your network or application. Should vulnerabilities be identified, they are remediated in order of risk priority, and re-tested to ensure the risk is mitigated.		
Performance Testing	Performance Testing is performed at each major release milestone of the application and before the final release of the software to production. Sandata uses JMeter for the Performance and Load Testing. A root cause analysis defect analysis will also be	Ongoing	QA and UAT

Testing Type	Sandata Process and Tools	Timing of Each Test	Testing Environment
	performed to identify any performance risks to other areas of the application. Sandata uses a detailed multi-phase approach to baseline the proper performance of its applications. The various phases of the approach evaluate the environment and anticipated user load of the system, identifying business critical functionalities within the application to ensure acceptable response times, benchmarking system performance under regular and heavy use, and recommending alerts for production setups to ensure proactive strategies are in place for maximum system-up time. System usage and performance is continuously monitored to ensure it is responsive and performant.		
Usability/Accessibility Testing	Sandata is focused on ensuring that our applications are ADA compliant to meet Federal and State requirements. The team understands the requirements, and implements the systems based on the WCAG 2.0 guidelines. Sandata has testers that verify the behavior of the application for being Perceivable, Operable, Understandable, and Robust for meeting the Rehabilitation Act Section 508 accessibility standards. The team has a defined set of test cases that are executed, and all observations made are promptly resolved prior to release.	Annually	UAT
Browser Testing	Sandata has a detailed test approach for testing applications across multiple browsers on all available operating systems. Our applications support both Windows and MacOS computer operating systems and our team verifies the behavior on currently supported versions of Microsoft Internet Explorer 11, Microsoft Edge, Google Chrome, Mozilla	Ongoing with each release	QA

Testing Type	Sandata Process and Tools	Timing of Each Test	Testing Environment
	Firefox and Safari. The test strategy for the various browsers at Sandata utilizes a combination of machines installed with the various browsers, virtual emulators, and cloud-based providers of desktop/mobile browsers such as BrowserStack.		
User Acceptance Testing	Sandata will work closely with DHHR, your Project Management Vendor, and IV&V to support all UAT activity. UAT will be performed by DHHR team members with close support by Sandata's UAT Sr. Director and Team. UAT will be performed once internal Sandata system testing has completed successfully. The Sandata test team is part of the delivery team that reviews identified issues from DHHR and ensures that all issues can be successfully re-created. All user roles will fully emulate production in the UAT cycle. Sandata will provide all test cases and assist with the development of additional UAT test cases if DHHR signs on for Enhanced UAT, as needed. Our Project Work Plan accounts for a sufficient amount of time to fully conduct and complete UAT testing activities for this project. **UAT Team** Sandata will assign a QA Manager/Testing Manager to lead UAT efforts to provide support in the following areas: • Answering functionality questions; • Clarifying and reviewing the defects found; • Maintaining UAT reporting; • Troubleshooting issues; and • Working with the development team to fix configuration issues or apply hot fixes. The EVV UAT team is typically	After development is fully completed and system tested and newly configured environment has been validated by the UAT Team.	UAT

Testing Type	Sandata Process and Tools	Timing of Each Test	Testing Environment
	comprised of individuals including a sampling of DHHR, and provider supported by individuals from Sandata. This team should possess a thorough knowledge of the current DHHR systems and processing methods (i.e., subject matter experts), policies and procedures. All team members will be presented with an overview of the test process during UAT Tester training the week prior to the beginning of UAT. **UAT Test Environment and Test Data** UAT testing will be performed in a separate and dedicated UAT environment. This environment will be operational, at a minimum, from 9 a.m. to 2:30 p.m. Monday through Friday. Sandata will maintain the UAT environment and refresh UAT data on an agreed upon schedule. **Defect Management and Test Plan Management** Sandata will maintain a repository of all test documentation including test scenarios, test cases, and results in a testing tool to be utilized by both Sandata and DHHR. Issues will be captured in the testing tool by DHHR and Sandata will correct any configuration issues found during UAT. Sandata will review the issue, estimate time and effort for correction, determine if correction is necessary before go live and notify DHHR of issue resolution. Once the solution is free of critical defects, final modifications would then be migrated to the Production environment. **UAT Reporting** In addition to the periodic UAT reports prepared by Sandata during the active UAT phase, we		

Testing Type	Sandata Process and Tools	Timing of Each Test	Testing Environment
	will also provide a UAT final report that includes: • A written certification letter certifying that UAT was successfully completed; • A list of all defects and issues; and • A list of all resolved critical defects and/or issues.		
Data Conversion Testing	DHHR does not have an existing EVV system that contains data for conversion; therefore, this testing level is not applicable.	NA	NA
Operational Readiness Testing	Sandata will work DHHR to support Operational Readiness Testing ("ORT"). ORT may include integrated system checks, user acceptance testing, and table top walkthroughs of key procedures, etc.	After development is fully completed and system tested and newly configured environment has been validated by the UAT Team.	UAT
Parallel Testing	Sandata does not believe Parallel Testing should be in scope as there is not an existing EVV system where conversion and parallel testing would be required.	NA	NA

In addition to the testing above, Sandata also conducts the following additional testing levels:

Language Tests

The test team of Sandata is setup to verify the behavior of the EVV device in multiple languages. The testing team is well versed in validating different languages based on the locale and operating system-based language setups. Language tests are executed during the regular testing lifecycle, as defined by the requirements from our clients.

Mobile Application Tests

To support our current and upcoming releases of mobile software, the Sandata test team has a defined mobile testing approach. Our mobile test cases mimic real-world scenarios of our customers, and validate mobile-only encountered scenarios such as coverage drops, GPS-based activities, connection errors, etc. Our mobile testing strategy includes a combination of devices including device providing services such as BrowserStack, DeviceAnywhere, and Amazon Web Services ("AWS") Device Farm.

Source Code Management Tool

Sandata utilizes Atlassian JIRA for work item tracking which is tightly integrated with our source code management tools, also from Atlassian called Bit Bucket which utilizes Git under the covers for storage.

Completion of Solution Design, Test and Operational Readiness Phase

Exit criteria will be established for each phase of the program including the Solution Design, Test and Operational Readiness Phases. Upon successful completion of the criteria and deliverables approval, we will obtain formal sign off of this phase from DHHR.

Approval Process for Testing Milestones

The Project Manager and UAT Lead will work with DHHR to obtain approval and sign off for all testing-related activities, as required. Each testing-related project milestone will include defined entrance and exit criteria.

Approach to working with Partners

Sandata is an expert in cross functional collaboration. Our teams routinely work with other vendors on each of our state programs, including MMIS vendors, IV&V vendors, etc. to ensure a successful on time implementation. Sandata looks forward to supporting project collaboration as it relates to testing activities.

Developing Test Cases and Scripts

Sandata will share test cases and assist with the development of additional UAT test cases, as needed. Test scenarios provide a high-level description of the functionality to be tested. Sandata's test scripts will contain a detailed step-by-step breakdown of each test case to be performed by the UAT participant. Each script contains: test case number, test description, RTM Requirement reference, tester, actions to be performed, expected results, pass/fail results, date tested, and any additional comments from the UAT participant.

Supplying Testing Documentation

Sandata will maintain a repository of all test documentation including test scenarios, test cases, and results.

Preparing Test Data

Access to test data is a vital component in conducting a comprehensive test of the system. All UAT participants will be given test accounts and access to other pertinent test data. Sandata will maintain the UAT environment and refresh UAT data on an agreed upon schedule.

UAT Support

Sandata will assign a UAT Lead, Kevin LaCarrubba, to provide support in the following areas:

- Answering functionality questions;
- Clarifying and reviewing the defects found;
- Troubleshooting issues; and
- Working with the development team to fix configuration issues or apply hot fixes.

The EVV UAT team is typically comprised of individuals including a sampling of DHHR, and provider supported by individuals from Sandata. This team should possess a thorough knowledge of the current DHHR systems and processing methods (i.e., subject matter experts), policies and procedures. All team members will be presented with an overview of the test process during UAT Tester training the week prior to the beginning of UAT.

UAT testing will be performed in a separate and dedicated UAT environment. This environment will be operational, at a minimum, from 7 am to 7 pm, Monday through Saturday. Sandata will maintain the UAT environment and refresh UAT data on an agreed upon schedule.

Issues will be documented by DHHR and reported to Sandata and we will correct any configuration issues found during UAT. Sandata will review the issue, estimate time and effort for correction, determine if correction is necessary before go live, assist DHHR with applying and documenting the appropriate remediation, and notify DHHR of issue resolution. All configuration modifications will first be applied to the Staging environment; then, applied to the UAT environment and re-tested there for DHHR's final sign-off. DHHR will retest the test cases causing the issue and either accept the resolution or provide additional test failure examples for Sandata remediation. Upon completion of UAT, Sandata will provide a letter certifying that UAT was successfully completed along with a final report. Once the solution is free of critical defects, final modifications would then be migrated to the Production environment.

Approach to Operational Readiness Testing

Operational Readiness (OR) focuses on the readiness of all hardware, personnel, procedures, and compliance with the applicable requirements. The purpose of the ORT is to confirm that the program being implemented:

- Is developed and implemented in accordance with the approved design;
- Can be operated reliably;
- Is operated, maintained, and supported by trained and competent personnel;
- Is designed and operated in conformance with applicable regulatory requirements; and
- All of the above items are properly and adequately documented.

The ORT process provides assurance that these objectives are accomplished and documented. The confirmation of these objectives is accomplished by performance-based evaluations, which include (but are not limited to) review of documentation, field observations, interviews, observation of training, integrated system checks, user acceptance testing, and table top walkthroughs of key procedures, etc.

Sample Operational Readiness Review and Testing activities include:

- Testing Activities and Results;
- Configuration Management;
- Data Center Readiness;
- Security and Privacy;
- Operations and Maintenance Planning;
- Documentation needed for Implementation and Operations; and
- End User Support and Communication.

DEPLOYMENT METHODOLOGY

4.1 Describe the Vendor's overall approach regarding the following areas of SDLC and support. The Vendor's proposal should include in its response what the Vendor believes will be an effective process for each component and flow between each of the following areas:

4.1.1 Implementation/Rollout Planning

4.1.2 Implementation Methodology and Timeline

4.1.3 Issues, Challenges, and Risks

4.1.4 Lessons Learned

4.1.5 Sandata Response

Sandata EVV is a SaaS solution, and all hosting, maintenance, and enhancements are managed by Sandata. Because our solution is offered as a SaaS system, Sandata personnel are responsible for all release deployments and all users are updated at the same time. We follow SDLC processes when planning the EVV rollout and preparing for launch as described below.

4.2 IMPLEMENTATION/ROLLOUT PLANNING

4.2.1 The Vendor's proposal should describe the Vendor's methodology, tools, and techniques for implementation/rollout planning. The Vendor should include what specific staging, readiness, and deployment techniques it will use to determine the proper sequencing of deployment processes and functions required for successful implementation.

4.2.2 The Vendor's proposal should include, but not be limited to, details on its approach and methodology for the following:

4.2.2.1 Completing all Solution Deployment task group-related deliverables

4.2.2.2 Obtaining approval of all Solution Deployment task group-related deliverables and milestones

4.2.2.3 Completing operational readiness and operational readiness testing (ORT)

4.2.2.4 Documenting emergency back-out strategy

4.2.2.5 Completing Pilot testing

4.2.2.6 Confirming stakeholder readiness for new solution implementation

4.2.3 The Vendor's proposal should also include details on its approach to supporting and/or supplying:

4.2.3.1 System documentation

4.2.3.2 User documentation

4.2.3.3 Reports

4.2.3.4 Report distribution schedule

4.2.3.5 Production environment, including the final production schedule

4.2.3.6 Data conversion

4.2.3.7 Pre-implementation training

4.2.3.8 Updates to project management plans for operations

4.2.4 Sandata's Response

Sandata and DHHR will establish a go live plan early in the implementation process to ensure it meets the needs of all EVV stakeholders. We recommend the state consider a 'soft launch' or pilot where providers begin using their EVV system as soon as they are trained, recognizing that providers will receive training and adopt EVV over a staggered timeframe. This allows extra time for providers and their direct care workers to get used to using EVV' prior to mandatory use of the EVV system, and can make for a much better EVV launch experience for all.

SOLUTION DEPLOYMENT APPROACH

As described in our response to the Implementation Methodology section, UAT is a critical component of our SDLC and the Solution Design, Testing, and Operational Readiness as the team prepares for transition to operations. Having the software tested by actual system users in a separate, dedicated test environment, we can assess if the system supports the day-to-day business and user scenarios, and therefore ensure the system is sufficient and correct based on the requirements before the system moves into production.

In addition, our EVV projects include an Operational Readiness Review ("ORR") based on the Operational Readiness Plan ("ORP") to highlight and demonstrate the readiness of Sandata's infrastructure, personnel and controls surrounding Sandata's preparedness to support DHHR, and to ensure the environment is adequately supported, secured, redundant and fault tolerant. The ORP deliverable will include ORR procedures to validate operations, hardware, software, and integrations. The plan will include a series of checklists that define the readiness criteria for each functional area. The ORR Plan will be submitted to DHHR for review and approval. This document illustrates our procedures and measures taken to ensure that the DHHR environment is 'Production Ready'.

The ORR process is accomplished by performance-based self-assessment evaluations, which include (but are not limited to) review of documentation, field observations, interviews, observation of training, integrated system checks, user acceptance testing, and table top walkthroughs of key procedures, etc. As is with all testing phases, Sandata will document any issues that arise as part of the ORR testing and propose solutions for any identified defects.

A readiness review assessment will be conducted to ensure compliance and security. Networking security and final system testing is performed and internal sign off is obtained from the EVV Project Manager.

During the Solution Deployment phase, the EVV project transitions to Operations. This will occur only after all Solution Deployment deliverables and milestones have been met as required in Table 7 Task Groups with Payment Milestones and Deliverables.

As described previously, during the Operations Phase, the DHHR EVV system will be implemented and deployed into a production environment according to the final production schedule for full use on the go live date. We acknowledge that the EVV system will be used initially in a Pilot phase, with a subset of the provider network using the system. Once the Pilot testing is completed, the system will be available for all providers to use.

During this Phase, pre-implementation user training is conducted as detailed in our response to the Training section, below. The providers who will be participating in the Pilot phase will be trained first, with the remaining providers receiving training as the Pilot period nears completion. Once all users have been trained, stakeholder readiness is confirmed. Should unforeseen circumstances occur, Sandata's implementation plan will account for contingencies and emergency back out strategies, as needed.

Documentation and Reports

Documentation is provided helping to support users and ensure maximum EVV system utilization. This includes system and user documentation, training materials, online user manuals, maintenance of the DHHR EVV program website, and availability of the LMS system, etc. At this time, DHHR will receive training reports, updated project status reporting, and an updated project plan. Near the end of this phase, Sandata will prepare, review, and seek DHHR's approval of all operational phase reports and schedule.

As discussed previously, data conversion is not applicable to this project as there are no existing EVV data to migrate.

4.3 Implementation Methodology and Timeline

4.3.1 The Vendor's proposal should describe an effective implementation and deployment strategy to meet DHHR's specifications and help ensure State compliance with mandatory EVV deadlines defined in the Cures Act.

4.3.2 The Vendor's Initial Work Plan and work breakdown structure (WBS) in Attachment 5: Initial Work Plan should include a sufficient level of detail to show the tasks and phasing strategy to deliver full solution functionality and the proposed implementation timing for both PCS and HHCS.

4.3.3 Sandata Response

As described throughout our response, Sandata uses a proven implementation approach that begins with detailed requirements gathering, followed by configuration and UAT. Sandata's initial Work Plan and WBS are located in our response to Attachment 5.

4.4 Issues, Challenges, and Risks

DHHR is interested in any information that may help identify issues, clarify the specifications, reduce risk of the procurement, and identify issues and challenges of designing and implementing the proposed solution.

4.4.1 The Vendor's proposal should highlight any concerns or recommendations in this section.

4.4.2 Sandata Response

In our 14+ years of implementing EVV programs, we have evolved our approach as challenges presented themselves. Our ability to pivot quickly to make changes to internal processes in an effort to improve our clients' implementation experience is what sets us apart in the industry. Table 20 illustrates the more frequent challenges and our approach to combat them. Because of our attention to continuous process improvement, we are proud to say that 100% of our Payer implementations launched on schedule.

Table 20: EVV Implementation Challenges

Challenge / Risk	Sandata's Approach
Program Business Rules Making the decisions on how your EVV program should operate.	• Engage early. Pre-kickoff sessions including JAD sessions to understand specific requirements • Provide reference materials prior to kickoff • Take the time to explain, listen, and understand
State Resource Time Getting the right people in the room to make informed decisions.	• Planning ahead with project schedule and identifying key stakeholders, backups • Flexibility for meetings, keep them focused
Data Sources Delivery and testing of data from state and other sources for use in EVV	• Integrated technical specification definition into business rules process. • Customer-specific to ease understanding
Provider Community Fear, uncertainty can lead to push-back from providers in the Medicaid program	• Dedicated Account Executive that works throughout the implementation • Focused outreach, support, engagement

4.5 LESSONS LEARNED

DHHR would find it helpful to understand what the Vendor sees as the successes and primary challenges in the implementation of similar systems. In order to gain this insight, DHHR would like to draw upon the Vendor's experiences with similar projects.

4.5.1 The Vendor's proposal should describe any "lessons learned" from the Vendor's relevant experience and how those lessons learned will impact the Vendor's approach to this project.

4.5.2 Sandata Response



Projects delivered on-time and on-budget

In our 14 years of implementing statewide Payer EVV solutions, we understand what it takes to launch a successful EVV program. Our knowledge gained and lessons learned give us an advantage over other vendors. Launching a statewide program requires significant resources and expertise: project managers, outreach, communications, and data exchange experts, etc. Sandata has one of the most experienced implementation teams in the country, and we constantly review and manage our staffing to ensure we always have the right project resources available.

Sandata continuously invests in our staff, including focusing on industry best-practices for project management methodologies and processes. This past year, as we completed CMS Certification with the State of Ohio, we have added even more resources and experience to support our products, all of which will benefit DHHR's program.

At Sandata we see our clients as partners, and we approach each relationship with the desire to share our knowledge across state programs, to provide open and direct communication, and to ensure all of our employees have a personal stake in the success of each program we launch and support.

Our clients have appreciated this approach and have often shared feedback as a testament to our implementation methodology and success. For example, Bruce McIntyre, JD, Director of Program Integrity, Executive Office of Health and Human Services of Rhode Island, presented a summary of their EVV implementation with Sandata at a recent MESC conference, and referred to it as ***"one of the best projects I have experienced in my career".*** At another point Mr. McIntyre said ***"Sandata is one of the success stories in the Rhode Island wheelhouse."***

Sandata is proud to have gained a solid reputation among our clients. We continuously refine our programs and processes which have resulted in our unmatched experience, accomplishments, and achievements. For additional details on each of our Payer clients, please refer to our response to the following question. If selected as your partner, we will work tirelessly to ensure DHHR teams have the same experience. Sandata makes the following recommendations on our own experience-driven best practices for implementing an EVV solution as shown in Figure 41.

