

Administration of the Central Finance Office Operations

PROPOSAL TO PROVIDE:

Administration of a Birth to Three Central Finance Office (CFO) for WV through managing and operating an existing integrated statewide Early Intervention data structure for establishing and maintaining electronic histories of all referrals, eligibilities, and services to children.

PREPARED FOR:

Department of Administration,
Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

SUBMITTED BY:

CSC – Angie Stevens
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Building 27, Box 11
Overland Park, KS 66210
astevens7@csc.com
800.786.7909, Ext. 4840

RFP: MCH14027

DATE:

February 18, 2014

02/12/14 10:31:05AM
West Virginia Purchasing Division

**Technical Proposal
Original**



February 14, 2014

Robert Kilpatrick, Senior Buyer
Health and Human Resources
BPH/MCH – Maternal Child Health
2019 Washington Street, East
Charleston, WV 25305

Dear Mr. Kilpatrick:

CSC Covansys Corporation is pleased to submit this response to the Request for Proposal issued by the West Virginia Department of Health and Human Resources, Bureau for Public Health, Office of Maternal, Child and Family Health. This response contains CSC's proposed solution for the WV Birth to Three System.

CSC has a depth of experience providing Early Intervention services that is unmatched. CSC has provided software development, analysis, and practitioner claims payment services to: Indiana, Missouri (Web-based), Louisiana, New Jersey, Georgia (Web-based), New York, and West Virginia Early Intervention programs. CSC understands and provides the requested products and services in the RFP that are subject to the terms and conditions contained therein.

CSC will comply with the requirements, provisions, terms, and conditions specified in the RFP except as noted in the proposed response and submitted exceptions. Last year, CSC and the state of West Virginia successfully negotiated mutually acceptable exceptions to West Virginia's standard terms and conditions. These exceptions were added to contract MCH13148 as an addendum. CSC proposes that we also incorporate this addendum into the contract resulting from solicitation number MCH14027. CSC has included the exceptions to the RFP in Appendix 2 of our response.

CSC provides a cost-effective Early Intervention financial solution built upon West Virginia's system specifications, program knowledge, and operational expertise. We leverage past experience and system expertise specifically in the Central Finance Office operations and development of the software request. CSC is the only vendor who can be fully operational on day one with no transition cost or risk. Our proposal meets all of the performance requirements listed in the RFP, and in some instances exceeds those requirements.

CSC brings deep and relevant program and technical experience to this project to achieve success on this critical endeavor. CSC leverages its unique experience of having developed multiple statewide Early Intervention systems and having provided operational outsourcing to these statewide systems and programs. In this regard, CSC is truly unique in the industry. No other company will be able to bring the knowledge of Early Intervention regulations and compliance issues, experience in funds management and claims liability estimation and reporting, effective management of claims payment and related issues, and collaborative work with other programs such as TANF, Medicaid, and WV CHIP.



We believe CSC can continue to offer the State and the Program unsurpassed services and assist the State in achieving the goals of the RFP. Should the State have any questions regarding our response or qualifications or would like to pursue further correspondence, please feel free to contact me at the following:

Phone: 913-469-8700 ext. 4840

Fax: 913-469-5814

Email: astevens7@csc.com

Mail: 10975 Grandview, Suite 500, Building 27, Box #11, Overland Park, KS 66210

CSC looks forward to continuing our positive and productive relationship with the State.

Sincerely,

A handwritten signature in cursive script that reads "Angie Stevens".

Angie Stevens

Business Development

Transmittal Letter

February 14, 2014

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Health and Human Resources
BPH/MCH – Maternal Child Health
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Prepared for:
WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Technical Proposal
Section Name: Transmittal Letter

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Sincerely,

Angie Stevens
Business Development

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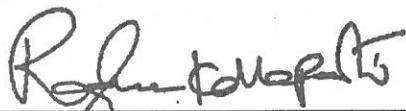
Response to Request for Proposal Number MCH14027

WV Department of Health and Human Resources Bureau for Public Health Office of Maternal, Child and Family Health WV Birth to Three System

Vendor Contact Information:

Angie Stevens
Business Development
CSC Covansys Corporation
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E-mail: astevens7@csc.com



Vendor Signature
Ragu Korrapati
Director Insurance

11/30/14
Date

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.

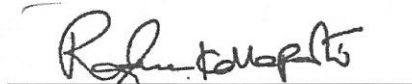
Response to Request for Proposal Number MCH14027

**WV Department of Health and Human Resources
Bureau for Public Health
Office of Maternal, Child and Family Health
WV Birth to Three System**

Vendor Contact Information:

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Vendor Signature
Ragu Korrapati
Director Insurance

1/30/14
Date

Prepared for:
WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Technical Proposal
Section Name: Title Page

RFP: MCH14027
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WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Technical Proposal
Section Name: Table of Contents

RFP: MCH14027
Date: February 18, 2014

Executive Summary

INTRODUCTION

CSC Covansys (CSC) is pleased to submit this response to the Request for Proposal issued by the West Virginia Birth to Three System (WV BTT). CSC has supported state Early Intervention (EI) Programs since 1995. CSC has enjoyed a long relationship with the West Virginia Birth to Three System and hopes to extend this working relationship by continuing our support and services to the State. This response contains CSC's proposed solution for the Administration of the Central Finance Office (CFO) Operations.

CSC and CSC Covansys will be used interchangeably throughout this document.

STATEMENT OF UNDERSTANDING

CSC understands the issues and challenges facing state programs due to a variety of influences. CSC is the only vendor who can be fully operational on Day One with no transition cost or risk. CSC is in a unique position to fully understand the WV BTT Program's automated software system used to capture data for Part C of the Individuals with Disabilities Education Act (IDEA). The new Web-based System Point of Entry (SPOE) will assist WV Birth to Three in the delivery of services and data capture.

The Web-based SPOE System provides program eligibility determination, health and medical assessment, and practitioner authorizations in West Virginia. CSC facilitates fiscal agent functions that determine appropriate payment for practitioners.

CSC creates 1099 forms for Internal Revenue Service (IRS) purposes for all authorized and reimbursed practitioners, creates financial reports for the state Program to monitor payment to practitioners, and creates required federal and state reports for program management. CSC provides hosting services, including help desk services to end users and service practitioners for the WV BTT Program.

COMPANY PROFILE

The CSC Difference

The key themes that differentiate CSC's solutions from others in the market today are leading edge solutions, expansive EI experience, rapid speed to market, a depth of seasoned talent, and a long-term record of proven success.

CSC Experience

With over 87,000 employees in 70 countries, CSC provides innovative, total solutions for customers around the world by leveraging strong domain capabilities and by applying leading technologies. CSC is ranked #162 on the Fortune 500 for 2012 and has a history of over 50 years of innovation for over 100 plus global alliances.

CSC service and technology capabilities include Consulting, Business Process Reengineering, Business Process Services (BPS), Customer Contact Call Center Solutions, Fiscal Agent Expertise, Application Software Development and Maintenance, Systems Design and Integration, and Web Application Hosting. CSC serves 15 industries on six continents. Specific to this opportunity, CSC has been a leader, and collaborator with six different states and one major city/municipality's EI programs. This experience includes all

aspects of the process, from concept design through implementation of comprehensive EI solutions, and operating as the fiscal agent for several of these programs.

Computer Sciences Corporation ("CSC") is a publically-traded (NYSE: CSC) Nevada corporation headquartered at 3170 Fairview Park Drive, Falls Church, VA, 22042, telephone: 1.703.876.1000. CSC is a multi-national company with over 87,000 employees and many thousands of contractors.

The following names of principal officers at CSC are current as of the date of submission, and up-to-date information can be found on CSC's website at www.csc.com:

- Mike Lawrie
President & Chief Executive Officer
- Paul N. Saleh
Executive Vice President & Chief Financial Officer
- Sunita Holzer
Executive Vice President & Chief Human Resources Officer
- William L. Deckelman, Jr.
Executive Vice President & General Counsel
- Gary M. Budzinski
Executive Vice President & General Manager, Global Infrastructure Services
- James D. Cook
Executive Vice President & General Manager, Global Industries
- Jim Smith
Executive Vice President & General Manager, Global Business Services
- John P. Maguire
Executive Vice President & General Manager, Global Sales & Marketing and Regional Operations
- David Zolet
Executive Vice President & General Manager, North American Public Sector
- Samuel S. Visner
Vice President & General Manager, Global Cybersecurity Lead Executive
- Andrew Walker
Vice President & General Manager, Big Data and Analytics
- Eric Pulier
Vice President & General Manager, Cloud
- Doug Tracy
Chief Information Officer
- Dan Hushon
Chief Technology Officer
- Thomas Colan
Vice President, Controller & Principal Accounting Officer

- Nelson Eng
Vice President, Strategy & Corporate Business Development
- Brian Fillebrown
Vice President, Delivery Assurance

The address and telephone number for each officer remains:

3170 Fairview Park Drive
Falls Church, Virginia 22042
telephone: 703.876.1000
fax: 703.849.8780

SUMMARY

With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with clients, and improve operations. CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor-independent, delivering solutions that best meet each client's unique requirements. For more than 50 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration, and consulting needs. CSC has a unique and distinct advantage over other vendors in delivering cost effective, fully functional and scalable EI solutions. CSC is recognized as a leader in the development and implementation of EI systems. Our deployments and fiscal agent services include completed work for the states of Indiana, Missouri, Georgia, New Jersey, Louisiana, New York, and West Virginia.

Specifically, for West Virginia, CSC currently operates the Central Finance Office (CFO) functions and maintains the software. Therefore, no data conversion or migration will need to occur should CSC be selected for this award.

Attachment A: Vendor Response Sheet

Provide a response regarding the following: firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.

Section 4, Subsection 3.1: Vendor should depict a minimum of eight years experience in design and implementation of similar projects.

CSC Response:

Over the past 18 years, CSC has been fortunate to collaborate with six different states and one major city/municipality's Early Intervention/Birth to Three Program to implement a comprehensive solution and operate as the fiscal agent for several of these programs. No other vendor brings the level of knowledge CSC offers regarding Birth to Three regulations and compliance issues, experience in funds management and claims liability estimation and reporting, effective management of claims payment and related issues, and collaborative work with other programs such as Temporary Assistance for Needy Families (TANF), Medicaid, and Children with Special Health Care Needs (CSHCN) – Title V to perform fund recovery activities.

CSC developed and continues to maintain software used in the WV CFO that has proven outstanding as a claim payment system for several years. The claim payment system was designed to be flexible to meet individual client needs. The system is HIPAA-compliant and produces 837P (submission) and 835 (remittance advice) formats, as requested.

CSC has a long standing commitment to, and understanding of, the need to maintain systems, resources, policies, and procedures for safeguarding client and individual records. Furthermore, CSC has extensive knowledge and experience in both the HIPAA legislation and FERPA guidelines.

Early Intervention Clients	Start	End
Indiana	1995	2006
Indiana	2008	Present
Missouri	2001	Present
Louisiana	2003	Present
West Virginia	2003	Present
New Jersey	2004	Present
New York City	2007	Present
Georgia	2010	Present

Exhibit 1 lists the Early Intervention clients CSC has served over the years. Each account has employed CSC as the fiscal agent, application developer, hosting vendor, and has used the suite of software CSC developed for Indiana in 1995.

The combined years of Early Intervention expertise, integration knowledge, and strategic and operational capabilities, enables CSC to meet the individual needs of each state's Early Intervention Program.

CSC provides a variety of business process outsourcing services to a diverse group of public sector clients.

Exhibit 1 Early Intervention Clients

Prepared for:

WV Department of Health and Human Resources – Bureau for Public Health
– Office of Maternal, Child and Family Health

Section Name: Attachment A: Vendor Response Sheet

RFP: MCH14027
Date: February 18, 2014

Section 4, Subsection 3.2: Vendor should specify the extent of responsibility on present or prior similar projects.

CSC Response:

State of Indiana

In 1995, CSC formed a working relationship with the state of Indiana First Steps program to implement an automated software system to capture data for Part C of the Individuals with Disabilities Education Act (IDEA). Indiana's First Steps software was among the first in the Nation developed to assist in the delivery of services and data capture for Early Intervention programs. The Indiana First Steps system facilitates the coordination of payment for services from federal, state, local, and private resources. This software application provides program eligibility determination, health and medical assessment, and provider authorizations for more than 18,000 children in Indiana. The Central Reimbursement Office (CRO) facilitates functions that determine appropriate payment for providers and creates reimbursements for providers.

CSC, acting as the CRO, provides the state of Indiana's First Steps program with a data capture and management system for approximately 18,000 recipients annually. CSC also provides First Steps with fiscal agent services. These services include: claims adjudication and payment for pre-authorized services; fund recovery from funding sources such as Medicaid, TANF, Third Party Liability (TPL)/private insurance; and family cost participation. CSC manages and reconciles all financial flows and banking statements through the CRO.

CSC staff developed a Web-based provider matrix for clients to access various providers and services.

The CRO is housed at CSC's Operations Center located in Lenexa, KS. CSC staff creates 1099 forms for IRS purposes for all authorized providers; creates financial reports for the program to monitor payment to providers, and creates required federal and state reports for program management. CSC provides hosting services, including help desk services for the Early Intervention end users and also for service providers for the Indiana First Steps programs.

In addition, CSC provides all initial provider enrollment and annual credentialing activities. First Steps has approximately 2,400 enrolled providers, approximately 1,800 of which require annual re-credentialing. CSC reviews all new enrollment requests and credentialing applications and approves or denies them based upon the criteria established by First Steps.

State of New Jersey

The state of New Jersey's Early Intervention program implements an automated software system to capture data for Part C of IDEA. CSC assists in the delivery of services and data capture for Early Intervention programs.

The products and services offered to the state of New Jersey are similar to the other Early Intervention states served. However, as with the other Early Intervention programs, New Jersey's unique needs are effectively accounted for by the software and code base. The software application provides program eligibility determination, health and medical assessment, and provider authorizations for more than 17,000 children in New Jersey.

New Jersey's fiscal agent service facilitates functions that determine appropriate payment and creates reimbursements for providers. CSC creates 1099 forms for IRS purposes for all authorized and reimbursed providers, creates financial reports for the program to monitor payment to providers, and creates required federal and state reports for program management. CSC provides hosting services, including help desk services to end users and service providers for Early Intervention programs.

CSC performs Medicaid eligibility checking and claiming on behalf of the State.

CSC staff developed a Web-based provider matrix for clients to access various providers and services.

State of West Virginia

CSC is involved in the daily operation of the automated system that accomplishes point of entry data collection for Early Intervention Services. CSC facilitates the coordination of payment to practitioners and makes electronic submissions to state and local resources. CSC processes claims and provides service authorizations.

CSC records program eligibility determination, health and medical assessment, and practitioners authorizations from the CSC CFO. The CFO is contractually responsible for performing administrative duties such as claims processing, practitioner enrollment, and practitioner credentialing. CSC also creates financial reports for the Program to monitor payment to practitioners and creates required federal and state reports for program management. CSC hosts the applications leveraged by the West Virginia Program

Section 4, Subsection 3.2.1: Vendor should specify the extent of responsibility on similar projects' scope of work.

CSC Response:

Exhibit 2 below references CSC projects with a similar scope of work.

State	Program	Description of Services	Begin Date	End Date
MO	First Steps/Early Intervention	Help desk, Medicaid fund recovery, provider credentialing, provider claims, fiscal agent services, training, hosting	2001	2003
	First Steps/Early Intervention	Online claiming, online case management system, private insurance claiming, Family Cost Participation, help desk, Medicaid fund recovery, provider credentialing, provider claims, fiscal agent services, training, hosting	2003	2006
	First Steps/Early Intervention	Online claiming, online case management system, private insurance claiming, Family Cost Participation, help desk, Medicaid fund recovery, provider credentialing, provider claims, fiscal agent services, training, hosting	2006	Present
LA	EarlySteps/Early Intervention	Help desk, Medicaid fund recovery, provider credentialing, provider claims, fiscal agent services, training, hosting	2003	2006
	EarlySteps/Early Intervention	Help desk, provider credentialing, provider claims, fiscal agent services, online provider claims system, hosting	2006	Present
IN	First Steps/Early Intervention	Help desk, Medicaid fund recovery, provider credentialing, provider claims, fiscal agent services, training, hosting	1995	2004
	First Steps/Early Intervention	Help desk, Medicaid fund recovery, provider credentialing, provider claims, fiscal agent services, training, hosting, Family Cost Participation	2004	2006
	First Steps/Early Intervention	Help desk, Medicaid fund recovery, provider credentialing, provider claims, fiscal agent services, training, hosting, online provider claims, Family Cost Participation	2008	Present

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 – Office of Maternal, Child and Family Health

Section Name: Attachment A: Vendor Response Sheet

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State	Program	Description of Services	Begin Date	End Date
NJ	Early Intervention	Help desk, Medicaid fund recovery, provider credentialing, provider claims, fiscal agent services, training, hosting, online provider claims, Family Cost Participation, online Provider Matrix	2004	Present
WV	Birth To Three/Early Intervention	Help desk, Medicaid fund recovery, practitioner credentialing, practitioner claims, fiscal agent services, training, hosting, online Practitioner Service Directory	2003	2006
	Birth To Three/Early Intervention	Help desk, Medicaid fund recovery, practitioner credentialing, practitioner claims, fiscal agent services, training, hosting, online Practitioner Service Directory	2006	Present
NYC	Early Intervention	Help desk, Medicaid fund recovery, provider claims, fiscal agent services, training, hosting, online provider claiming	2007	Present
GA	Babies Can't Wait/Early Intervention	Online claiming, online case management system, private insurance claiming, Family Cost Participation, help desk, Medicaid fund recovery, provider credentialing, provider claims, fiscal agent services, training, hosting	2010	Present
NJ	Division of Addiction Services	Online claiming, help desk, provider claims, fiscal agent services, training, hosting	2008	Present

Exhibit 2 Projects with Similar Scope of Work

Section 4, Subsection 3.2.2: Vendor should specify the extent of responsibility on similarity to this project.

CSC Response:

The West Virginia Birth to Three technology solution is substantially similar to those in other states, such as Indiana and New Jersey, which currently use the SPOE application. Like West Virginia, CSC provides those states with a broad range of fiscal and operational services that meet the full spectrum of the Program's needs. These services are summarized in Exhibit 3.

CSC maintains a suite of tools which allow it to meet West Virginia Birth to Three Program's needs for claims entry, practitioner enrollment and credentialing, Medicaid and Children's Health Insurance Program (CHIP) billing, Call Center support, and other fiscal and operational activities. All of these services will remain live and fully operational for the West

Prepared for:

WV Department of Health and Human Resources – Bureau for Public Health – Office of Maternal, Child and Family Health

Section Name: Attachment A: Vendor Response Sheet

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Virginia Birth to Three Agency (hereinafter referred to as "WV BTT") on the 1st day of the contract.

Like West Virginia, other SPOE states are planning migration paths to newer platforms. CSC has already assisted Missouri and Georgia to implement more comprehensive Web-based case management applications. For example, CSC built and implemented the Web-based case management system Missouri uses, replacing the SPOE solution previously built and implemented by CSC.

While West Virginia's needs and requirements may be unique, CSC has a proven track record that shows CSC understands how to move the business functions, when it makes sense, to Web-based solutions.

CSC has proposed a more focused Web-based system established on the functional model of the SPOE application combined with the current technical model that more recent systems have been built upon. CSC looks forward to working with West Virginia to tailor a solution to fit its specific needs.

Section 4, Subsection 3.2.3: Vendor should specify the extent of responsibility on similar projects.

CSC Response:

The reference table in Exhibit 3 is a brief summary of similar projects performed by CSC.

Early Intervention/Part C					
State:	Missouri	West Virginia	Louisiana	New Jersey	Indiana
<i>Program</i>	First Steps	Birth to Three	EarlySteps	Early Intervention System	First Steps
<i>Start Date</i>	2001	2003	2003	2004	1995
<i>End Date</i>	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
<i>Years of Experience</i>	13	11	11	10	19
Providers					
<i>Provider Payments</i>	X		X	X	X
<i>Provider Claims</i>	X	X	X	X	X
<i>Online Claims</i>	X		X	X	X
<i>Help Desk</i>	X	X		X	X
<i>Provider Enrollment</i>	X	X	X	X	X
<i>Provider Credentialing</i>	X		X	X	X
<i>Provider Audits/Reviews</i>	X				
Program/Fund Recovery					
<i>HIPAA</i>	X	X	X	X	X
<i>FERPA</i>	X	X	X	X	X
<i>Medicaid</i>	X	X	X	X	X
<i>Medicaid Managed Care</i>	X				
<i>Private Insurance/TPL</i>	X				X
<i>Children's Health Insurance Program (CHIP)</i>		X			
<i>Cost Participation</i>	X			X	X
<i>Online Individualized Family Service Plan (IFSP)</i>	X				
<i>Federal Reporting</i>	X	X	X	X	X
<i>Program Data</i>	X	X	X	X	X
<i>Training</i>	X		X	X	X
Miscellaneous					
<i>Online Reporting</i>	X		X	X	X
<i>Database Transfer</i>	X	X	X	X	X
<i>Hosted Data System(s)</i>	X	X	X	X	X

Exhibit 3 Similar Contract Work

Prepared for:
WV Department of Health and Human Resources – Bureau for Public Health – Office of Maternal, Child and Family Health

Section Name: Attachment A: Vendor Response Sheet

RFP: MCH14027
Date: February 18, 2014

Section 4, Subsection 3.3: Vendor should provide a minimum of two customer references for similar projects within the past two years. References should include organization name, contact person, email address and telephone number.

CSC Response:

The following tables contain CSC references for similar projects within the past 2 years.

REFERENCE 1	
Contracting Agency/Entity Client Name	State of Indiana First Steps
Contact Name	Cathy Robinson
Contact Title	Director – BCDS - First Steps
Contact Phone Number	317.234.1527
Contact Email Address	Cathy.Robinson@fssa.IN.gov
Applicable Dates of Project Work	1995 – 2006, 2008 – Present

REFERENCE 2	
Contracting Agency/Entity Client Name	State of New Jersey Early Intervention System
Contact Name	Terry Harrison
Contact Title	Part C Coordinator
Contact Phone Number	609.777.7734
Contact Email Address	terry.harrison@doh.state.nj.us
Applicable Dates of Project Work	2004 – Present

REFERENCE 3	
Contracting Agency/Entity Client Name	State of Louisiana EarlySteps/Early Intervention
Contact Name	Brenda Sharp
Contact Title	Part C Coordinator
Contact Phone Number	225.342.8853
Contact Email Address	Brenda.Sharp@la.gov
Applicable Dates of Project Work	2003 – Present

Section 4, Subsection 3.4: Vendor should commit a dedicated, high-skilled core team of key personnel to conduct the functions and duties of the CFO.