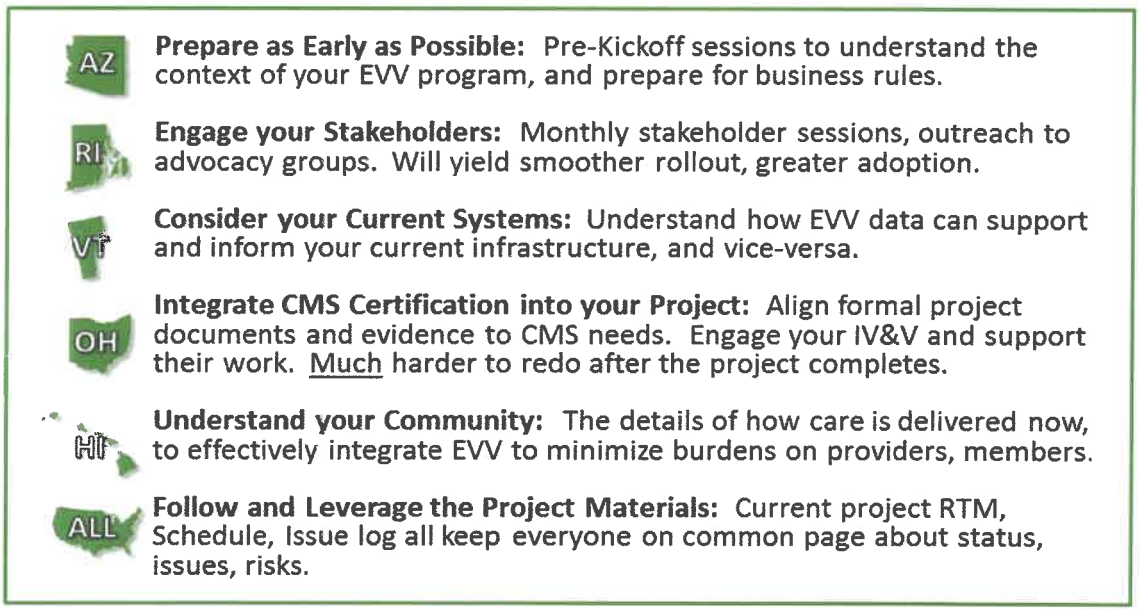


Figure 41. Sandata's unmatched experience in launching 26 payer EVV programs has yielded lessons learned that we try to instill with each client deployment.

TRAINING

5.1 The Vendor's proposal should present a narrative description of the Vendor's proposed approach to completion of the training throughout the contract, including the Vendor's proposed:

5.1.1 Approach to the completion of the training deliverables (as listed in Appendix 2: Deliverables and Milestones Dictionary), including methodology for updating deliverables throughout the lifecycle of the project.

5.1.2 Approach to development, maintenance, and implementation of the Training Management Plan, including methodologies addressing:

5.1.2.1 Assessment of internal and external training needs, including gap analysis

5.1.2.2 Approach to user training, supporting all business processes as identified in the RFP

5.1.2.3 Delivery of end-user training throughout the solution's implementation

5 .1.2.4 Development and use of online tutorials, online help, online policy and procedure manuals, and hard copy user manuals for the delivery of training

5.1.2.5 Development and use of live, web seminar, and video-based training

5.1.2.6 The target audiences for training, including DHHR staff, Vendor staff, clients, providers, and third-party stakeholders that work in the system

5.1.2. 7 Plan to provide and/or leverage existing DHHR training facilities to perform end-user training detailed in this section

5.1.2.8 Tools that the Vendor will use to support training

5.1.2.9 The planned curriculum for each system user role and audience

5.1.2.10 Initial training schedule

5.1.2.11 Version control and maintenance of training documentation

5.1.2.12 Training evaluation, including the use of evaluation survey tools to determine whether the trainings produced the expected results

5.1.2.13 Initial and ongoing training outcomes tracking and reporting, including information such as, but not limited to, the number of training sessions, type of training, training locations, number of trainees, and information regarding the actual training results and recommendations for follow-up training

5 .1.2.14 Approach to "train-the-trainer" activities during the Operations phase

5 .1.3 Approach to role-based training during both implementation, and maintenance and operations

5 .1.4 Approach to development of training materials

5.1.5 Approach to training evaluations

5.2 Sandata Response



Average Training Satisfaction Rating

Sandata's well-developed training program allows us to introduce, reinforce, and strengthen the skills needed to successfully engage with the Sandata EVV solution suite respective to a training participant's needs and to maximize utilization, ensuring compliance with DHHR's policies. Our approach to training reflects DHHR's input and requirements, is guided by the overall project timeline, and incorporates participant feedback to ensure continuous process improvements as illustrated in Figure 42.



Figure 42. Sandata's training program is customized to meet DHHR's requirements and includes monitoring and feedback to make course adjustments, as needed.

Sandata employs a Systematic Approach to Training ("SAT"), as shown in Figure 43. SAT is an orderly, logical approach to determining what EVV stakeholders must know and do as is required by their specific role. SAT ensures that all EVV stakeholders are prepared to use the component(s) of the Sandata EVV system by integrating the necessary knowledge, skills, and techniques learned during the training phase and employing them efficiently and effectively according to their functional role.

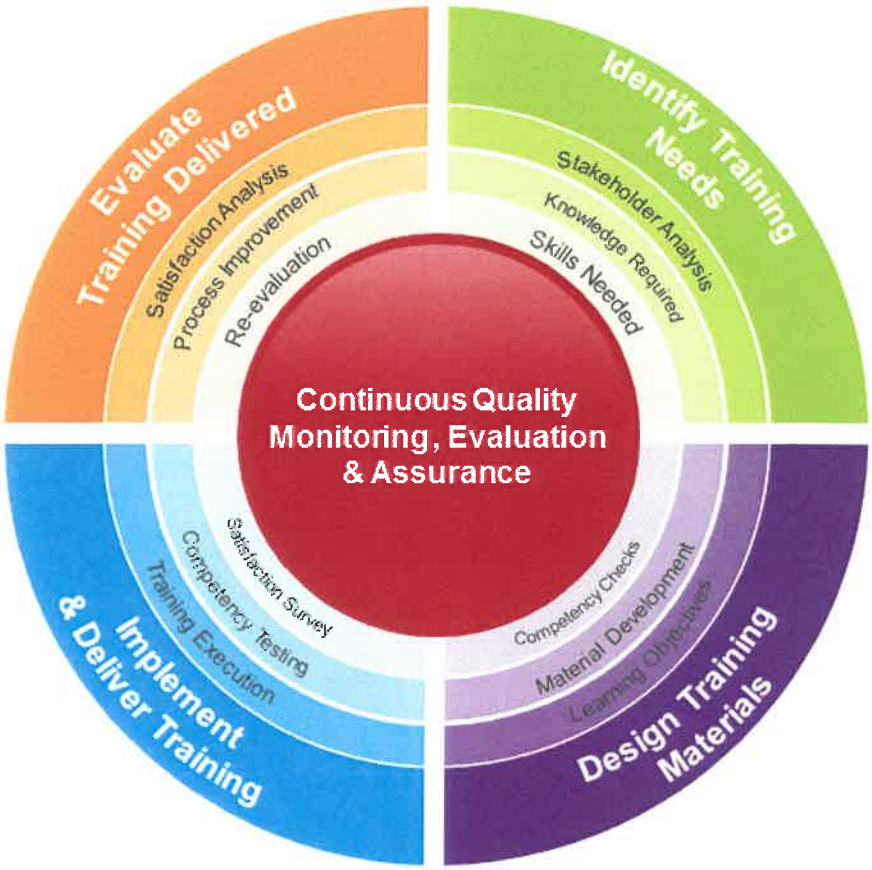


Figure 43. Sandata's training program is developed, delivered, and reviewed in within the Systematic Approach to Training framework.

Sandata's structured training plan includes clearly defined and detailed schedule, time frames, outlines of outreach and training activities, and assignment of responsibilities. We leverage our proven training practices along with your policies and procedures and develop a training plan specific to the needs of DHHR. During the implementation phase, we will work with you to develop a Training Plan, consistent with federal guidance and your program requirements, which details our approach, methods, tools, and techniques for user/system documentation and training. Our Outreach and Training Plan, describes training and outreach activities, curriculum, materials, schedules, key assumptions, and delivery models for the EVV implementation and post-launch training activities throughout the life of the contract.

Importance of Communicating, Training, and Enforcing an EVV Compliance Program



We recommend that DHHR consider incorporating into the outreach and training program, information about DHHR's compliance plan. As part of its EVV certification process, CMS has developed specific Key

Performance Indicators ("KPI") to address fraud prevention (Outcome 1).[12] The purpose of CMS' *"EVV Records Without Manual Edits"* KPI is to reduce incidence of manually entered or edited EVV records. Measured on a quarterly basis using a simple calculation of:

> *# of EVV records for verified visits which have no manual edits/# of EVV records for verified visits received x 100.*

Providers with high error rates (those with high numbers of manually verified visits, can be an indicator that 1) direct care worker users are not yet proficient at using the system and may require additional training; 2) direct care workers are resistant to incorporating EVV into their workflow; or 3) the direct care worker may be undertaking fraudulent behavior.

92%

The auto-verification rate Ohio Department of Medicaid's EVV program has achieved from July to December 2019, well *exceeding* CMS' Key Performance Indicator baseline of 85%. This means that only 8% of ODM's visits required manual intervention.

In support of meeting this KPI, Sandata monitors and reports the percentage of visits that were verified automatically vs. manually throughout the life of the contract. We will work collaboratively with DHHR to identify providers with low rates of auto verified visits and assist DHHR in establishing a corrective action plan which may include refresher training.

It is critical that DHHR establish its compliance plan early in the process so that it can be fully incorporated into the training and outreach plan communicating your EVV auto verification expectations clearly and frequently shared with the providers.

TRAINING OVERVIEW



Sandata understands the need for providers and direct care worker to maximize their available time toward the activities of supporting home and community-based population services. It is for this primary reason, that we provide targeted, curriculum driven, role-specific courses available through multiple training modalities based on preference. Each EVV module is broken down and trained in its simplest fashion, supported by one-page, easy to read training supplements for use in the field. These reference guides, combined with our in-application user guides

[12] https://www.medicaid.gov/medicaid/data-and-systems/outcomes-based-certification/electronic-visit-verification-certification/index.html

that lead system users to desired content with just a few clicks, help maximize comprehension and adoption.



Average Training Satisfaction Rating

Sandata provides a comprehensive, yet straightforward training program with multiple learning modalities (classroom, multiple locations, online webinars, self-guided learning management system, etc.) to ensure all users thoroughly understand how the system works, as well as their roles and responsibilities once the system is live. Training webinars are recorded and are accessible at any time should attendees wish to review content. Our approach to training and outreach ensures users have every opportunity to understand the program, the technology, and we provide them with the tools to be successful with EVV.

Our standard EVV Training Strategy and Plan includes:

- A comprehensive outreach strategy and recommended documents to support outreach to ensure all stakeholders are knowledgeable about the new EVV program and Sandata's solutions;
- Development of an approved comprehensive training strategy, managed via a training calendar, with knowledge transfer specific to system user;
- A regional approach to on-site, classroom training at launch;
- Multiple training modalities to suit different learning styles provides fast EVV solution adoption;
- Electronic provider training materials and tutorials available through our LMS and via the system's online help/online user manual;
- A separate training environment to ensure system users can easily grasp all concepts prior to launch;
- Training documentation developed using industry best standards with materials;
- Surveys and training reports;
- Post-launch "hot topic" follow-up webinar training to ensure high EVV system utilization; and
- Additional post-launch training support via our LMS, Client Success help desk, and Account Management Team Support.

We also offer a Train-the-Trainer option, where Sandata will support DHHR trainers as they provide training services. If you prefer to deliver training using your staff, please note that Sandata has trained thousands of providers and we look forward to sharing our materials and best practices with the DHHR training team.

Appendix 1: Training Requirements

Sandata has addressed all of the Appendix 1: Training Requirements in this section.

TN001	The Vendor should provide outreach to users to ensure and document their readiness to begin using the solution. The outreach should include all user groups including, but not limited to:
TN002	Members or Legal Representative
TN003	Direct Care Workers
TN004	Provider Agencies
TN005	The Department
TN006	Other as defined by the Department

Sandata knows from experience that successful stakeholder outreach is key for EVV program success, and we will partner with and encourage DHHR to begin outreach early in the implementation process. Our recommended outreach program is designed to raise awareness and promote the benefits of the EVV system to all stakeholders (provider agencies, members/legal representative, and direct care workers, and others) and may occur in a variety of ways.

Sandata recommends establishing an EVV website, and we provide templates for direct emails, communication mechanisms such as newsletters, participate in DHHR-sponsored town halls or advisory groups, and support discussions with state home health associations. Sandata will share outreach materials and templates that have been used successfully in other state EVV programs and will work together with DHHR to create an approved set of outreach materials and a calendar of outreach activities best tailored to your stakeholder community to inform all of upcoming EVV activities. All provider or stakeholder outreach materials will be reviewed and approved by DHHR before a scheduled outreach event. Sandata will support outreach activity as agreed on the outreach plan. DHHR will post all outreach materials on the EVV website.

TN007	The Vendor should provide training at the time of registration.

As soon as a user completes training, they automatically receive their registration information and login and password. User training includes:

- Provider agencies receive in-depth training on the overall EVV program, visit verification modalities, Sandata EVV portal including security features, exception handling, scheduling, billing, etc. They are trained on Sandata Mobile Connect so they can act as first responders to their direct care workers on use of the system and troubleshoot minor issues quickly.

- State's Fiscal/Employer Agent (F/EA) on all components of our Self-directed solution suite. Sandata provides training to the State's Fiscal/Employer Agent (F/EA) on all components of our Self-directed solution suite. Self-directed members and/or their legal representatives receive training on the Self-directed Member Portal via the State's Fiscal/Employer Agent.

- Third Party EVV providers receive via webinar a high-level overview on the Sandata EVV system and detailed training on the Sandata Aggregator module to support the transmission of third party EVV data and Aggregator reporting.

- DHHR staff receive high level end-to-end system training as well as hands-on, step-by-step instruction for using our program level Jurisdictional Portal, our standard reporting module. Prior to the UAT phase, DHHR users will be trained on all aspects of the EVV system including how to monitor the system via reporting and dashboards. Sandata will provide instructor-led webinar training for DHHR users on the use of the BI tool at a mutually agreed upon schedule post launch in order to utilize actual DHHR data during training.

All training will follow the calendar agreed upon in the Training Plan and is set up based on user roles. Our experience has shown that the ideal time to begin user training is 30 days prior to launch. Users are more likely to retain the information being trained and less likely to require re-training. Following registration, system users will begin to receive initial training based on their preferred training modality. To ensure access to training materials, all training artifacts, videos, recorded webinars and such are posted to the LMS and available 24/7; supporting an individual training participant's comprehension and retention.

TRAINING MODALITIES

Sandata offers multiple training modalities to accommodate training participants' busy professional schedules and to support a range of participant learning preferences and comprehension styles. Our training modalities are summarized below.

Implementation Phase - Initial Training



- ***Live instructor-led web-based training (webinars):*** a virtual room environment led by a Sandata Team trainer who provides step-by-step instruction on the various Sandata EVV system modules. Interactive webinars provide a convenient method for digesting the materials in shorter educational sessions of two-hour blocks. The key to a successful instructor lead training is that the users have a hands-on opportunity to use the system and ask questions directly that can be answered

immediately. Trainer led web-based trainings are scheduled for specific times with participants registering in advance.

- ***Live instructor-led classroom environment training sessions:*** During the initial implementation, a series of geographically disperse, face-to-face, hands-on training sessions are scheduled in 30 days prior to the launch date. Classroom training covers similar content as the webinars and includes hands on computer exercises and real-time Q&A sessions which help accelerate learning. Instructor-led sessions are scheduled in central locations on specific dates and times at appropriate training facility locations throughout the state.

- ***Independent web-based training via online training portal:*** A training participant's independent review of online user-specific training PowerPoint materials, system demonstration of specific training scenarios, and reviews to confirm system and training competency. Our easy to use web-based self-study training program is available 24/7. The LMS is maintained throughout the life of the contract with new materials periodically added and updates to existing materials as new features and functionality are released.

- ***Train the Trainer:*** Sandata offers a specialized train-the-trainer program that focuses both on specific EVV training content and on how to teach this training content to others. This training modality can be applied to both DHHR and provider agencies that can identify internal staff to receive 5-days of comprehensive training and serve as the local experts for their remaining staff. Since Provider and DHHR trainers are local, in-house experts, they are readily available to follow through until the EVV skills and knowledge become part of their colleagues' routines.

- ***Printable Reference Materials:*** Reference materials included in-application user guides and materials via the LMS can be easily downloaded and/or printed.

- ***Simple, easy to navigate User Guides:*** User guides are embedded within the applications (Sandata Mobile Connect and Sandata EVV) to support the ability for a system user to understand the system and its functions. User guides provide step-by-step instructions for all features within the application.

Operations Phase Ongoing / Refresher Training

Ongoing training is critical to our overall training program. Sandata has invested in ongoing training opportunities to support refresher and secondary training for providers who have already participated in the initial training and need additional support. It is also critical for new providers and direct care worker who are on boarded post-go-live to participate in training efficiently and effectively so that they can quickly understand how to use the Sandata EVV system. In our experience, having access to training materials readily available 24/7 via the LMS throughout the life of the contract for both new and current

users, results in increased provider efficiencies and improved adoption rates for Sandata EVV technologies.

- ***Ongoing Refresher and New Feature Training:*** Sandata will work with DHHR to develop an on-boarding process for new provider agencies required to use EVV post launch. Sandata recommends that these providers conduct their training via the self-paced modules in the LMS. Training sessions are available on an ongoing basis for new users and anyone who may need a refresher. We also provide outreach in the form of release notes for all new production release and training to support major releases with new features and functionality.

- ***Hot Topic Trainings:*** Videos or other training tools to support comprehension of more challenging features. Hot Topics are identified through reporting developed by our Client Success department. This report is monitored for volume and reasons for calling. Hot Topic trainings are then developed based on the report findings in an effort to reduce provider uncertainty and increase their understanding of a particular topic. We also anticipate future potential hot topics for the next cycle and develop additional hot topic trainings. For example, often after launch, Visit Maintenance is a common reason for calling Client Success. Sandata anticipates this and has hot topic training ready to go. Hot Topics are generally available via a recorded webinar posted to the LMS for continuous viewing. A link to the recording is sent out via an email blast.

- ***Ongoing Communications and Outreach:*** We provide regular, ongoing communications with system users to communicate hot topic training materials, upcoming release information, and other relevant EVV program information.

TRAINING CURRICULUM

Users will be required to complete training curriculum based on the following roles/target audience as shown in Table 21.

Table 21: Training Curriculum

Training Topic	Description	Target Audience
Program Overview	Describe the EVV program and services included.	• Provider Agencies using Sandata EVV Provider Portal • Provider Agencies using Third Party EVV System(s) • Fiscal Employer Agent • DHHR
System Overview	Login, navigate Sandata EVV Provider Portal and understand common functionality.	• Provider Agencies using Sandata EVV Provider Portal
Security	Create and modify users, assign and modify user roles/privileges, reset, and change	• Provider Agencies using Sandata EVV Provider Portal

Training Topic	Description	Target Audience
	passwords.	
Clients (Members) and Employees	Understand member and direct care worker records, manually input, maintain and delete/reactivate direct care workers.	• Provider Agencies using Sandata EVV Provider Portal
Scheduling	Review methods for creating, editing, and canceling schedules.	• Provider Agencies using Sandata EVV Provider Portal
Billing	Prepares the 'Biller' to validate and clear any visits Not OK to bill, generate invoices and export to Medicaid.	• Provider Agencies using Sandata EVV Provider Portal
EVV: Mobile and Telephonic	Explain and use Sandata Mobile Connect, TVV.	• Provider Agencies using Sandata EVV Provider Portal
Visit Maintenance	Manage and correct visit exceptions and create a manual visit.	• Provider Agencies using Sandata EVV Provider Portal
Self-Directed Suite	Detailed training on all Self-Directed modules including EVV, Fiscal Portal, Employee Portal and Member Portal	• Fiscal Employer Agent(s)
Reports	Run daily and date range reports.	• Provider Agencies using Sandata EVV Provider Portal
Aggregator	Login, navigate, and run daily and date range reports.	• Provider Agencies using Third Party EVV System
Jurisdictional View	Login, navigate, run daily and date range reports.	• DHHR
Sandata Business Intelligence Dashboards	Login, navigate, run reports, create ad hoc reports.	• DHHR

Learning Management System Online Portal

Sandata offers a full featured e-learning component to support initial training, as well as, continuous learning/new hire training throughout the life of the contract. (see Figure 44)

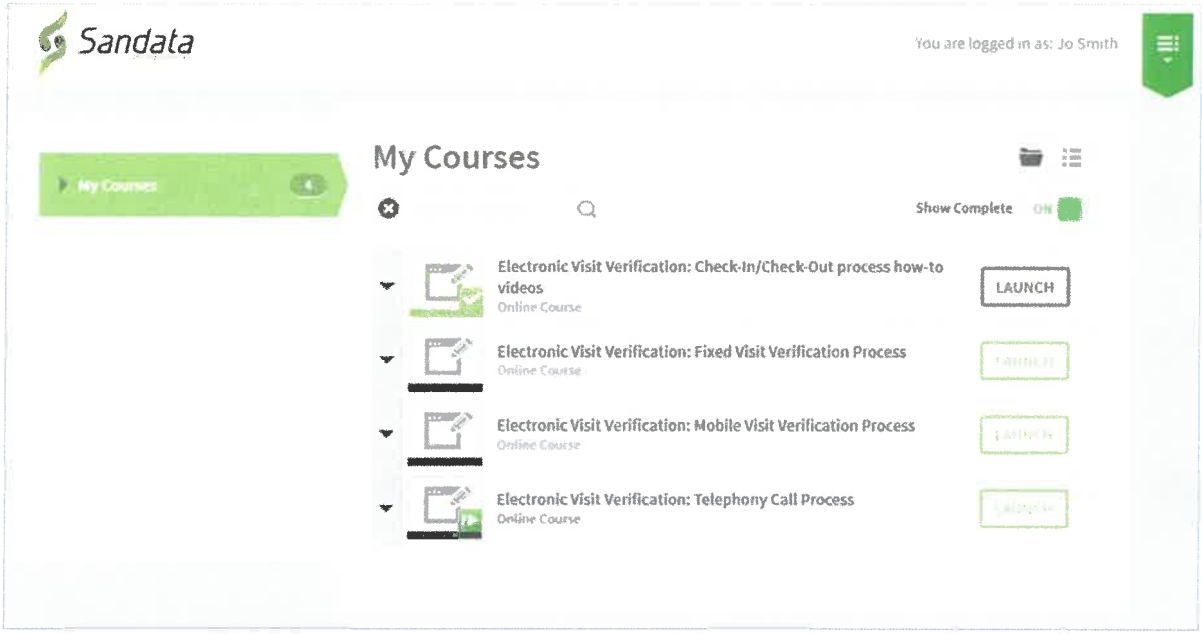


Figure 44. Sandata's easy to navigate LMS shows a detailed list of courses required for each trainee based on their log in information.

This computer-based training not only helps scale the initial training but also provides an easy way for new users to learn the system. The LMS, a key component to our training program, allows for version control of training documents and materials.

Training Environment

Sandata will provide a training environment to ensure users maximize their experience and can become intimately familiar with the system prior to go-live. System users can use the training environment as a "sandbox" to practice the real-life scenarios as reviewed during the classroom and webinar trainings without the fear of compromising production data.

Training Log / Status Reporting

When training begins, Sandata will submit training reports to DHHR on a weekly basis until program launch and monthly thereafter that include summary information (dashboard reporting) such as:

- Total number of training sessions;
- Type of training;
- Training location(s);
- Number of trainees;
- Training survey results; and
- Percentage of total users trained.

Detailed information captured will include:

- Names of the individuals trained;
- User type;
- Agency name (if applicable);
- Dates of training;
- Specific training modules completed by each training participant; and
- Training modality completed (classroom, web based, or self-paced).

TRAINING EVALUATION



Sandata includes evaluation surveys at the end of training sessions and the results of these surveys are compiled and reported to DHHR. We feel that this is valuable feedback for our training program and is part of our Continuous Process Improvement program.

TRAINING DELIVERABLES

As is required by Appendix 2 of the RFP, Sandata will provide a Training Management Plan detailing our approach to training system users. Elements of the plan will include:

- Strategies, tasks, and methods for training;
- Training methodology;
- Initial and ongoing training;
- Training materials;
- System and user documentation;
- Training report;
- Evaluating training effectiveness;
- Training schedule and locations;
- Tools and materials;
- Training staff; and
- Plan acceptance criteria.

TN008	The Vendor should collaborate with the Department and the stakeholder community to develop strategies to train members receiving services.

Sandata will work with DHHR to develop the appropriate strategies for Member outreach and training.

TN009	The Vendor should provide both web-based and ten (10) state-wide in-person trainings to users prior to the initial implementation of the solution based on a schedule and locations as agreed upon by the Department.

Sandata will work with DHHR to identify appropriate locations for the 10 in-person training sessions. Based on our initial analysis, the following locations may be considered based on population density:

- Charleston;
- Huntington;
- Parkersburg;
- Morgantown; and
- Wheeling.

We will make every attempt to leverage DHHR training facilities to reduce costs, while ensuring statewide coverage for classroom training.

TN010	The Vendor should provide written training materials for both in-person and web-based training options.

Our offering includes our standard written training and outreach materials for in person, web-based training, and self-study trainings. Educational materials for end users are available in a variety of forms and locations and generally include the materials outlined in Table 22.

Table 22: EVV Training Materials

Material	Source(s)	When Available?
Calendar/Schedule of Training sessions	DHHR EVV website	4 – 5 weeks prior to start of training sessions
Participant Training Guide and program specific Supplemental Guide	Available in hard copy for all in-person classroom participants and available in electronic format for all other participants)	After provider has completed training
Sandata EVV User Guide	Within Sandata provider portal (online help)	When provider accesses their production account
Sandata Mobile Connect User Guide	Within mobile application (online help)	When direct care worker installs application on their device
EVV Call Reference Guide	Electronic format as part of the agency Welcome Kit	After provider has completed training
'Hot topic' videos or tools	DHHR EVV website, LMS	Post launch
Full Provider Agency EVV	LMS	At same time as webinar/in-person

Material	Source(s)	When Available?
Solution Course		training begins
Release Notes	LMS	Following Sandata EVV production releases

TN011	The Vendor should submit all training materials to the Department for review and approval at least 45 calendar days prior to the date of the first training session.

All training materials will be submitted to DHHR for approval at least 45 calendar days prior to the first training session.

TN012	The Vendor should provide training materials offered in accessible formats consistent with requirements of the Americans with Disabilities Act (ADA) throughout the life of the solution. (Reference: https://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.pdf)

In support of the American Disability Act requirements, Sandata's Training participant materials and application User Manuals are created with 12 point or larger font, checked for color contrast and all images are tagged with Alt-text descriptions for use by JAWS readers or similar assistive technology. Upon request, Sandata will offer User Manuals or training materials in alternate formats consistent with the American Disability Act.

TN013	The Vendor should provide training materials and training courses that are accessible for users who do not speak, read, or write the English language, upon request by the Department according tohttps://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html.

All in-person training sessions, webinars, and LMS sessions as well as training materials are offered in English. Classroom attendees are always encouraged to bring their own translators/interpreters, as needed. Training materials and courses may be translated upon request by DHHR using the change order process.

TN014	The Vendor should obtain independent verification of the accuracy of all translations made pursuant to language and accessibility requirements.

Any written materials that have been translated will be accompanied by independent verification of accuracy prior to sending to DHHR for review.

TN015	The Vendor should provide web-based training available to users throughout the life of the solution.

Web-based training is available throughout the life of the contract via the LMS.

TN016	The Vendor should provide a detailed approach to user training with respect to solution modifications.

Sandata issues an electronic notice to all users prior to each production release that includes release notes describing any changes or new features available. Additional training materials may also be available for major upgrades and provided via the LMS or webinar.

TN017	The solution should maintain a record of all user training, including the name of the individual trained, the date of training, the specific training completed, and whether the training was in-person or web-based.

When training begins, Sandata will submit training reports to DHHR on a weekly basis until program launch and monthly thereafter that include summary information (dashboard reporting) such as:

- Names of the individuals trained;
- User type;
- Agency name (if applicable);
- Dates of training;
- Specific training modules completed by each training participant; and
- Training modality completed (classroom, web based, or self-paced).

TN018	The Vendor's training records should be included in the data available for reporting.

When training begins, Sandata will submit training reports to DHHR on a weekly basis until program launch and monthly thereafter that include summary information (dashboard reporting).

TN019	The Vendor should provide a user manual to all users.

Sandata maintains electronic User Manuals that document and detail system functionality, guiding the user step by step with simple instructions and graphics. The user manuals are available within the Sandata EVV and Sandata Mobile Connect applications to support system users. These documents are regularly updated to reflect changes and enhancements to the Sandata EVV and Sandata Mobile Connect functionality.

TN020	The user manual should be subject to Department approval.

User manuals are not client-specific. They describe the use of our SaaS offering. Client specific supplemental information is available through the LMS as part of the training materials. All training materials will be sent to DHHR for review and approval.

TN021	The user manual should be available online and in hard copy upon request of the user.

Our user manuals are available online and users have the option to print copies of the manuals.

TN022	The user manual should be offered in accessible formats consistent with requirements of the Americans with Disabilities Act. (Reference: https://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.pdf)

Upon request, Sandata will offer user manuals in alternate formats consistent with requirements of the ADA.

TN023	The user manual should be available in at least those languages the Department is required to accommodate, in addition to English, pursuant to 45 Code of Regulations (CFR) Section 80.3(b)(2). (Reference: https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html)

User Guides are available in English and translations are available upon request using the change order process.

TN024	The solution should support workforce security awareness through such methods including, but not limited to:
TN025	Security reminders (at login or screen access)
TN026	Training reminders
TN027	Online training capabilities
TN028	Training tracking
TN029	Others as defined by the Department.

Sandata will add security reminders to the login screen as required in the RFP. Training information including the schedule will be available on the EVV website. Online training is provided through our LMS. Training tracking will be provided in a monthly training activities report provided by the training team.

CMS Certification

6.1 The Vendor's proposal should describe in detail the Vendor's experience with CMS Certification including the MECT, and a proposed approach to certification of the solution.

6.2 In addition, describe the Vendor's experience in projects subjected to IV &V oversight, the approach to interaction with an IV & V team, and responding to IV & V findings.

6.3 Sandata Response

Sandata is the only EVV Vendor who has successfully completed CMS Certification for a statewide EVV solution.

We have extensive experience working with CMS and our State Medicaid clients to ensure our systems meet certification requirements and align with CMS guidance. ***We have completed one project that achieved Certification and are currently working with seven others to support their CMS Certification efforts.*** CMS Certification is a process that starts during the implementation phase, and then continues on after go live into the operational phase. It requires significant time investment and documentation as well as resources. The process is expected to be driven by DHHR as well as your IV&V vendor. We recommend tracking this process separately to ensure it has the right visibility for the program as a whole.

Attachment 10: Maintenance and Operations Specifications Approach

1. Instructions

Maintenance and Operations specifications ensure that the solution is fully functional and performing optimally until the end of the lifecycle.

1.1 The Vendor's response should include a narrative overview describing its approach to maintenance of its proposed solution, including updates to new versions of the underlying commercial off-the-shelf (COTS) products, and to configurations necessary to support changes in Department of Health and Human Resources (DHHR's) business needs. Use the response sections to provide specific details of the proposed approach to meeting the maintenance and operations specifications in each subject matter area.

1.2 Responses should reference specifications and relevant mandatory requirements using the appropriate identifications (IDs) from Appendix 1: Detailed Specifications and Attachment 6: Mandatory Requirements. DHHR also expects the Vendor to propose its approach for meeting any narrative in Section 4: Project Specifications of this request for proposal (RFP).

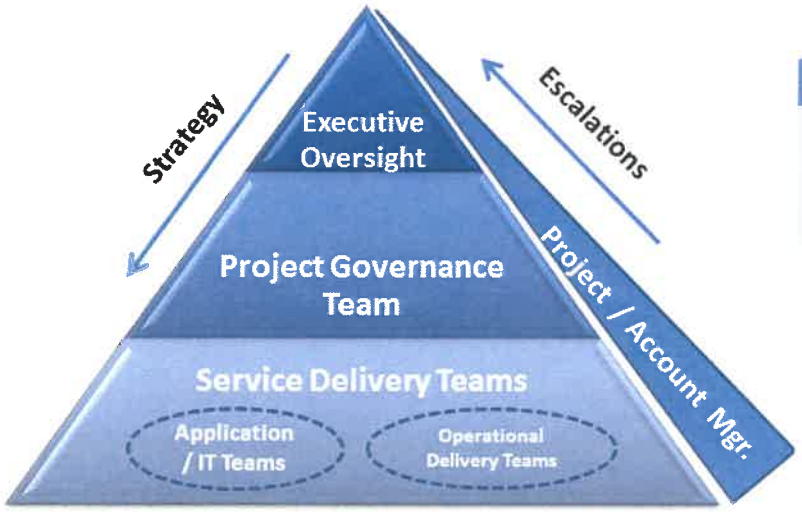
OPERATIONS

Refer to the relevant maintenance and operations specifications located in Appendix 1: Detailed Specifications and pertinent narrative in Section 4: Project Specifications in this RFP to cover solution capabilities in this area.

2.1 The Vendor should describe its approach to Operations below. The narrative response for this category should be organized using the appropriate subject matter area as per Appendix 1: Detailed Specifications.

2.2 Sandata Response

The goal of our Service Delivery Team is to help Sandata remain productive and efficient as well as ensure our clients that their investment in Sandata's solutions will also lead to a successful EVV program. The Service Delivery Teams include staff from our IT / Application group and our Operations Delivery group. By producing data that shows how well we are measuring against internal and external metrics and sharing that data with others, Sandata's Governance Team and executives can make better decisions about our organization. Sandata strives to prevent performance issues that lead to negative client experiences. Using various tools, reports, and internal assessments help them to deliver the right information at the right time as shown in Figure 45.



Group	Responsibilities
• **Executive Sponsor** • **Project Governance Team**	• Ensure alignment with SLAs • Resolve conflicts / issues
• **Service Delivery Teams**	• Monitor and report service delivery • Monitor service level compliance • SLA compliance reporting • Recommend continuous improvement measures

Effective SLA Compliance through:

Communications	Internal Controls	Compliance Support System
• Periodic Reviews • Structured reports/reporting	• Tool-based project management • Internal/External Assessments	• PMO Project Management Dashboard • SLA Compliance Tool

Figure 45. Our vigilance during Operations has resulted in performance resulting in no financial penalties applied.

Sandata provides ongoing operations maintenance, support, and configuration of the EVV solution for DHHR throughout the life of the contract to ensure the solution meets the requirements of all customers, including DHHR. This includes:

- Correcting deficiencies within the solution;
- Performing mass adjustments/changes to accommodate the EVV mandate, as requested or required;
- Routine maintenance such as performance optimization, database management, software/hardware upgrades, etc.;
- Using appropriate testing, configuration, and change control features;
- Updating system/user documentation and online help; and
- Maintaining approved, pre-launch customizations.

APPENDIX 1: OPERATIONS REQUIREMENTS

Sandata has addressed all of the Appendix 1: Operations Requirements in this section.

OP001	The Vendor should track, and provide the Department access to, process metrics and other detail as defined in the approved Change Management Plan, including, but not limited to:
OP002	The estimated and actual hours allocated to each change request
OP003	Specific personnel assigned to each change request
OP004	Scheduled completion date for each change request
OP005	Total cost if the maximum allowed hours are exceeded on any approved change request
OP006	Any change to current operational costs
OP007	A separate total for equipment requirements (if applicable) related to the modification
OP008	Others as defined by the Department

Sandata will provide DHHR access to process metrics and other details in the approved Change Management Plan. Changes to the scope or deliverables provided within the project will be tracked, assessed and reviewed through a formal Change Order process. The Change Management process establishes an orderly and effective procedure for tracking the submission, coordination, review, evaluation, categorization, and approval for release of all changes to the. Changes will include estimated vs. actual hours allocated, specific personnel assigned (if applicable), scheduled completion date, total cost if the maximum allowed hours are exceeded on any approved change request, any change to current operational costs, a separate total for equipment requirements related to the modification, and others as defined by DHHR.

OP009	The Vendor should assure all production software updates, releases, and patches are evaluated and approved by the Department prior to implementation as defined in the Change Management Plan.

All custom features developed for DHHR as part of the change order process will be approved by the Department as required. For general software updates, releases and patches to our SaaS solution, Sandata will provide DHHR with advance written notice of the release.

OP010	The Vendor should send notification to the Department when releases are available to be evaluated as defined in the Change Management Plan.

Sandata schedules periodic maintenance releases for the system to make sure that the system continues to meet the requirements of our clients as well as periodic updates to make sure the system meets the latest standards and regulations. Sandata will notify DHHR and its EVV users in advance for all scheduled maintenance windows. Modifications and upgrades will be deployed during these scheduled windows.

The only exceptions to this approach include high priority changes that cannot wait until the next scheduled release date, regulatory and legislative changes with specific implementation dates, and critical security fixes as appropriate. Notifications for scheduled maintenance and unscheduled outages will occur via email and we recommend that DHHR also post this information on the State's EVV Program website.

OP011	The Vendor should provide the Department with detailed documentation that provides all fixes and functionality for each release.

Sandata issues an electronic notice to all users prior to each production release that includes release notes describing any changes or new features available.

OP012	The Vendor should maintain version control and provide the Department with current system and user documentation.

Sandata EVV includes a link to the current version of the user manual within the application. Sandata Mobile Connect also includes a link with the most current version of the user manual. Each application is maintained with strict version control and the version number displays on the login screen.

OP013	The Vendor should perform all maintenance and product upgrades for all operational and test environments and hardware at no additional cost so that the system is operating on currently supported version of each product and maintain software and security patches, based on a schedule approved by the Department.

Sandata EVV is offered as SaaS, and all maintenance and product upgrade and enhancements are managed by Sandata at no additional cost to DHHR. Sandata schedules periodic maintenance releases for the system to make sure that the system continues to meet the requirements of our clients as well as periodic updates to make sure the system meets the latest standards and regulations.

OP014	The solution should provide the ability for the provider agency to review billing prior to submitting for payment.

Each provider will have access to Sandata EVV through a secure, HIPAA compliant web portal and can review billing for properly verified visits prior to submitting for payment through the Sandata Billing module.

OP015	The solution should provide the ability for the provider agency to review and correct billing errors prior to submission.

Sandata EVV validates each visit against the following checks prior to approving the visit for billing:

- Member eligibility;
- Validation against the authorization (service, units available, time span, etc.);
- Validation of 21st Century Cures Act data requirements (caregiver, member, visit start and end, service, location); and
- Validation of program specific business rules.

A visit with missing data or that does not match to an authorization is placed in a hold status and is not eligible for billing. Providers use Sandata EVV visit maintenance screens to make corrections to visits. Each time a correction is made the visit is revalidated and once the visit satisfies all program requirements the visit is available for the provider to submit as a claim.

OP016	The solution should provide the Department and provider agencies with reports of unbilled encounters through front-end edits including, but not limited to:
OP017	No authorization
OP018	Expired authorization
OP019	Reasons that prevented claims from filing
OP020	Edits made to claims
OP021	Others as defined by the Department

Sandata EVV includes monthly and date range reporting on authorization status (i.e., unauthorized visits, expiring authorizations), visits with exceptions (i.e., visits that are not billable), and visit maintenance reporting showing all edits made to a visit. The

Department also has the ability to create ad hoc reports on demand using the Sandata Business Intelligence Dashboards module.