CSC Response:

CSC proposes a team of highly qualified individuals to provide services to the WV Birth to Three project. These individuals understand the current environment, processes, and direction West Virginia would like to move toward, as well as, some of the challenges faced by the program. CSC has a well-established professional business services team located in the Overland Park and Lenexa, KS, facilities. The CSC team has experience in supporting Early Intervention automated systems. CSC uses this expertise to provide project management, transition, training and fiscal agent services to WV BTT. Qualifications, degrees, and certifications for the key personnel may be found in *Appendix 3 Qualifications, Degrees and Certifications*.

Section 4, Subsection 3.4.1: Project Manager should have a minimum of two years experience working in the respective position and a minimum of two years experience working with early intervention systems.

CSC Response:

CSC will staff the West Virginia Birth to Three project team with two management resources who will work together to fulfill the role of Project Manager.

Account/Project Manager

A seasoned Account/Project Manager will oversee all aspects of the CSC relationship with the West Virginia Birth to Three Program. CSC proposes Nadine M. Tyler continue as the West Virginia Birth to Three Account/Project Manager. As the current Account/Project Manager, Ms. Tyler has intimate knowledge of the West Virginia Birth to Three System and has 8 years' experience managing and directing West Virginia Birth to Three System efforts. The Account/Project Manager serves as the primary client contact and is available for regularly scheduled phone meetings and an annual site visit as requested by the client.

The Account/Project Manager will also:

- Work in conjunction with team members and stakeholders to anticipate and manage changes to projects, such as, but not limited to, technical requirements, business requirements, and schedules.
- Determine when additional resources are needed and implement same.
- Identify or gather information regarding possible solutions which may create additional, different or unique project objectives or results.
- Manage client expectations and balance the needs of each to ensure satisfaction for all parties.

Technical Project Manager

A part-time Technical Project Manager is also proposed for day-to-day operational support needs. The Technical Project Manager will coordinate with technical staff, assist the Account/Project Manager with planning and solution preparation, and coordinate and manage technical activities.

When the West Virginia Birth to Three Web-based SPOE replacement project begins, the Technical Project Manager will play an increased role by managing the delivery of the Web system for on-time, within-budget delivery. CSC proposes Michael Ledlow for the role of Technical Project Manager.

Section 4, Subsection 3.4.2: Database Design Specialist should have a minimum of two years experience working in the respective position and a minimum of two years experience working with early intervention systems.

CSC Response:

Database Design Specialist

CSC proposes Kevin Beasing as the Database Design Specialist. Mr. Beasing has 29 years of experience developing software and designing databases, with over 14 years working on Early Intervention systems. Mr. Beasing currently leads much of the database design for many Early Intervention projects for the states of Indiana, Louisiana, Missouri, New Jersey, West Virginia, and Georgia. As a developer and analyst, he is experienced in all aspects of the CSC Early Intervention software systems, including both user interfaces and back-end processes. Mr. Beasing works directly with Early Intervention state staff to understand their business processes and discover requirements for new and enhanced software systems.

As the Database Design Specialist, Mr. Beasing will apply data analysis/data modeling techniques to establish, modify, or maintain data structures and associated components (entity descriptions, relationship descriptions, attribute definitions). He will validate processes, monitor the database components, and provide logical and physical database design support to other members of the West Virginia Birth to Three project team.

Section 4, Subsection 3.4.3: Hardware Specialist should have a minimum of two years experience working in the respective position and a minimum of two years experience working with early intervention systems.

CSC Response:

Hardware Specialist

CSC proposes Vasudevan Sethumadhavan as the Hardware Specialist. Mr. Sethumadhavan has more than 16 years of experience in Information Technology (IT) infrastructure management and support, and 5 years of experience providing IT infrastructure support for the Early Intervention programs. He has extensive knowledge of the Microsoft Operating systems, database servers, and application software.

Mr. Sethumadhavan is also Project Management Professional (PMP) certified. He currently oversees the day-to-day technical infrastructure responsibilities for CSC's projects administered from Kansas and leads a team of highly skilled IT system administrators. He oversees support and implementation of the development, testing, User Acceptance Testing (UAT), and production systems.

As the Hardware Specialist, Mr. Sethumadhavan will provide hardware recommendations and assist in identifying software required for new deployments. He will assist with planning for both system needs and networking requirements, as well as configuring and optimizing servers. Mr. Sethumadhavan will also lead and coordinate the maintenance of complex data hardware systems and investigate and resolve complex network and hardware matters.

Section 4, Subsection 3.4.4: Medicaid/Fund Recovery Specialist should have a minimum of two years experience working in the respective position and a minimum of two years experience with early intervention systems.

CSC Response:

Medicaid/Fund Recovery Specialist

CSC is proposing Wayne McGuire as the Medicaid/Fund Recovery Specialist. Mr. McGuire has more than 24 years of experience designing and developing databases and software solutions. He has been working on Early Intervention systems for 14 years.

Currently a senior data and business analyst on the CSC Early Intervention team Mr. McGuire has the following credentials:

- Substantial experience in several industries, including healthcare and insurance.
- A key developer of CSC's first Fund Recovery system, contributing to the overall design, as well as the database and application software development.
- Very experienced with the HIPAA Health Care file formats, both in their use and their interpretation by other payers such as Medicaid, CHIP, and private insurance

As the Medicaid/Fund Recovery Specialist, Mr. McGuire possesses extensive knowledge of funding sources, such as Medicaid, for Early Intervention services. In this role, he advises database and application program developers on fund recovery requirements necessary to properly and efficiently construct and submit healthcare claims to the various funding sources. He also analyzes the resulting Remittance Advice (RA) data and advises developers on the best methods of dealing with typical and atypical payer adjudication results. At times, he may also conduct further and deeper analysis on claims denied by the funding sources in order to identify necessary corrections to the initial claiming process. Mr. McGuire also assists developers with constructing any reports related to fund recovery.

Section 4, Subsection 3.4.5: Lead Programmer should have a minimum of two years experience working in the respective position and a minimum of two years experience with early intervention systems.

CSC Response:

Lead Programmer

CSC proposes Madhavi Varanasi as the Lead Programmer. Ms. Varanasi has more than 12 years of programming experience and has been a member of the CSC Early Intervention team for the past 4 years. She is currently an Early Intervention technical lead. She oversees Early Intervention projects and supervises the work of her direct reports, having the overall responsibility and accountability for Early Intervention projects from inception to completion. She is also responsible for project estimation and plan activities, reviewing and tracking application performance, and integrity of the system. Ms. Varanasi audits system activities to make sure the performance meets current standards and procedures.

As the Lead Programmer, Ms. Varanasi:

- Reviews software and data issues reported by the client and operations staff
- Codes, tests, debugs, implements application code, and creates appropriate technical documentation

- Designs systems to meet business needs and prepares detailed specifications from which projects are developed and coded
- Meets required project standards and technical specifications
- Performs technical analysis and component delivery
- Gathers information from existing systems and assists the Project Manager in preparing time estimates and justifications for assigned tasks
- Supervises the work of direct reports, assigns tasks, manages workload, and monitors day-to-day activity to provide direction to team members and supporting organizations

Section 4, Subsection 3.5: Vendor should provide key personnel job responsibilities including workload and lines of supervision.

CSC Response:

See Exhibit 4 for staff experience, project role, and the percentage of time allocated to this project. See Organization Chart in Section 4, Subsection 3.7, Exhibit 5 and Exhibit 6 for lines of supervision.

Experience in Number of Years								
Staff	Percentage of Time Allocated to this project	Project Role	Information Technology Solutions	Early Intervention Solutions	Web-Based Implementations	Central Finance Office (CFO)	Risk and Issue Management	Change Control Management
Nadine M. Tyler*	50%	Account/Project Manager	27	13	9	7	13	13
Kevin Beasing*	15%	Database Design Specialist	29	15	11	15	29	29
Vasudevan Sethumadhavan*	10%	Hardware Specialist	16	6	11	5	11	11
Wayne McGuire*	15%	Medicaid/Fund Recovery Specialist	27	14	11	14	27	27
Madhavi S. Varanasi*	25%	Lead Programmer	12	4	10	4	12	12
Michael Ledlow	25%	Technical Project Manager	15	3	11	3	15	15
Sapthagiri Chakravarthy	15%	Quality Assurance Manager	10	2	10	2	10	10
Shelly Long	5%	Operations Manager	13	6	8	6	10	10
Karen Ratterree	20%	CFO Supervisor	17	6	4	4	17	6
Tonya McGathey	20%	Operations Supervisor, Claims Keying	15	8	0	8	15	15
George Rozycki	10%	Help Desk Supervisor	20	3	9	3	6	6
Suzanne Page	20%	Help Desk Lead	31	13	13	13	9	9

*Denotes Key Personnel

Exhibit 4 Experience of Allocated Staff

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Section 4, Subsection 3.6: Vendor should provide job descriptions of all staff allocated to this project.

CSC Response:

Please see the following tables which provide a summary of skills for the staff and key personnel proposed for this project.

Nadine M. Tyler*	West Virginia Birth to Three Account/Project Manager
General Career Profile:	CSC proposes Nadine M. Tyler as the Account/Project Manager. Ms. Tyler has more than 13 years of experience in the healthcare industry – specifically Early Intervention. She has performed many roles and has worked in all phases of the software development lifecycle for the past 27 years.
Early Intervention Related Experience:	Ms. Tyler has served as the Account Manager for the WV Birth to Three Program for the past 6 years. Prior to her role as Account Manager on the Early Intervention projects she served as the Quality Assurance Lead for all the Early Intervention Programs hosted by CSC.
Educational Level:	Bachelor of Science in Business Administration – Minor in Education.
Training:	Continued Education/Certifications <ul style="list-style-type: none"> • Management Skillport Course • HIPAA Privacy Skillport Course • Customer Service Course • Five-Component Approach to Early Intervention in Natural Environments, Robin McWilliam, Ph.D.
Specialized Skills:	Ms. Tyler has strong communication skills, training skills, and great organization skills.

Kevin Beasing*	Database Design Specialist
General Career Profile:	CSC proposes Kevin Beasing as the Database Design Specialist. Mr. Beasing has 29 years of experience developing software and designing databases. He has substantial experience with a wide variety of business processes, including healthcare claims authorization and payment, sales compensation and performance, customer service, billing and collections, accounting, and banking front office applications. He has designed business processes and databases developed with Microsoft SQL Server since 1999.
Early Intervention Related Experience:	A member of the Early Intervention team since 1998, Mr. Beasing leads much of the database design for many Early Intervention projects for the states of Indiana, Louisiana, Missouri, New Jersey, West Virginia, and Georgia. As a developer and analyst, he has experience with all aspects of the CSC Early Intervention software systems, including both user interfaces and back end processes. His experience has also included working directly with Early Intervention State staff to understand their business processes and discover requirements for new and enhanced software systems.
Educational Level:	Bachelor of Science in Computer Information Systems, Valedictorian.
Training:	Background experience, in-house, and on-the-job training.

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Kevin Beasing*	Database Design Specialist
Specialized Skills:	Mr. Beasing has strong skills in Visual Basic, SQL, HTML, SQL Server and custom Early Intervention applications.

Vasudevan Sethumadhavan*	Hardware Specialist
General Career Profile:	CSC proposes Vasudevan (Vasu) Sethumadhavan as a Hardware Specialist. Mr. Sethumadhavan has more than 16 years of experience in Information Technology (IT) infrastructure management and support. He has extensive knowledge in the Microsoft Operating systems, database servers, and application software. Mr. Sethumadhavan is PMP certified with a Diploma in Electrical and Electronics Engineering. He also received his Bachelor of Science Degree in IT.
Early Intervention Related Experience:	Mr. Sethumadhavan oversees the day-to-day technical infrastructure responsibilities for CSC's projects administered from Kansas, as well as leads a team of highly skilled IT System Administrators. He oversees support and implementation of the development, testing, UAT, and production systems. Mr. Sethumadhavan has five years of experience providing IT infrastructure support for the Early Intervention programs. Mr. Sethumadhavan is a strong leader of the IT support staff, and has an excellent working relationship with all departments.
Educational Level:	Bachelor of Science in IT
Training:	Continued Educations/Certifications <ul style="list-style-type: none"> • Certified Project Management Professional • Diploma in Electrical and Electronics Engineering • Cisco Certified Network Associate (CCNA) • Microsoft Certified Information Technology Professional (MCITP) • Oracle 8i Database Administration Training • 6-month post-graduate diploma in computer hardware and advanced computer troubleshooting.
Specialized Skills:	Mr. Sethumadhavan has Microsoft operating systems, database servers, and application software expertise.

Wayne McGuire*	Medicaid/Fund Recovery Specialist
General Career Profile:	CSC proposes Wayne McGuire as the Medicaid/Fund Recovery specialist. Mr. McGuire is an IT consultant with more than 23 years of experience designing and developing databases and software solutions. He has worked for 20 years as a software developer. Mr. McGuire is currently a senior data analyst and business analyst with 13 years Microsoft SQL Server experience. He has substantial experience in several industries including healthcare and insurance.

Wayne McGuire*	Medicaid/Fund Recovery Specialist
Early Intervention Related Experience:	Mr. McGuire was one of the original developers of CSC's Early Intervention System. He plays an active role in the design and development of the case management database, provider enrollment database, and several of the back-end processing applications. Mr. McGuire is one of the key developers of CSC's first Fund Recovery system, contributing to the overall design, as well as the database and application software development. He is very experienced with the HIPAA Health Care file formats, both in their use as well as their interpretation by other payers such as Medicaid, CHIP, and private insurance. As a Senior Data Analyst, Business Analyst, and Subject Matter Expert, Mr. McGuire continues to assist with the design, development, and day-to-day operations of the Early Intervention Fund Recovery systems for several states including Missouri, Louisiana, West Virginia, Indiana, and New Jersey, as well as the city of New York.
Educational Level:	Bachelor of Business Administration in Information Systems.
Training:	Background experience, in-house, and on-the-job training.
Specialized Skills:	Mr. McGuire possesses in-depth knowledge of HIPPA X12 file formats for health-care (both 4010 and 5010 versions as well as advanced data analysis skills). He is also a subject matter expert for CSC's Early Intervention Fund Recovery Solution.

Madhavi S. Varanasi*	Lead Programmer
General Career Profile:	CSC has proposed Ms. Madhavi S Varanasi as the Development Technical Lead. Ms. Varanasi has more than 12 years of programming experience and has served as a systems consultant. Ms. Varanasi oversees Early Intervention projects and supervises the work of her direct reports, having the overall responsibility and accountability for the Early Intervention project from inception to completion. She is also responsible for project estimation and plan activities. She reviews and tracks the application performance and the integrity of the system. She provides technical architecture expertise and interviews and hires resources.
Early Intervention Related Experience:	Ms. Varanasi's role on the Early Intervention team is the Technical Lead / Lead Programmer. She advises the team on new technologies and takes responsibility for scheduling of tasks. She has been advising the team in this capacity for over 2 years.
Educational Level:	Bachelor of Engineering, Graduate Diploma in Information Systems Management, Pursuing – Master's Degree in Engineering Management.
Training:	Continued Education/Certifications <ul style="list-style-type: none"> • Six Sigma White Belt • Microsoft ASP.NET MVC • HTML5 and CSS3 • Entity Framework 5.0
Specialized Skills:	Ms. Varanasi specializes in ASP.NET, C#, VB.NET, HTML, CSS, ADO.NET, SQL Server and SQL Reporting Services 2008, and Biztalk 2010.

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Michael Ledlow	Technical Project Manager
General Career Profile:	CSC proposes Michael Ledlow as the Technical Project Manager. Mr. Ledlow has 15 years of experience managing software development and installation projects. His experience is with a wide variety of business processes, including transaction processing, claims authorization and payment, manufacturing, customer service, billing and collections, accounting, and banking front office applications. He has managed software development projects utilizing Microsoft SQL Server since 1998.
Early Intervention Related Experience:	A member of the Early Intervention team since 2011, Mr. Ledlow manages Early Intervention projects for the states of Indiana, Louisiana, Missouri, New Jersey, West Virginia, and New Jersey Department of Addiction Services. As a Project Manager, he has experience with all aspects of the CSC Early Intervention software systems, including both user interfaces and back-end processes. His experience also includes working directly with Early Intervention State staff to understand their business processes for new and enhanced software systems.
Educational Level:	Collegiate Level Courses – William and Mary College.
Training:	Continued Education/Certifications <ul style="list-style-type: none"> • Project Management Professional – Certification Exam prior to April 2014 • Six Sigma Orange Belt
Specialized Skills:	Mr. Ledlow is highly skilled in project management and has a wealth of knowledge in databases, computer hardware, computer languages, and technologies.

Sapthagiri Chakravarthy	Quality Assurance Manager
General Career Profile:	CSC proposes Sapthagiri Chakravarthy as the Quality Assurance Manager. Mr. Chakravarthy has been involved with the Early Intervention program for almost 2 years. He has more than 10 years dedicated to quality assurance efforts. Mr. Chakravarthy has tested and implemented Web-based applications in Early Intervention.
Early Intervention Related Experience:	Mr. Chakravarthy's role on the team is leading the creation of test scripts/data combinations for assigned areas, creating test conditions for assigned areas, detecting and reporting software bugs, and documenting steps required to reproduce problems.
Educational Level:	Bachelor of Engineering in Computer Science.
Training:	Continued Education/Certifications <ul style="list-style-type: none"> • Foundation Certificate on ITL Service Management • Six Sigma Yellow belt from Washburn University, Topeka, Kansas.
Specialized Skills:	Mr. Chakravarthy possesses specialized skills in Quality Assurance, test automation and release management.

Shelly Long	Operations Manager
General Career Profile:	CSC proposes Shelly Long as the Operations Manager for this project. Ms. Long is an experienced manager with more than 13 years dedicated to managing technical and non-technical call centers, software/hardware implementation projects, software training and troubleshooting, and database administration. Ms. Long provides oversight and direction to all CSC call centers and operational units.
Early Intervention Related Experience:	As the Operations Manager, Ms. Long directs three departmental teams who are responsible for external software and hardware support to public health end users. Specifically, Ms. Long directs help desk, claims processing and all CFO operational support to Early Intervention programs, including Missouri, Louisiana, New Jersey, Indiana, Georgia, and West Virginia.
Educational Level:	Bachelor's Degree – Expected graduation 2014.
Training:	Continued Education/Certifications <ul style="list-style-type: none"> • Project Management Professional • Six Sigma Green Belt • Certified Concordance Software Administrator • Microsoft Windows NT Certified Professional (MCP) • Completed Microsoft Front Page training • Completed ServiceCenter Introduction I and II • Completed ServiceCenter 5.x Tailoring • Completed ServiceCenter 5.x Administration Best Practices • Completed ServiceCenter 5.x System Administration • Attended ServiceCenter Upgrade Lab • Completed Crystal Reports 10.0 training
Specialized Skills:	Ms. Long possesses advanced knowledge in software applications including Microsoft applications and technology troubleshooting.

Karen Ratterree	Central Finance Office (CFO) Supervisor
General Career Profile:	CSC proposes Karen Ratterree as the CFO Supervisor. Ms. Ratterree is an operations supervisor for CRO/CFO, with more than 26 years of experience dedicated to the operations of the Early Intervention and WIC programs. Ms. Ratterree has completed several trainings through CSC's eLearning program and has completed several outside courses as well.
Early Intervention Related Experience:	As a current CFO Supervisor, Ms. Ratterree is instrumental in the implementation of seven Early Intervention contracts and oversees all functionality across multiple contracts and departments. These functionalities include Customer Service Representatives (CSR), claims data entry, provider enrollment/credentialing, family cost participation processing, and insurance Remittance Advice data entry. Ms. Ratterree is responsible for supervising the daily activities of Birth to Three provider enrollment/credentialing personnel.
Educational Level:	Graduated High School with Honors, Member of the National Honor Society.

Karen Ratterree	Central Finance Office (CFO) Supervisor
Training:	Continued Education/Certifications <ul style="list-style-type: none"> • Fred Pryor's Exceptional Customer Service Correcting Performance Problems • How to Supervise People • Leadership Essentials: Creating Your Own Leadership Development • The Six Qualities of an Effective Leader • The Principles of Financial Management • The Customer-Driven Organization
Specialized Skills:	Ms. Ratterree has strong leadership skills to guide and mentor the work of other personnel.

Tonya McGathey	Operations Supervisor, Claims Keying
General Career Profile:	CSC proposes Tonya McGathey as the Operations Supervisor for Claims Keying. Ms. McGathey has more than 21 years of experience working with item processing in banking operations, claims keying, and other production environments. She has performed multiple roles during her career with CSC, including the ongoing role of managing the operations for the West Virginia Birth to Three Program, Ohio WIC, and Georgia WIC. She successfully manages an office of with 12 employees and supervises the production volumes of over 1,000,000 in WIC food instruments (FIs) each month.
Early Intervention Related Experience:	As the current Operations Supervisor for West Virginia Early Intervention, Ms. McGathey coordinates all aspects for the on-going administration of the claims entry process, and manages the daily functions of data entry. She is also involved in the on-the-spot quality assurance to maintain the West Virginia Early Intervention operations team performs at a superior service level. She troubleshoots problems and streamlines processes between the entities.
Educational Level:	High School Diploma.
Training:	Background experience, in-house, and on-the-job training.
Specialized Skills:	Ms. McGathey possesses strong organizational and interpersonal skills to interact with team members and support personnel.

George Rozycki	Help Desk Supervisor
General Career Profile:	CSC proposes George Rozycki as the Help Desk Supervisor for this project. Mr. Rozycki has over 22 years of technical help desk and call center experience. Mr. Rozycki's expertise includes workforce management, data analysis, report creation, and process improvement. He is a strategic planner with excellent analytical, decision-making, and problem-solving skills.
Early Intervention Related Experience:	As the Help Desk Supervisor, Mr. Rozycki is responsible for leading the Help Desk team in the daily support of our Early Intervention clients. He joined the Early Intervention team in October 2010. The Help Desk Supervisor position is responsible for the intake and resolution of inbound calls related to client software and hardware. Mr. Rozycki supports the help desk staff in adhering to established processes and procedures for quality, efficiency, and productivity. Additionally, he monitors help desk activities to meet Service Level Agreements.

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George Rozycki	Help Desk Supervisor
Educational Level:	Associate Degree in Computer Science – Pursuing
Training:	Background experience, in-house, and on-the-job training.
Specialized Skills:	Mr. Rozycki's expertise includes workforce management, data analysis, report creation, and process improvement.

Suzanne Page	Help Desk Lead
General Career Profile:	CSC proposes Suzanne Page as Help Desk Lead with more than 31 years dedicated to software, network and hardware support and installations. Ms. Page specializes specializing in customer service with hardware and software issues including installation and implementation. She has additional experience in testing and writing operational manuals along with managing and training staff.
Early Intervention Related Experience:	As a Help Desk Lead, Ms. Page supports the entire Public Sector Help Desk staff and is responsible for ensuring software and hardware issues are resolved and escalated promptly. She serves as the lead for the Early Intervention programs and is also responsible for user administration on all Early Intervention websites.
Educational Level:	General Education Collegiate Level Courses.
Training:	Continued Education/Certifications <ul style="list-style-type: none"> • Skillsoft Management Foundations • Information Management Compliance • Customer Support Technologies • Communication Skills • Customer Service Processes • Quality in a Support Center • Team and Customer Relations
Specialized Skills:	Ms. Page demonstrates effective interpersonal skills in her interactions with customers and has strong personal computer and business solution software skills.

Section 4, Subsection 3.6.1: Vendor should provide percentage of time allocated to this project.

CSC Response:

Please refer to Exhibit 4 in *Section 4, Subsection 3.5*.

Section 4, Subsection 3.6.2: Vendor should provide specific duties allocated to this project.

CSC Response:

Roles & Responsibilities

Account/Project Manager

The Account/Project Manager is responsible for ensuring effective and timely communication is achieved between the client and CSC staff. This includes customer inquiries regarding information, enhancements, processes, and data issues. The Account/Project Manager responds to these items on a daily basis, sees tasks related to the day-to-day operations are being completed, and issues are communicated to the client. The

Account/Project Manager also informs the project team of client issues and ensures the Service Level Agreements are reported in the format agreed to by the client. The Account/Project Manager is also responsible for overseeing the SSAE 16 SOC 1 Audit is completed for the WV BTT project annually.

Technical Project Manager

The Technical Project Manager is responsible for day-to-day management of the development of the software projects. This includes schedules, resources, development, and quality assurance efforts. This person is responsible for accomplishing the stated project objectives for the creation of the WV BTT Web-based SPOE system project. Key project management responsibilities include, creating clear and attainable project objectives, building the project requirements, and managing the constraints of cost, time, scope, and quality. In addition, the Technical Project Manager manages expectations of the project stakeholders, monitors and manages the project teams at the task level, identifies and manages risk items, and monitors the project schedule and budget. The Technical Project Manager also reports the status of the project to the client in conjunction with the Account/Project Manager during weekly and monthly status meetings. The Technical Project Manager is accountable for ensuring everyone on the project software development team knows and executes his or her role, feels empowered and supported in the role, knows the roles of the other team members, and acts upon the belief those roles will be performed. The Technical Project Manager also manages technical staff outside the specific WV BTT Web-based SPOE system project for the life of the contract. This person is responsible for delivery of the system under contract terms and timelines.

Database Design Specialist

The Database Design Specialist is responsible for investigating of present and future database requirements, documenting them according to the required standards, and utilizing the prescribed methods and tools. The Database Design Specialist creates databases and objects within the database, as well as designs and fine tunes database components. This person provides logical and physical database design support for relational database management systems. The Database Design Specialist applies data analysis/data modeling techniques to establish, modify, or maintain data structures and their associated components (e.g., entity descriptions, relationship descriptions, attribute definitions). This person determines the data modeling strategy and selects tools and techniques to devise the solution. The Database Design Specialist analyzes, validates, and designs database models, structures, and processes. The Database Design Specialist may be responsible for one or more components of the overall architecture.

Hardware Specialist

The Hardware Specialist provides hardware recommendations and assists in identifying software required for new deployments. This person assists with planning for both system needs, networking requirements, and configuring hardware to optimize servers. The Hardware Specialist leads and coordinates the maintenance of complex data hardware systems, investigates and resolves complex network and hardware matters of significance, and researches, analyzes, and resolves errors.

Medicaid/Fund Recovery Specialist

The Medicaid/Fund Recovery Specialist for Early Intervention possesses extensive knowledge of billing funding sources, such as Medicaid, for Early Intervention services. The

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Specialist advises database and application program developers on fund recovery requirements necessary to properly and efficiently construct and submit healthcare claims to the various funding sources. This person also analyzes the resulting Remittance Advice (RA) data and advises developers on the best methods of dealing with typical and atypical payer adjudication results. This person also conducts further analysis of claims denied by the funding sources in order to identify necessary corrections to the initial claiming process. The Specialist also advises and assists developers with constructing any reports related to fund recovery.

Lead Programmer

The Lead Programmer is responsible for reviewing software and data issues reported by the client and operations staff. The Lead Programmer codes, tests, debugs, implements, and creates appropriate documentation in work assignments, such as, program code and technical documentation. This person designs systems to meet business needs and prepares detailed specifications from which projects are developed and coded. The Lead Programmer supports the project to meet standards and technical specifications. This person also performs technical analysis and component delivery. The Lead Programmer gathers information from existing systems and assists the Technical Project Manager in preparing time estimates and justification for assigned tasks. This person supervises the work of direct reports, assigns tasks, manages work load, and monitors day-to-day activity to provide direction to team members and supporting organizations.

Quality Assurance (QA) Manager

The QA Manager's responsibility in day-to-day operations is to ensure issues reported by the client or operations staff are reviewed, understood, and documented in the issue log. The QA Manager supports the QA team in adhering to the CSC QA Standards for testing the Early Intervention software applications. Other responsibilities include informing the Account/Project Manager and project team of corrected issues contained within each software release.

Operations Manager

The Operations Manager is responsible for the general oversight and management of CFO administrative and operations staff, including those staff performing claims processing, claims entry, practitioner enrollment, and help desk supervision. The Operations Manager is responsible for ensuring appropriate resources are in place to carry out the required functions and services for the CFO.

Central Finance Office (CFO) Supervisor

The CFO Operations Supervisor is responsible for directing the efforts of the staff which perform practitioner enrollment, credentialing, and claims processing for the West Virginia Birth to Three Program.

Operations Supervisor, Claims Keying

The Operations Supervisor, Claims Keying is responsible for the day-to-day oversight of the staff who key in the claims for the West Virginia Birth to Three Program. This person ensures Quality Assurance practices and processes are in place which deliver consistent quality, timely entry of information, and reduced errors.

Help Desk Supervisor

The Help Desk Supervisor is responsible for responding to questions from the help desk staff. The Help Desk Supervisor is the liaison between development and the help desk staff. This person is responsible for reviewing SPOE release documentation for help desk training purposes.

Section 4, Subsection 3.6.3: Vendor should provide educational level.

CSC Response:

Please refer to the individual personnel tables located in *Section 4, Subsection 3.6*.

Section 4, Subsection 3.6.4: Vendor should provide training.

CSC Response:

Please refer to the individual personnel tables located in *Section 4, Subsection 3.6*.

Section 4, Subsection 3.6.5: Vendor should provide experience.

CSC Response:

Please refer to the individual personnel tables located in *Section 4, Subsection 3.6*.

Section 4, Subsection 3.6.6: Vendor should provide specialized skills.

CSC Response:

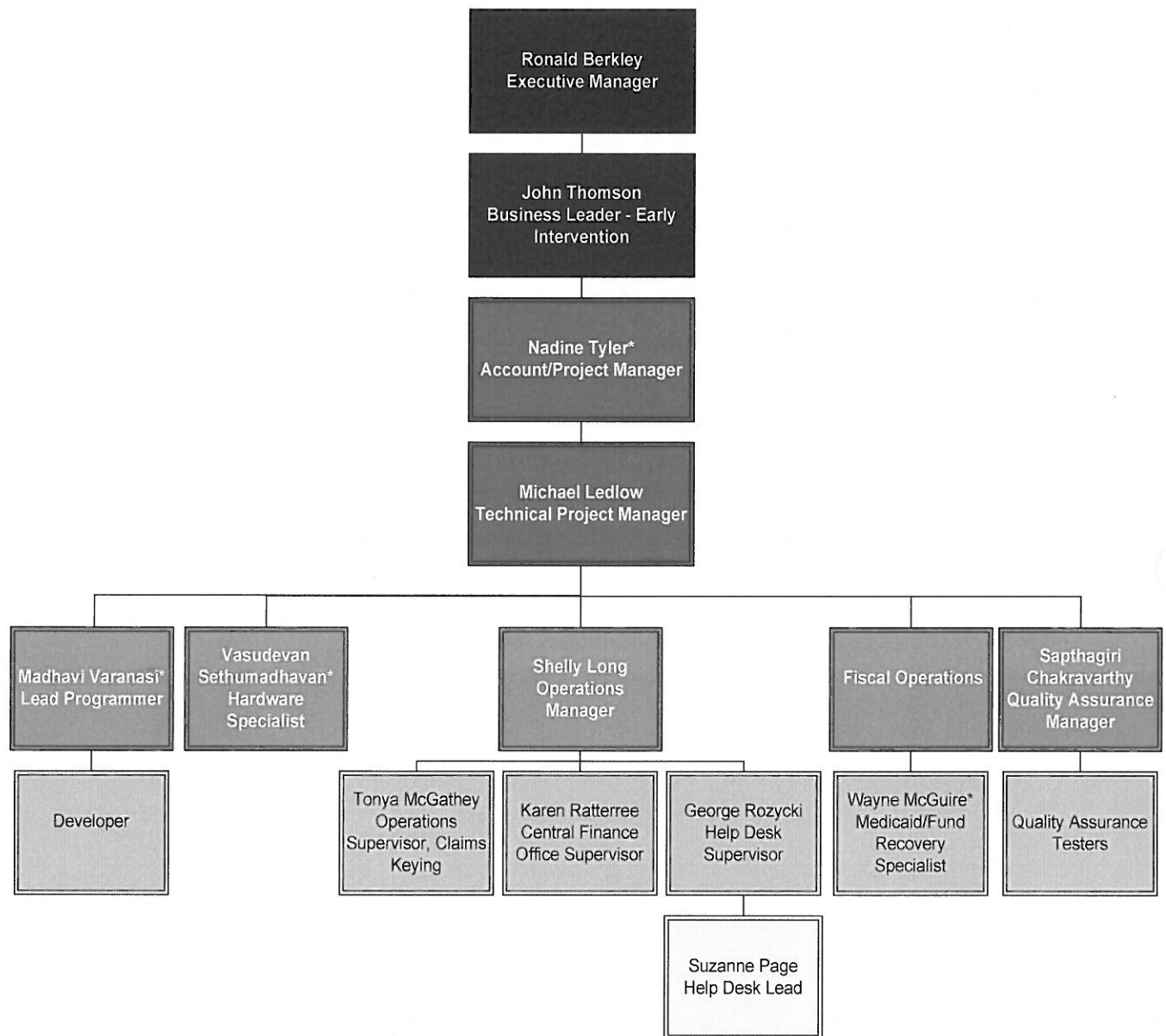
Please refer to the individual personnel tables located in *Section 4, Subsection 3.6*.

Section 4, Subsection 3.7: Vendor should provide an organization chart identifying all staff, job titles and job duties.

CSC Response:

Please see the organizational charts in Exhibit 5 and Exhibit 6.

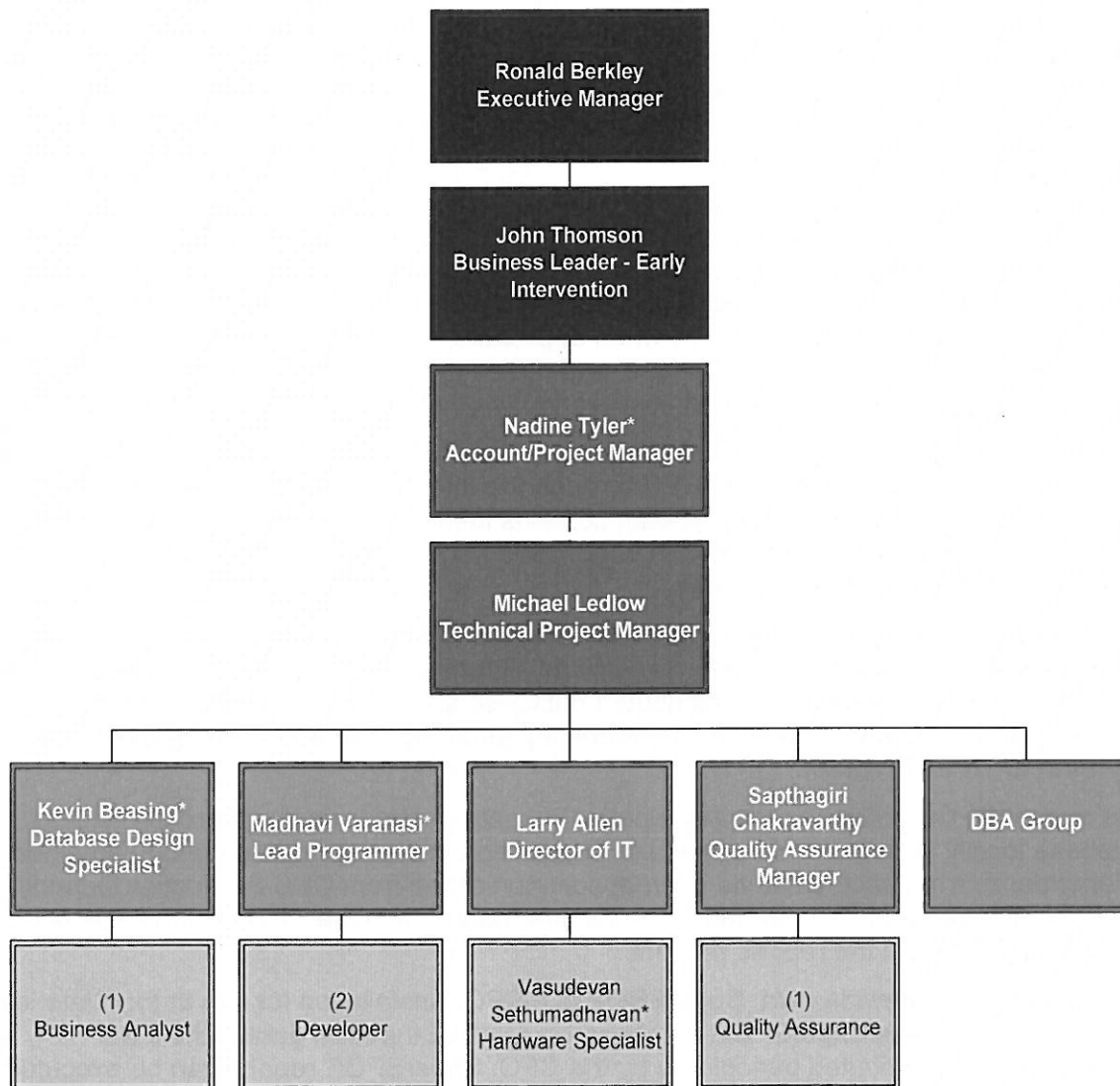
WV BTT CFO Services Organization Chart



**Denotes Key Personnel*

Exhibit 5 WV BTT CFO Services Organization Chart

WV BTT Modernization Web System Development Team Organization Chart



**Denotes Key Personnel*

Exhibit 6 Modernization Web System Development Team Organization Chart

Section 4, Subsection 4.1: To provide Agency and eight RAUs a means for tracking child data, initiating authorizations of needed early intervention services, and the ability to provide reporting of child data at local, regional and state levels.

CSC Response:

CSC has been handling data tracking for the WV BTT Agency and Regional Administrative Units (RAUs) for a decade and has built a sound base of experience with the Program and solid relationships with the payee community. CSC will continue to provide this service on Day One of the new contract, with no transitional activity or cost. CSC leverages WV BTT's existing license with the State of Indiana for the SPOE system, the distributed database and software used by each RAU within the WV BTT Program.

The SPOE software operated by a RAU includes a record of each ongoing service specified by a child's Individualized Family Service Plan (IFSP). The database maintains a record of all authorizations created for each child, whether for evaluation or ongoing service purposes. The authorizations include the procedure, start and end dates of the authorization, effective date of the authorization cancellation, when applicable, service location, service method, the unique practitioner and payee authorized, and the frequency and duration of the service. Authorizations for transportation and miscellaneous other services are also supported. All information collected via the SPOE software is currently maintained in perpetuity.

The SPOE communicates with the CFO through the Internet utilizing Secure Socket Layer (SSL) encryption. This information stream contains identifying data for the child and the family, authorizations, and some health information such as the diagnosis, which are collected utilizing standardized codes.

The SPOE distributed database software is designed to collect the required information from the local RAU units and to efficiently transmit this information to a statewide database. The common usage of this regionally distributed database standardizes the data collection according to State requirements and provides a platform for expansion and growth of the WV Birth to Three Program.

The current SPOE software includes reports that gather data from the Microsoft Access database locally installed and maintained. These reports can be updated and augmented independently from each other via internet communication from CSC Production Support. As report files are added or removed, the reports menu within the SPOE software is updated dynamically to reflect the reports present.

For reporting of statewide data, SuperSPOE is a SPOE installation for use at the State level. The Microsoft Access SuperSPOE database contains all the local data in the state-aggregated and distributed periodically by the CFO. SuperSPOE reports can be executed with data for individual regions or for the entire State.

Section 4, Subsection 4.1.1: Vendor should describe how it will provide and manage SPOE data system with software.

CSC Response:

CSC will continue to manage WV BTT's SPOE child data system, which contains the functions outlined in the following subsections.

Section 4, Subsection 4.1.1.1: Common intake function for all children referred to WV Birth to Three regardless of eligibility status including referral date, intake date, IFSP date, transition meeting date, exit date and date notification is provided to county school system.

CSC Response:

The existing SPOE software provides common intake functions for all children referred to the Early Intervention system regardless of eligibility status within the WV BTT Program. Data collected includes referral, intake, IFSP dates, the dates for the transition meeting, notification of transition to the county school system, and the child's exit date.

Section 4, Subsection 4.1.1.2: Child and family demographics, referral source, and initial and ongoing eligibility data specific to each child, including unique child identifier.

CSC Response:

For each child, the existing SPOE software includes child and family demographic information, the source of and reason for primary and secondary referrals, and eligibility data recorded on an initial and ongoing basis. A unique identifier is assigned to each child record and the SPOE software provides easy tracking of multiple enrollment records.

Section 4, Subsection 4.1.1.3: Demographic information for parent or legal guardian.

CSC Response:

The existing SPOE software includes demographic information for the parent or legal guardian, including, but not limited to: address, relationship to the child, birth date and education level. Primary contact designation is also maintained.

Section 4, Subsection 4.1.1.4: Initial and ongoing assessments and child eligibility categories.

CSC Response:

The existing SPOE software includes authorizations for diagnostic evaluations which may be delivered by approved and licensed practitioners within the WV BTT Program at any time after the child reaches Intake status. Eligibility for the WV BTT Program is also recorded on an initial and ongoing basis. More than one category of eligibility may be recorded with one designated as the primary eligibility category.

Section 4, Subsection 4.1.1.5: Record of each IFSP service for each child including dates, locations, durations and service practitioners assigned to provide the service.

CSC Response:

The existing SPOE software includes a record of each ongoing service authorized by a child's IFSP and those authorizations created for purposes of evaluation or assessment purposes. All authorizations include the start and end dates of the authorization, the effective date of cancellation (if applicable), the service location, the unique practitioner authorized, and the unique payee/agency authorized.

Section 4, Subsection 4.1.1.6: Family income and head of household.

CSC Response:

The SPOE software requires designation of one and only one family member as the Head of Household. Information for this family member is used for all CFO communications, including mailings and phone calls.

The proposal for the transfer of SPOE software and data to a Web-based system in *Section 4, Subsection 4.6* includes entry and collection of family income data. CSC proposes that WV BTT take the more efficient path of creating this software only once, as part of the new system.

Section 4, Subsection 4.1.1.7: Private and public insurance coverage.

CSC Response:

Over the course of the current contract period, CSC worked with the WV BTT Program to implement comprehensive fund recovery activities with both the West Virginia Medicaid and West Virginia Children's Health Insurance Program (CHIP).

The proposal for the transfer of SPOE software and data to a Web-based system in *Section 4, Subsection 4.6* includes entry and collection of family insurance policy data. CSC proposes that WV BTT take the more efficient path of creating this software only once, as part of the new system.

Section 4, Subsection 4.1.1.8: History for each child of prior IFSP services, service types and authorizations including dates, locations and authorized practitioners for at least three years after child's third birthday.

CSC Response:

The CSC system currently retains all authorization and claim information for each child including, but not limited to dates, locations, and authorized practitioners in perpetuity.

Section 4, Subsection 4.1.1.9: Ability to authorize services prior to the initial IFSP.

CSC Response:

The system currently allows for state-approved specific services designated as evaluation/assessment procedures or transportation to be authorized by the RAU prior to the initial IFSP development.

Section 4, Subsection 4.1.1.10: Calculations to determine date timelines in accordance with WV Birth to Three policies and late reasons when timelines are not met.

CSC Response:

CSC currently provides reporting on the 45-day timeline through the existing SPOE application. CSC has proposed functionality around this requirement as part of the Web-based SPOE system development. Please see *Section 4, Subsection 4.6* regarding this functionality.

Section 4, Subsection 4.1.2: Vendor should describe how it will ensure timely and secure communications and data transmissions from the eight RAU SPOE data systems to CFO.

CSC Response:

CSC currently tracks the communication frequency of the RAU's SPOE software. CSC tracks this communication frequency utilizing a report describing the RAU, SPOE software machine and date of last communication. CSC provides a copy of the report via the secure FTP site on a weekly basis. Notification of the upload of the report to the FTP site is communicated to the State designated personnel via email.

Section 4, Subsection 4.1.2.1: Hardware to receive daily electronic data transmissions from each of the eight RAUs via a secure internet connection, in accordance with confidentiality requirements of the Family Educational Rights and Privacy Act (FERPA).

CSC Response:

CSC provides the communications hardware and software necessary for the State's SPOE software to communicate through the Internet using Secure Sockets Layer (SSL). All RAUs established and operating within the WV BTT Program will utilize this communications software for transmission from the local level to the CFO. CSC understands the RAU is required to have Internet connectivity in order to communicate with the CFO using the SPOE software.

Since this transmission is completed using SSL and is transmitted securely, FERPA obligations are observed.

Section 4, Subsection 4.1.2.2: Communication software to move data from the local level to a single statewide database.

CSC Response:

CSC has hardware, software, and Internet connectivity to receive daily electronic data transmissions from the RAU's SPOE software. CSC receives these transmissions through the Internet and effectively and securely moves the data from the local level to the statewide database. This communication process is monitored on a daily basis so any issues with the communication are identified and resolved upon discovery. A quarterly scheduled meeting occurs to review these processes. This is in line with the SSAE 16 SOC 1 Audit conducted on an annual basis.

Section 4, Subsection 4.1.2.3: Methods and processes for consolidating data from the eight RAUs into a single statewide database.

CSC Response:

The SPOE distributed database software is designed to collect the required information from the local RAU units and to efficiently transmit this information to a statewide database. The common usage of this regionally distributed database standardizes the data collection requirements.

CSC consolidates all of the data received from the RAU's daily transmissions into a single statewide database and on a weekly basis posts this statewide copy on an FTP site for Internet download through SSL. CSC supplies one copy of the SSL FTP client license to WV BTT. WV BTT may fully utilize this license throughout the duration of the CFO contract. The database is transferred in a compressed format and CSC assumes the State has a copy of WinZip for decompressing the database copy.

The statewide database is a complete copy and is not composed of incremental backups or copies. This type of database copy minimizes the difficulty the State must endure in order to utilize the data.

Section 4, Subsection 4.1.2.4: Toll free Help Desk support for RAU implementation of software functions.