OP022	The Vendor should provide a report of all daily transactions, including interactions via the call center, available to the Department in a variety of formats, including, but not limited to:
OP023	Browser-based
OP024	Portable Document Format (PDF)
OP025	Excel
OP026	Comma-Separated Value (CSV)
OP027	Others as defined by the Department

DHHR system users with the appropriate reporting permissions can generate a report of daily transactions. Sandata EVV reports can be produced, printed, and exported in multiple formats including browser-based, PDF, Excel, Word, and CSV. Call center reporting is provided on a monthly basis as part of the Account Manager Executive Summary Report.

OP028	The solution should track metrics for each type of correspondence generated in the solution.

Sandata EVV provides on demand reporting for all documents stored in the system.

OP029	The solution should track the status of notices that are moving through the generation process.

Each document is tracked with a status. Status includes not started, in progress, completed, and the option to have an additional approved status.

OP030	The solution should notify the Department when an undelivered scheduled system-generated correspondence is approaching the predetermined delivery timeframe as agreed upon by the Department.

All documents are available on demand, at this time Sandata EVV does not support scheduling document delivery.

OP031	The solution should have the ability to track when any correspondence or form has been reissued or revised as agreed upon by the Department.

Sandata EVV maintains a full audit trail on each form, documenting any changes or modifications to forms.

OP032	The Vendor should pay and arrange for an annual Statement on Standards for Attestation Engagements, System, and Organization Controls (SOC) 1, Type II audit, using the most current version of the audit, which should cover work performed by the Vendor at the Vendor's facility and data center sites. (Reference: https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1008_Audit_Mar2019.pdf)

Sandata undergoes a SOC 1 Type 2 audit on a continual basis (reported on annually), and holds HITRUST CSF certification as well as HITRUST's certification of the NIST Cybersecurity Framework. NOTE: The HITRUST CSF can be mapped directly to FedRAMP, SOC 2, and NIST 800-53 Rev 4 (moderate baseline). AWS is FedRAMP compliant and undergoes SOC 1 Type 2 and SOC 2 Type 2 audits on a continual basis (reported on semi-annually).

OP033	The Vendor should submit the annual Statement on Standards for Attestation Engagements, System, and Organization Controls (SOC) 1, Type II audit report, using the most current version of the audit, to the Department for approval with an action plan to remediate findings within a timeframe agreed upon by the Vendor and the Department.

Sandata will provide the Department with a copy of our annual SOC 1, Type II audit report. Sandata addresses and remediates findings if any occur as part of our standard security protocols.

OP034	The solution should archive and store user profiles for a period of time agreed upon by the Department.

Data – including user profiles – is never archived or purged; rather it is available at all times to end users throughout the life of the contract without the need for restoration. We retain data for 10 years and make it available for rolling year reporting via the Sandata Business Intelligence Dashboards tool. Should DHHR have different storage time period needs, Sandata will collaborate with DHHR on a mutually acceptable user profile retention period.

OP035	The Vendor should provide its incident reporting procedures to the Department for review and approval within a timeframe agreed upon by the Department.

Sandata has implemented a risk assessment process to formally monitor and address information security risk associated with information systems, data, and the Sandata network, of which an overview is provided below for DHHR's review and approval.

INCIDENT MANAGEMENT OVERVIEW

Risk assessments are conducted at least annually, or anytime there are material changes in business practices or the system environment, utilizing NIST Special Publication 800-53, Guide for Conducting Risk Assessments.

All workers are required to immediately report suspected security incidents to their manager or the Security Officer directly. The Security Officer will initiate an investigation and/or involve the appropriate support organizations to correct the problem or address the situation. Sandata's Security Officer is responsible for investigating and coordinating our response to security incidents and security policy violations. Depending on the circumstances, other Sandata business units may be involved in taking corrective or investigative action under the direction of the Security Officer. An incident report will be written in accordance with the Security Incident Management policy. We will provide notification to appropriate DHHR staff in the event of a breach.

OP036	The Vendor should detail the performance metrics and targets used to monitor the effectiveness of technical support by phone.

Sandata analyzes and reports on key metrics monthly to support user education, system enhancements, and monitor the timeliness and effectiveness of these services. These include, but are not limited to:

- Client Success metrics such as total calls, average speed to answer, etc.;
- Operational reporting; and
- Satisfaction survey results.

Please refer to Figure 46 for a screen shot of a sample monthly Client Success report.

Weekly and or Monthly Transaction Summary - include dates

	9/1/2019	9/2/2019	9/3/2019	9/4/2019	9/5/2019	9/6/2019	9/7/2019	Week Total	Total
Presented									
Answered									
Abandoned									
Capture Rate % (SLA Point - 95%)									
Avg Answer (Seconds) (SLA Point 60)									
% of Calls answered in 60 seconds									
Avg Talk (Minutes)									

Answered Breakdown

	9/1/2019	9/2/2019	9/3/2019	9/4/2019	9/5/2019	9/6/2019	9/7/2019	Week Total	Total
Answered By Agent									
Callback									
Voicemail									

Answered / Abandon Ranges

	9/1/2019		9/2/2019		9/3/2019		9/4/2019		9/5/2019		9/6/2019		9/7/2019		Week Total		Total	
	Ans	Abd	Ans	Abd	Ans	Abd	Ans	Abd	Ans	Abd	Ans	Abd	Ans	Abd	Ans	Abd	Answered	Abandoned
0 - 30 Seconds																		
31 - 60 Seconds																		
61 - 120 Seconds																		
121 + Seconds																		
TOTAL																		

Voicemail Breakdown

	9/1/2019	9/2/2019	9/3/2019	9/4/2019	9/5/2019	9/6/2019	9/7/2019	Week Total	Total
Received									
Completed									
Remaining									
Avg Response Time (Minutes) (SLA Point 10 Minutes)									

Callback Breakdown

	9/1/2019	9/2/2019	9/3/2019	9/4/2019	9/5/2019	9/6/2019	9/7/2019	Week Total	Total
Requested									
Provider Answered									
Provider No Answer									

Email Breakdown

	9/1/2019	9/2/2019	9/3/2019	9/4/2019	9/5/2019	9/6/2019	9/7/2019	Week Total	Total
Received									
Completed									
Remaining									
Avg Response Time (Hours) (SLA Point 2 Hours)									

Figure 46. Client Success Operational Reporting sample.

OP037	The solution should have the ability to provide an immediate response acknowledging all email inquiries and establishing a timeframe for the response.



First call resolution rate

Users can submit issues via email 24/7. Email inquiries from system users are logged into an integrated tracking system used by all Client Success staff and are addressed according to their assigned level of priority. Each issue is assigned a planned resolution date and the ticket is continuously updated by Sandata team members as they work to resolve the issue.

OP038	The solution should have the ability to resolve all email inquiries to the Vendor's technical support within one 24-hour business day from initial receipt.

Most issues are addressed on the initial contact by the Tier 1 Client Success team. Issues that cannot be immediately addressed are assigned to Tier 2/Tier 3 support team. The system automatically generates an alert within 24 hours of a missed planned completion date. If the issue remains unresolved for another 24 hours, the supervisor is notified. Should the issue remain unresolved for another 24 hours, the department head is notified. This automated escalation ensures all customer issues remain front and center until they are successfully resolved. We have provided our standard service levels regarding our Client Success issue response times in Table 23.

Table 23: Sandata's Service Level Standards

Priority	Description	Service Level
1 – Critical	Issues defined as user cannot operate a core piece of their business due to a deficiency / defect with no reasonable workaround. Example: System down.	• Response within 30 minutes; • Progress reports every 4 hours then daily as the investigation continues.
2 – High / Major	Issues defined as user operations are impacted, slowed, or hampered by deficiency / defect, but there is a viable workaround allowing client to continue using product. Example: Issue affecting day to day workflow and the workaround may be inconvenient or have a significant impact of time to the user.	• Response within 1 business day; • Daily updates then weekly as the investigation continues.
3 – Low / Minor	Issues defined as deficiency / defect that impacts user's ability to use the product but there is a viable workaround allowing client to use product without material impact to efficiency or quality. Example: Investigation request.	• Response within 1 week; • Monthly updates.

OP039	The Vendor should document inquiries and provide the Department with routine reports regarding reasons for technical support requests.

All Client Success identified issues, no matter the contact method, are logged into a tracking system. Additionally, Sandata analyzes and reports on key metrics monthly, which we will provide to DHHR including reasons by category for technical support requests.

OP040	The Vendor should document any procedural action that occurred as a result of a complaint to the helpdesk and submit this documentation to the Department on an agreed upon schedule.

All Client Success identified issues, no matter the contact method, are logged into a tracking system. Once the issue is logged, the assigned resource will review the issue and provide an estimate on the timeframe needed to address the issue. Sandata will submit to DHHR any procedural action that occurred as a result of a complaint to Client Success on an agreed upon schedule.

OP041	The Vendor's Technical Call Center should provide a toll-free voice messaging system that is compliant with the Americans with Disabilities Act (ADA) and supports limited English proficiency as defined by the Department of Health and Human Services (HHS). (References: https://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.pdf, https://www.hhs.gov/civil-rights/for-individuals/special-topics/limited-english-proficiency/index.html). The Technical Call Center should function 24 hours per day, 365 days per year, and provides callers information including, but not limited to:
OP042	Hours of operation
OP043	Options for leaving messages after hours
OP044	Options for leaving messages based on queue hold times and designated intervals as defined by the Department
OP045	Recording of informational messages as defined by the Department

Sandata offers comprehensive, convenient, ADA-compliant and 24/7 help desk support, called "Client Success" for our system users for the life of the contract. We provide a toll-free line for EVV users to access Client Success support team available to assist users with application issues. All calls are tracked in our Client Success tracking system. The Client Success line includes an option for callers to leave a voicemail after hours or they can request an immediate call back from the on-call support person.

In addition, users can submit issues via email 24/7 and access our live chat feature. Issues are documented and tracked the same as if they were a phone call. Sandata does not allow our clients to record informational messages on our Client Success Line.

OP046	The solution should have the ability to record and report on the performance and utilization of resources within the overall system, including, but not limited to:
OP047	Average speed of answer
OP048	Interface processing time
OP049	Request time for report generation
OP050	Others as defined by the Department

Sandata uses automated application and network performance measuring tools to help us monitor, manage, tune, and report performance. For example, Figure 47 shows our Network Operations Dashboard used to monitor the status of our network interfaces. Our internal monitoring tools have configurable alerts to efficiently and effectively notify our IT systems staff of any issues before they become major problems.

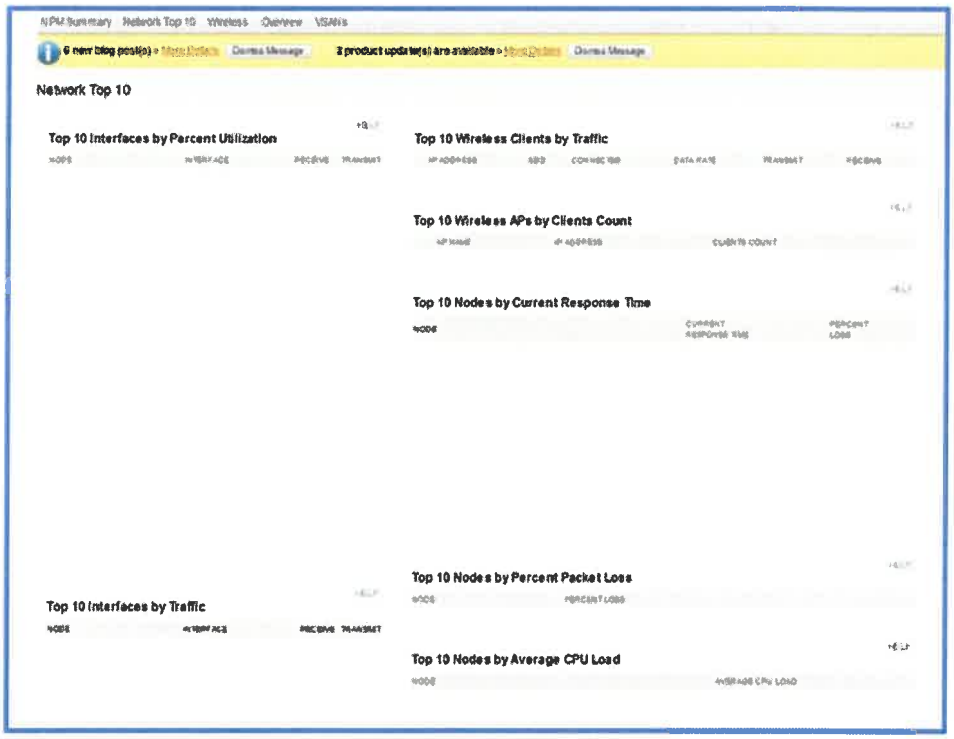


Figure 47. Sandata measures various network interface statistics as the ones shown in this graphic.

Additionally, we monitor database performance and measure statistics in terms of business transactions (i.e., number of calls, number of visits, number of visit verification changes, etc.) ensuring the maximum amount of time (the delta between the time a transaction is

received by and then exits Sandata's systems) is minimized. Sandata's Account Manager provides monthly reporting on performance measures required in the contract.

OP051	The Vendor should document and maintain technical specifications associated with the solution including, but not limited to:
OP052	Complete listing of all software, hardware, and configurations that are required to establish fully functional installations in each of the required environments.
OP053	Complete specifications for all software, environments, and hardware used to support the solution.
OP054	Others as defined by the Department

Sandata documents and maintains technical specifications associated with the solution and will provide to DHHR. We maintain a complete listing of all software, hardware, and configurations required to establish fully functional installations in each of the required environments as well as complete specifications for all software, environments, and hardware used to support the solution.

OP055	The Vendor should provide the Department with a capacity analysis report for the solution and the hosted environment including, but not limited to:
OP056	Hardware
OP057	Environment
OP058	Network specifications
OP059	Others as defined by the Department



Sandata continuously monitors performance and capacity of our systems and our capacity is easily expandable. Stringent monitoring ensures that all users (members, providers, fiscal agents, and States) have unlimited access to all business functions when needed, and meets all performance expectations. We monitor database performance and measure statistics in terms of business transactions (i.e., number of calls, number of visits, number of visit verification changes, etc.) ensuring the maximum amount of time (the delta between the time a transaction is received by and then exits Sandata's systems) is minimized. Peak utilization of the system is monitored continuously and utilization levels are regularly evaluated against current capacity. The need for additional servers and/or network bandwidth is pre-planned and pre-staged to ensure sufficient capacity is always available in the event of sudden increase in traffic or a customer requirement for rapid deployment of additional capacity.

Should an unexpected and unplanned utilization surge occur, Sandata's architecture allows us to scale rapidly, and grow our capacity to meet our customers' performance requirements.

OP060	The solution should provide real-time solution performance data.

Sandata EVV creates a shared environment supporting real-time communication, transparency, improved efficiency, and program integrity. DHHR will have access to our Sandata Jurisdictional View which offers comprehensive data, real-time reporting, and analytics tools to support compliance programs and program integrity audits and investigations.

OP061	The solution should report on total processing times based on user-defined queries.

Sandata utilizes a variety of tools and methods to monitor transaction processing times. For example, when running reports, the amount of time required to return results from the database is maintained separately from the total run time. All activity is monitored by our team of database administrators and system professionals.

OP062	The solution should write all errors to an error log in a standard format and make it available for Department review upon request.

Logging is maintained throughout the system including utilizing various database tables as well as Splunk for system logging. Much of our database logging is exposed through a number of standard reports. System logs are available to our support teams to research and resolve issues. For interfaces, error files are created and returned to the source for analysis and review.

OP063	The solution should allow the Department's administrator to view, filter, sort, and search the error log(s).

Error logs are maintained across all of our programs. If access is needed by the Department's administrator, this would be provided by working with one of our system's professionals.

OP064	The Vendor should notify the Department regarding which releases of third-party software (JAVA virtual machine, Internet Explorer, Mozilla, Safari, etc.) are known to create problems with the current version of the Vendor software.

Sandata will notify DHHR regarding any releases of third-party software known to create problems with the current version of Sandata software. Sandata does not recommend Internet Explorer as it is no longer supported by Microsoft.

OP065	The solution should schedule and support file transfers as requested and agreed upon by the Department.

The format and schedule for all file transfers will be defined and agreed upon during the implementation period and documented in the Program Business Rules.

OP066	The solution's data aggregation component should send each provider agency a verified visit report, at least once a calendar day.

Reports are available on demand; where users can filter and sort visit information using a variety of fields; and reports are available in multiple formats (i.e., PDF, Excel, and CSV).

OP067	The solution's data aggregation component should send each provider agency a visit not verified report showing visits that were not verified by the provider agency, at least once each calendar day.

Reports available on demand; where users can filter and sort visit information using a variety of fields; and reports are available in multiple formats (i.e., PDF, Excel, and CSV).

Solution Backup, Disaster Recovery, and Failover

Refer to the relevant maintenance and operations specifications located in Appendix 1: Detailed Specifications and pertinent narrative in Section 4: Project Specifications in this RFP to cover solution capabilities in this area.

3.1 The Vendor should describe its approach to Solution Backup, Disaster Recovery, and Failover below.

The narrative response for this category should be organized using the appropriate subject matter area as per Appendix 1: Detailed Specifications.

3 .2 Sandata Response



Overall Uptime

Sandata has instituted a number of preventative and redundant safeguards to ensure the continuous and successful operation of our EVV system.

APPENDIX 1: SOLUTION BACK-UP, DISASTER RECOVERY, AND FAILOVER REQUIREMENTS

Sandata has addressed all of the Appendix 1: Solution Back-up, Disaster Recovery, and Failover Requirements in this section.

DR001	The solution should provide sufficient transaction logging and database back-up to allow it to be restored. If multiple databases are used for work item routing and program data, restoring the solution should ensure that databases are synchronized to prevent data corruption.

The Sandata EVV system is designed with a robust, redundant, active/active, clustered database along with multiple processors to provide maximum availability to solution users and stakeholders. In the event of a system failure of any processor, the other processors in the cluster automatically assume the load. The database is stored on multiple mirrored disks to ensure that a disk failure will not result in any down time for the customer. In addition, the system logs are shipped real-time to a replicated environment located at our Disaster Recovery ("DR") site.

Sandata performs full backups nightly and maintains near real-time replication of virtual machines to Sandata's DR site. Key systems are restored at least quarterly to ensure that data and system recovery can be successfully performed, and redundant power supplies the data and system backups. Additionally, cloud-based systems utilize multiple Availability Zones for redundancy and failover capabilities.

DR002	The solution should have the ability to perform online backups without interruption to production operations, according to a schedule agreed upon by the Department.

Sandata has proven backup processes to ensure stakeholder access and a reliable platform for continuously collecting and transmitting data, including without disruption of service.

Sandata's systems employ high availability techniques to ensure that if a server fails, other servers take over the duties of the failed server and virtualization to ensure we can redeploy healthy servers quickly and without incurring downtime. As a SaaS based service all backups are conducted according to Sandata's Disaster Recovery Plan and are not subject to approval by our clients.

DR003	The solution should allow continued use of the system during back-up and perform back-ups during non-peak processing hours, to minimize the impact to operational activities.

Sandata's IT staff performs full backups nightly to minimize the impact to operational activities. The system is available for use during back up activities.

DR004	The solution should support data freezing.

Sandata EVV records a complete audit trail to support point in time changes to data along with the original value and any edits.

DR005	The Vendor should maintain an operational back-up power supply capable of supporting vital functions.

Sandata utilizes hardened data center facilities at each of our primary and secondary locations, and each facility has redundant power and cooling, internet connectivity, and is also supported by UPS power and a generator to continuously support vital functions.

DR006	The Vendor should equip facilities with proper safeguards for fire prevention, fire detection, and fire suppression that are consistent with local fire codes.

Sandata data center facilities are equipped with fire monitoring and suppression systems that meet local fire code standards. Also, as an extra security measure, backup media is stored in a fireproof and protected location.