CSC Response:

CSC has provided Customer Service support services to our Early Intervention clients for over 19 years. This continuity of service and familiarity of our Help Desk staff with CSC software and the operations of the CFO enables CSC to provide comprehensive assistance to RAU users and practitioners.

CSC currently provides Help Desk Services for the West Virginia Birth to Three program. The Help Desk will continue to assist RAU users and practitioners with questions concerning authorizations for services, claims processing, practitioner and payee/agency phone number and address verifications, and electronic billing. The CSC Help Desk will also continue to assist users with questions regarding the SPOE application and hardware and software issues.

Section 4, Subsection 4.1.3: Vendor should describe how it will ensure timely and compliant processing of service authorizations.

CSC Response:

If a practitioner or payee retrieves their authorizations electronically, the authorizations are available the next business day after successful receipt from the RAU. If the authorizations are printed, the print files are sent to a third party vendor which CSC utilizes to complete all print and mail functions. The print files are sent via secure FTP. The authorizations are printed and mailed the next business day after successful receipt from the RAU.

Section 4, Subsection 4.1.3.1: Printing and mailing service authorizations for each evaluation or assessment and/or IFSP service to respective payees within two days of receipt of the electronic information from the RAUs.

CSC Response:

CSC is responsible for printing and mailing, or electronically transferring, authorizations for evaluation, assessment, and IFSP services. CSC utilizes a third party to complete all print and mail functions. Print files are sent to the third party vendor via secure FTP. The documents are then printed and mailed to the local practitioners and/or payee agencies within 2 business days of receipt of the electronic information from the RAUs.

Section 4, Subsection 4.1.3.2: Providing electronic transfer of authorizations for services to payees that submit electronic claims.

CSC Response:

Daily, authorizations are transmitted electronically to designated payees via HIPAA 278-formatted files. Payees manage receipt of these files and submission of electronic claim files via a secure website.

Section 4, Subsection 4.1.3.3: Computing the value of service authorizations both in units and dollar amounts using a rate table established by the Agency including the computed numbers of units but not the computed dollar amount on authorizations.

CSC Response:

CSC includes the total number of authorized units on each printed authorization, but does not compute or print the maximum dollar amount available for claiming, which may vary

according to the credentials (specialties) active for the practitioner on the date of service. By controlling the number of units payable for each authorization, the grand total of dollars paid does not exceed the number of authorized units multiplied by the maximum per-unit rate for the procedure and the practitioner.

Section 4, Subsection 4.1.3.4: Assuring that payees will not be paid more than the maximum rate or total calculated amount of authorization.

CSC Response:

For all authorizations, including those created with time units in 15 minute increments, the creation of the authorization establishes a maximum number of units that may be utilized by the practitioner to provide services according to the guidelines of the IFSP. This maximum number of units authorized is the figure printed on the authorizations.

As the Practitioner/Payee bills the CFO and claims are approved for payment, the number of units available for payment is reduced by the number of units claimed by the Practitioner/Payee.

Should the maximum rate for a procedure change at any time, the number of authorized units does not change and claims for service dates after the effective date of the rate change are paid a dollar amount not to exceed the new maximum rate.

Section 4, Subsection 4.1.3.5: Assuring that authorizations for services are limited to enrolled Service Practitioners and Service Coordinators.

CSC Response:

The CSC system edits prevent adding authorizations to the data system without designation of a specific practitioner who has met the State's requirements for practitioner enrollment and is actively enrolled with the CFO. In the current SPOE software, the list of practitioners who are eligible to provide services defined in an authorization is updated daily via a file communicated from the CFO. In a Web-based system, any changes to practitioner eligibility will be accessed directly by the authorization Web page, making updates effective in real time.

If for any reason an update to practitioner eligibility is not available when an authorization is entered, or if a practitioner later becomes inactive or ineligible prior to expiration of an authorization, the CSC claim adjudication process includes edits so claims are not paid for services on dates in which a practitioner is not active or not qualified. This fail safe is currently in place and will continue to operate in a future Web-based system.

Section 4, Subsection 4.2: To process and render payee service claims accurately and timely.**CSC Response:**

CSC's response to this section will outline our proven approach and experience in meeting WV BTT's needs with respect to handling payee claims. CSC has handled WV BTT claims for a decade and has built both a sound base of process and technology experience and solid relationships with the payee community. This process allows CSC to perform efficiently and accurately. CSC will continue to provide this service on Day One of the new contract, with no transitional activity or cost.

CSC is experienced in processing Early Intervention claim payments for practitioners. The solution in place enables the matching of claims to authorizations prior to claim entry and adjudication. Upon submission of the claim, the claim processes through a series of predetermined adjudication edits to determine if the claim is eligible for payment. If the claim adjudication edits result in a denial, the system identifies the denial reason on the claim for the practitioner to view.

For claims that pass all adjudication edits, the solution determines the payable rate for the claim. CSC's solution has the ability to process denial overrides and payee level transactions. These activities are entered by an experienced team at CSC's Operations Center. CSC coordinates with WV BTT to gain authorization for denial overrides and payee level transactions.

Currently, CSC processes claims for payment on a weekly basis. CSC provides WV BTT with a text file containing all of the payee payments, along with a check report. The file and report are reviewed by the CSC Account/Project Manager before uploading to a secure FTP site for WV BTT. Upon delivery of the file and report, WV BTT personnel are notified.

CSC places great importance on producing accurate payments to practitioners. Claims entered into the system are processed according to adjudication edits and rules agreed to by WV BTT. This includes payment for services received within 60 days of the date of service. The claims adjudication system also validates child eligibility and authorization information, rate for services, and duplicate claim rules.

The payments to practitioners are generated from practitioner claims and are accurate per the agreed upon standards. CSC's software currently maintains history of all authorizations and claim payments. CSC has controls in place to validate the payments and maintain the processes are running appropriately.

Section 4, Subsection 4.2.1: Vendor should describe how it will provide a multi-user claims payment system.**CSC Response:**

CSC provides users with multiple options for submitting claims for payment. CSC accepts claims via electronic HIPAA-compliant 837P files or on paper.

Section 4, Subsection 4.2.1.1: Ability to receive claims from payees via electronic file layout, paper authorization form mailed to practitioner or a CMS1500 form.**CSC Response:**

CSC accepts paper claims on either a CMS1500 claim form or on a pre-printed authorization form. CSC also accepts receipt of claims electronically in a HIPAA-compliant 837P file

format. Payees/Practitioners who choose to submit claims electronically must first submit a Trading Partner Agreement (TPA). Once the TPA has been processed by CSC, Payee/Practitioners must then submit test files for format validation through the EDIFICS website. Payees/practitioners must submit three accepted files with no format errors before submitting files in the production environment. The CSC Electronic Data Interchange (EDI) Help Desk is available to answer questions regarding this process and assist Payees/Practitioners to resolve errors during testing or production.

Section 4, Subsection 4.2.1.2: CFO data entry of submitted paper claims and receipt of electronic claims in HIPAA compliant format.

CSC Response:

CSC accepts and enters claim data received on paper using either a CMS1500 claim form, or a pre-printed authorization form. CSC enters claims within 3 days of receipt from the payee/practitioner.

CSC also receives and processes claims electronically in HIPAA-compliant 837P file format. Files are

Section 4, Subsection 4.2.1.3: Designed to pay claims within 60 days of date of service with a process override upon Agency approval.

CSC Response:

The existing claims adjudication software is designed to follow WV BTT policies and payment rules. This includes payment for services received within 60 days of the date of service. An override of the 60-day filing limit can be performed by CSC claims entry personnel with WV BTT approval. This override is independent of other claim adjudication rules, all of which remain in force.

Section 4, Subsection 4.2.1.4: Validation of claims against existing authorizations and check for duplicate submissions.

CSC Response:

The existing claims adjudication system validates child eligibility, practitioner eligibility, and authorization information. The authorization adjudication edits include:

- The total of all units approved for payment does not exceed the total units authorized.
- The date of service falls between the authorization start and end date.
- If the authorization is discontinued, the date of service does not exceed the effective date of the discontinuation.
- If the authorization is cancelled, no service date is valid.

The adjudication process also checks for duplicate claim submissions according to WV BTT claim rules.

Section 4, Subsection 4.2.1.5: Adjudicate claims from the rendering service payee, preparing electronic file in a specified format (see Attachment G for file format), and submitting to Agency by Thursday of each week for any claim received from local payees by noon on Tuesday.

CSC Response:

CSC adjudicates and pays claims according to the adjudication edits established by WV BTT. Claims received by CSC from rendering service Practitioners/Payees by noon of each Tuesday are adjudicated and included in the weekly payment processing, which is completed every Thursday by 12:30 p.m. EST/EDT. On most occasions, CSC is able to include claims received through Thursday morning in that week's processing. After the payment processing is completed, two reports are generated and sent to the State. They are a Printed Payment Report and an electronic payment file in the State-specified format detailed in Attachment G of the RFP. WV BTT will use the electronic file to process payments to the local rendering practitioners/payees. In the event a Thursday is a CSC recognized holiday, payment processing activities and reports will be completed on a date agreed upon with WV BTT.

Section 4, Subsection 4.2.1.6. Provide Payees with Explanation of Payment for each weekly paid claims file.

CSC Response:

CSC provides payees with an Explanation of Payment (EOP) for each statemented claim after the completion of the weekly payment processing. CSC currently produces and mails EOPs on a weekly basis. CSC also posts electronic remittance files in HIPAA 835 format for those payees who request electronic files each week. The CSC EDI Help Desk is available to answer questions payees have regarding the electronic remittance files.

CSC also has the capability to print EOPs upon request by payees.

Section 4, Subsection 4.2.1.7. Mailing list to provide families Explanation of Benefits by the 15th of each month for claims paid in previous month.

CSC Response:

CSC mails a monthly Explanation of Benefits (EOB) to families for children receiving services during the prior month. The EOBs are concise and clear. They contain the CSC claim number, practitioner name, service category, service date, units billed, amount billed, amount denied, amount disallowed, and amount paid.

CSC also provides a toll-free phone number for family inquiries. Knowledgeable CSC staff members are available to answer questions from parents regarding their EOB.

Section 4, Subsection 4.2.1.8. Help Desk technical assistance and support for enrollment and billing questions. Help Desk assistance will be available via email and toll free number during business hours of 8:00 am to 5:00 pm EST/EDT, Monday through Friday, 52 weeks of the year, excluding Federal and State holidays or as otherwise approved in advance by Agency.

CSC Response:

CSC will provide a toll-free telephone number for Help Desk assistance, with the Help Desk operation maintained Monday through Friday, during standard business hours of 8:00 a.m. to 5:00 p.m. EST/EDT, 52 weeks per year (excluding federal and state holidays). Any other closures of the Help Desk Department will be preapproved by WV BTT. The Help Desk team will be staffed to answer inquiries from RAUs, practitioners, and the WV BTT state staff

Prepared for:
WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Attachment A: Vendor
Response Sheet

RFP: MCH14027
Date: February 18, 2014

regarding enrollment and billing questions. Callers will be directed to the appropriate extension using an automated voice menu system.

CSC will monitor and report on:

- Call Response Time
- Hold Time
- Abandonment Rate
- Blockage Rate

All incoming Help Desk calls received are logged into Magic Total Service Desk. Magic, by Customer Service software industry-leader BMC Software, is Web-based and uses a Microsoft SQL Server database. Magic allows for call grouping based on category and/or subject and provides automated call escalations. CSC will provide monthly Help Desk reports containing data collected for WV BTT and will provide, if requested, Help Desk logs and data in a format agreed upon by WV BTT.

CSC uses two fully redundant Nortel Symposium Call Center Servers for automated call routing and reporting. Symposium allows CSC to monitor call handling in real-time and re-route calls to available agents which minimizes hold times. Symposium also provides robust, fully configurable reporting capabilities.

Section 4, Subsection 4.2.2. Vendor should describe its internal controls, policies, and procedures related to claims administration for the purpose of:

CSC Response:

Please see responses within the following *Section 4, Subsections 4.2.2.1 – 4.2.2.4.*

Section 4, Subsection 4.2.2.1: Preventing, detecting, reviewing and reporting potential fraud and abuse activities by local payees.

CSC Response:

CSC recognizes the importance of a consistent and established process preventing, detecting, reviewing and reporting potential fraud and abuse. This function is critical to the successful and lawful recovery of funds from federal and state programs. The WV BTT Program's credibility is dependent on assuring public funds are not abused by misrepresentation on the part of the payees receiving those funds.

CSC has policies in place to educate and train all Early Intervention team members on compliance with regulations and requirements covered under state programs, such as Medicaid and the Federal Deficit Reduction Act of 2005.

CSC has the following processes and/or procedures in place to deter payments on fraudulent claims.

- Issues are reported to the CSC Help Desk or WVBTT by a practitioner, parent or RAU representative. The reported issue will be submitted to the WV BTT Program or to the WV DHHR Office of Inspector General (using this online form https://www.wvdhhr.org/oig/mfcu/secure_report/) for follow-up and investigation.

- CSC produces the Practitioner Hours per Date of Service report – This report will describe high levels of services claimed per date of service and will indicate excessive services claimed. This report will also indicate the practitioners not following the service provisions outlined by the IFSP.
- An EOB statement is sent to each family each month. This report includes a listing of all claims submitted by each practitioner on behalf of the Early Intervention recipient, and the adjudication of those claims. Families are asked to review the claimed service dates and services and to report any discrepancies.
- The family EOB statement includes a provision for messages in the footer. A statement such as, "Please report any suspicious claims to <the CFO 800 number>" can easily be added to the EOB. The footer messages are parameterized and can be easily modified by submitting a request to the account manager.
- The claim adjudication process helps to prevent fraud through the detailed edits performed on each claim. Many details are verified, including authorizations, child eligibility, practitioner eligibility, practitioner credentials, and duplicate claims.
- After state investigation or review and at the direction of the WV BTT Program, CSC recovers any applicable funds from future payments to the payee.

Section 4, Subsection 4.2.2.2: Internal testing of financial claims processing related to extreme variability in claims.

CSC Response:

CSC has Quality Assurance (QA) processes in place to test procedures for all aspects of claims processing. Personnel are experienced, skilled, and dedicated to providing accurate and reliable information. All development work is scheduled upon approval of the specifications. The programming is completed based on the approved specifications and unit tested by the developer. A code review session is then completed by the technical lead to verify specifications are met and comply with coding standards. Once unit testing is complete, the change is submitted to the QA team for assurance testing. The QA team will define a series of test scripts designed to fully test all variables. Only upon the successful completion of testing will the new or modified code be placed into the production environment.

Section 4, Subsection 4.2.2.3: Reporting detailed claims data to Agency weekly.

CSC Response:

CSC understands the need for detailed claim data reporting on an as-needed basis and will continue to provide this data as requested. If WV BTT requests this information to be provided in real time, CSC can implement a Web-based report as one of the new reports estimated in this response. If this report is requested, CSC will work with WV BTT to fully define and estimate this report.

Section 4, Subsection 4.2.2.4: Surveying enrolled practitioners and payees annually, and reporting results to Agency.

CSC Response:

On an annual basis, CSC will conduct a WV BTT defined satisfaction survey of all enrolled practitioners. CSC will work with WV BTT to include all pertinent questions and items of concern, as well as define the timeframe and format of the surveys. CSC will use an online survey tool and will email practitioners the link to the survey. CSC will provide WV BTT access to the online tool to gather results.

Section 4, Subsection 4.3: To have a centralized and standardized operational CFO process for preparing and submitting fund recovery claims on behalf of WV Birth to Three. Current fund recovery sources include Medicaid, WV CHIP, State Early Intervention line item, and Federal Part C funds. Additional fund sources could be added over the period of the contract, such as private insurance and/or family fees. The WV Birth to Three Program office is the provider of record for billing to Medicaid and WV CHIP. Local service codes must be cross walked to four Medicaid approved codes for WV Birth to Three services.

CSC Response:

Fund recovery activities provide valuable funding to the WV Birth to Three Program by recouping service costs from Medicaid and other funding sources. CSC understands how important this funding is to the WV Birth to Three Program.

CSC understands additional legislation may be required to implement fund recovery for private insurance and family fees. In addition to the West Virginia Medicaid Program and the West Virginia CHIP program, the RFP identifies two other key funding sources: the state Early Intervention line item (State General Fund), and Federal Part C funds (federal IDEA funding). CSC assumes implementation of any new fund sources are not included in the scope of work associated with the initial rollout. Once WV BTT is ready to proceed with these funding sources, CSC will work with the WV BTT to determine costs and approaches appropriate for West Virginia Birth to Three based on program policy and state legislation. West Virginia may elect to use a part of its 8,000 hours of annual additional services budget to pursue one or more of these funding sources when more information becomes available.

CSC will continue to use an approved crosswalk of local service codes to the four Medicaid approved codes when submitting claims for WV Birth to Three services. This subject is discussed in more detail in *Section 4, Subsection 4.3.1.1*.

Section 4, Subsection 4.3.1: Vendor should provide a description of prior history with similar fund recovery activities.

CSC Response:

Over the course of the current and previous contract periods, CSC worked with WV Birth to Three to implement comprehensive fund recovery activities with the West Virginia Medicaid Program and with the West Virginia CHIP Program. If CSC is the successful bidder for these services, WV BTT will continue to benefit from this work starting on Day One of the new contract. Since 2004, CSC helped WV BTT submit over 1,030,000 Medicaid claims representing over \$102.5M of services provided to West Virginia children. Since early 2011, CSC has submitted over 16,000 claims representing over \$1.6M in services to the West Virginia CHIP Program. Healthcare claims are submitted to both of these funding sources using the HIPAA-compliant 837 file format.

When the payer's Remittance Advice (RA) data is available, CSC accepts and successfully processes electronic RA files that are in the HIPAA-compliant 835 format. Once imported into the database, the RA data is matched to the claims submitted and the payer's adjudication is posted to the database.

In addition to electronically submitting healthcare claims and processing remittance advice data, CSC gathers funding source eligibility data through the use of an electronic file exchange. A non-HIPAA compliant file format defined by the WV Department of Health and

Human Resources (DHHR) is used for eligibility data. CSC has been requesting and processing Medicaid eligibility data since 2005 and CHIP eligibility since 2011.

CSC will continue to support the HIPAA-compliant file formats for submission of claims (837), processing of RA data (835), and the existing (non-HIPAA) file format for Medicaid and CHIP eligibility determination.

Section 4, Subsection 4.3.1.1: Provide fund recovery software that uses a crosswalk to transform the local WV Birth to Three service codes for each Part C service type to four designated Medicaid billing codes and billed in the specified Medicaid format. Each Medicaid code will have a specified billing charge that reflects the Agency's total cost and is therefore different from the amount paid to the local rendering service payee.

CSC Response:

During the initial rollout of the WV Birth to Three system, CSC implemented software that meets this requirement. CSC will continue to use the traditional crosswalking of Current Procedural Terminology (CPT) codes when billing in the specified formats. In this process, the procedure codes are mapped to corresponding crosswalk codes and each procedure with the same crosswalk code, participant, and date of service is combined as one claim. At that point, the aggregate claims are sent in standard-format to the fund recovery system.

The tabular format of this data allows for easy maintenance. Any updates to the billing codes or crosswalk map can easily be accomplished upon request. CSC has updated, at the WV Birth to Three Program's request, the rates associated with the authorized services. CSC supports billing code crosswalks for WV CHIP, again at the WV BTT Program's request. CSC will continue to maintain this data according to WV BTT requirements during the coming contract period.

Section 4, Subsection 4.3.1.2: Submit Medicaid fund recovery files in HIPAA compliant 837 format and retrieve remittance address and 835 files as outlined by Medicaid.

CSC Response:

CSC's current fund recovery accounting system makes use of a HIPAA-based interface for both Medicaid and other funding sources. BizTalk servers are used, which contain special features to create and/or read HIPAA file formats. This system creates and submits the claims in a HIPAA compliant 837P file format. When remittance advice data is available from the payer, the system retrieves the HIPAA compliant 835 files, reads the remittance advice file, and then saves the RA data in the client system. The creation and submission of the claims files, as well as the processing and reconciliation of the remittance advice files represents current functionality CSC will continue to provide and maintain during the upcoming contract period.

Section 4, Subsection 4.3.1.3: Prepare fund recovery claims based on the hierarchy established for funding sources, child/family eligibility, service definitions and practitioner credential.

CSC Response:

CSC's fund recovery accounting system has been implemented in West Virginia to automatically bill funding sources based on WV BTT's business rules for each funding source, child/family eligibility, service definitions, and practitioner credentials. The system processes fund recovery based on client-side tables, including funding source priority and participant eligibility, that dictate the order in which the claims will be processed. Similar

rules and tables are used to determine at what point the practitioner's claim will be evaluated for the next funding source.

Section 4, Subsection 4.3.1.4: Interface with other systems within the Agency and other agencies as needed in order to confirm eligibility for various fund sources and/or services.

CSC Response:

CSC has developed a structured interface to support the exchange of required data between the fund recovery accounting sub-system and all State Funding Source applications currently supported. Funding source eligibility data is gathered through the use of an electronic file exchange. CSC creates and submits Medicaid and CHIP "Eligibility Request" files in a format defined by the WV Department of Health and Human Resources (DHHR). These files are processed by the applicable State Funding Source and returned to CSC with eligibility data appended. CSC has been using these files for Medicaid eligibility data since 2005 and CHIP eligibility data since 2011.

Section 4, Subsection 4.3.1.5: Complete delayed submission of claims to Medicaid and WV CHIP due to lack of eligibility information.

CSC Response:

CSC's current application and processes support submitting claims to Medicaid and WV CHIP, including claims whose submission has been delayed due to lack of eligibility information. Within this process is a routine used to identify updated eligibility criteria for claims that have been delayed within a specified time period (currently 6 months), so they may be included in fund recovery processing.

Section 4, Subsection 4.3.1.6: Resubmit claims based on denials from Medicaid and/or WV CHIP.

CSC Response:

The resubmission of fund recovery claims based on a payer's denial reasons is not currently a feature of WV BTT's implementation; however, it is a process that CSC is familiar with and has successfully implemented in other client systems. Additional functionality based on automated resubmission rules can be researched at the request of the WV BTT Program. If the WV BTT Program desires such a solution, one can be designed and developed as part of a future change order.

Section 4, Subsection 4.3.1.7: Assist Agency with financial projections based on authorizations for the State fiscal year July 1— June 30.

CSC Response:

CSC acknowledges the advantage to WV BTT of projecting the potential costs of outstanding authorizations. CSC will provide analysis and a report that supports this fund obligation projection. This report will provide detailed figures on a fiscal year basis for the number of unclaimed units and the associated dollar amount (based on the maximum unit rate) for each active authorization. CSC will work with the WV BTT Program to determine how to allocate the units and dollars to each fiscal year in situations where an authorization's life span crosses fiscal year boundaries. CSC will also work with the WV BTT Program to determine the specific business and functional requirements for that report and to detail the specific information that will be depicted on the report.

Section 4, Subsection 4.4: To ensure that early intervention services are provided by professionals that met Agency's personnel standards in accordance with IDEA, Part C and to promote communication with all enrolled service practitioners, service coordinators and payees.

CSC Response:

As the current vendor to WV BTT, CSC has extensive experience in practitioner/payee enrollment and credentialing. CSC has the perfect combination of Early Intervention experience, knowledgeable staff, exposure to Early Intervention program policy and how it relates to WV BTT. The CFO validates enrolled practitioners meet registration, certification, and licensure requirements. CSC understands WV BTT establishes the policy related to practitioner exclusion and will adhere to policies WV BTT has established in this regard.

Section 4, Subsection 4.4.1: Vendor should describe how it will provide a single user or network application for the purpose of enrolling qualified practitioners in accordance with the WV Birth to Three personnel standards and procedures.

CSC Response:

CSC will continue to employ WV BTT's SPOE child data system, which contains the functions outlined in the following subsections, such as, practitioner enrollment and Service Matrix, as well as others with which the State is familiar.

Section 4, Subsection 4.4.1.1: Website to host practitioner, service coordinator and payee information including Billing Manual, enrollment forms, procedure codes and rate structures, and links to pertinent resources.

CSC Response:

Please see response in *Section 4, Subsection 4.4.1.2.*

Section 4, Subsection 4.4.1.2: Service delivery that includes all practitioner and Service Coordinator by specialty with search features to locate practitioners by payee, county, zip code and specialty discipline.

CSC Response:

CSC provides a Practitioner Service Directory which hosts information about the practitioners, service coordinators, and payees. It includes search features, such as, the ability to locate practitioners by payee, county, ZIP code, and specialty/discipline. CSC hosts the Billing Manual, enrollment forms, procedure codes, and rates structure in the Help section of the Practitioner Service Matrix. Practitioners and payees have the ability to log into the Service Matrix and update key pieces of information such as counties served, ZIP codes served, and availability.

Section 4, Subsection 4.4.1.3: Review of enrollment applications from practitioners, service coordinators and payees to ensure that required paperwork is submitted, and to confirm documentation of proper licenses, certifications, liability insurance, email addresses and training requirements as stipulated by Agency.

CSC Response:

CSC reviews practitioner, service coordinator, and payee enrollment applications according to the administrative requirements established by the WV BTT. This review process includes the use of an enrollment checklist to validate practitioners, service coordinators, and payees submit all required paperwork, provide an email address, provide proof of liability insurance, and meet certification, licensure and training requirements as approved by the WV BTT

Program. CSC understands WV BTT establishes the policy related to practitioner exclusion and will adhere to policies WV BTT has established in this regard.

Section 4, Subsection 4.4.1.4: Approve complete and accurate applications and enroll practitioner, service coordinator or payees in the WV Birth to Three system with listing inserted into the Service Directory.

CSC Response:

CSC approves complete and accurate enrollment applications and enrolls practitioners in the WV BTT system. This includes an online Service Directory with practitioner listings and availabilities. The CFO sends enrolled practitioners and service coordinators a "Confirmation of Enrollment" letter which contains the requirements they must complete. These requirements include updating their availability on the Service Directory.

Section 4, Subsection 4.4.1.5: Notify practitioners that do not complete Agency required annual enrollment updates; implement disenrollment processes and provide updates to Agency.

CSC Response:

CSC actively monitors the annual enrollment activities to ensure practitioners and payees/agencies maintain valid and current enrollment credentials. In the event annual enrollment documentation is not received by CSC, CSC begins a process of notification and disenrollment of practitioners and payees/agencies. CSC, in the month following the expiration of an enrolled practitioner's credentials, sends a notice identifying the enrollment process to be completed by the practitioner. The notification and disenrollment process includes the following steps:

- **First Notice** – The notice is mailed in the month following the expiration date. The notice provides a 15-day period for the completion of the annual enrollment process.
- **Second Notice** – If the enrollment process is not completed prior to the end of the first 15-day period, a second notice identifying an additional 15-day period is mailed.
- **Final Notice** – In the event the enrollment process is still not completed by the end of the second 15-day period, a third and final notice will be mailed stating a date, 15 days out, at which time the practitioner will be disenrolled if the process is not completed.

Section 4, Subsection 4.4.1.6: Send monthly reports to WV Birth to Three that include all new enrollments and disenrollments for previous month.

CSC Response:

On a monthly basis, CSC provides the WV BTT offices with reports identifying both the new enrollments and the disenrollments which occurred in the previous month. These reports are reviewed by the Account/Project Manager and placed on the resource page for review by the WV BTT staff. Both reports are also available in the West Virginia Report Server and can be run at any time, for any report period.

Section 4, Subsection 4.4.1.7: Implement a process for holding, stopping and recouping provider payments based on sanctions imposed by Agency.

CSC Response:

WV BTT provides direction to CSC for holding, stopping, or recouping a practitioner payment if a sanction has been imposed. A transaction will be entered for the payee in the WV BTT system prior to the next check cycle to prevent payment to the payee.

Section 4, Subsection 4.4.1.8: Host and manage a statewide email broadcast system that allows WV Birth to Three staff to send messages to enrolled practitioners and payees.

CSC Response:

CSC provides WV BTT the capability to send broadcast emails to enrolled and active practitioners and payees through the existing Service Matrix.

Section 4, Subsection 4.4.1.9: Allow practitioners and payees the ability to update their own availability and descriptions sections in the Service Directory.

CSC Response:

CSC allows practitioners and payees the ability to update their own availability and descriptions or enter Additional Comments in the Practitioner Service Directory.

Section 4, Subsection 4.5: To ensure effective management and oversight of CFO functions.

CSC Response:

CSC understands a successful vendor must bring to this engagement the ability to:

- Quickly reach fully implemented status for the CFO operational requirements described in *Section 4, Subsections 4.1 through 4.4*.
- Successfully deliver CFO operational requirements discussed throughout the RFP for the lifetime of the contract.
- Successfully implement a new Web-based system to replace the current SPOE system.

CSC believes it addresses these crucial needs far better than any other vendor. Our response to the requirements in this section will:

- Demonstrate CSC is already fully operational for the core CFO requirements in *Section 4, Subsections 4.1 through 4.4*, and WV can continue to enjoy the benefits of this operational status with no implementation delay, no implementation cost, and no added risk.
- Describe our successful approach for managing the contract relationship with WV BTT.
- Where applicable, discuss aspects of our approach to delivering a Web-based system, although the bulk of our response on the Web-based system implementation approach and details is found in *Section 4, Subsection 4.6*.

Section 4, Subsection 4.5.1: Vendor should include a project work plan and schedule for implementation.

CSC Response:

CSC is pleased to have delivered CFO services continuously to West Virginia since 2003. CSC is already fully operational with respect to the CFO operational requirements and no new work, cost, or time is required for WV BTT to continue its fully operational status at the start of the new contract. As such, a work plan for the initial implementation is not required. Our proposed implementation schedule is the continuation of full-readiness on the first day of the new contract.

CSC discusses its approach to project management, as well as its approach to managing the account in depth in *Section 4, Subsections 4.5.1.1 through 4.5.1.4*, below. In the event WV BTT opts to execute change orders for enhancements later in the contract term, CSC utilizes these project management and account management practices. Similarly, our responses to those sections describe processes that will be utilized during the Web-based SPOE replacement project. That project, and our approach to delivering it, is discussed in great depth in *Section 4, Subsection 4.6*.

Section 4, Subsection 4.5.1.1: Explanation of the organizational structures of operations and program administration that includes how they will support service implementation.

CSC Response:

CSC has served WV BTT for 11 years and is fully operational in all aspects of the day-to-day requirements outlined in this RFP. There are no transitional costs or transitional plans needed for WV BTT to continue to receive the same level of operational excellence CSC currently provides. CSC also recognizes this RFP envisions the successful vendor providing WV BTT with ideas on modernizing the technology that supports its program in order to achieve key goals, cost efficiencies, and improved services to West Virginia families and children.

CSC has provided account management, project management, operational functions, and application support to WV BTT since 2003. Over these 11 years, CSC configured the administrative and operational teams to meet WV BTT's needs, taking into account the needs and attributes of the State. CSC looks forward to the opportunity to continue serving West Virginia's Program and its families and children by providing both technology and Early Intervention domain expertise to the State.

Program administration is the responsibility of the CSC Account/Project Manager, who is accountable to WV BTT for all deliverables, oversees project management, the health of the technology applications, the hosting site, the development team, and the overall delivery of services to the program. The CSC delivery model is built around an Account/Project Manager responsible to the client to execute all of the obligations of the contract. The Account/Project Manager is responsible for understanding the needs of the WV BTT Program and bringing CSC's resources together to meet those needs. CSC is proposing that Nadine Tyler continue to serve in this role. She will schedule calls, periodic visits, deliver reports and program related documents, and communicate issues and appropriate mitigation strategies.

The CSC Early Intervention team plays a central role in the support of the daily operations of the WV BTT system. These daily functions support practitioner enrollment, claims adjudication, call center support, reporting, and fund recovery. Each is described in more detail below.

CSC currently processes enrollment applications for WV BTT practitioners. For the past 11 years, CSC has handled the annual credentialing process, assuring WV BTT practitioners are credentialed according to the specifications set forth by WV BTT. This includes, but is not limited to, the collection of liability insurance information, updated certificates and criminal background checks.

CSC processes claim submissions for early intervention services from program practitioners according to the adjudication rules set forth by WV BTT. CSC works with several EDI processors in order to adjudicate claims electronically. Both paper claim submission and electronic claim processing will continue without interruption through the transition from one contract period to the next. Practitioner payments are processed on a weekly basis. The claims are adjudicated and stated, with two deliverable reports forwarded to the WV BTT Account/Project Manager for review. Upon approval, the reports are uploaded to the secure FTP site for WV BTT access and review. Notification of and access to these payment reports is communicated to the state-designated employees.

CSC supports calls from the State and practitioners of WV BTT. Any issue reported is escalated to the Account/Project Manager for review and resolution determination. If a defect in the software is found, the issue is reported via the JIRA system (CSC's Project Management Tool) and delivered to the development team for processing and resolution.

CSC also runs monthly, quarterly, and yearly reports required by WV BTT. These reports are delivered to the Account/Project Manager for review and then uploaded to the secure FTP site. Once again, access to the secure FTP site is determined by WV BTT and made available upon request via the Account/Project Manager.

CSC processes all Medicaid and CHIP eligible claims for WV BTT. This process consists of updating the database with eligibility information communicated from both WV Medicaid and CHIP and submitting claims to each entity for payment. CSC leverages its relationship with an electronic claims clearinghouse, Gateway EDI, to accomplish submission of CHIP claims. The addition of CHIP claiming revenue during the current contract period has added almost \$500,000 per year to the WV BTT Program, enabling it to stretch its funding further in service to the children of WV.

CSC processes the Remittance Advice (RA) information for both funding sources while the actual payment for these claims is routed directly to WV BTT. All of these processes are currently completed using rigid procedural standards and successfully adhere to the SSAE 16 SOC 1 standards. This audit is conducted annually during the 3rd and 4th quarter of the WV BTT fiscal year. The final report is delivered to WV BTT within 60 days of the end of their fiscal year. The Account/Project Manager is responsible for ensuring all CSC activities are compliant with SSAE 16 SOC 1 expectations.

Section 4, Subsection 4.5.1.2: Demonstrated knowledge of services to be provided and effective strategies to achieve goals and objectives.

CSC Response:

As the incumbent vendor supporting the WV BTT Program, CSC currently implements nearly the entire set of WV BTT Program requirements contained in this RFP. This RFP response includes details of how the new requirements, such as system modernization, will be approached. CSC has 11 years of experience administering the WV BTT Program. The assigned Account/Project Manager has managed Early Intervention accounts for 13 years. The assigned Technical Project Manager has successfully implemented Web-based software projects for 15 years.

As the Web-based SPOE system development project initiates, the Account/Project Manager will continue to play a key role in representing WV BTT's needs to the delivery

team, and a dedicated CSC project delivery team will execute the WV BTT development project as described in our response to *Section 4, Subsection 4.6*, CSC will provide a complete weekly status report, including key accomplishments, anticipated milestones, issues, and resolutions. CSC will also provide scheduled updates to the Project Plan.

Section 4, Subsection 4.5.1.3: Description of approach and strategy for project oversight and management.

CSC Response:

CSC describes its successful account management strategy in *Section 4, Subsection 4.5.1.1*, CSC believes this account management approach, which relies on an experienced Account/Project Manager as an internal advocate for the client, yields superior results, especially for small state programs. In these programs, state administrators often have too little staff to actively manage vendor relationships on a day-to-day basis; the CSC Account/Project Manager serves as the client's representative on the CSC delivery team.

CSC has provided these services to WV BTT and is ready to continue this service on Day One of the new contract. CSC is committed to a delivery capability which supports a successful completion of the Web-based project for WV BTT and continued operation of the WV BTT Program.

CSC developed and wrote comprehensive Service Organization Control (SSAE 16 SOC 1) procedure and process manuals customized for WV BTT. As the current CFO vendor for WV BTT, CSC will continue to follow these established procedures and processes. In order to maintain successful compliance with the SOC 1 procedures, CSC will continue to host an already established quarterly meeting to review adherence to the established procedures. The meetings include the Account/Project Manager, Technical Project Manager, CSC production support team members and CSC management team members.

On past WV BTT projects, and for the new Web-based SPOE system, CSC follows best practices as identified by the Project Management Institute (PMI®). Please see Exhibit 7.

CSC Project Management Process (CPMP) provides a template to develop a comprehensive project roadmap where project risks are significantly mitigated, the business needs are met, and the project is delivered on schedule and within budget. The CPMP process is described in greater detail in *Section 4, Subsection 4.5.1.4*.

Our Project Management Office works very closely with the Technical Project Manager, Account/Project Manager and Early Intervention team to ensure best practices are acted upon, to maintain contract obligations and to meet customer expectations.

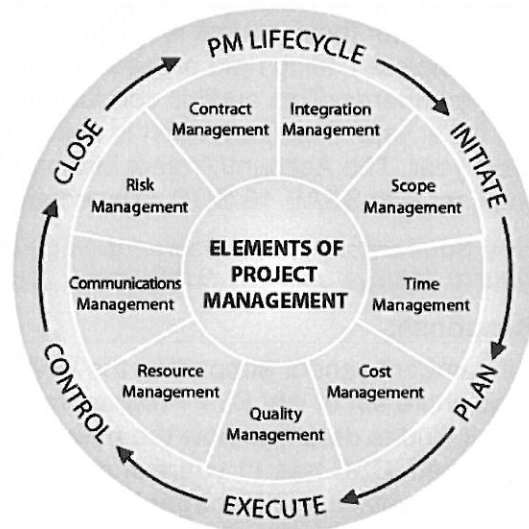


Exhibit 7. CPMP Functions

Lessons learned from all projects are shared within our organization to strengthen our processes for future projects. With the combination of these factors - the information shared above regarding the project management approach we utilize; our extensive knowledge of Early Intervention programs gained with many years of experience; and our technological background and experience - CSC is the prime candidate for fulfilling the WV BTT Web-based SPOE system project.

Section 4, Subsection 4.5.1.4: Explanation of processes that will be implemented in order to complete all tasks and phases of the project in a timely manner.

CSC Response:

CSC interprets this section as a description of processes required to bring the vendor to full operational readiness within 30 days. With nearly 11 years of continuous service to WV BTT, CSC is already at full operational status. By choosing to continue its relationship with CSC, West Virginia will remain fully operational on Day One of the new contract, with no transition necessary, no transition costs to be incurred, no new business risk and no gap in services to families and children in West Virginia.

Over the past 11 years, CSC utilized a proven project management methodology, the CSC Project Management Process (CPMP) for Early Intervention projects, and CSC will continue to follow this successful process for the new Web-based SPOE system. Our methodology incorporates proven techniques adopted from PMI as well as our own best practices developed through years of experience providing systems integration services to more than 1,200 clients in the public and private sector. CPMP provides a template to develop a comprehensive project roadmap illustrates how the project risks are mitigated, the business needs are met and the project is delivered on schedule and within budget.

Time Management

The baseline project plan is the key vehicle by which progress is measured. The specific activities on which each team member works and their progress toward completing these activities are objective measures of project status compared to schedule and budget. To capture this information, every member of the project team will record and report the number of actual hours spent on project activities against time budgeted in the project plan. In addition, each team member provides estimates of the effort remaining on activities not yet completed.

CSC has a time entry system used by all project team members. The time tracking system is called the electronic-Time Entry System (e-TES). The project details are imported into e-TES for time tracking purposes. The management team uses this tool to analyze this information and make determinations regarding the actual project status against that prescribed in the schedule and budget.

Scope Management/Change Control

The change control procedure is a crucial mechanism that can affect the success or failure of a project. This process is the primary vehicle for containing scope and ensuring management has the opportunity to make timely tradeoffs between the three key project variables of cost, time, and scope. It is imperative potential changes are identified early, documented carefully, and resolved at the appropriate levels of responsibility.

Changes are broadly defined as work activities or work products not originally included in the baseline project plan. More specifically, changes will include the following:

- Any scope items not listed in the baseline project plan
- Participation in activities not previously included in the baseline project plan work activities
- Provision or development of deliverables not included in the baseline project plan
- Any rework of completed activities or previously accepted deliverables
- Investigative work to determine the impact of major changes.

In order to manage change properly, a change control process will be established to identify, record, assess, and approve changes to the project. The CSC Project team and WV BTT will follow this process to classify, prioritize, and approve or reject changes. Change requests must be clearly defined, as to cost and schedule implications, to allow our project team and WV BTT to make appropriate decisions. Our project team will require prior authorization and approval of expenditures by the appropriate WV BTT staff member before starting work on any changes.

In the event of requests for additional deliverables or changes to existing agreed upon deliverables, CSC will determine whether the request is outside the scope of the baseline project plan. For requests outside the scope of the original plan, CSC will determine the priority of the request in conjunction with WV BTT. Once an agreement is reached between the CSC Project team and WV BTT, the request will be added to the scope of the project and the related effort to be expended will be estimated as described above with deliverable dates adjusted as necessary. CSC has a comprehensive change control procedure in place that has been successfully used and is a tried-and-true methodology which benefits both WV BTT and CSC by providing clear communication and responsibilities.

Cost Management

CSC uses project management tools including the Project Work Plan for establishing the deliverables and milestones to be achieved throughout the course of the project. Activities that lead up to the deliverables/milestones are identified; and estimates are made of the time, resources, and costs associated with each of the activities. The activities are sequenced in time order, taking into account activity dependencies, to form a schedule that predicts when the deliverables will be ready and when the milestones will occur. The CPMP methodology, as described within this section of the RFP response, assists our team in adhering to the schedule as it is defined and determine if the project is on time and within budget.

As described in the Scope Management and Change Control process section, it is critical to follow the process in place to manage the cost of the WV BTT Web data system implementation project. By utilizing this methodology, this assists both the CSC Technical Project Manager and WV BTT in making appropriate decisions to remain within scope and budget. Cost management of the project will be controlled and accomplished by identifying changes early, documenting them carefully and resolving them within the allocated time.

Quality Management

CSC understands the importance of internal quality control. In keeping with our uncompromising commitment to quality, CSC employs unbiased peer and supervisory reviews of all deliverables including documents and conversion packages. For any reasonably complex program, a Senior Analyst or Programmer Analyst and a Quality Analyst conduct a structured walk-through with the Programmer Analyst responsible for the work completed. The benefits of the structured walk-through include:

- Avoidance of logic or design problems
- Increased sharing of knowledge among team members
- An enhanced sense of teamwork and ownership among the developers

The CSC Technical Project Manager oversees all documents and subsequent final revisions of major deliverables incorporates WV BTT comments. CSC is familiar and comfortable working with states to achieve final versions of deliverables within required time frames. When comments are received from WV BTT regarding any deliverable, the CSC Technical Project Manager conducts a review of all comments to gain an understanding of comments made. If there is any question regarding a comment, the CSC Technical Project Manager contacts WV BTT to gain clarification. Once all comments are understood and agreed upon, the CSC Technical Project Manager sees all comments are incorporated into the final version of each deliverable.

The Quality Assurance team is apprised of any significant findings found in unit testing done by the development staff. Familiarity with the system, both as a whole and at the component level, allows Quality Assurance team members to create more insightful test scenarios and verifiable quality plans. The CSC Project team uses an online issue-tracking system, JIRA, into which potential issues may be logged. Following evaluation, the issue is given a status, according to priority, and assigned to one or more team members for resolution. The CSC Technical Project Manager can readily track issues resolved and open by querying on status.

Communication

CSC believes communication at the appropriate times and at the appropriate levels is a cornerstone to project success. CSC is committed to providing a comprehensive and knowledgeable team to support its Early Intervention clients. CSC works with WV BTT to identify and establish appropriate communications for the WV BTT Web-based SPOE system implementation project. Communications will have agreed-upon recipients and time frames as appropriate for the project.

Work Plan and Project Schedule

CSC uses a document, called the Project Definition document, as the WV BTT Web-based SPOE system implementation project Work Plan. This document is described later in this section.

The Project Definition (Work Plan) and Project Schedule will be the primary components CSC uses to manage the day-to-day activities of the WV BTT Web data system implementation. The Project Definition and Schedule include project implementation tasks, milestones and time frames.

Specifically, CSC will create a Project Definition document (Work Plan) which details the background, objectives, scope, solution approach, project management approach, deliverables, risks, constraints, assumptions, project roles and responsibilities, equipment and facility needs, and project completion criteria. The draft of the Project Definition will be reviewed during the Project Kick-Off meeting. The document will be updated based on discussions and decisions made during the Project Kick-Off meeting. CSC will request approval of the Project Definition document from WV BTT which will serve as the Work Plan for the project.

The proposed Project Schedule is shown in Exhibit 8. Project Timeline and Exhibit 9. Quarterly Timeline. The schedule is based on a target project start date of July 6, 2014, and details the individual tasks and time frames for tasks required to successfully complete the implementation. Also, included in the detailed schedule are milestones to clearly define the completion of project key activities. The proposed Project Schedule will be reviewed during the Project Kick-Off meeting. The Schedule will be updated based on discussions and decisions made between WV BTT and CSC during the Project Kick-Off meeting. CSC will request approval of the Project Schedule.

Section 4, Subsection 4.5.1.5: Procedures to protect the confidentiality of records in WV Birth to Three databases, including database records that may be transmitted electronically via email or the internet.

CSC Response:

Participants and families have the right to expect their records to be managed in strict privacy and security, not just because the law requires it, but also simply out of respect for those participants and families. CSC understands the requirements for HIPAA and FERPA compliance and maintains rigorous internal processes and standards to protect information.

CSC has appointed a privacy compliance officer responsible for the management of privacy practices, documentation of any issues, and for the development of response plans. All CSC staff members working on Early Intervention accounts are required to attend HIPAA and FERPA compliance training. The training is updated periodically to reflect changing regulations.