DR007	The Vendor should equip fire detection and alarm systems with uninterruptable power supply.

Our data center facilities are equipped with fire detection and alarm systems, which are supported by backup UPS power and a generator, providing uninterruptable power.

DR008	The Vendor should have a remote backup facility at least one hundred (100) miles away from the primary data center.

Sandata's remote back up facility is less than 100 miles away from the primary data center. However, Sandata is migrating our solution to the AWS cloud to meet this requirement.

Currently, our Sandata Scheduling and Sandata Billing modules are in the AWS cloud, with the remaining modules scheduled for migration in 2020.

DR009	The Vendor should conduct an annual disaster recovery exercise at a mutually agreed upon time and provide the results to the designated Department staff. Department staff should be invited to be included in these exercises.

Sandata conducts annual DR exercises for our solution. Sandata will provide results to the designated Department staff. Sandata does not allow client staff to participate in DR activities due to HIPAA restrictions.

DR010	The Vendor should store all backup copies in a Department-approved backup storage location for a period of time specified by the Department.

Sandata stores all back up information at our designated DR site. All data stored at our primary location is replicated in near real time to the Recovery Location utilizing various replication methodologies and checks to ensure a mirrored copy always exists. There are nine weeks of backup tapes available at any one time at the primary data center location and at our off-site location. There are four weeks stored offsite. Each month a full set of tapes are pulled from rotation and stored indefinitely at Sandata's DR site.

Why Sandata

There are many EVV vendors submitting proposals, but only Sandata brings you the proven technology, the experienced people, and documented outcomes demonstrated across multiple successful EVV Medicaid programs. Every major project introduces risks; Sandata is the right vendor to guarantee DHHR will lower your risk profile, successfully achieve CMS Certification, and secure the available Federal Matching Funds without incurring unnecessary penalties. We increase provider efficiency and effectiveness and integrate DHHR with your direct care workers to drive accountability. The result is decreased cost, improved care monitoring, stronger provider networks, and greater member satisfaction.

Right Member

Right Location

Right Time

Right Caregiver

Right Plan of Care

Sandata's EVV Solution:

- Ensures 21st Century Cures Act Compliance;
- Most experienced State Medicaid EVV Vendor;
- Provides multiple modalities for visit verification that can be used interchangeably to solve geographic challenges;
- Improves HCBS quality oversight with real time dashboards and reporting;
- Ensures providers are delivering and beneficiaries are receiving authorized services;
- Only EVV vendor with CMS Certification.

Contract Exceptions

In accordance with Section 2, Item 11. EXCEPTIONS AND CLARIFICATIONS of the RFP, we have provided a listing of our contract exceptions below.

EXCEPTIONS TO APPENDIX 6, INFORMATION TECHNOLOGY TERMS AND CONDITIONS

Section 1: No exceptions

Section 2: Vendor's EVV is a software as a service ("SaaS") solution. As such, any modifications or updates ensure to the benefit of all of Vendor's customers and no customer has any intellectual property rights therein.

Section 2.1.2 and Section 2.2.2: These sections should be revised to reflect the below.

Per Federal Code 45 CFR § 95.617(a) regarding software and ownership rights, Vendor understands and acknowledges that the State of West Virginia will have all ownership rights in new software developed specifically for the DHHR EVV program when designed, developed or installed with Federal financial participation. However, pursuant to 45 CFR 95.617(c), the Vendor anticipates that, as a SaaS provider, the software and deliverables hereunder are provided at established market prices and are sold or leased to the general public and, therefore, no ownership would be conveyed. For the avoidance of doubt, with respect to intellectual property, as Vendor is providing its SaaS -based solution it delivers to its other customers, the system and all of the software being provided is pre-existing work product and in use in multiple programs. Accordingly, Vendor shall retain ownership over such property and grant DHHR a license for use during the term.

Section 2.2.3: In the event that, through a change order or otherwise, the parties agree to any custom development or modification which creates custom work paid for by DHHR which cannot be used by Vendor's other customers, Vendor shall retain a perpetual, royalty-free, transferable license on such custom development or other modification, including a right to create derivative works. Vendor would then retain exclusive ownership over such derivative work.

Section 3.1.1: There is no third-party system administrator outside of Vendor staff for a SaaS product so "system administrator" should be removed.

Section 3.1.3: As there is no third-party system administrator outside of Vendor staff for a SaaS product, no third-party will be permitted to control, configure or manage the software. Source Code is defined as follows – "Source Code means operating instructions for the software." For clarity, Vendor will provide operating instructions for the service but will not provide "source code" as that term is generally understood in the industry. As such, all references to source code should be deleted.
Section 3.1.4: Vendor agrees with this provision provided that the State accepts Vendors revised warranty set forth in Section 3.4.

Section 3.2: Because Vendor's service is SaaS, references to "computer programs," "computer source code and documentation" or any similar terms should be deleted from the definition of "Commercial Materials."

Section 3.2.1: The RFP states that "Failure to make such disclosure in the proposal will cause the scope of the license to revert to the scope of license contained in this section for Commercial Materials." Vendor's exception to Section 6 of the RFP set forth the scope of license appropriate to Vendor's SaaS product. Appendix 6 should be modified as indicated herein and other similar sections of the RFP should be interpreted to be consistent therewith.

Sections 3.4.2 and 3.4.4: In those places that reference "Commercial Software," Vendor wants to revise such language to note the following. Vendor software is a SaaS deliverable, fully hosted by Vendor and accessible via the Internet, and not purchased to be installed on Customer servers where such software can be used, reproduced, copied, transferred, or otherwise disclosed. Similarly, perpetual licensing cannot be provided as SaaS subscription-based software licensing will provided to meet the specifications of the contract.

Section 3.4: The Software Warranties listed in this section are not applicable to Vendor's SaaS product. This section should be deleted and replaced with the below.

> ***Warranty of the Deliverables.*** *In the event that Vendor develops customized software and applications for DHHR, Vendor shall commit to a minimum warranty period of twelve (12) months for the software and applications related to this Contract. Notwithstanding prior acceptance of deliverables by DHHR, Vendor shall expressly warrant all delivered programs and documentation as properly functioning at the start of operations and compliant with the terms of the Contract thereafter. The warranty period will begin at the time the implementation of the application has been formally accepted in writing by DHHR. During the warranty period, Vendor shall be responsible to correct, at its expense, any problems, defects and deficiencies reported which do not meet the specifications set forth in the Statement of Work. Vendor will use its best*

efforts to correct all defects and deficiencies in the system and replace incorrect or defective programs and documentation using all due diligence and dispatch as agreed upon between DHHR and Vendor. Deficiencies properly noted before expiration of the warranty will be covered regardless of such expiration. System modifications and other changes made during the Contract period will also be covered by this warranty.

Section 4.3.1.1, Section 4.3.1.3 and Section 4.3.1.4: DHHR would be using Vendor's SaaS product and, as such, Vendor will not be turning over software or any right to continue use it after termination or expiration of the Contract so these sections are not applicable. However, Vendor will provide other transition services set forth in these sections.

Appendix 1: Detailed Specifications

Completed Table Containing List of Detailed Specifications

Please refer to our completed Appendix 1, Detailed Specifications on the following pages.

Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
PG001	3994	1	The solution rules/procedures should allow and enforce multiple service limits for different service ranges including, but not limited to:	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	86
PG002	5140	2	Day	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	86
PG003	5141	2	Week	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	86
PG004	5142	2	Month	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	86
PG005	5143	2	Year	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	86
PG006	3995	1	The solution rules/procedures should accommodate retroactive prior authorizations and changes to prior authorizations based on revisions to recipients' plans of care/service plans.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	86
PG007	4001	1	The solution should have the ability to round service delivery time.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	86
PG008	4767	1	The solution should provide a master client index of client information, including a single unique identifier (that is not the Social Security Number), for all clients.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	86
PG009	4768	1	The solution should maintain an integrated repository of provider agency information, including a single unique identifier, for all providers.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	87
PG010	3957	1	The solution should be able to capture, verify, and support billing for in-home and community based setting service visits.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	87
PG011	3959	1	The solution should have the ability to create Health Insurance Portability and Accountability Act (HIPAA)-compliant electronic 837 claim file submission to the State MMIS for claims processing in compliance with all Medicaid filing requirements.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	87
PG012	4519	1	The solution should automatically generate all required correspondence to individuals.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	88
PG013	4523	1	The Vendor should provide correspondence metric reports upon request by the Department.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	88
PG014	4552	1	The solution should assist users in identifying which sections of forms should be filled in manually.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	88
PG015	4582	1	The solution should provide the ability to deliver reports as mutually agreed-upon with the Department.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	88
PG016	4381	1	The solution should provide flexible web-based reporting, including ad hoc reporting of all data stored within the solution.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	89
PG017	4887	1	The solution should have the ability to make a complete set of data related to visits submitted for verifications available for reporting, including, but not limited to the following elements:	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	89
PG018	4888	2	Member receiving services	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	89

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PG019	4889	2	Direct care worker	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	89
PG020	4890	2	Provider	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	89
PG021	4891	2	Location of visit	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	89
PG022	4892	2	Date of visit	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	89
PG023	4893	2	Start time of visit	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	89
PG024	4894	2	Missed visits	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	89
PG025	4895	2	Late visits	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	89
PG026	4896	2	End time of visit	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	89
PG027	4897	2	Visit late time	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	89
PG028	4898	2	Services provided	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	89
PG029	4900	2	Manual or electronic verification	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	89
PG030	4604	1	The solution should have the ability to use identifiers, mathematical functions, formatting, and manipulate data within reports.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	90
PG031	3992	1	The solution rules/procedures should have the ability to ensure the direct care services do not overlap with other direct care services.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	90
PG032	4209	1	The solution should compile information from all EVV data sources and calculate total daily and weekly hours worked by direct care workers and agencies.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	90
PG033	4211	1	The solution should have the ability for the Department to allow and/or not allow retroactive care plan changes for specific services and/or programs through a configurable interface.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	90
PG034	4210	1	The solution should allow the Department to define and limit the circumstances in which a manual verification can be made.	Program Management	Will Not Meet	Attachment 7 – Business Specifications Approach	Program Management	91
PG035	4184	1	The solution should use eligibility data transferred from the Medicaid Management Information System (MMIS) to determine if any waiver requirements apply. If no waiver requirements apply, the solution should assume that state plan requirements specific to the service being provided apply.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	91

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PG036	4198	1	The Vendor should review the Department waivers and other state plan program requirements to develop and propose system edits that will meet the need of the Department. The Vendor should propose system settings for the Department to consider during the initial solution configuration and during operations. The review and proposal process should happen at an interval defined by the Department.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	91
PG037	4834	1	The Vendor should provide web portal functionality that addresses the needs of:	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	91
PG038	5013	2	Provider agencies and their direct care workers	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	91
PG039	5224	2	Members	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	91
PG040	5225	2	Waiver program and/or legal representatives	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	91
PG041	5014	2	State program staff	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	91
PI001	4002	1	The solution should allow the Department the ability to view the same information as a service provider.	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	94
PI002	4214	1	The Vendor should provide a summary of direct care workers and/or provider agencies who demonstrate a high level of missed and late visits, potentially fraudulent services, or potentially fraudulent billing patterns monthly and as requested by the Department.	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	94
PI003	4217	1	The solution should track the time, location, and task performance of direct care workers during service delivery in order to safeguard against fraud, as well as to improve service delivery and program oversight.	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	96
PI004	3991	1	The solution rules/procedures should have the ability to ensure the same direct care worker is not providing services to multiple recipients at the same time at different locations.	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	97
PI005	4084	1	The solution should have the ability to provide role-based reporting to review, analyze, and report all data across categories on a monthly basis and as requested by the Department, including, but not limited to:	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	97
PI006	5208	2	Payers	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	97
PI007	5209	2	Programs	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	97
PI008	5210	2	Provider Agency	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	97
PI009	5211	2	Direct care workers	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	97
PI010	5212	2	Members	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	97

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PI011	4218	1	The solution should track and report modifications to the solution data input elements after the direct care worker has documented their time or services, including the name of the user making the changes and the reason for the changes.	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	97
VV001	4180	1	The solution should have the ability to verify the delivery of electronic visit verification (EVV) services for multiple programs with different rules and edits.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	77
VV002	4087	1	The solution should have the ability to make a complete set of visit-related data elements submitted for verification available for monthly reporting and as requested by the Department, including, but not limited to:	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	78
VV003	5075	2	Individual receiving services	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	78
VV004	5076	2	Direct care worker	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	78
VV005	5077	2	Billing provider agency	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	78
VV006	5079	2	Location of visit	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	78
VV007	5080	2	Date of visit	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	78
VV008	5081	2	Visit start time	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	78
VV009	5082	2	Visit finish time	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	78
VV010	5083	2	Missed visits	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	78
VV011	5084	2	Late visits	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	78
VV012	5085	2	Services delivered, including billing code and modifiers	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	78
VV013	5086	2	Independent verification by individual receiving services	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	78
VV014	5087	2	Payer	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	78
VV015	5088	2	Manual or electronic verification	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	78
VV016	5089	2	Data collection system, including the Department solution and other approved third party electronic visit verification (EVV) systems	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	78
VV017	4220	1	The solution should have the ability to integrate the scheduling, authorization monitoring, visit verification, and billing.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	78

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VV018	4183	1	The solution should verify visit components are within program requirements when a visit verification service is initiated and ignore, warn, or stop the user from entering data into the solution as determined by Department.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	81
VV019	4182	1	The solution should securely capture an independent verification of the service delivery from the member receiving services.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	81
VV020	4190	1	The solution should have the ability to allow a direct care worker and/or provider agency to record visits to multiple members within a 24 hour period.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	82
VV021	4191	1	The solution should account for living arrangements in which multiple members receiving services reside at a single address.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	82
VV022	4189	1	The solution should have the ability to allow multiple direct care workers and/or provider agencies to record visits to a member within a 24 hour period.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	82
VV023	4193	1	The solution should have the ability to account for situations in which services are provided to a group of members during a single visit.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	83
VV024	4194	1	The solution should have the ability to account for situations in which the member and the direct care worker reside at the same address.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	83
VV025	4196	1	The solution should account for situations in which a visit starts and/or ends away from the member's place of residence.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	83
VV026	4197	1	The solution should be configurable to either allow or prevent multiple direct care workers and/or provider agencies from providing services to a member at the same time.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	83
VV027	4185	1	The solution should verify that the agency providing the service has a valid pre-authorization for each member served on file.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	83
VV028	4186	1	The solution should verify that the time of the visit is within the parameters outlined on the prior authorization and recorded in a format that can be sorted. The format should be YYYY-MM-DDTHH:MM:SS or equivalent.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	84
VV029	4202	1	The solution should have the ability to allow the Department to identify circumstances in which visit verification is not necessary.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	84
VV030	4203	1	The solution should send real-time alerts when a visit documented in the prior authorization system is not initiated at the scheduled time.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	84
VV031	4195	1	The solution should have the ability to account for circumstances in which a visit crosses calendar days.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	85

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VV032	4205	1	The solution should accommodate different definitions of pending, late, and missed visits by the status types as defined by the applicable program and/or waiver service.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	85
VV033	4213	1	The solution should allow a direct care worker and/or provider agency to receive messages indicating a possible problem with a visit verification.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	85
DD001	5115	1	The Vendor should develop and provide to the Department a Logical Data Model (LDM) that includes, but is not limited to:	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	100
DD002	5116	2	Data classes	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	100
DD003	5117	2	Attributes	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	100
DD004	5118	2	Relationships	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	100
DD005	5119	2	Standards	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	100
DD006	5121	2	Other data elements identified by the Department	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	100
DD007	4088	1	The Vendor should provide a complete list of data elements along with corresponding definitions for reporting purposes, upon request.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	101
DD008	4219	1	The solution should provide real-time access to data entered into the system to provide insight for the services being provided and oversee user activity.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	101
DD009	4497	1	The solution should employ online real-time or batch updates of data between the solution and other systems including, but are not limited to, the Medicaid Management Information System (MMIS) and other third-party Electronic Visit Verification (EVV) systems.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	101
DD010	4513	1	The solution should have the ability to integrate client data for all programs served by the solution into the Master Data Management (MDM) platform.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	101
DD011	4585	1	The solution should allow users to extract data, manipulate the extracted data, and specify the desired format of the output.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	102
DD012	4769	1	The solution should provide required Federal and Department data sharing including high-speed data transfer functionality to send and receive information.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	102
DD013	3997	1	The solutions rules/procedures should allow for electronic communication between the Department, fiscal/employer agents, and providers.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	102
DD014	5138	1	The solution should have the ability to store member communications.	Data Sources, Delivery, & Display	Will Not Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	103

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DD015	4188	1	The solution should exchange information through interfaces including, but not limited to the Medicaid Management Information System (MMIS), other Electronic Visit Verification (EVV) systems, and others as agreed upon by the Department.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	103
DD016	4398	1	The solution should have the ability to interface with West Virginia's Enterprise Service Bus (ESB).	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	103
DD017	3966	1	The Vendor should complete, subject to approval by the Department, the interface with the Medicaid Management Information System (MMIS).	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	103
DD018	3967	1	The solution should be able to receive information in batch and in individual transactions on a schedule agreed upon by the Department.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	103
DD019	3964	1	The solution should have the ability to receive provider, member, and prior authorization data from the Medicaid Management Information System (MMIS) at a frequency and format determined by the Department.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	104
DD020	3951	1	The solution's data aggregation component should be able to receive a response transaction in a format that is used by the Medicaid Management Information System (MMIS) for the purpose of verifying edits to claims.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	104
DD021	4068	1	The solution should have the ability to apply pre-edit information and serve as a data source for purposes of applying edits during claims processing. The disposition of the edit including, but not limited to deny or suspend, should be determined by the Medicaid Management Information System (MMIS).	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	104
DD022	3952	1	The solution should accept individual and/or batch visit verification inquiries from the Medicaid Management Information System (MMIS).	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	105
DD023	4912	2	Member name	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	105
DD024	4913	2	Billing provider	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	105
DD025	4914	2	Name	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	105
DD026	4915	2	Date	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	105
DD027	4916	2	Time of service delivery	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	105
DD028	3954	1	The solution should have the ability to provide visit information to the Medicaid Management Information System (MMIS) by individual and/or in batch format at the discretion of the Department.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	105

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DD029	5150	1	The solution should support obtaining member eligibility information through the current Medicaid Management Information System (MMIS) solution using industry standard data interfaces and exchanges as defined by X12N 270/271 transactions. (Reference: http://www.wpc-edi.com/)	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	105
DD030	5153	1	The solution should conform to ASC X12 Technical Reports Type 3 (TR3), Version 005010. (Reference: http://www.wpc-edi.com/)	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	106
DD031	4475	1	The solution should generate all forms and notices as necessary.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	106
DD032	4206	1	The solution should have the ability to schedule alerts and user notifications.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	106
DD033	4470	1	The solution should allow printing of blank and completed documents including, but not limited to:	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	107
DD034	4935	2	All forms	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	107
DD035	4936	2	All system-generated correspondence	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	107
DD036	5104	2	Reports	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	107
DD037	4481	1	The solution should generate and supply forms in the following methods, including, but not limited to:	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	108
DD038	4482	2	Email	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	108
DD039	4483	2	Download from Portal	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	108
DD040	4484	2	Postal Mail, upon request by the Department	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	108
DD041	4480	1	The solution should allow the ability to modify field attributes on a form as identified by the Department via the Change Management Plan.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	108
DD042	4478	1	The solution should allow updates to form templates as directed by the Change Management Plan.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	109
DD043	4479	1	The solution should group related correspondence to ensure materials are delivered in a single mailing or posted to a portal account.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	109
DD044	4476	1	The solution should generate the data file containing forms and notices for delivery to the printing vendor for monthly distribution and as requested by the Department.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	109
DD045	4487	1	The solution should automatically populate information on notices or forms being issued.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	109
DD046	4490	1	The solution should generate batch forms.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	109
DD047	4493	1	The solution should save delivered forms to the user's account.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	109