CSC provides secure and easy transfer of service and financial information as children and families transfer within the State. CSC also uses a secure FTP site for the delivery of ad-hoc reports to the State. WV BTT employees to be given user access to this site are identified by the State and CSC manages the access rights for each user identified.

Section 4, Subsection 4.5.2: Vendor should provide descriptions of how it will provide Agency and other defined users access to routine capabilities.

CSC Response:

CSC currently provides access to all RAU staff for routine reports from their individual SPOE database. When CSC implements the new Web-based SPOE system for WV BTT, designated state and RAU staff will have access to the Report Server for various predefined reports. As part of the new Web-based system, CSC will support the development of 20 reports. This includes creating new reports or updating existing report server reports to be accessible by the various user roles.

Section 4, Subsection 4.5.2.1: Giving RAU staff access to routine reports such as Service Coordinator and Interim Service Coordinator caseloads; Interim Service Coordinator referrals by date; open referrals; and days from referral to eligibility. Reports must be formatted to allow data sorts by users.

CSC Response:

CSC has the capability to provide RAU staff access to a wide range of reports via two methods. CSC supports a local reporting system and a back-end reporting system via a Web-based application (Report Server).

Currently, RAU staff utilizes the CSC local reporting system for all of their routine reporting needs. CSC will provide the following reports on the Report Server as well:

- Service Coordinator and Interim Service Coordinator caseloads
- Interim Service Coordinator referrals by date
- Open referrals
- Days from referral to eligibility

CSC will provide access to the Report Server for RAU staff in order to generate the reports. This allows RAU staff the ability to download report data into an MS Excel file to format and sort data as needed. The development of these reports will be included in the 20 reports that CSC will provide to WV BTT.

Section 4, Subsection 4.5.2.2: Providing Agency with requested data extracts that can be imported into Microsoft Access for routine reports such as number of days from referral to IFSP; children with transition meeting dates; procedure code utilization and primary eligibility categories.

CSC Response:

CSC uses a weekly delivery of the SuperSPOE database to a secure FTP site to supply current data to the SuperSPOE program. The database can be accessed directly, or the SuperSPOE program can be used to run various program reports, including the following:

- Number of days from referral to IFSP
- Children with transition meeting dates
- Procedure code utilization
- Primary eligibility categories

This process will continue until the new Web-based system is implemented. With the new system, CSC will provide the capability for the above reports to be run by WV BTT in real time using the Report Server. The report data can be exported into a .csv file and, in turn, imported into Microsoft Access.

CSC will work with WV BTT to determine which reports are required for program reporting. The development of these reports will be included in the 20 reports CSC will provide to WV BTT.

Section 4, Subsection 4.5.2.3: Providing Agency with ad hoc statistical and management reports upon request.

CSC Response:

CSC currently provides WV BTT with ad-hoc statistical and management reports upon request and will continue to do so throughout the contract period. These reports are created and delivered to WV BTT on a secure FTP site.

Section 4, Subsection 4.5.2.4: Ensuring that access to all reports is based on level of security approved by Agency.

CSC Response:

The existing SPOE application allows users who have access to a SPOE machine with the capability to run routine reports for the local database. Additionally, CSC produces monthly, quarterly, and ad-hoc reports from the existing Report Server for delivery to WV BTT. All reports requested by WV BTT are currently posted to a secure FTP site to which only state-designated personnel have access.

With the implementation of the new Web-based system, CSC will provide specified reports on the Report Server for various user roles. CSC will collaborate with WV BTT to develop the user roles and their levels of security. CSC will implement the new reports based upon the permissions specified by WV BTT.

Section 4, Subsection 4.5.3: Vendor should describe how it will provide staffing and functions.

CSC Response:

Our approach to staffing the WV BTT account is described in *Section 4, Subsection 4.5.3.1* through *Subsection 4.5.3.5*.

Section 4, Subsection 4.5.3.1: Full or part time administrative staff responsible for all financial operations performed by CFO.

CSC Response:

CSC currently provides and, if awarded the contract, will continue to provide, a financial operations staff experienced with the WV BTT Program. The CSC Financial Operations staff for WV BTT includes:

- **Systems Operator (part-time)** - Reports to the Operations Manager and is responsible for processing weekly practitioner payments and the accompanying reporting.
- **Financial Operations Administrator (part-time)** - Reports to the Account/Project Manager and is responsible for running fund recovery processes for Medicaid and CHIP.
- **Account/Project Manager (part-time)** - Responsible for overseeing and managing the operations described above. The Account/Project Manager also reviews generated reports and delivers them to WV BTT. The Account/Project Manager is responsible for generating financial reports and payment text files in order for WV BTT to produce checks for practitioners.

- **Medicaid/Fund Recovery Specialist (part-time)** - Responsible for analyzing fund recovery data and advising on fund recovery strategies for the WV BTT Program.
- **Claims Keyer (part-time)** - Reports to the Operations Supervisor and is responsible for data entry of claims data submitted by practitioners.

This staffing plan has successfully met WV BTT's needs over the past 11 years. As the Program's needs change, CSC will work with the Program to revise the plan to address those changes.

Section 4, Subsection 4.5.3.2: Technical and support staff responsible for CFO's front office operations.

CSC Response:

CSC provides help desk staff which serve as informational technical support for the WV BTT Program. The CSC Help Desk team reports to the Help Desk Supervisor. The responsibility of the Help Desk team is to respond to incoming calls from practitioners, WV state employees, and families enrolled in the WV BTT Program. Help desk support includes troubleshooting assistance with the application, as well as support for utilizing the Program's processes and procedures.

Section 4, Subsection 4.5.3.3: Sufficient access to and support from information technology staff responsible for providing uninterrupted high-quality support and operation of all hardware and software used by the CFO to perform required functions.

CSC Response:

The technical team provided by CSC to WV BTT includes hardware specialists, database administrators, and production support specialists. CSC will continue to provide the same level of technical support if awarded the contract. This includes hardware and software application monitoring and issue response 24/7. Access to Information Technology (IT) staff will continue to be provided via the Account/Project Manager, acting as the point of contact between the IT team and WV BTT.

Section 4, Subsection 4.5.3.4: Contingency planning that will allow the CFO to continue to operate in the event of most probable emergencies.

CSC Response:

A disaster is any unavoidable event that significantly jeopardizes the delivery of CFO services under this contract for an extended period of time. CSC understands the criticality and the need for Early Intervention systems to be available to the end users.

Based on the criticality of the WV BTT system, CSC incorporates various fault tolerance techniques throughout the hosting environment at the primary hosting site to prevent any single point of failure. Examples of fault tolerance best practices utilized by CSC include:

- Built-in hardware redundancy features (e.g., dual redundant power supplies, dual redundant network interface cards, dual redundant storage controller cards)
- Grouping several physical hard drives to form a Redundant Array of Independent Disk (RAID) group
- VMware Virtualization with VMotion technology

- Redundant failover firewalls, switches, and network load balancers
- Redundant failover Internet connections serviced by multiple Internet Service Providers (ISP)
- Hardware load balancers serving website server farm
- Active/Passive failover database cluster nodes

Regular Tape Backup

CSC performs a regular tape backup of all data contained in the WV Birth to Three system at the primary hosting site. CSC maintains the backup schedule below:

- **Daily Incremental Backup** – Sunday through Thursday, all modified files. The tapes are shipped to secure offsite facility the following day.
- **Weekly Full Backup** – Friday evening, except for the last Friday of the month, all system data including the operating system files and registry settings. The tapes are shipped to secure offsite facility the following Monday.
- **Monthly Full Backup** – Last Friday of the month, all system data including the operating system files and registry settings. The tapes are shipped to secure offsite facility the following Monday.

The month-end full backup tapes containing WV Birth to Three system data will be retained for the term of the agreement and erased, upon termination of the contract.

Warm Disaster Recovery Solution

CSC is currently implementing a warm disaster recovery solution at its secondary hosting site. The improved solution will be available when any contract arising from this RFP is signed. The secondary hosting site is located at a third-party data center operated by SunGard AS in Georgia. The warm third-party site represents a substantial improvement in the overall capability of CSC to support business continuity for West Virginia. The location of the secondary site also better insulates WV BTT from the impact of a regional outage in the Kansas City area.

In the event of a disaster, the impacted primary hosting site for the WV Birth to Three system is prepared for a rapid recovery in order to continue its core business functions. This is based on the criticality and a recovery time period of 24 to 48 hours for the Web-based SPOE system, in the case of a disaster.

Disaster Recovery Plan

Upon the execution of the contract, CSC will provide a formal Disaster Recovery Plan. The format of the plan will be consistent with the disaster recovery plan CSC has provided to WV BTT in the past.

Section 4, Subsection 4.5.3.5: Staff to perform quality assurance assessment of procedures and systems used by the CFO including rules and procedures governing practitioner approval and enrollment.

CSC Response:

The proposed CSC staff for the WV BTT project is very familiar with the rules and procedures of this project. Each proposed project member has specific experience with the

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WV BTT Program. The CSC CFO Supervisor has been directing the efforts of the WV CFO staff for 8 years and has the processes and systems in place to effectively evaluate and assess the various activities performed by the CSC CFO staff.

As new or revised procedures are identified, as needed for increased effectiveness, CSC CFO staff will implement Quality Assurance processes to maintain Service Level Agreements (SLAs).

Section 4, Subsection 4.6: To update and modernize outdated CFO components that will promote more effective and efficient early intervention services and assist the Agency in meeting Federal IDEA, Part C requirements.

CSC Response:

CSC conducted an evaluation of all the existing CFO components to identify areas which improve the effectiveness and efficiency of the WV BTT Program. As the current vendor, CSC is sensitive to WV BTT's needs, and as such, used the following guidelines during this evaluation process:

- WV BTT is looking for the most cost effective solution.
- CSC considered the WV BTT's explicit requirements, which includes upgrading the existing SPOE to a new Web-based system and other additional requirements outlined in the RFP.
- The proposed solution must allow an easy transition for state and local staff.

Upgrading the existing SPOE application to a Web-based system represents the most significant change to the Program. First, the new Web-based system offers enhanced reporting capabilities. The Web-based system CSC proposes will collect all of the information required for federal indicators 2, 3, 5, 6, 7, and 8. This will allow WV BTT staff to easily generate the data required by the federal reports for those indicators. WV BTT will also be able to view real-time aggregated statewide numbers, as well as specific RAU numbers through the updated reporting functionality built into the website. Reports run via the website can be easily exported to Excel allowing users to format and sort the data, as needed.

Secondly, the Web-based system contains a document library. This feature allows practitioners to upload documents, such as assessment reports and progress notes for a child. All documents uploaded for a child will be available for the State, the RAU, service coordinators, and potentially, the practitioners, to review. This capability provides significant benefits for state auditing and oversight of Early Intervention services. Additionally, this will provide easier and better access to information at the local level which will benefit WV's families. WV BTT state staff can:

- Review assessment reports to review the practitioner's methodologies for determining child eligibility.
- Review progress notes to meet program policy guidelines.

CSC knows some users will not have access to high-speed Internet connectivity. Document upload and download can utilize more bandwidth than other functions and CSC is proposing several steps to help manage performance in this area:

- In general, the document upload functionality will prohibit large files from being uploaded. CSC will work with WV by conducting site surveys and identifying optimal document sizes based on upload/download time for different size documents. The size restriction is enforced by the system. Scan software should accommodate settings to help users stay within the file size guidelines.
- Additionally, if the practitioner does not have access to the Internet to upload a document, they may fax the document to the Service Coordinator or RAU to scan and upload into the system.
- Finally, a document can be uploaded to a child's document library any time after a child has been added to the system. This will help users who have periodic internet access to scan documents. The Web pages will be designed to allow uploads throughout an enrollment. This will not require a document upload to be completed before other actions can be taken, so users with limited access can still complete all their other work functions.

CSC will convert all the practitioner enrollment forms to writeable PDF files. This will allow practitioners to type directly into the forms enabling more efficient enrollment processes with fewer errors.

CSC evaluated the existing CFO applications and confirmed they can all be supported for the length of this contract. However, during the contract term, CSC will establish a plan for upgrading CFO applications using current technology. CSC will discuss any client impacts with WV BTT as they are identified during this process. CSC has extensive experience transitioning state Early Intervention programs to Web technologies and CSC will use this experience to make any such transition as seamless as possible. In addition, CSC framed its proposal according to the unique needs of the WV BTT Program. CSC did not propose a "cookie cutter" solution. As CSC knows, each Early Intervention program is unique and must be treated as such.

CSC understands WV BTT requested the Service Matrix be included in the modernization upgrades. CSC is currently evaluating when it may be appropriate to modernize the Service Matrix based on its options to continue to support it. The Service Matrix product is shared among various States. CSC is proposing a solution which allows the shared nature of the Service Matrix to reduce the long term support burden for each state. CSC will work with WV BTT to determine next steps for the Service Matrix application.

Section 4, Subsection 4.6.1: Vendor should describe a project plan.

CSC Response:

CSC will provide WV BTT with a project plan outlining the approach for transitioning from the existing SPOE application to a Web-based system. The plan will include steps and timelines for upgrading system hardware and software, developing the Web-based system, as well as deploying the new system to all users. CSC conducted an extensive evaluation on this process and is proposing a cost effective plan which will minimize the impact on field users and practitioners and will make the transition as seamless as possible.

The project plan is divided into seven phases consisting of:

- **Phase 1 – Requirements and Design**

Tasks in Phase 1 include client-facing JAD sessions, Business Requirements Definition (BRD) document writing tasks, and tasks revolving around the preparation of the Web-based SPOE system environment. Resources include Business Analysts, Software Architects, Data Base Administrators, and Technical Writers.

- **Phase 2 – Code and Unit Testing**

Tasks in Phase 2 include the actual construction of code based on the requirements and design phase deliverables, unit testing of constructed code by the developers, and report development and unit testing. Resources include experienced developers and a development lead.

- **Phase 3 – Quality Assurance**

Tasks in Phase 3 include testing of the constructed code and testing of website performance. Resources include quality assurance testers.

- **Phase 4 – User Acceptance Testing (UAT)**

In Phase 4, code fully unit tested by developers and quality tested by quality assurance testers is deployed to a website for WV BTT to access. During this phase, WV BTT will access the UAT site and confirm the delivered product matches to the deliverables in the requirements and design phase. Also, during this phase, CSC developers and quality assurance testers will perform tasks related to any changes required as a result of the UAT phase. Resources include developers and quality assurance testers. Also, a software subject matter expert will be available to WV BTT during the UAT phase to assist with questions regarding the UAT site.

- **Phase 5 – Production Deployment Activities**

Tasks in Phase 5 include installation of the final Web-based SPOE system code to the production environment. This includes deployment of the code and database scripts which make the system available to the intended end-users of the system. Also, user registration forms are entered into the new system during this phase. Resources for this phase include production support personnel, database administrators, and data entry administrators.

- **Phase 6 – End User Training**

During Phase 6, tasks include creation of online help documents for the new system, class room training materials and the actual training classes for end users. Resources include document specialists and trainers.

- **Phase 7 – Project Management**

The project management phase spans the entire length of the project from the first day to project end. Tasks conducted during the project management phase include activities outlined in the five project phases found in the Project Management Body of Knowledge (PMBOK). The PMBOK outlines the standard project management activities as developed by PMI®. This includes project initiation, planning, executing, monitoring and controlling, and project closing. Resources utilized during Phase 7

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include the Project Manager assigned to the project and the CSC Project Management Office personnel, overseeing the Project Manager's activities.

The project plan will consist of the following milestones:

- Hardware Order – July 6, 2014
- Requirements Delivered for Approval/Signoff – August 15, 2014
- Design Complete – September 17, 2014
- Release Delivered to Quality Assurance – January 9, 2015
- Release to User Acceptance Testing – March 13, 2015
- System Production Deployment – May 1, 2015

See the timelines in Exhibit 8 and Exhibit 9.

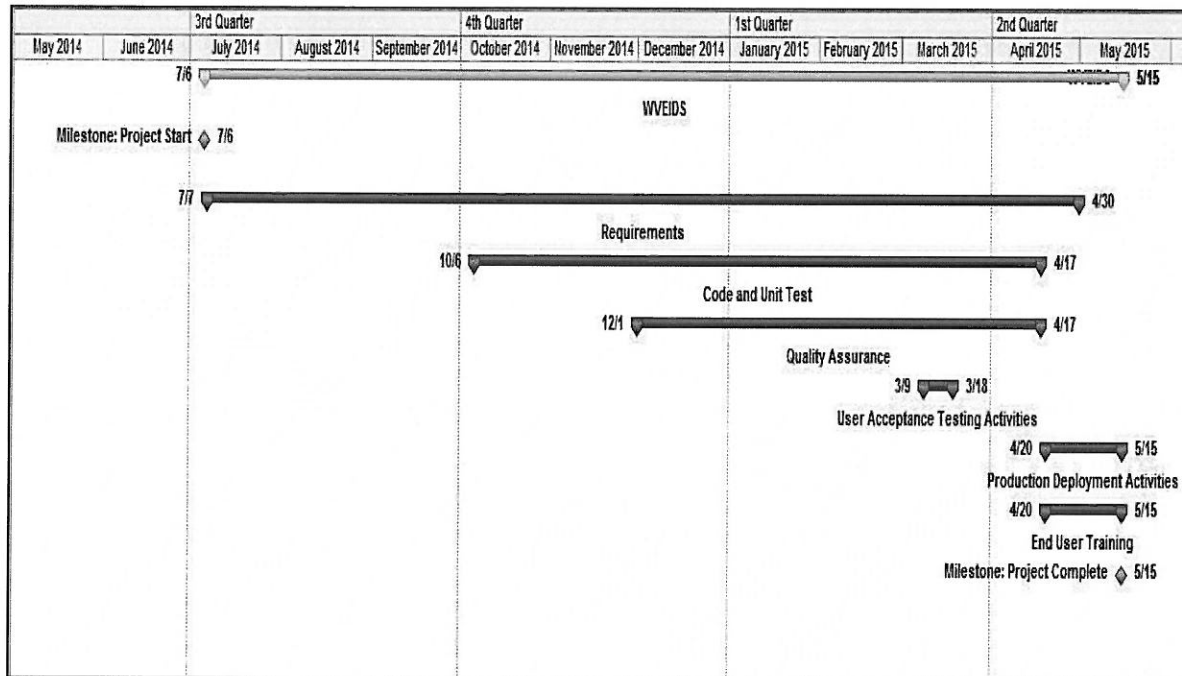


Exhibit 8. Project Timeline

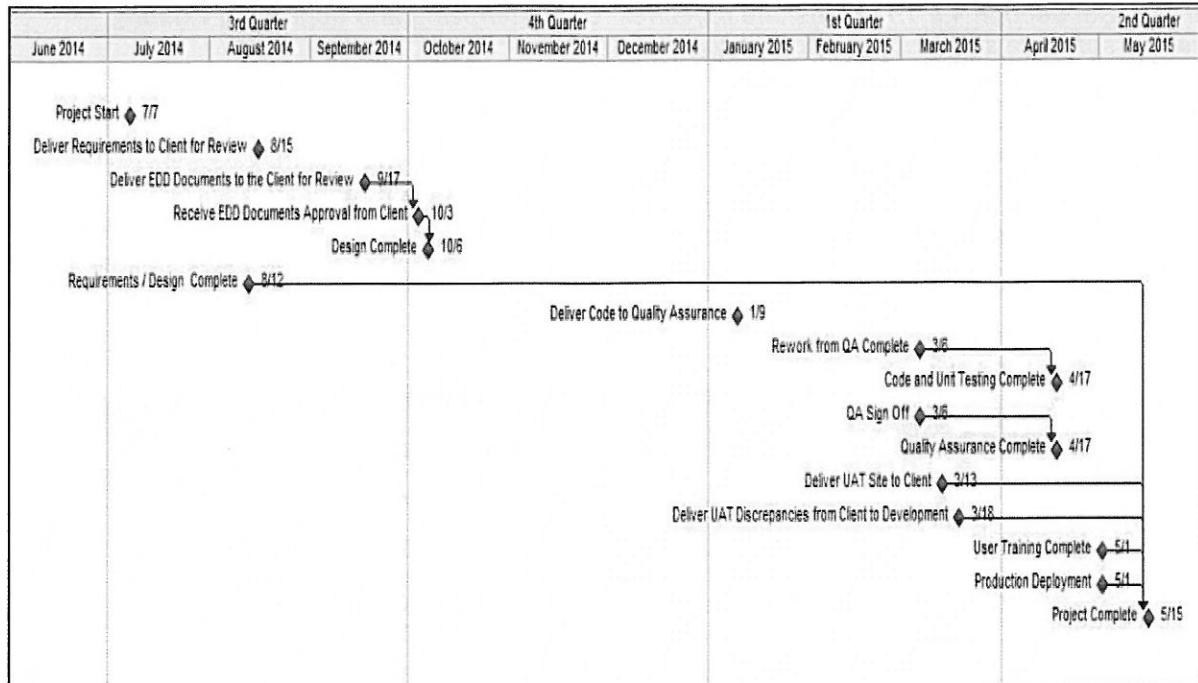


Exhibit 9. Quarterly Timeline

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Section 4, Subsection 4.6.1.1: Steps and timelines for modernizing and upgrading existing hardware, software and business processes.

CSC Response:

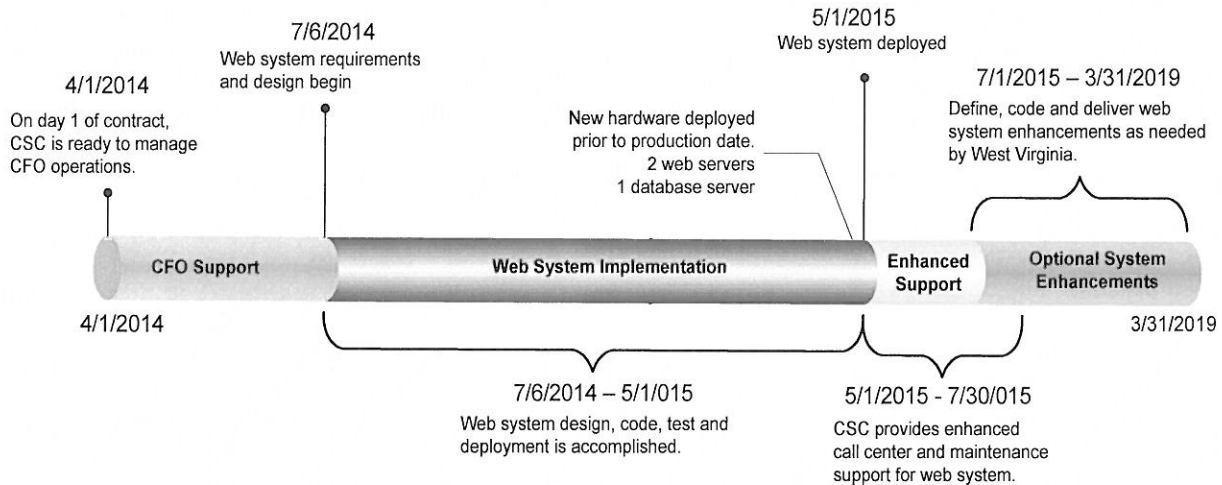


Exhibit 10. Strategic Five Year Modernization Timeline

Exhibit 10 shows CSC's proposed timeline for upgrading hardware, software, and business processes.

As shown in the proposed timeline above, CSC, being the current WV BTT CFO vendor, offers the unique ability to be ready to manage CFO operations on Day One of the contract. As noted above, CSC will remain fully operational on Day One of the new contract. WV BTT will avoid any cost or risk associated with a transition to a new vendor.

Web System Implementation

CSC is proposing to upgrade SPOE to a Web-based system with a project start date of July 6, 2014. This date is flexible and can be changed to meet the needs of WV BTT. CSC is proposing a 10-month implementation. As part of this project, CSC will upgrade the existing hardware. A new database server and two new Web servers will be deployed. The database software will also be upgraded from MS SQL Server 2000 to MS SQL Server 2008. The Web servers will utilize the most current MS OS versions. CSC will upgrade the existing report server from MS Reporting Services 2000 to MS Reporting Services 2008. The specific steps for implementing this project are discussed in detail in *Section 4, Subsection 4.6.1.2*.

The proposed system will make use of the Indiana iSPOE application as the base for a system transfer effort. The system transfer approach will reduce risk and cost by utilizing a system already developed and implemented for Indiana. The iSPOE system is a Web-based solution developed to replace the SPOE application. iSPOE will be deployed in Indiana during 2014. CSC anticipates WV BTT will seek and gain permission to transfer iSPOE from Indiana First Steps.

Retiring CFO Applications

By implementing a new Web-based application, the following CFO applications currently utilized will be retired as they will no longer be applicable.

SPOE Software

The SPOE software is used by the RAUs in the field to enter the WV BTT child data, eligibility, and authorization information.

SPOE Import

The SPOE Import process is used to import child data from the individual SPOE sites into the Central Claims Gateway (CCG) database. The program can be used to import a single file or it can process a whole directory structure containing multiple import files. The data may include new children being enrolled into the system, as well as changes to existing child records.

SPOE Extract

The SPOE Extract process is used to export child data from the CCG database to the individual SPOE sites. The data is exported into a text, flat-file format recognized by the SPOE software. During the communications process in the SPOE software, the SPOE sites download the text file, using an Internet connection. The file is then processed by the SPOE software and imported into the SPOE database.

Practitioner Extract

Practitioner Extract creates a text file containing the records of all the active practitioners in the CCG database.

Enhanced Support

After the implementation of the new Web-based software, CSC will provide approximately 3 months of enhanced support. Drawing from experience of implementations in previous Early Intervention systems, CSC understands there will be issues discovered with the product which will require changes. CSC will keep technical staff available during this time period to allow issues to be handled in a timely manner. Further, additional help desk staff will also be available during this time to provide support to new users while maintaining continued support to meet Service Level Agreements (SLAs).

Optional System Enhancements

Implementing a Web-based application provides WV BTT with a wide range of possibilities for additional enhancements which didn't exist with the existing SPOE application. CSC has incorporated time on the timeline to assist WV BTT with realizing the possibilities the new technology offers. Potential enhancements include, but are not limited to:

- Enhanced Federal Reporting capabilities
- Development of a Data Mart
- Parent Facing Application
- Online Practitioner Enrollment System

If WV BTT identifies any system enhancements, they can utilize funding from the yearly budget of 8,000 hours without executing a contract amendment. CSC understands it is not cost effective for WV BTT to replace all the CFO components used to administer the BTT

Program. However, if WV BTT identifies enhancements to any CFO components shared by other state EI programs, CSC will assist WV BTT in working with those state EI programs to find potential cost sharing opportunities.

Below is a list of the CFO components and software used by CSC to administer the WV BTT Program.

Daily Reports

The Daily Reports process is a program created to automatically run the daily Authorization reports. The Authorization reports generated from the process are mailed to practitioners.

Early Intervention Explorer (EIX)

Early Intervention Explorer (EIX) is the software used by the CFO to enroll practitioners and record their credentials. It is also used to submit batch entry claims. The software allows view-only access of the child's records and authorizations sent in by the SPOE software. This software is in-house software used by CSC employees at the CSC Operations center.

Claims Entry

Claims Entry is accessed through EIX by the CFO staff to manually enter, adjust, and void claims submitted by the practitioners for services rendered to the WV BTT children. There are preliminary edits in the claims entry to validate the practitioner and the authorization the claim is being billed against.

Service Matrix Website

The Service Matrix provides access to the forms the CFO office utilizes plus a list of practitioners enrolled with the WV BTT Program. The RAUs use the Service Matrix website to locate practitioners, as well as find information about each practitioner.

Practitioner Payee Check Processing

The Practitioner Check process is a stand-alone executable that generates a text file delivered to WV BTT for practitioner payments and related reports.

1099-MISC Process

The 1099 process creates a PDF file containing 1099 tax forms and creates a 1099 text file to be submitted electronically to the Internal Revenue Service (IRS). The process automatically completes the form with the payee information and the amount paid to the SPOE practitioners for the requested tax year. The forms are designed to match the official 1099 forms as posted on the IRS website. The forms are mailed out to payees each year before the last business day in January. The file contains a list with totals of all payments made by CSC, sorted by payee. The file is designed to meet the IRS specifications for filing as per Publication 1220. The file is submitted electronically to the IRS.

Fund Recovery

WV BTT Early Intervention services are provided at no cost to families. The CFO issues payments to practitioners from an interim-funding source based on the submission of claims. The CFO then seeks reimbursement from an appropriate payment source using the Fund Recovery Process. Payment sources currently include Medicaid and CHIP for eligible and enrolled children.

Web-based Practitioner Claims

An online Practitioner Account Module was not included in the list above as CSC feels this does not offer enough value to WV BTT to justify the cost. However, as the number of practitioners with broadband Internet access increases, then it may become cost effective for WV BTT to implement an online claiming system. CSC will work with WV BTT to conduct a cost/benefit analysis. If WV BTT elects to implement this feature in the future it can use its yearly discretionary enhancement pool.

Section 4, Subsection 4.6.1.2: Steps and activities for moving the current distributed SPOE software component to a web-based structure.

CSC Response:

As the current vendor for WV BTT, CSC is fortunate to have a comprehensive understanding of WV BTT business processes, as well as the existing SPOE application. CSC also has extensive experience with developing similar Early Intervention systems for other state Early Intervention programs. Using this experience, CSC developed a proposal for a new Web-based system that addresses WV BTT's key needs at a cost effective price. CSC is proposing a system which mimics the functions and capabilities in SPOE, addresses the requirements detailed in the RFP, and includes a few features to streamline business processes.

The proposed new Web-based system utilizes and extends the existing database structure and data. CSC believes this is a unique benefit only CSC is able to offer. This option lowers costs, as there is minimal data migration or conversion, and minimizes any risks associated with this activity. Additionally, all data entered in SPOE over the full history of West Virginia's use of the SPOE software will be accessible from the new Web-based software. Lastly, by minimizing a time-consuming data conversion, this solution provides a smooth transition for users from the existing SPOE application to the new Web-based system. The details of how this will be accomplished are further explained in *Section 4, Subsection 4.6.1.2.5*.

CSC proposes the following pages and system functionality be included in the new Web-based application. See Exhibit 11.

Web Page Name	In SPOE	System Functionality
User Administration Pages		
Add/Edit/Deactivate User	No	<ul style="list-style-type: none"> Allows the System Administrator to add a system user. Allows the System Administrator to edit system user information. Allows the System Administrator to deactivate a system user. Allows the System Administrator to reset a password for the system user.

Web Page Name	In SPOE	System Functionality
User Administration Pages		
User Search	No	<ul style="list-style-type: none"> Allows the System Administrator to search for a specific system user.
User Detail	No	<ul style="list-style-type: none"> Allows the System Administrator to view the system user detailed information.
Infrastructure Pages		
Public Facing Home Page	No	<ul style="list-style-type: none"> Allows the user to log into the system. Provides links to external websites.
Forgot Password	No	<ul style="list-style-type: none"> Allows the user to request a new password.
Change Password	No	<ul style="list-style-type: none"> Allows the user to set a new password. This functionality is exercised when the user password has expired or the user entered a temporary password.
EAccess	No	<ul style="list-style-type: none"> A system report for state administrators that displays the tracking of Web page access and usage.
Internal Referral	Yes	<ul style="list-style-type: none"> Allows the user to enter child detail information and any additional family members or referral information.
Detect Duplications	No	<ul style="list-style-type: none"> The system detects potential duplicate child records based on Child Last Name and Date of Birth. The user is then presented options regarding how to proceed.
Child Information Pages		
Transfer Child	No	<ul style="list-style-type: none"> Allows the user to transfer a child from one region to another without the re-keying of child data. The unique Child ID travels with the child to the new region.
Child Search	Yes	<ul style="list-style-type: none"> Allows the user to search for specific children. The user is allowed data access based upon their security role.
Child Summary	No	<ul style="list-style-type: none"> Provides the user a high-level view of existing child information. The user can access detailed information by selecting links from this Web page.

Web Page Name	In SPOE	System Functionality
Child Information Pages		
Child Detail	Yes	<ul style="list-style-type: none"> Allows the user to edit existing child information. Allows the user to view existing child information.
Child Referral List and Detail	Yes	<ul style="list-style-type: none"> Allows the user to add new child referrals. Allows the user to view existing child referrals. Allows the user to edit existing child referrals.
Family Member List and Detail	Yes	<ul style="list-style-type: none"> Allows the user to add new family members. Allows the user to view existing family members. Allows the user to edit existing family members. Allows the user to delete existing family members.
Authorization List and Detail	Yes	<ul style="list-style-type: none"> Allows the user to add new Authorizations. Allows the user to view existing Authorizations. Allows the user to cancel or discontinue existing Authorizations.
Eligibility List and Detail	Yes	<ul style="list-style-type: none"> Allows the user to set the program Eligibility based on an IFSP period. Allows the user to edit the program Eligibility based on an IFSP period. Allows the user to view the program Eligibility based on an IFSP period.
Medical List – Physicians	Yes	<ul style="list-style-type: none"> Allows the user to add a Physician for the child. Allows the user to view existing Physician data. Allows the user to edit existing Physician data. Allows the user to delete a Physician associated with a child.
Medical List – Screening and Immunizations	Yes	<ul style="list-style-type: none"> Allows the user to add Screening and Immunization data for the child. Allows the user to view existing Screening and Immunization data. Allows the user to edit existing Screening and Immunization data.

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Web Page Name	In SPOE	System Functionality
Child Information Pages		
Early Intervention Date List and Detail	Yes	<ul style="list-style-type: none"> Allows the user access to the various milestone data associated with a child in an Early Intervention program.
Diagnosis List and Detail	Yes	<ul style="list-style-type: none"> Allows the user to set the Diagnosis based on an IFSP period. Allows the user to edit the Diagnosis based on an IFSP period. Allows the user to view the Diagnosis based on an IFSP period.
Family Income List and Detail	No	<ul style="list-style-type: none"> Allows the user to add Family member income. Allows the user to view existing Family member income. Allows the user to edit existing Family member income.
Third-Party Liability Insurance List and Detail	No	<ul style="list-style-type: none"> Allows the user to add an Insurance policy for a family member subscriber. Allows the user to edit an existing Insurance policy. Allows the user to view an existing Insurance policy.
Generic Note List and Detail	Yes	<ul style="list-style-type: none"> The system allows the user to capture generic notes at various points in the system.
Transition Meeting Detail	Yes	<ul style="list-style-type: none"> The system will allow the user to capture Transition Meeting information as required by West Virginia.
Re-open Enrollment	No	<ul style="list-style-type: none"> Allows the user to re-open an enrollment for a child which was previously terminated.
Search Pages		
School District Search	No	<ul style="list-style-type: none"> Allows the user to search and set the school district for a child.
Practitioner Search	Yes	<ul style="list-style-type: none"> Allows the user to search for a Practitioner.
Service Coordinator Search	Yes	<ul style="list-style-type: none"> Allows the user to search and set the Service Coordinator for a child.

Web Page Name	In SPOE	System Functionality
Search Pages		
HPCPS Search	Yes	<ul style="list-style-type: none"> Allows the user to search and set a HPCPS code for an Authorization.
ICD-10 Diagnosis Search	No	<ul style="list-style-type: none"> Allows the user to search for the appropriate ICD-10 Diagnosis code to assign to a child.
Early Childhood Outcome		
Early Childhood Outcome Evaluation Detail	No	<ul style="list-style-type: none"> Including as a value add for federal indicator reporting. CSC would gather WV BTT requirements for support of this functionality.
Document Library		
Child Document List and Library	No	<ul style="list-style-type: none"> Allows the user to add a document to a specific child's library. Allows the user to download a document from a child's library. Allows the user to edit the information about a document stored in the child's library. Allows the user to delete a document from a child's library.
Home Page Queries		
Children in 45-Day Timeline	No	<ul style="list-style-type: none"> Allows the user to access a set of child records based on whether the child is within the 45-day time period after referral.
Children Exceeding 45-Day Timeline	No	<ul style="list-style-type: none"> Allows the user to access a set of child records based on whether the child is within the 45-day time period after referral.
Transferred Children	No	<ul style="list-style-type: none"> Allows the user to access a set of child records where the child has been transferred into the region.
Pending Transition	No	<ul style="list-style-type: none"> Allows the user to access a set of child records where the child is approaching transition to the school district.
Most Recently Selected	No	<ul style="list-style-type: none"> Allows the user to access the last 20 child records the user viewed.

Exhibit 11 Web-based System Page Additions

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Some of the highlights of the new system are as follows:

- The new Web-based system will give practitioners the ability to login, search for their assigned children and then upload additional information such as assessment reports or case notes into the child's Document Library.
- The new Web-based system uses role-based security to restrict access and actions to child related data. The user can only access children whom they are currently authorized to access and can only add/update/delete/view data for children which they have permission. CSC will collaborate with WV BTT to establish user roles and the permissions assigned to each role. As part of the security component of the Web-based system, CSC will track user access as they navigate through the website or make additions, corrections or deletions to data.
- When new children are entered into the new Web-based system, they will be automatically assigned a unique Early Intervention identifier which will not change even if the child leaves the Program and comes back at a later date, or if they move from one RAU to another. To help facilitate this, the new system contains the ability to detect duplicate entries statewide when a referral is entered. The system will allow users to connect a new referral to an existing child when appropriate. In addition, when a child moves from one RAU to another, the original RAU will be able to transfer the child data to the new RAU, which eliminates the need for the new RAU to completely re-enter the child in the system. Lastly, it is important to note CSC will provide the capability to enter the child's West Virginia state designated identification number and provide an automated batch process to support bulk entry/updates to this unique identification number.
- The new Web-based system will provide enhanced access to data and reporting. First, CSC will collect all of the information required for federal indicators 2, 3, 5, 7, and 8. This will allow WV BTT staff to easily generate the federal reports required for these indicators. Second, the WV BTT will now be able to use the new system to view the real-time aggregated statewide numbers, as well as specific RAU numbers through the updated reporting functionality built into the website. Reports run via the website can be easily exported to Excel allowing users to format and sort the data as needed. CSC will create 20 reports to address WV BTT's reporting needs.
- As previously stated, the new Web-based system extends the existing SPOE database structure. As such, CSC will need to perform minimal data conversion for the new system. This allows CSC to implement the new system with little interruption to the RAUs day-to-day business. To assist the RAUs as they move to the Web-based system, CSC will provide a complete user manual along with help resources built into the Web-based system.
- CSC proposes to fully support ICD-10 compliance in the new Web-based SPOE system. In support of these regulatory changes, CSC will implement the following:
 - Modifications to the inbound 837 Practitioner EDI process
 - Dual support of ICD-9 and ICD-10 in the Web-based system
 - Modifications to the Fund Recovery system based upon implementation timetable for the funding source

CSC has provided several screen mock ups to allow WV BTT to visualize how the new system may be designed. However, because this application will be designed to meet WV BTT's requirements, WV BTT will be actively involved in the requirements gathering and design of the pages so they can be tailored to meet their specific business needs.

Public Home Page

WV BTT must first establish a Uniform Resource Locator (URL), which is the Internet address for the new website. When users initially access the new website via the URL, they will be presented with a Web page that provides configurable introductory information about West Virginia's Birth to Three Program, along with the ability to log into the Web-based SPOE application. Stylistically, the website will also be configurable so WV BTT has the option of selecting from a set of color palettes to tailor the look and feel to its preferences. Exhibit 12 is an example of a Public Home Page interface.

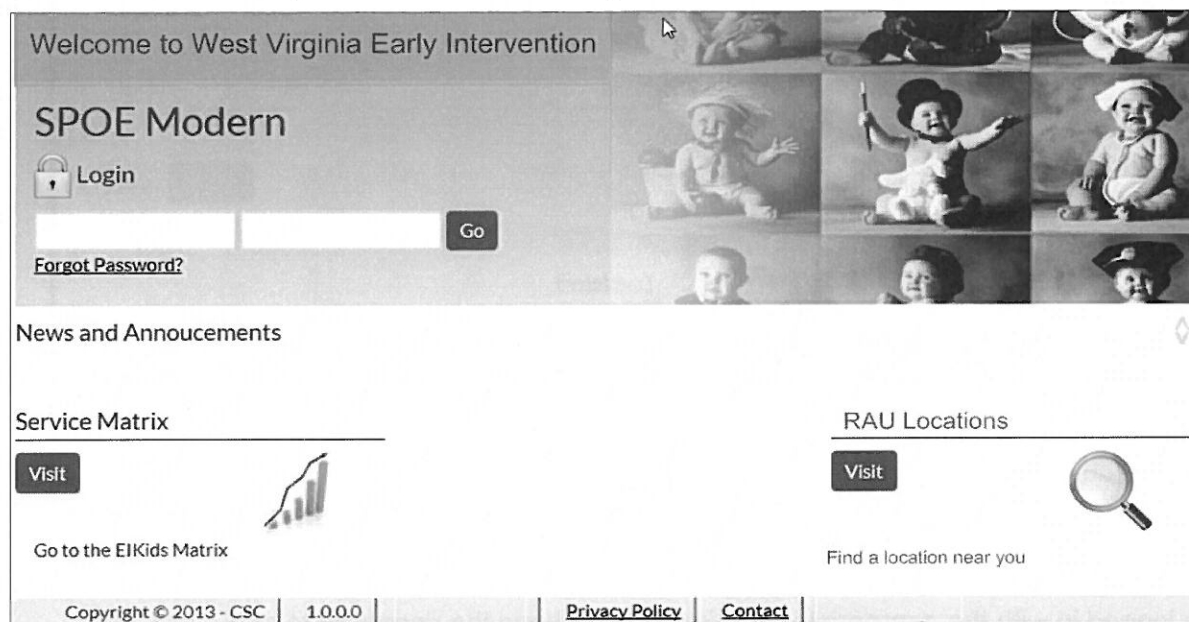


Exhibit 12 Example Public Home Page Interface

Once a user logs into the system, they will be presented with the option to search for a specific child or be presented a list of children gathered from a pre-determined search criteria. See Exhibit 13. The login navigation can be tailored to WV BTT's business processes, if needed.

Menu Admin

Logged in as: Nathan Cripps

Child Search Criteria

Child ID **View Child**

Child **Head of Household**

Child Last Name Last Name

Child First Name

DOB

FCP Number

SPOE

☐ Include Duplicates

☐ Include Terminated

Search **Clear**

Common Searches

[Most recently selected children](#) [Children in 45 day timeline](#) [Children exceeding 45 day timeline](#) [Transferred Children](#)

Search Results

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Exhibit 13 Child Search Criteria Screen

New Referral

Users logged in with the appropriate permissions, will have the capability to add a new child in the system using the Referral menu option. The New Referral Web page includes the entry of demographic information for the child and the primary referral source.

Detecting Potential Duplicates in New Referrals

Upon entering a new child referral, the system will compare the child's information to all existing children and check for a potential duplicate using the following criteria: Child's Last Name, and Child's Date of Birth. If these criteria match an existing child, then the new referral is considered a potential duplicate and the system will redirect the user to the Detect Duplicates Web page. This page shows the new referral information alongside data for each potential existing child so the user can determine whether or not a duplicate really exists. Once the user is ready to process the new referral, one of the following actions can be taken: (1) use the new referral to establish a new child in the system; (2) add the referral to an existing child.

Establishing a New Child

Once a new child is established, a new record will be created in the system. The child will be assigned a unique Early Intervention identification number consisting of a numeric code representing the original RAU followed by an incremental sequence number specific to that RAU. This unique identification number will never change even if the child is transferred to a different RAU.

The system will also allow for the entry of the child's West Virginia state designated identification code. This identification code can be updated manually by either RAU or state users or by the CFO through a monthly automated process based on spreadsheets received from the RAU or the State.

Child Summary

CSC will support a Child Summary Web page. From this Web page, the user has access to high level child information with the ability to drill down for further details via a link. Exhibit 14 shows an example of the Child Summary Page.

Menu		Gerrard, Steven - 170001000 Active		Admin
Summary	Child Summary			
Child Detail	Born 9/15/2012	Active		
Family	Referred 3/20/2013			
Notes	IFSP 4/22/2013 - 4/21/2014	Service Coordinator		
El Dates	Male, Eligible 4/20/2013	Floyd Smoot		
Authorizations	20% Delay in One or More Domains	Cannonball Agency		
Physician	106.5 Buzz, Left Ear	333-555-8700		
Insurance	FCP effective 9/20/2012	Related Records		
Cost Participation	Head of Household	Enrolled 9/15/2012		
SPOE Transfer	Manny Lane			
Child Library	2315 Morton St.			
	Koala, IN 12345-6789			
	333-555-3093			
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Exhibit 14 Example Child Summary Page Interface

Child Detail

CSC will support the ability to collect and update demographic information, such as last name, first name, date of birth, address, and race/ethnicity for the child.

Family Member List and Detail

CSC will support the ability to collect and update demographic information, such as last name, first name, date of birth, and address, for any family member associated with a child. Exhibit 15 and Exhibit 16 show examples of the Family Member List and Add Family Member Page.

The screenshot displays the CSC Family Member List interface. On the left is a 'Menu' sidebar with options: Child Summary, Child Detail, Family (selected), Notes, El Dates, Authorizations, Physician, Insurance, Cost Participation, SPOE Transfer, and Child Library. The header shows the user 'Gerrard, Steven - 170001000' is 'Active', and they are logged in as 'Nathan Cripps'. The main content area is titled 'Family' and contains a table with the following data:

Last Name ▲	First Name	Phone	Relationship
Jenkins	Lilo	555-999-4444	Mother
Jenkins	Frank	555-999-4436	Father
Avile	Florence	555-999-4116	Aunt

Below the table is a 'Family Member' section with a search bar. The footer contains copyright information: 'Copyright © 2013 - CSC | 1.0.0.0 | Privacy Policy | Contact'.