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DD048	4521	1	The solution should deliver data files containing all correspondence to the designated printing entity within 24 hours of the correspondence becoming final according to the Department's business rules.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	110
DD049	4527	1	The solution should post finalized correspondence to the web portal, according to the Department's business rules.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	110
DD050	4535	1	The solution should have the ability to produce all correspondence in a printer-friendly 8.5" x 11" format in landscape or portrait orientation.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	110
DD051	4537	1	The solution should have the ability to automatically save a Portable Document Format (PDF) copy of each final correspondence.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	110
DD052	4540	1	The solution should allow users to choose their preferred method of correspondence including, but not limited to, email, post mail, text, or phone.	Data Sources, Delivery, & Display	Will Not Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	110
DD053	4544	1	The solution should generate correspondences using pre-defined templates.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	110
DD054	4546	1	The solution should include automatic system-generated correspondence with output capabilities including, but not limited to:	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	111
DD055	4960	2	Email	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	111
DD056	4962	2	Post to user portal account	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	111
DD057	4963	2	Queue for printing	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	111
DD058	4547	1	The solution should be able to schedule distribution of correspondence.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	111
DD059	4561	1	The solution should provide flexible web-based reporting that meets external reporting needs and requirements defined by the Department.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	111
DD060	4085	1	The solution should include a standard library of reports that can be generated by any user with appropriate access.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	111
DD061	4570	1	The solution should have the ability to display the number of pages that should be printed before the user proceeds with printing a report.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	111
DD062	4574	1	The solution should have the ability to export reports directly from the solution into the user-specified format including, but not limited to:	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	111
DD063	4973	2	Excel	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	111
DD064	4974	2	Word	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	111
DD065	4975	2	Hyper Text Markup Language (HTML)	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	112
DD066	4982	2	Comma-Separated Value (CSV)	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	112

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DD067	4984	2	Portable Document Format (PDF)	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	112
DD068	4702	1	The solution should provide reporting functionality capable of drilling down from summarized data to detailed data as agreed upon by the Department.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	112
DD069	4879	1	The solution should have an integrated web portal designed to interface, receive, send, and download specified content and reporting information directly from/to entities such as provider agencies, EVV Vendors, contractors, and other state and Federal agencies as part of a fully integrated solution.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	112
DD070	4815	1	The solution should contain the following features and capabilities including, but not limited to:	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	112
DD071	4816	2	Drill down and look up functionality to minimize re-entry of information across multiple screens	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	112
DD072	4817	2	Multi-tasking and multiple window capability, including split screens	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	112
DD073	4644	1	The solution should provide context-sensitive help to users on all screens.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	112
DD074	4818	1	The solution should provide menus that are understandable by non-technical users and provide secure access to all functional areas.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	113
DD075	4859	1	The solution should provide a user interface that allows users to move easily throughout the system.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	113
DD076	4839	1	The solution should have the ability to provide public information without requiring authentication for the web portal.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	113
DD077	4862	1	The solution should provide user interface features and capabilities including, but not limited to:	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	113
DD078	4863	2	Pull-down menus and window tabs	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	113
DD079	4864	2	Scalable, true-type screen and printing fonts	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	113
DD080	4865	2	Uppercase and lowercase alphabetic characters	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	113
DD081	4866	2	Ability to tab and mouse-click through data fields and screens	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	113
DD082	4868	2	Consistent theme throughout the site and standardize all headings and footers with index tabs as identified by the Department	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	113
DD083	4875	2	Generated messages that are clear and sufficiently descriptive to provide enough information for problem correction and be written in full English text	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	113
DD084	4884	1	The solution should provide the capability to display confirmation messages for response and request transactions when interfacing with other systems.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	117
DD085	4883	1	The solution should have the ability to allow users to download or print a copy of completed submitted forms.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	117

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DD086	4347	1	The solution should have the ability to perform the following functions including, but not limited to:	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	118
DD087	4918	2	Create flags	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	118
DD088	4919	2	Send alerts	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	118
DD089	4920	2	Integration of alerts into the workflow	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	118
DD090	4921	2	Seamlessly integrate the generation of alerts in the workflow management process to a system user-defined group or individual	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery & Display	118
DQ001	3993	1	The solution should provide a method to identify the following:	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	119
DQ002	5049	2	National Provider Identifier (NPI)	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	119
DQ003	5050	2	Healthcare Common Procedure Coding System (HCPCS)	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	119
DQ004	5051	2	International Statistical Classification of Diseases and Related Health Problems, 10th revision (ICD-10) and related modifiers	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	119
DQ005	5136	2	State-specific codes defined by the Department	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	119
DQ006	3965	1	The Vendor should collaborate with the Department to determine how data should be transferred to and from the Medicaid Management Information System (MMIS), including, but not limited to:	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	120
DQ007	5039	2	Definition of data elements	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	120
DQ008	5040	2	Data file formatting	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	120
DQ009	5041	2	Data exchange frequency	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	120
DQ010	5042	2	Thresholds for data quality and acceptance	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	120
DQ011	3953	1	The solution should allow the Department to review and approve data elements included in request and response data exchanges prior to Vendor development or configuration of the solution.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	121
DQ012	3985	1	The Vendor should develop, publish, and maintain a system interface standard for external electronic visit verification (EVV) data partners approved by the Department.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	121
DQ013	4771	1	The Vendor should ensure that file standardization is supported for data element lengths, field format, and type.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	121
DQ014	4781	1	The solution should incorporate a method to view interface files for investigation and further processing.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	121

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DQ015	4784	1	The solution should create and retain an audit trail of all interface activity in accordance with the Department's Data Retention Policy. (Reference: https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	122
DQ016	4498	1	The solution should make information about data exchange errors and discrepancies available to the Department and appropriate users monthly.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	122
DQ017	4511	1	The Vendor should provide searchable data schemas and data dictionaries for the solution.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	122
DQ018	4569	1	The solution should report on both duplicated and unduplicated record counts.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	122
DQ019	4588	1	The solution should use consistent data schemes and version control.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	122
DQ020	4765	1	The solution should have the ability to assure data changes made in one part of the solution automatically populate other parts of the system so as to avoid duplicate data entry.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	123
DQ021	4571	1	The Vendor should maintain a comprehensive list of all reports, their intended use, and business area supported.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	123
DQ022	4581	1	The solution should generate a listing of all standard online reports available, the description of each report, and a link to the most recent report for role-based report access.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	123
DQ023	4587	1	The solution should identify and use consistent report fields.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	123
DQ024	4586	1	The solution should display a consistent format on all reports.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	123
DQ025	4597	1	The solution should have the ability to categorize and organize reports including, but not limited to, the following parameters:	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	124
DQ026	4990	2	Source system	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	124
DQ027	4991	2	Data content	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	124
DQ028	4992	2	Purpose	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	124
DQ029	4993	2	Frequency	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	124
DQ030	4774	1	The solution should generate exception reports prior to being submitted to the receiving entity such as the Medicaid Management Information System (MMIS) or other systems receiving electronic visit verification (EVV) data to facilitate data correction by the submitting entity including, but not limited to the following:	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	124
DQ031	5095	2	Manual edits	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	124

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DQ032	5096	2	Error corrections	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	124
DQ033	5097	2	Additions to the interface records	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	124
DQ034	4778	1	The solution should generate error reports at the summary and detail levels that include all data necessary to resolve errors monthly and as requested by the Department.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	124
DQ035	4584	1	The solution should store reports to allow users the ability to retrieve them quickly per the Department's business rules.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	125
DQ036	4779	1	The solution should reload or resend records if they have not been applied correctly to the receiving entity.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	125
DQ037	4780	1	The solution should detect duplicate files or records and isolate them for manual review and further processing.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	125
DQ038	4782	1	The solution should create messages that accurately describe errors received as a result of a data transfer.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	125
DQ039	4477	1	The solution should have the ability to maintain an up-to-date inventory of all forms utilized and make this inventory available to the Department upon request.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	125
DQ040	4492	1	The solution should have the ability to identify which fields in forms are required and which are optional.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	125
DQ041	4530	1	The solution should have the ability to store the date that a correspondence was delivered for printing in a preferred date format of MM/DD/YYYY.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	126
DQ042	4545	1	The solution should provide automatic default file naming convention for saved correspondence as agreed upon with the Department.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	126
DQ043	4553	1	The solution should categorize and classify types of correspondence as agreed upon with the Department.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	126
DQ044	4710	1	The solution should distinguish between, and incorporate, business days, weekends, and state holidays in all time-related functions in the system.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	126
DQ045	4176	1	The solution should include web-based online help functionality in searchable portable document format (PDF), that includes a searchable database of common problems.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	127
DQ046	4472	1	The solution should set parameters on fields to prevent system users from entering information outside of those parameters.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	127
DQ047	4474	1	The Vendor should produce all member- and provider-facing content written at no greater than an eighth grade reading level.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	127
DQ048	4880	1	The solution should include email addresses in the authorization table for registration, and email addresses should be kept confidential and only used for official Department business.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	127

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IN001	4759	1	The solution should have the ability to support various current technologies for data interchange and electronic visit verification (EVV) data submission and verification including, but not limited to, web portal, application interface, telephony, quick response (QR) codes, and automated location verification.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	128
IN002	4763	1	The Vendor should utilize open architecture standards and scalability to promote integration throughout the West Virginia technology enterprise.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	128
IN003	4758	1	The solution should be flexible and readily adaptable to changing Department and federal requirements and as requested by the Department.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	128
IN003A	5297	1	The solution should address the disruption or limited availability of network connectivity, telephony, and/or cell coverage at the visit site by providing members and providers more than one method to send and receive electronic visit verification (EVV) data.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	129
IN003B	5298	1	The solution should have the ability to capture and retain electronic visit verification (EVV) data gathered when the transmission services are offline for any reason at the visit site and to send or receive queued system data when services are restored.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	129
IN004	4725	1	The solution should provide archival and purge processes that do not degrade performance or interrupt the system.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	130
IN005	4748	1	The solution should allow centralized deployment of system updates and system maintenance.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	130
IN006	4668	1	The solution should provide workflow functionality that supports a variety of mechanisms to initiate, execute, suspend, or terminate workflows including, but not limited to:	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	130
IN007	5090	2	Communication events (email, document upload, form submissions, or phone)	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	130
IN008	5091	2	System-generated events	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	130
IN009	5092	2	User-triggered events	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	130
IN010	5093	2	Exception-processing events	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	130
IN011	4673	1	The solution should include definition and modeling of workflow processes and their constituent activities.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	131
IN012	4529	1	The solution should have the ability to facilitate mass email notifications.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	131
IN013	4533	1	The solution should have the ability to reissue and track any correspondence or form as requested by the Department.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	132
IN014	4565	1	The solution should have the ability to schedule any report to be run at varying levels of frequency or on-demand.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	132

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IN015	4576	1	The solution should provide integrated print capability within the application for any report.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	132
IN016	4000	1	The solution should have the ability to notify users of system maintenance and other information approved to be distributed by the Department.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	132
IN017	4400	1	The Vendor should manage, track, and report on user support services via multiple channels, including:	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	132
IN018	4401	2	Telephone	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	132
IN019	4402	2	Member portal	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	132
IN020	4403	2	Email	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	132
IN021	4404	2	Mail	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	132
IN022	5215	1	The Vendor should provide investigative results inclusive of mitigation measures to address reported incidents within 30 days of the documented incident.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	133
IN023	4177	1	The Vendor should support provider compliance through direct assistance, coaching, technical assistance, and other active outreach activities as requested by the Department.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	133
IN024	3998	1	The solution should provide users a description of the minimum hardware and software requirements, installation, maintenance, and enhancement of software based on role and system requirements prior to system updates.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	134
IN025	4499	1	The solution should allow users to schedule and modify system events as requested by the Department.	Hardware and Infrastructure	Will Not Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	135
IN026	4408	1	The Vendor should provide a technical support call center located within the contiguous United States.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	135
IN027	4450	1	The solution should document call information, as agreed upon by the Department.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	143
IN028	4410	1	The technical support call center hours of operation should be Monday through Friday, from 9:00 a.m. to 6:00 p.m. Eastern Time (ET) and on an emergency basis as requested by the Department. The call center may be closed for standard federal holidays and West Virginia State holidays,	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	143
IN029	4412	1	The Vendor should return all after-hour calls by the next business day, in the caller's preferred language and/or through oral interpretation services. (Reference: https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	143
IN030	4415	1	The Vendor should provide functionality to manage calls to the Technical Call Center including, but not limited to:	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	144
IN031	4922	2	Creation of tickets	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	144

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IN032	4923	2	Editing existing tickets	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	144
IN033	4924	2	Sorting of call center ticket information	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	144
IN034	4925	2	Filtering of call center tickets or electronic records	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	144
IN035	4416	1	The Vendor's Technical Call Center should have the ability to track data including, but not limited to:	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	144
IN036	4417	2	The caller	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	144
IN037	4418	2	The question(s) and/or issue(s)	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	144
IN038	4419	2	The Vendor staff responding to the ticket	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	144
IN039	4420	2	The date(s)	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	144
IN040	4421	2	The time(s)	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	144
IN041	4422	2	The status (opened or closed)	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	144
IN042	5217	2	Problem resolution	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	144
IN043	4431	1	The Vendor's Technical Call Center should have the ability to repeat call options automatically.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	145
IN044	4437	1	The Vendor should maintain sufficient staff and telephone lines to perform all required technical support call center functions.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	145
IN045	4798	1	The solution should use automated menus, including an easily accessible option for reaching a live operator.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	145
IN046	4901	1	The solution should provide assistance to inquiries received from persons who require special assistance including, but not limited to:	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	145
IN047	5031	2	Persons with Limited English Proficiency (LEP)	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	145
IN048	5032	2	Persons with vision disabilities	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	145
IN049	5033	2	Persons with hearing disabilities	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	145
IN050	5034	2	Persons with speech disabilities	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	145
IN051	4885	1	The solution should include an online option for users to report any technical problems.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	145
IN052	5190	1	The Vendor should ensure the solution components that are web based have cross-browser compatibility over the life of the contract and support software utilization in the current version and two (2) prior versions at a minimum for the following browsers including, but not limited to:	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	146

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IN053	5191	2	Microsoft Edge	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	146
IN054	5192	2	Apple Safari	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	146
IN055	5193	2	Google Chrome	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	146
IN056	5194	2	Mozilla Firefox	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	146
IN057	5195	2	Microsoft Internet Explorer	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	146
IN058	4819	1	The solution should incorporate a non-restrictive environment for experienced users to directly access a screen or to move from one screen to another without reverting to the menu structure.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	146
IN059	4820	1	The solution should generate drop-down lists to identify options available, valid values, and code descriptions by screen field.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	146
IN060	4835	1	The Vendor should provide web applications that satisfy the Priority 1 Checkpoints from the Web Content Accessibility Guidelines 1.0 developed by the World Wide Web Consortium (W3C), as detailed at: http://www.w3.org/TR/WCAG10/full-checklist.html.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	146
IN061	4838	1	The solution should have the ability to include secure and public facing tabs for the web portal.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	147
IN062	4845	1	The solution should have the ability to utilize an authentication process to handle multiple layers of security levels as requested by the Department.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	147
IN063	4853	1	The solution should have the ability to provide self-service password resets and mask the display of passwords at the sign-on screen when the user enters the portal.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	147
IN064	4854	1	The solution should have the ability to mask the display of passwords at the sign-on screen when entered by the user.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	147
IN065	4882	1	The Vendor should ensure that web portal field definitions comply with system field definitions.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	147
IN066	4833	1	The Vendor should, for the web portal, provide Internet security functionality to include firewalls, intrusion detection, and encrypted network/secure socket layer (SSL).	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	147
IN067	5010	1	The Vendor should provide and maintain a secure data storage solution that includes encryption of data in transit and encryption of data at rest.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	148
SM001	4230	1	The solution should authenticate all users when establishing a connection to the solution.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	149
SM002	3972	1	The solution should have the ability to automatically generate a unique user identification during the registration process for new users enrolling in the program.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	149

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SM003	3975	1	The solution should have the ability to assign a new unique user identifier (ID) for an existing user.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	149
SM004	4772	1	The solution should use a secure file transfer protocol (i.e. SFTP, etc.), secure web interface, or other industry-standard electronic means (such as Gentran, Connect: Direct, or equivalent) or encrypted media to transfer files as approved by the Department.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	149
SM005	4224	1	The solution should warn the user about accessing US Government Federally protected data and allow the user to confirm and proceed with such actions.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	150
SM006	4244	1	The Vendor should provide a secure web-based method to receive requests for authorization to access the solution.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	150
SM007	4246	1	The Vendor should provide Single Sign-On (SSO) capability for authentication and authorization across the solution.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	150
SM008	4254	1	The solution should provide Department-approved multi-factor authentication for Vendor remote access to solution environment or their contractors, if applicable.	Security Management	Will Not Meet	Attachment 8 - Technical Specifications Approach	Security Management	150
SM009	3977	1	The solution should use role-based access for data and system functionality.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	150
SM010	3978	1	The solution should have configurable roles by state plan and waiver program that may be created and modified by the Department through a change request as outlined in the Department approved Change Management Plan.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	151
SM011	3983	1	The solution should have the ability to record specific access by users to confidential personal information (CPI) contained within the solution. The mechanism should record the following data elements and allow a role-based user to search this log for matching criteria to discern what was accessed including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	151
SM012	5043	2	User name	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	151
SM013	5044	2	Date of access	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	151
SM014	5045	2	Time of access	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	151
SM015	5046	2	Name of Individual (First and Last) whose confidential personal information (CPI) was accessed	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	151
SM016	5047	2	Name of computer system used to access confidential personal information (CPI)	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	151
SM017	5048	2	Query/Transaction used	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	151
SM018	4082	1	The solution should provide users role-based access to reporting functionality.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	151
SM019	5218	1	The solution should allow correspondence to be viewed based on role based access.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	152

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SM020	4664	1	The solution should allow authorized users to remove view or edit access rights to any data fields or data elements within the solution based on user role.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	152
SM021	4229	1	The solution should provide role-based security through various methods, including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	152
SM022	5052	2	Unique identifiers (IDs)	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	152
SM023	5053	2	Mandatory password standards and policies for length, character requirements, and updates for all users as defined within National Institute of Standards and Technology (NIST) 800-63-3: Digital Identity Guidelines, or equivalent. https://doi.org/10.6028/NIST.SP.800-63-3	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	152
SM024	5054	2	Profile or group access assignments	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	152
SM025	4235	1	The solution should provide a mechanism to limit access to information based on user roles and program rules.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	153
SM026	4236	1	The solution should provide role-based access to all system components and control access through various methods, including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	153
SM027	5055	2	Blocking specific window or screen access	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	153
SM028	5056	2	Blocking specific report views or analytics	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	153
SM029	5057	2	Restrict data elements	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	153
SM030	5058	2	Restrict viewing of specific members	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	153
SM031	5059	2	Limit access to other fields within the system as determined by the Department	Security Management	Will Not Meet	Attachment 8 - Technical Specifications Approach	Security Management	153
SM032	4237	1	The solution should update all security roles automatically when a change in the master role is made.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	153
SM033	4238	1	The solution should allow user access and role changes to be made in real-time.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	153
SM034	4240	1	The solution should have the ability to restrict concurrent logons.	Security Management	Will Not Meet	Attachment 8 - Technical Specifications Approach	Security Management	154
SM035	5167	1	The solution should have the ability to configure the timeout requirements for each system environment and user role.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	154
SM036	4204	1	The solution should have the ability to create multi-level escalating alerts for Department-defined events.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	154
SM037	4207	1	The solution should identify the recipients of alerts by alert type and user role.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	154
SM038	3990	1	The solution should have the ability to allow the Department to define which edits and rules may be overridden within the solution by the direct care worker or provider agency and how the solution will respond with warnings, alerts, or denials of the requested user action.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	155

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SM039	4319	1	The solution should utilize a Security Information and Event Management (SIEM) solution that generates alerts for events. Copies will be made available to the Department, including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	155
SM040	5060	2	Alert generation for attempts to access unauthorized databases from internal and external systems	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	155
SM041	5061	2	Monitoring and reporting of events on an ongoing basis	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	155
SM042	5156	1	The Vendor should provide a report outlining applicable National Institute of Standards and Technology (NIST) SP 800-53 moderate security control responsibilities (reference: https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-53r4.pdf) noting which security controls are implemented and/or inherited by the Vendor, implemented by the Department, or shared by both parties. This report should be maintained by the Vendor and outline the following information, including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	155
SM043	5157	2	Non-compliant and required security and privacy controls	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	155
SM044	5158	2	Applied mitigations	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	155
SM045	5159	2	Plan to correct deficiencies	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	155
SM046	4572	1	The solution should maintain a list of users and owners of each stored report.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	156
SM047	4573	1	The solution should retain and maintain access to reports as specified by the Department's Retention Policy. (Reference: https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf)	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	156
SM048	4568	1	The solution should allow, initially, up to fifteen (15) State users to create ad hoc reports. Additional users should be added at no additional cost to the State.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	156
SM049	4590	1	The solution should track and store detailed information regarding all reporting requests, including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	156
SM050	4591	2	Who requested the information	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	156
SM051	4592	2	Date of request	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	156
SM052	4593	2	Time of request	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	156
SM053	4594	2	What data the report included	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	156
SM054	4595	2	Report storage upon completion	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	156

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SM055	4757	1	The solution should generate a periodic report of upcoming user account terminations on a schedule approved by the Department.	Security Management	Will Not Meet	Attachment 8 - Technical Specifications Approach	Security Management	157
SM056	4801	1	The solution should maintain a record of all Integrated Eligibility Solution (IES) member information accessed.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	157
SM057	4802	1	The solution should maintain a record, including an audit trail, of all manually entered data queries by user, communications, and report distributions.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	157
SM058	5275	1	The Vendor should supply, on an annual basis, a report of the results of all security, privacy, and risk assessments, including all tools used, and an action plan detailing the approach for remediation of security risk vulnerabilities. Data and testing results, including reports, should be retained for 10 years per CMS guidelines.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	157
SM059	4228	1	The solution should log manual overrides and report on them at timed intervals determined by the Department.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	158
SM060	4249	1	The solution should create a log of access attempts and generate a monthly user lock out report to the Vendor's security management team and to the Department, upon request.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	158
SM061	4281	1	The solution should have the ability to provide authorized requestors a report containing the security profile for an individual or role.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	158
SM062	4300	1	The solution should monitor, detect, and report impermissible use or disclosure under the Privacy Rule that compromises the security or privacy of the protected health information.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	158
SM063	4301	1	The Vendor should conduct annual penetration testing of the solution and provide results to the Department within 30 days of completion.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	158
SM064	4303	1	The Vendor should provide all incident reporting to the Department immediately upon discovery per Department guidelines.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	158
SM065	4469	1	The solution should be able to redact information contained in any form, correspondence, or report and save the redacted version as a new file.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	159
SM066	4488	1	The solution should allow users to override and change pre-populated information in forms, when appropriate.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	159
SM067	4524	1	The solution should maintain an inventory and store all system-generated correspondence based on Bureau for Medical Services' (BMS) Retention Policy (Reference: https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf)	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	159

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SM068	4722	1	The solution should ensure that data, including hard copy documents, are retained, stored, imaged, archived, and protected from destruction. All data should be available according to Department and federal requirements, and in accordance with the Department's Data Retention Policy (Reference: https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf)	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	159
SM069	4723	1	The Vendor should ensure that hard copy documents are retained, stored, imaged, archived, and destroyed in accordance with applicable federal requirements and in accordance with the Department's Data Retention Policy (Reference: https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf)	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	159
SM070	4660	1	The solution should prevent certain decisions and fields from having the ability to be overridden by users.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	160
SM071	4837	1	The Vendor should ensure that information captured via the web portal meets the relevant data management specifications, including, but not limited to, access, inquiry, update, retention, and archival.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	160
SM072	4844	1	The solution should have the ability to display and require the user to accept web-site terms of agreement when entering the web portal.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	160
SM073	4846	1	The solution should have the ability to establish user access to predefined Department levels including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	160
SM074	5016	2	Page level	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	160
SM075	5017	2	Field level	Security Management	Will Not Meet	Attachment 8 - Technical Specifications Approach	Security Management	160
SM076	5018	2	Data element level	Security Management	Will Not Meet	Attachment 8 - Technical Specifications Approach	Security Management	160
SM077	4847	1	The Vendor should provide a public facing website that provides access to a secure portal including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	160
SM078	4848	2	Instructions on how to use the secure site	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	160
SM079	4849	2	Site map	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	160
SM080	4850	2	Contact information	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	160
SM081	4851	1	The solution should have the ability to send users their initial auto-generated password via email and require that they change their password upon their next sign-on.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	161

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SM082	4856	1	The solution should have the ability to require qualifying information to access system records via the web portal including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	161
SM083	5021	2	Provider number	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	161
SM084	5022	2	Prior authorization number	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	161
SM085	5023	2	Medicaid ID number	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	161
SM086	5024	2	Date of service	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	161
SM087	5025	2	Claim number	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	161
SM088	4755	1	The solution should allow a system administrator to reset user passwords.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	161
SM089	4756	1	The solution should allow users to change their passwords on demand.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	161
SM090	4852	1	The solution should have the ability to set and adjust password expiration dates.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	161
SM091	5226	1	The solution should have the ability to warn the user that the Caps Lock is on when entering sign-on passwords.	Security Management	Will Not Meet	Attachment 8 - Technical Specifications Approach	Security Management	162
SM092	4231	1	The Vendor should establish an expiration schedule for system component required passwords to minimize system or user disruption.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	162
SM093	4232	1	The solution should store passwords in encrypted form. The Advanced Encryption Standard (AES) 256-bit standard or equivalent should be used. (Reference: https://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.197.pdf)	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	162
SM094	4234	1	The solution should enforce password policies for length, character requirements, and updates for all users as agreed upon by the Department	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	162
SM095	4241	1	The solution should allow self-service password resets.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	162
SM096	4243	1	The solution should send system-generated email notifications of password change events and expiration warnings at Department approved intervals.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	162
SM097	4242	1	The Vendor should deactivate all system access for users immediately upon notification of termination, departure, or reassignment.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	163
SM098	4248	1	The solution should have the ability to lock out a user after a pre-determined number of unsuccessful login attempts.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	163
SM099	4251	1	The solution should automatically suspend all users who have not accessed the solution within a specified period of time as requested by the Department.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	163

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SM100	5166	1	The solution should have the ability to close accounts that have been suspended more than a predetermined number of days as requested by the Department.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	163
SM101	4252	1	The solution should have the ability to terminate authorized sessions after predetermined time period of inactivity, as requested by the Department, after a warning message is displayed to the user informing them that the session will terminate in an identified period of time.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	163
SM102	4749	1	The solution should provide three types of controls to maintain the integrity, availability, and confidentiality of protected health information (PHI) data contained within the system. These controls should be in place at all appropriate points of processing as follows:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	163
SM103	4750	2	Preventive Controls: Controls designed to prevent errors and unauthorized events from occurring	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	164
SM104	4751	2	Detective Controls: Controls designed to identify errors and unauthorized transactions that have occurred in the system.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	164
SM105	4752	2	Corrective Controls: Controls designed to ensure that the problems identified by the detective controls are corrected.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	164
SM106	4250	1	Upon login, the solution should inform users of privacy policy, including the logging of users' access attempts to personally identifiable information (PII) and/or protected health information (PHI) and other actions taken within the application that are subject to privacy reporting and disclosure notification, including the legal sanctions imposed for improper disclosure and use to be approved by the Department.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	164
SM107	4295	1	The Vendor should deliver reporting on all unauthorized disclosures of personally identifiable information (PII) and/or protected health information (PHI) immediately upon discovery.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	164
SM108	4296	1	The Vendor should perform data mapping to identify confidential data and Protected Health Information (PHI) contained in the system, the flow of that data through the system, and where that data resides.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	164
SM109	4258	1	The Vendor staff should adhere to all Department security requirements when on-site at Department facilities and as required by the facility's security requirements.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	165
SM110	4262	1	The Vendor should protect the Vendor's data center location(s) against intrusion at all times and maintain a surveillance alarm system that is linked to a manned monitoring center.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	165
SM111	4263	1	The Vendor should provide the Department access to all facilities to conduct announced and unannounced visits of the Vendor's facilities.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	165

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SM112	4264	1	The Vendor should maintain a current database of individuals who have access to its facilities and the database should be available for the Department's inspection upon request.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	165
SM113	3976	1	The solution should have the ability to reassign existing records from one user identifier (ID) to another user ID in the case of fraud, errors, and omissions that affect data integrity and reporting according to the Department's business rules. All reassignment of records should be captured in audit logs.	Security Management	Will Not Meet	Attachment 8 - Technical Specifications Approach	Security Management	166
SM114	4265	1	The solution should audit and track all activity specific to each user including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	166
SM115	4266	2	Invalid login attempts	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	166
SM116	4267	2	Transaction activities	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	166
SM117	4268	2	Track adds, changes, and deletes of individual member visit verification data	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	166
SM118	4269	2	Password changes	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	166
SM119	4270	2	Security question and/or Key creation	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	166
SM120	4271	2	Updates to security questions	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	166
SM121	4272	2	User navigation history	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	166
SM122	4225	1	The Vendor should ensure that its employees and subcontractors complete and maintain required security training and follow State and Department policies regarding security. This should be done, at a minimum, on an annual basis and for all new hires within five (5) business days of being hired (Reference: https://www.wv.gov/Policies/Pages/default.aspx#undefined)	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	166
SM123	4275	1	The solution should collect sufficient detail to produce an immutable audit log of all manual and automated system activity including, but not limited to the following elements:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	167
SM124	4276	2	User Identification	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	167
SM125	4277	2	Machine/Internet Protocol Address Identification	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	167
SM126	4278	2	Time and Date of Action	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	167
SM127	4279	2	Actions Performed	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	167

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SM128	4282	1	The solution should record an immutable audit log of security role assignment and revocation activities performed within the solution and changes to security role assignments on servers and in databases.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	167
SM129	4257	1	The Vendor should disable building and system access in real-time for staff upon termination, departure, or reassignment from the project.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	167
SM130	4283	1	The solution should generate audit reports based on a request from authorized requestors at the Department.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	167
SM131	5288	1	The solution should have the ability to control access to member records based on user roles and system credentials.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	167
SM132	4247	1	The solution should support member-delegated authority including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	168
SM133	5161	2	Assistors	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	168
SM134	5162	2	Authorized representatives	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	168
SM135	5295	1	The Vendor should require that all employees accessing sensitive and critical member data successfully pass State and Federal fingerprint-based background checks prior to potential or actual data access. See request for proposal (RFP) Section 3: General Terms and Conditions for more information.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	168
SM136	4315	1	The Vendor should conduct information security assessments and audits of the solution to be conducted by the Vendor, by the Department, or by an external entity hired by the Department as directed by the Department.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	168
SM137	4318	1	The Vendor should conduct all security, privacy, and/or risk assessments inclusive of vulnerability scans of the solution and the results of the vulnerability scan should be included with the assessment results.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	168
SM138	3989	1	The Vendor should allow for only Department approved users to enter and/or approve change request activities, per the Change Management Plan.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	169
SM139	5151	1	The solution should comply with the standards and protocols under sections 1104 and 1561 of the Affordable Care Act (ACA). (Reference: https://www.caqh.org/core/operating-rules-mandate) (Reference: https://www.healthit.gov/sites/default/files/rules-regulation/aca-1561-recommendations-final2.pdf)	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	169

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SM140	5154	1	The Vendor should follow Federal, State, and Department policies for receipt and removal of hardware and electronic media that contain electronic protected health information according to 45 CFR164.310. (Reference: HTTPs://www.hhs.gov/sites/default/files/patient-protection.pdf)	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	169
SM141	4754	1	The solution should allow local and central system security administrators to add and change permissions for local and central system access.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	169
SM142	4288	1	The Vendor should maintain the same level of security compliance during any interruption of normal operations as outlined in the RFP Contract Deliverables and applicable federal requirements.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	170
SM143	4289	1	The solution should have the ability to securely access all data in the event of an emergency without any impacts to the confidentiality or integrity of the data.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	170
SM144	4305	1	The Vendor should deliver the system architectural activity and process diagrams that detail security and privacy controls to the Department upon request.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	170
SM145	4307	1	The Vendor should ensure that all Vendor-owned hardware and software are configured securely, including but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	170
SM146	4308	2	Being protected by industry standard virus protection software, which is automatically updated according to a Department-approved schedule.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	170
SM147	4309	2	Having all security patches installed that are relevant to the applicable operating system and all other system software and hardware.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	170
SM148	4310	2	Maintaining compatibility with Department software and systems.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	170
SM149	4311	2	Utilizing only licensed software and hardware solutions that have not been classified as End-of-Life (EOL).	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	170
SM150	4312	1	The Vendor should ensure they are in compliance with the State and Department Information Technology Security and Privacy Policies.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	171
SM151	4320	1	The Vendor should maintain documentation of encryption keys, interface credentials, and service account credentials, and provide the Department with updated documentation every time an update is made.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	171
SM152	4321	1	The Vendor should provide continuous monitoring of the solution using intrusion detection software (IDS).	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	171
SM153	4322	1	The Vendor should provide reports at intervals as agreed upon by the Bureau from the intrusion detection software (IDS).	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	172
SM154	4323	1	The Vendor should provide continuous monitoring of the solution using industry standard intrusion prevention software (IPS).	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	172

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SM155	4324	1	The Vendor should provide reports at intervals agreed upon by the Department from the intrusion prevention software (IPS).	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	172
SM156	4328	1	The solution should have the ability to support non-disclosure of information.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	172
SM157	4429	1	The Vendor's Technical Call Center should have the ability to authenticate the caller/user as required by the Department.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	172
SM158	4313	1	The solution should provide complete logical and physical segregation of electronic visit verification (EVV) data and files from the data and files of other Vendor/Vendor customers.	Security Management	Will Not Meet	Attachment 8 - Technical Specifications Approach	Security Management	172
PM001	3963	1	The solution should have the ability to modify settings through the approved Change Management Plan to configure the business rules engine performing tasks, including, but not limited to:	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	182
PM002	5036	2	Rule deletion	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	182
PM003	5037	2	Rule modification	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	182
PM004	5038	2	Addition of new rules	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	182
PM005	5146	2	Business edits	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	182
PM006	5147	2	Others as defined by the Department	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	182
PM007	3979	1	The Vendor should collaborate with the Department to establish the initial roles and level of access and responsibility for each class of user.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	183
PM008	3982	1	The solution and supporting processes should comply with the Centers for Medicare & Medicaid Services (CMS) Seven Conditions and Standards and the most current version of CMS Medicaid Information Technology Architecture (MITA). (Reference: https://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Data-and-Systems/Downloads/EFR-Seven-Conditions-and-Standards.pdf)	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	183
PM009	4130	1	The Vendor should conduct an overview with the Department of solution changes that are ready to be moved into the production environment as directed in the Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	184

Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
PM010	4711	1	The Vendor should request authorization in writing from the Department prior to promoting any system changes to the production environment or solution as agreed upon by the department.	Project Management	Will Not Meet	Attachment 9 - Implementation Specifications Approach	Project Management	184
PM011	4199	1	The solution should have the ability to allow the modification of edits per the Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	185
PM012	4212	1	The Vendor should provide a manual visit verification process that is adaptable to changes in program requirements throughout the contract period as directed by the Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	185
PM013	4083	1	The solution reporting should be configurable so that standard reports and recipients of reports can be changed easily over the life of the contract without additional cost, as defined in the approved Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	186
PM014	4174	1	The Vendor should update the user manual and receive Department approval each time a solution change or upgrade is implemented as directed by the Change Management Plan and within an agreed upon time-frame by the Department.	Project Management	Will Not Meet	Attachment 9 - Implementation Specifications Approach	Project Management	187
PM015	4175	1	The Vendor should provide updates to the user manual and have the updated manual available to users no later than thirty (30) days prior to the date a solution change is implemented as directed by the Change Management Plan.	Project Management	Will Not Meet	Attachment 9 - Implementation Specifications Approach	Project Management	187
PM016	3999	1	The Vendor should configure the solution for specific Medicaid waivers/services at no additional cost to the Department, per the Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	187
PM017	5113	1	The solution should have the ability to support data integrity through system controls for software program changes and promotion to production as defined in the approved Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	187
PM018	4676	1	The solution should support workflow development by the vendor based on new processes defined by the Department according to business needs as identified in the Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	187
PM019	4712	1	The solution should have the ability for the Department to control and monitor system change requests as defined in the approved Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	188
PM020	4714	1	The solution should have the ability for the Department to set and change priority levels on individual change requests as defined in the approved Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	188

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PM021	4317	1	The Vendor should conduct a security, privacy, and/or risk assessment of any new functionality prior to its deployment to production , the results of which should be delivered to the Department within an agreed upon timeframe by the Department. The Vendor should obtain Department approval for proposed resolutions to all assessment findings prior to deployment to production per the Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	188
PM022	4116	1	The Vendor should coordinate all testing activities as agreed upon by the Department.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	188
PM023	4117	1	The Vendor should prepare a comprehensive set of test scenarios, within a timeframe as agreed upon by the Department, including but not limited to:	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	189
PM024	5198	2	Applicable test cases	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	189
PM025	5199	2	Expected test results	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	189
PM026	5200	2	Others as defined by the Department	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	189
PM027	4118	1	The Vendor should provide the Department and/or its designees access to test cases and test data to facilitate execution of applicable testing cycles.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	189
PM028	4119	1	The Vendor should provide the Department with a fully tested and operations-ready User Acceptance Test environment that is isolated and separate from all other environments.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	189
PM029	4129	1	The Vendor should discuss and finalize with the Department the level of testing required based on the significance of the change as directed in the Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	190
PM030	4131	1	The Vendor should provide the Department weekly reports of testing status, including, but not limited to:	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	190
PM031	5201	2	Metrics on the number of tests completed	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	190
PM032	5202	2	Number of deferred or canceled tests	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	190
PM033	5203	2	Results of the tests executed	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	190
PM034	5204	2	Defects identified by severity level	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	190

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PM035	5205	2	Corrective actions taken	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	190
PM036	5206	2	Others as defined by the Department	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	190
PM037	4141	1	The Vendor should conduct Pilot Testing to validate the capacity and processing capabilities of the solution in a tightly controlled production environment.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	190
PM038	4142	1	The Vendor should include a test of actual data processing in a full operational environment, with successful end-to-end solution functionality during Pilot Testing.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	190
PM039	4144	1	The Vendor should provide written test results of the Pilot Testing to the Department within an agreed upon timeframe.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	190
PM040	4145	1	The Vendor should provide the Department official written notification of readiness for full production operations after completion of Pilot Testing.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	191
PM041	3986	1	The Vendor should work with the Department to develop an interface testing acceptance standard to outline the minimum requirements that must be met prior to allowing external electronic visit verification (EVV) data partners to submit data to the EVV solution.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	191
PM042	3987	1	The Vendor should conduct interface testing with external electronic visit verification (EVV) data partners approved by the Department.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	192
PM043	4785	1	The Vendor should provide testing and training environments that include sufficient, representative data elements that are in the production environment. The Vendor should not invoke or charge the Department for license fees for any of the testing or training environments.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	192
PM044	4786	1	The Vendor should use a User Acceptance Testing (UAT) environment that mirrors all programs in production to allow the Department to conduct testing prior to new software updates and to serve as an ongoing training platform for users.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	193
PM045	4788	1	The Vendor should create, use, and make available to the Department, representative samples for testing edits, business rules, and workflow processing.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	193
PM046	4789	1	The Vendor should create or modify existing data as needed for testing in a test environment, in compliance with federal guidelines. (Reference: https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/XLC/Downloads/TestingFramework.pdf)	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	193

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PM047	4790	1	The Vendor should maintain a clearly organized test case library that can be accessed by all testers, including Department users, with search capability that is cross-referenced to the code that it tests.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	193
PM048	4836	1	The Vendor should ensure web portal design, development, implementation (DDI) and operations are in accordance with Department and federal regulations and guidelines related to security, accessibility, confidentiality, and auditing. (Reference: https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/InformationSecurity/Downloads/IS_Policy-.pdf)	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	193
PM049	5227	1	The solution should be developed and implemented in accordance with the project work plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM050	5244	1	The Vendor should conduct the following types of testing in support of the solution:	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM051	5245	2	Unit testing	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM052	5247	2	Iterative functional testing	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM053	5248	2	System integration testing (SIT)	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM054	5249	2	Interface testing	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM055	5250	2	Regression testing	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM056	5251	2	End-to-end testing	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM057	5252	2	Security testing	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM058	5253	2	Performance testing	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM059	5254	2	Usability/Accessibility testing	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM060	5255	2	Browser testing	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194

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PM061	5256	2	User acceptance testing (UAT)	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM062	5257	2	Data conversion testing	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM063	5258	2	Operational readiness testing (ORT)	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM064	5259	2	Other testing as identified by the Department and/or Vendor	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM065	5260	1	The Vendor should be prepared to assist the Department, as necessary, with User acceptance testing (UAT).	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM066	5261	1	The Vendor should be prepared to conduct User acceptance testing (UAT) in all cases whereby the Department does not elect to conduct UAT.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	195
PM067	5262	1	The Vendor should complete regression testing subsequent to, but not limited to, the following:	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	195
PM068	5263	2	Deployment of new solution components	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	195
PM069	5264	2	Integration of each solution component into the primary solution	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	195
PM070	5265	2	Every migration of new build versions to each test environment	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	195
PM071	5266	2	Solution fixes	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	195
PM072	5267	2	Solution patches	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	195
PM073	5268	2	Solution releases	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	195
PM074	5269	2	Others as defined by the Department	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	195
PM075	5270	1	The Vendor should utilize a subset of system integration testing (SIT) scenarios representative of maximum functional and technical solution coverage for the purposes of regression testing.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	195
PM076	5271	1	The Vendor should obtain approval from the Department on which scenarios should be used for regression testing.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	196

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PM077	5272	1	The Vendor should utilize end-to-end test cases in support of regression testing.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	196
PM078	5273	1	The Vendor should perform privacy and security testing on functional, technical, and infrastructure components to ensure the solution meets all State, Department, and Federal privacy and security requirements. (Reference: https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/InformationSecurity/Downloads/IS_Policy-.pdf)	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	196
PM079	5274	1	The Vendor should propose testing scenarios and/or cases to the Department for their approval.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	196
PM080	5276	1	The Vendor's performance testing methodology should allow for performance tests to be representative of the expected peak period volumes for solution operation.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	196
PM081	5277	1	The Vendor's performance testing should occur on a production ready version of the solution.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	197
PM082	5278	1	The solution's performance testing environment should mirror the final production solution specifications.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	197
PM083	5279	1	The Vendor should perform usability/ accessibility testing for various types of users, including, but not limited to:	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	197
PM084	5280	2	Internal users	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	197
PM085	5281	2	External users	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	197
PM086	5283	2	Users with limited computer skills	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	197
PM087	5284	2	New user registration	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	197
PM088	5286	2	Users with disabilities	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	197
PM089	5287	2	Others as defined by the Department	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	197
PM090	4133	1	The Vendor should conduct an Operational Readiness Review (ORR) prior to statewide implementation of the solution.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	198

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PM091	4136	1	The Vendor's Operational Readiness Review (ORR) testing should include a volume/stress test of at least 30 calendar days of production-capacity volumes to demonstrate that the solution and Vendor staff members are prepared for full production.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	198
PM092	4138	1	The Vendor should document and propose solutions, and timeframes for corrective actions to all issues, problems, and defects identified through the Operational Readiness Review (ORR).	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	198
PM093	4140	1	The Vendor should prepare and submit to the Department an Operational Readiness Review (ORR) Report that demonstrates that the Vendor and solution are ready to begin operations.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	198
PM094	4566	1	The Vendor should correct any report errors identified by the Department or the Vendor and correct the report within an agreed upon timeframe, through additional steps as defined in the Change Management Plan, including, but not limited to:	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	198
PM095	4969	2	Correct the report	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	198
PM096	4970	2	Verify the report	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	199
PM097	4971	2	Distribute or re-distribute the report	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	199
PM098	4972	2	Others actions as defined by the Department	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	199
PM099	4089	1	The Vendor should assist the Department with specialized research and reporting as requested.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	199
PM100	4787	1	The Vendor should be able to test edits, business rules, and workflow processing and report on results.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	199
PM101	5171	1	The Vendor should support either the transition of the solution to an entity designated by the Department and/or support the retirement of the solution at the end of the term of the contract, including all contract extensions as defined in the Turnover and Closeout Management Plan.	Project Management	Will Not Meet	Attachment 9 - Implementation Specifications Approach	Project Management	200
PM102	4448	1	The Vendor should obtain Department approval of all scripts prior to implementation that will be used in the Technical Call Center.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	200
PM103	4508	1	The Vendor should identify and be responsible for the implementation and integration of all third-party software used in support of the solution.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	200

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PM104	5228	1	The Vendor should conduct requirements validation and joint application design in support of requirements analysis and solution design activities as agreed upon by the Department.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	200
PM105	5229	1	The Vendor should maintain a requirements traceability matrix (RTM) throughout the lifecycle of the project.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM106	5230	1	The Vendor should provide all stakeholders identified by the Department access to the requirements traceability matrix (RTM).	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM107	5231	1	The Vendor should document in the requirements traceability matrix (RTM) where each requirement is accounted for, including, but not limited to:	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM108	5232	2	Design documentation	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM109	5233	2	Code modules	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM110	5234	2	Test conditions	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM111	5235	2	Test scenarios	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM112	5236	2	Test cases	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM113	5237	2	Certification criteria	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM114	5238	2	Medicaid Information Technology Architecture (MITA) business areas and processes	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM115	5239	2	Medicaid Information Technology Architecture (MITA) Standards and Conditions	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM116	5240	2	Others as defined by the Department	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM117	5241	1	The Vendor should demonstrate through the requirements traceability matrix (RTM) that all documented and approved specifications have been traced throughout the development lifecycle.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	202
PM118	5242	1	The Vendor should work with the Department during joint application design (JAD) sessions to validate the scope, purpose, and implications of each Request for Proposal (RFP) specification.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	202

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PM119	5243	1	The Vendor should identify and work to resolve gaps between the Vendor's and the Department's understanding of a specification(s) during joint application design (JAD) sessions.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	202
TN001	3973	1	The Vendor should provide outreach to users to ensure and document their readiness to begin using the solution. The outreach should include all user groups including, but not limited to:	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	251
TN002	5176	2	Members or Legal Representative	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	251
TN003	5177	2	Direct Care Workers	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	251
TN004	5178	2	Provider Agencies	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	251
TN005	5197	2	The Department	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	251
TN006	5179	2	Other as defined by the Department	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	251
TN007	3974	1	The Vendor should provide training at the time of registration.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	251
TN008	4146	1	The Vendor should collaborate with the Department and the stakeholder community to develop strategies to train members receiving services.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	257
TN009	4149	1	The Vendor should provide both web-based and ten (10) state-wide in-person trainings to users prior to the initial implementation of the solution based on a schedule and locations as agreed upon by the Department.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	258
TN010	4152	1	The Vendor should provide written training materials for both in-person and web-based training options.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	258
TN011	4153	1	The Vendor should submit all training materials to the Department for review and approval at least 45 calendar days prior to the date of the first training session.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	259
TN012	4154	1	The Vendor should provide training materials offered in accessible formats consistent with requirements of the Americans with Disabilities Act (ADA) throughout the life of the solution. (Reference: https://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.pdf)	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	259

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TN013	4155	1	The Vendor should provide training materials and training courses that are accessible for users who do not speak, read, or write the English language, upon request by the Department according tohttps://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html.	Training	Will Not Meet	Attachment 9 - Implementation Specifications Approach	Training	259
TN014	4156	1	The Vendor should obtain independent verification of the accuracy of all translations made pursuant to language and accessibility requirements.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	259
TN015	4158	1	The Vendor should provide web-based training available to users throughout the life of the solution.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	260
TN016	4160	1	The Vendor should provide a detailed approach to user training with respect to solution modifications.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	260
TN017	4161	1	The solution should maintain a record of all user training, including the name of the individual trained, the date of training, the specific training completed, and whether the training was in-person or web-based.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	260
TN018	4162	1	The Vendor's training records should be included in the data available for reporting.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	260
TN019	4168	1	The Vendor should provide a user manual to all users.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	261
TN020	4169	1	The user manual should be subject to Department approval.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	261
TN021	4170	1	The user manual should be available online and in hard copy upon request of the user.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	261
TN022	4171	1	The user manual should be offered in accessible formats consistent with requirements of the Americans with Disabilities Act. (Reference: https://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.pdf)	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	261
TN023	4172	1	The user manual should be available in at least those languages the Department is required to accommodate, in addition to English, pursuant to 45 Code of Regulations (CFR) Section 80.3(b)(2). (Reference: https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html)	Training	Will Not Meet	Attachment 9 - Implementation Specifications Approach	Training	261
TN024	5289	1	The solution should support workforce security awareness through such methods including, but not limited to:	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	262
TN025	5290	2	Security reminders (at login or screen access)	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	262

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TN026	5291	2	Training reminders	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	262
TN027	5292	2	Online training capabilities	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	262
TN028	5293	2	Training tracking	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	262
TN029	5294	2	Others as defined by the Department.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	262
DR001	4735	1	The solution should provide sufficient transaction logging and database back-up to allow it to be restored. If multiple databases are used for work item routing and program data, restoring the solution should ensure that databases are synchronized to prevent data corruption.	Solution Back-up, Disaster Recovery, and Failover	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Solution Back-Up, Disaster Recovery, and Failover	278
DR002	4453	1	The solution should have the ability to perform online backups without interruption to production operations, according to a schedule agreed upon by the Department.	Solution Back-up, Disaster Recovery, and Failover	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Solution Back-Up, Disaster Recovery, and Failover	278
DR003	4737	1	The solution should allow continued use of the system during back-up and perform back-ups during non-peak processing hours, to minimize the impact to operational activities.	Solution Back-up, Disaster Recovery, and Failover	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Solution Back-Up, Disaster Recovery, and Failover	279
DR004	4331	1	The solution should support data freezing.	Solution Back-up, Disaster Recovery, and Failover	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Solution Back-Up, Disaster Recovery, and Failover	279
DR005	4261	1	The Vendor should maintain an operational back-up power supply capable of supporting vital functions.	Solution Back-up, Disaster Recovery, and Failover	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Solution Back-Up, Disaster Recovery, and Failover	279
DR006	4290	1	The Vendor should equip facilities with proper safeguards for fire prevention, fire detection, and fire suppression that are consistent with local fire codes.	Solution Back-up, Disaster Recovery, and Failover	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Solution Back-Up, Disaster Recovery, and Failover	279
DR007	4291	1	The Vendor should equip fire detection and alarm systems with uninterruptable power supply.	Solution Back-up, Disaster Recovery, and Failover	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Solution Back-Up, Disaster Recovery, and Failover	279
DR008	4293	1	The Vendor should have a remote backup facility at least one hundred (100) miles away from the primary data center.	Solution Back-up, Disaster Recovery, and Failover	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Solution Back-Up, Disaster Recovery, and Failover	279
DR009	4292	1	The Vendor should conduct an annual disaster recovery exercise at a mutually agreed upon time and provide the results to the designated Department staff. Department staff should be invited to be included in these exercises.	Solution Back-up, Disaster Recovery, and Failover	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Solution Back-Up, Disaster Recovery, and Failover	280

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DR010	5114	1	The Vendor should store all backup copies in a Department-approved backup storage location for a period of time specified by the Department.	Solution Back-up, Disaster Recovery, and Failover	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Solution Back-Up, Disaster Recovery, and Failover	280
OP001	4715	1	The Vendor should track, and provide the Department access to, process metrics and other detail as defined in the approved Change Management Plan, including, but not limited to:	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	265
OP002	4716	2	The estimated and actual hours allocated to each change request	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	265
OP003	4717	2	Specific personnel assigned to each change request	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	265
OP004	4718	2	Scheduled completion date for each change request	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	265
OP005	4719	2	Total cost if the maximum allowed hours are exceeded on any approved change request	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	265
OP006	4720	2	Any change to current operational costs	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	265
OP007	4721	2	A separate total for equipment requirements (if applicable) related to the modification	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	265
OP008	5008	2	Others as defined by the Department	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	265
OP009	4743	1	The Vendor should assure all production software updates, releases, and patches are evaluated and approved by the Department prior to implementation as defined in the Change Management Plan.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	265
OP010	4744	1	The Vendor should send notification to the Department when releases are available to be evaluated as defined in the Change Management Plan.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	266
OP011	4745	1	The Vendor should provide the Department with detailed documentation that provides all fixes and functionality for each release.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	266

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OP012	4747	1	The Vendor should maintain version control and provide the Department with current system and user documentation.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	266
OP013	3988	1	The Vendor should perform all maintenance and product upgrades for all operational and test environments and hardware at no additional cost so that the system is operating on currently supported version of each product and maintain software and security patches, based on a schedule approved by the Department.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	266
OP014	3960	1	The solution should provide the ability for the provider agency to review billing prior to submitting for payment.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	267
OP015	5130	1	The solution should provide the ability for the provider agency to review and correct billing errors prior to submission.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	267
OP016	3961	1	The solution should provide the Department and provider agencies with reports of unbilled encounters through front-end edits including, but not limited to:	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	267
OP017	5131	2	No authorization	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	267
OP018	5132	2	Expired authorization	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	267
OP019	5133	2	Reasons that prevented claims from filing	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	267
OP020	5134	2	Edits made to claims	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	267
OP021	5135	2	Others as defined by the Department	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	267
OP022	3955	1	The Vendor should provide a report of all daily transactions, including interactions via the call center, available to the Department in a variety of formats, including, but not limited to:	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	268

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OP023	5100	2	Browser-based	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	268
OP024	5101	2	Portable Document Format (PDF)	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	268
OP025	5102	2	Excel	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	268
OP026	5103	2	Comma-Separated Value (CSV)	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	268
OP027	5172	2	Others as defined by the Department	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	268
OP028	4522	1	The solution should track metrics for each type of correspondence generated in the solution.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	268
OP029	4526	1	The solution should track the status of notices that are moving through the generation process.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	268
OP030	4528	1	The solution should notify the Department when an undelivered scheduled system-generated correspondence is approaching the predetermined delivery timeframe as agreed upon by the Department.	Operations	Will Not Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	268
OP031	4534	1	The solution should have the ability to track when any correspondence or form has been reissued or revised as agreed upon by the Department.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	269
OP032	4902	1	The Vendor should pay and arrange for an annual Statement on Standards for Attestation Engagements, System, and Organization Controls (SOC) 1, Type II audit, using the most current version of the audit, which should cover work performed by the Vendor at the Vendor's facility and data center sites. (Reference: https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1008_Audit_Mar2019.pdf)	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	269

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OP033	4903	1	The Vendor should submit the annual Statement on Standards for Attestation Engagements, System, and Organization Controls (SOC) 1, Type II audit report, using the most current version of the audit, to the Department for approval with an action plan to remediate findings within a timeframe agreed upon by the Vendor and the Department.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	269
OP034	4253	1	The solution should archive and store user profiles for a period of time agreed upon by the Department.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	269
OP035	5214	1	The Vendor should provide its incident reporting procedures to the Department for review and approval within a timeframe agreed upon by the Department.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	270
OP036	4164	1	The Vendor should detail the performance metrics and targets used to monitor the effectiveness of technical support by phone.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	270
OP037	4165	1	The solution should have the ability to provide an immediate response acknowledging all email inquiries and establishing a timeframe for the response.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	271
OP038	4166	1	The solution should have the ability to resolve all email inquiries to the Vendor's technical support within one 24 hour business day from initial receipt.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	272
OP039	4167	1	The Vendor should document inquiries and provide the Department with routine reports regarding reasons for technical support requests.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	272
OP040	4178	1	The Vendor should document any procedural action that occurred as a result of a complaint to the helpdesk and submit this documentation to the Department on an agreed upon schedule.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	273
OP041	4447	1	The Vendor's Technical Call Center should provide a toll-free voice messaging system that is compliant with the Americans with Disabilities Act (ADA) and supports limited English proficiency as defined by the Department of Health and Human Services (HHS). (References: https://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.pdf, https://www.hhs.gov/civil-rights/for-individuals/special-topics/limited-english-proficiency/index.html). The Technical Call Center should function 24 hours per day, 365 days per year, and provides callers information including, but not limited to:	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	273

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OP042	4928	2	Hours of operation	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	273
OP043	4929	2	Options for leaving messages after hours	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	273
OP044	4930	2	Options for leaving messages based on queue hold times and designated intervals as defined by the Department	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	273
OP045	4931	2	Recording of informational messages as defined by the Department	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	273
OP046	5107	1	The solution should have the ability to record and report on the performance and utilization of resources within the overall system, including, but not limited to:	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	274
OP047	5108	2	Average speed of answer	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	274
OP048	5109	2	Interface processing time	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	274
OP049	5110	2	Request time for report generation	Operations	Will Not Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	274
OP050	5111	2	Others as defined by the Department	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	274
OP051	4500	1	The Vendor should document and maintain technical specifications associated with the solution including, but not limited to:	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	275
OP052	4501	2	Complete listing of all software, hardware, and configurations that are required to establish fully functional installations in each of the required environments.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	275
OP053	4502	2	Complete specifications for all software, environments, and hardware used to support the solution.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	275

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OP054	4939	2	Others as defined by the Department	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	275
OP055	4504	1	The Vendor should provide the Department with a capacity analysis report for the solution and the hosted environment including, but not limited to:	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	275
OP056	4940	2	Hardware	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	275
OP057	4941	2	Environment	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	275
OP058	4942	2	Network specifications	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	275
OP059	5106	2	Others as defined by the Department	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	275
OP060	4661	1	The solution should provide real-time solution performance data.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	276
OP061	4663	1	The solution should report on total processing times based on user-defined queries.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	276
OP062	4739	1	The solution should write all errors to an error log in a standard format and make it available for Department review upon request.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	276
OP063	4740	1	The solution should allow the Department's administrator to view, filter, sort, and search the error log(s).	Operations	Will Not Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	276
OP064	4746	1	The Vendor should notify the Department regarding which releases of third-party software (JAVA virtual machine, Internet Explorer, Mozilla, Safari, etc.) are known to create problems with the current version of the Vendor software.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	277
OP065	4773	1	The solution should schedule and support file transfers as requested and agreed upon by the Department.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	277

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OP066	3946	1	The solution's data aggregation component should send each provider agency a verified visit report, at least once a calendar day.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	277
OP067	3948	1	The solution's data aggregation component should send each provider agency a visit not verified report showing visits that were not verified by the provider agency, at least once each calendar day.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	277