Exhibit 15 Example Family Member List

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Menu		Gerrard, Steven - 170001000 Active		Admin	
Child Summary	Family				
Child Detail					
Family					
Notes					
El Dates					
Authorizations					
Physician					
Insurance					
Cost Participation					
SPOE Transfer					
Child Library					
		Family Member Cancel			
Last Name	<input type="text"/>				
First Name	<input type="text"/>			MI	<input type="checkbox"/>
Number	<input type="text"/>				
Street	<input type="text"/>				
Address2	<input type="text"/>				
City	<input type="text"/>	State	<input type="text"/>	Zip	<input type="text"/>
Home Phone	<input type="text"/>				
Best time to Call	<input type="text"/>				
Relationship To Child	<input type="text"/>				
BirthDate	<input type="text"/>				
Language	<input type="text"/>				
Education	<input type="text"/>				
Head of Household	<input type="checkbox"/>				
Household member	<input type="checkbox"/>				
Financially Responsible	<input type="checkbox"/>				
Legally Responsible	<input type="checkbox"/>				
SSN	<input type="text"/>				
Employed	<input type="checkbox"/>	Paying Child Care	<input type="checkbox"/>		
Employer	<input type="text"/>				
Work Phone	<input type="text"/>				
Employer Tax ID	<input type="text"/>				
<input type="button" value="Save"/> <input type="button" value="Cancel"/>					
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Exhibit 16 Example Add Family Member Page

Prepared for:
 WV Department of Health and Human
 Resources – Bureau for Public Health
 – Office of Maternal, Child and Family
 Health

Section Name: Attachment A: Vendor
 Response Sheet

RFP: MCH14027
 Date: February 18, 2014

Transferring Children Across RAUs

One of the exciting features the new system offers is the ability to transfer a child from one RAU to another. When a child moves from one RAU to another in the existing SPOE system, the child's enrollment must be ended at the original RAU and a new child record established at the new RAU. This requires the new RAU to completely re-enter all of the child's information and to put in new Service or Evaluation authorizations. The new system offers the original RAU the ability to push an existing child's enrollment to a new RAU. Thus, instead of the new RAU having to re-enter all of the child's information into the system again, they simply may have to update specific items like the child's new address. This will greatly reduce the administrative cost of having children move from one RAU to another.

Early Intervention Dates

CSC will support the collection and update of Early Intervention information, such as intake start date and primary setting for IFSP for each child via the Early Intervention Dates page. The new website will enforce the same workflow edits as the existing SPOE application. As in SPOE, the ability to enter certain data in a certain order is restricted. For example, the Web system can't collect Evaluation authorizations until the Intake stage. Also, before an IFSP can be entered and accepted by the system, an intake record must exist. Further, an IFSP record must exist before service authorizations can be entered. All previously collected Early Intervention dates can also be viewed on this page.

Eligibility

CSC will support the collection of eligibility information, such as eligibility type, start date, and end date for the child. This information is required for IFSP. The Web-based system performs a verification process that validates the correct data has been collected to support the child's eligibility into the Early Intervention system.

Authorizations

CSC will support the collection and update of Early Intervention Evaluation, Assessment and Service authorizations. CSC will collect authorization information, such as start and end date, service type, and service practitioner information for the child via the Authorization page. All authorizations approved for the services for the child are entered on this page. A list of existing authorizations and their details can also be viewed on this page.

Medical

CSC will support the collection and update of medical information, such as physicians and screening and immunization data for the child via the Medical page. All previously entered medical records can also be viewed on this page.

Income and Insurance

CSC will support the collection and update of family income and insurance for the child. All previously entered income and insurance records can also be viewed in the system.

Practitioner Search

CSC will support the ability to identify the practitioners who offer a specific specialty via the Practitioner Search page. In the new Web-based system, the Practitioner Search capability will be intelligent, so if a user is attempting to search for an Intake or Service Coordinator,

the search will automatically default its results to practitioners with that particular specialty. The user can then enter more specific search criteria to narrow the search results. Similarly, if the user is entering an authorization for a specific service type, the Practitioner Search will only return practitioners who have the corresponding specialty.

Child Document Library

As requested, the new Web-based system will also allow users (RAU, state, practitioners, or CFO) to upload documentation, such as assessment reports or case notes, to a child's record. As such, a new Web page, associated with the child's record, will be a collection of documents uploaded for the child.

Architecture Overview

CSC proposes the development of a new Web-based solution using Microsoft .NET technologies to replace the existing SPOE application used by WV BTT. The solution will provide the following:

- A highly scalable, maintainable, and robust architecture that can support a variety of technical and functional enhancements
- User-friendly interface for performing business operations and capturing client data
- Report generation implementing the use of SQL Server Reporting Services
- .NET Best practices which provides a highly robust System Security

CSC will utilize an existing CSC architecture for the development of the Web-based application that reduces the time required to develop individual Web pages. The following sections will provide an overview of this architecture.

Conceptual View

The Conceptual View defines the functional requirements and the business users' view of the new Web-based SPOE application by focusing on the identification of components and allocation of responsibilities to the components. See Exhibit 17.

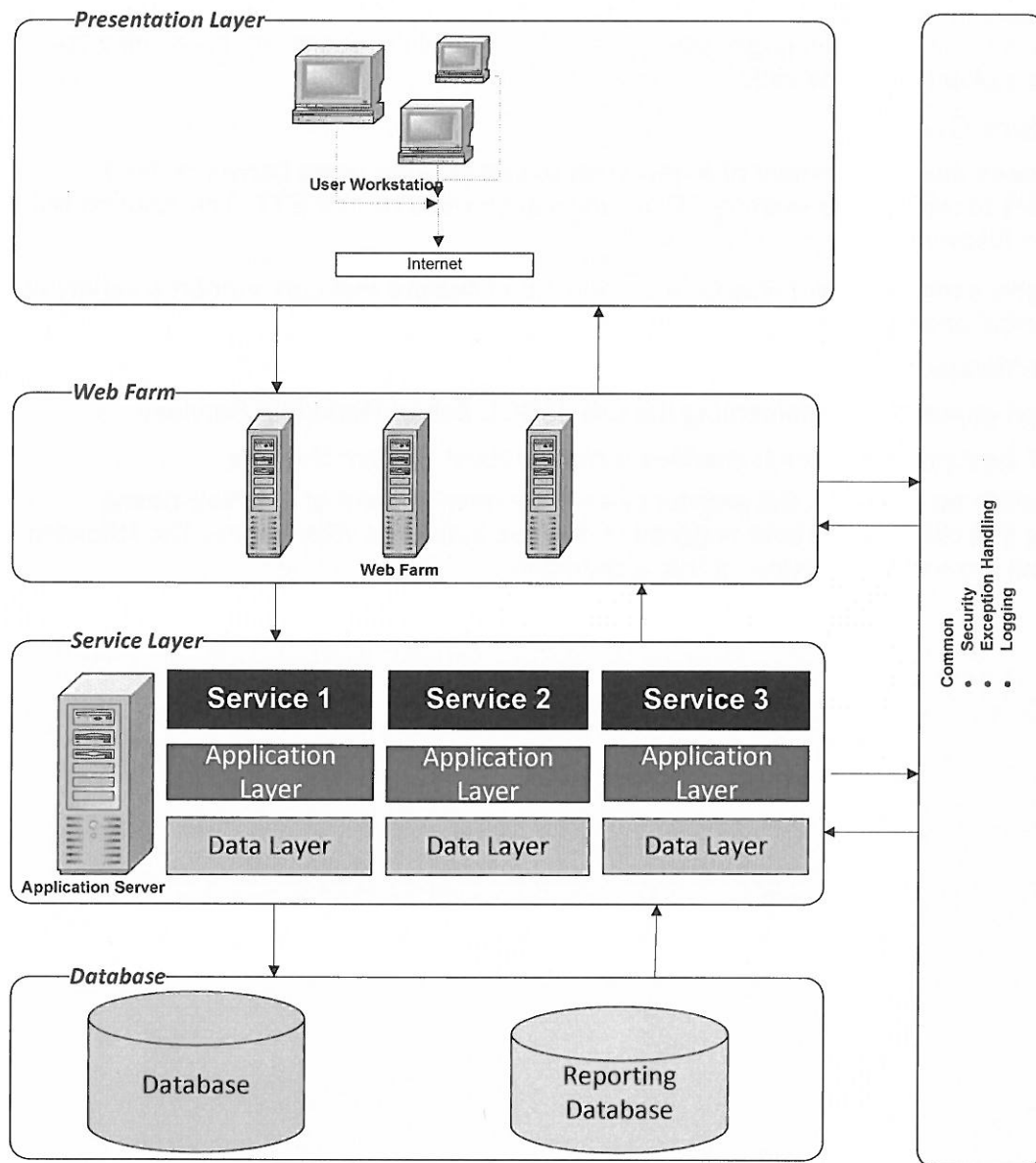


Exhibit 17 Application Design Conceptual View

Presentation Layer

The Presentation Layer contains the User Interface Components required to support user interaction with the application through the Internet. This layer will contain user interface components such as HTML forms or ASP.NET Web Forms (.aspx). All of the forms in the Web-based SPOE application will be designed to allow for rapid keying and data entry. These techniques will be applied to all the Web forms the application requires. All fields will be accessible through keyboard navigation, using tabbing to facilitate rapid data entry. The Web forms will also be optimized to reduce the amount of information transferred between client and server, resulting in faster page loads and more efficient server processing. The Web forms will be supported for Web browsers with Internet Explorer 11 or above or Firefox 26 or above.

Service Layer

The Service Layer includes several components services, application layer and data layer required to interact between the Presentation layer and Database. ASP.NET running on IIS is responsible for handling Client requests. ASP.NET, upon receiving the request, delegates the request to the underlying database via service layer.

Services Layer

The new Web-based SPOE application is implementing Service Oriented Architecture (SOA) on WCF Framework for building business applications using services.

Application Layer

The Application Layer reads the Service Host Factory and uses Dependency Injection, through Unity, to perform operations within transactions. The Application Layer implements the Business Validations and calls appropriate Data Access Layer for data submission and retrieval operations.

Data Access Layer

The Data Access Layer uses Entity Framework as its Object Relational Mapper to work with relational data using domain-specific objects. This keeps database design separate from domain class design making application more maintainable and extendable.

Operational Management

The Operational Management is used to perform Exception Handling, Log Publishing, Notification (Email, Page), and Tracing for the application.

Exception Management

All the SPOE application exceptions are derived from the .NET Framework's Application Exception. Exceptions are handled only within the application boundaries. When exceptions need to be propagated across tiers, they are replaced or wrapped appropriately such that the sensitive business or technical information is not disclosed. Error messages displayed to users will be relevant and should suggest to the user the corrective action to take.

Log Publishing

The new Web-based SPOE application will record all errors, warning, and information to the server's event log. The Event Log will have a separate group for publishing the error, warning, and information. The application can be configured to store the log and exception

message either in the database or event log based on the configuration settings specified in the Web configuration file.

Monitoring

The new Web application will be built with tracing capabilities. The application uses logical trace switches that can be plugged into the code. For maintenance purposes the settings in the Web configuration trace switches can be switched on/off as required.

Encryption

The encryption component helps to encrypt/decrypt sensitive data by using industry standard cryptographic algorithms. The information secured by the encryption component is:

Sensitive URL data

- User password stored in the database
- Sensitive Web method parameters
- Sensitive security information stored in a flat configuration file

Communication

The Communication component is used to send user registration emails. In the future, if WV BTT wants to enhance the system, this component can be easily scaled to send automated emails and custom emails to the selective user groups and users based on a predefined communication channel.

Security

The new Web-based system will implement role-based security providing restricted access to users. Based on their role, users will have view and/or edit options. The user roles also specify which users will be able to add new children to the system. CSC will collaborate with WV BTT to establish user roles and the permissions assigned to each role.

CSC will provide access logging for all the requests generated by the user for auditing purposes. When a user first accesses the website, the application logs general information about the user (i.e., the user's browser type, version, etc.) and provides the time on the Web application with a unique identifier. Further, as the user moves from page-to-page in the system, the new Web application tracks them and stores additional information about what the user is doing (i.e., what page are they loading, what child have they selected, etc.) with a timestamp associated to the user's action.

CSC enforces strong passwords by configuring the attributes for required password length, minimum required non-alphanumeric characters, and password strength as part of the user configuration. All users will have a unique username and password to gain access to the website. Forms authentication is used to manage passwords at the application level.

Initial passwords

The users will be provided with their initial password to log in to the application. The application will automatically prompt the user to change their password when they log into the system for the first time. CSC will also force users to change their passwords periodically. The system can be configured based upon WV BTT's preferences regarding how often users must change their passwords.

Unsuccessful Login Attempts

Users have a specified number of attempts to enter their password correctly into the system. If the user incorrectly enters the password more than the specified times allowed, the user will be locked out of the website. This number of attempts is configurable to WV BTT's preference. When users get locked out, they must call the CSC Help Desk to have the password reset. CSC will work with WV BTT to establish a process for the CSC Help Desk to verify callers before the password can be reset.

User Administration

The User Administration component gives the CSC Help Desk access to setup user accounts and passwords, assign privileges to different roles, as well as a number of other important actions related to application users. The following user administration activities will be supported for the website:

- Add, Edit, Deactivate Users
- Add, Edit, Deactivate User Roles
- Change User Permissions
- Search for Users
- View a User's Access Logs

Deployment View

The Deployment View is a representation which aids a Production Support team within an organization to understand the distribution of hardware and software components specific to the scope of the application. In addition to optimizing the code in the application, CSC proposes to implement two Web servers which are load balanced to handle requests expediently. When a user accesses the website, the initial request is processed by a piece of equipment (a load balancer) that routes the request to the server with the lowest utilization. This provides the user with an optimal experience when interfacing with the application. See Exhibit 18.

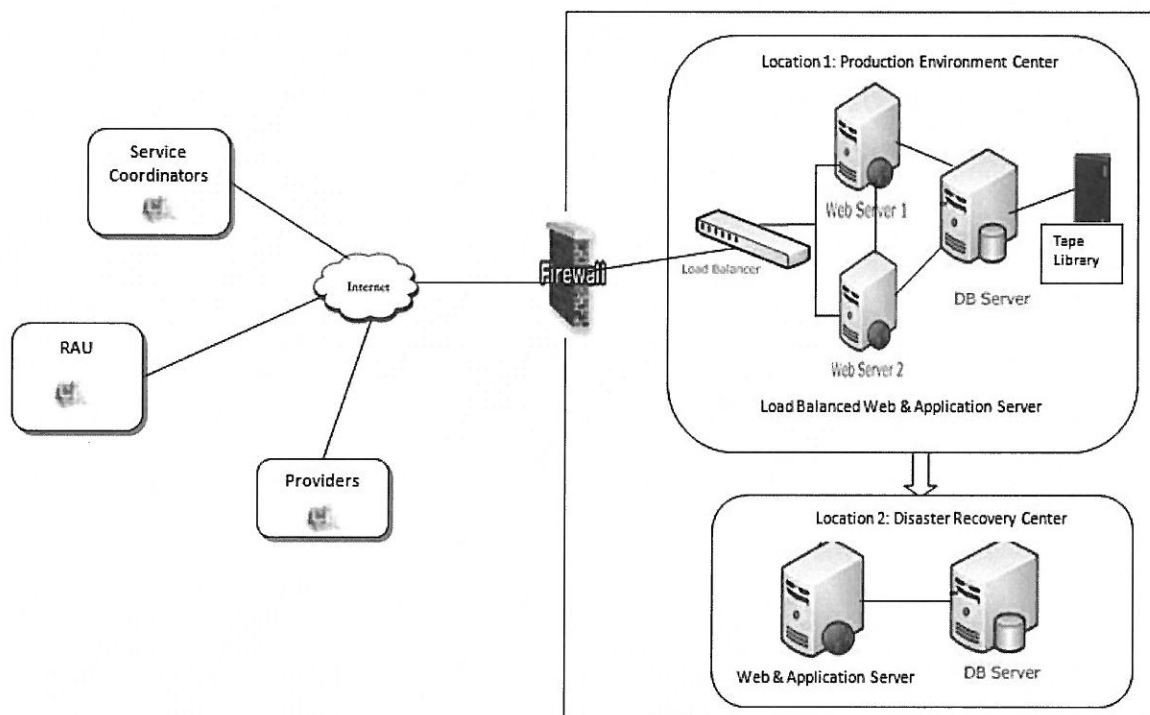


Exhibit 18 Deployment View

Database

As the new Web-based SPOE application is built upon the existing database table structure, there will be no need for a data migration. CSC will upgrade the existing database from MS SQL Server 2000 to MS SQL Server 2008. As part of this upgrade, CSC will update the current data model, to enhance the performance of the new Web-based application. The database will be configured so indexes refer to the most relevant and commonly used inquiries in order to speed up data requests. In addition, a separate copy of the database will be utilized for the majority of reports. By designating this copy for reporting, the load attributed to reports is now available to handle Web server requests, making the application faster.

Prepared for:

WV Department of Health and Human Resources – Bureau for Public Health
– Office of Maternal, Child and Family Health

Section Name: Attachment A: Vendor Response Sheet

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Backup, Recovery, and Archival

The system will be integrated in to the backup and recovery system. A daily incremental as well as complete backup will be scheduled.

Reporting Requirements

Reports will be generated from SQL Server Reporting Services. This will be published in SQL Server Reporting Services for accessing the reports in the Web. The reports can be viewed in HTML, PDF, and Excel formats or exported to a delimited file. CSC will create 20 reports to address WV BTT's reporting needs.

Project Timetable

CSC understands WV BTT is not expecting to begin project initiation for a new Web-based system immediately after contract signature. Therefore, CSC proposes a project start date of July 6, 2014. CSC has developed a schedule that incorporates lessons learned from similar Early Intervention projects managed in the past. CSC believes the schedule included with this RFP response represents realistic, achievable, and appropriate delivery goals based on lessons learned. Further, CSC's proposed schedule offers a low cost, low risk option utilizing new technology with an implementation date after statewide broadband internet access is available.

Project Planning

CSC will schedule a project kick-off meeting and review of the project plans and schedules within a week of the project start date. Hardware for the project will also be ordered at this time. With a project of this size, it is important CSC work closely with WV BTT during all phases of the project, especially during the early stages. CSC proposes meeting weekly via conference calls for questions and issues can be addressed quickly. CSC will also use these meetings to provide project status and present any risks and mitigation strategies. CSC will prepare a meeting agenda in advance and will maintain an issue log for issues reported during the project.

CSC will utilize the Waterfall method for its SDLC (Software Development Life Cycle). Because time is not a key factor with this project, the Waterfall method provides a low cost, low risk option. The key project milestones are outlined below. These milestones also represent invoice points for the project.

- Hardware Order – July 6, 2014
- Requirements Delivered for Approval/Signoff – August 15, 2014
- Design Complete – September 17, 2014
- Release Delivered to Quality Assurance – January 9, 2015
- Release to User Acceptance Testing – March 13, 2015
- System Production Deployment – May 1, 2015

Requirements Definition

The schedule contains a Requirements Phase, during which CSC will collaborate with WV BTT to define business and functional requirements for the new Web-based SPOE application based upon existing SPOE functionality and needs identified from the RFP. The schedule will include a 4-day on-site JAD (Joint Application Design) session with two to

three representatives from CSC. During this JAD session, CSC will discuss a concise list of topics including, user roles, business processes, page navigation, and page and field edits. CSC will provide wireframes for proposed Web pages to compare against the existing SPOE entry pages in order to assist with defining business and functional requirements. If any additional requirements gathering sessions are needed, they will be conducted via conference calls. After each onsite JAD session or conference call, CSC will create Meeting Notes for review by WV BTT. CSC will produce functional requirements based upon these notes in a Requirements Document which will be a formal deliverable to WV BTT and will require approval and signoff by WV BTT.

System Design

The schedule contains a System Design Phase, in which all approved functional requirements are analyzed and a technical solution is developed. During this phase the Business Analyst and Development staff will develop a formal Business Requirements Definition (BRD) document. The BRD will include all Web page layouts, along with page and field edits. CSC will conduct an overview of the System Design via a Power Point presentation and deliver the BRD for formal signoff.

System Development/Construction

During the System Development stage, CSC will complete the following tasks for each Web page defined in the BRD:

- Create technical specifications.
- Create a Unit Test Plan.
- Code the Web page and applicable components.
- Conduct unit and component performance testing.
- Conduct a peer review of all code artifacts.

Once all Web pages have been developed, CSC will deliver a software release for the entire Web application to the Quality Assurance team for system testing.

System Testing/Quality Assurance (QA)

CSC will conduct comprehensive system testing of the new Web-based SPOE application. The CSC QA team will follow strict quality planning and test execution processes. CSC will develop test cases based upon functional requirements and the functionality outlined in the BRD. The test cases will be peer reviewed prior to execution. During test execution, CSC will validate the test cases and record the test results. The results will be documented and any issues logged in JIRA, the CSC defect tracking tool. Development staff will correct issues as they are reported. Once all test cases have been executed, and the predetermined exit criteria have been met, CSC will prepare a Test Summary Report for internal review and approval. Approval of the Test Summary results promotes CSC's readiness for User Acceptance Testing.

User Acceptance Testing (UAT)

After system testing is complete, CSC proposes a 3-day User Acceptance Testing phase in order to allow WV BTT a hands-on review of the new system before it is deployed to production. CSC understands the benefits of UAT and encourages participation in this

phase with all its clients. CSC can draw on its experience with UAT conducted on similar projects for the greatest gain achieved during this test phase. UAT allows clients to review the completed application and verify it meets the approved requirements and business needs. CSC believes a 3-day UAT will allow users to test all the functionality in the new application, while keeping costs to a minimum. For this project, a dedicated UAT environment simulating the production environment will be established on production hardware. This will allow WV BTT to validate the application for requirement accuracy and application performance.

Prior to the start of UAT, CSC will work with WV BTT to determine the list of state users and RAU users that will participate in UAT. These users will be set up in the UAT environment with the applicable user role. A UAT Test Plan will also be developed prior to the start of testing. CSC's most successful UAT experiences have occurred when CSC has provided states a detailed UAT Test Plan with the functional tests that can be executed by various user roles to validate the application meets business needs and accommodates existing business processes. To employ this experience, CSC will provide a UAT Test Plan that includes the test approach, the assorted functional tests that should be executed during this phase, the test User IDs and their passwords, as well as procedures for reporting issues found during testing.

CSC will make available Subject Matter Experts during UAT. During the first day of testing, CSC will provide training on the website to UAT testers. A copy of the draft User Guide will also be provided since training will not have been conducted by the start of UAT. The onsite resource will be available to answer questions about the website and triage and record any issues reported during this phase.

At the end of UAT, CSC will complete the correction of the issues found and will deliver a UAT Test Summary Report for signoff and approval by WV BTT. The Test Summary Report will contain a summary of test execution results and a summary and status of the issues reported during UAT. Once signoff is obtained, CSC will work with WV BTT to provide detailed communications regarding the website deployment and timeline to the user community. This communication will include the timeline for the final upload of SPOE data from all sites as well.

RAU Infrastructure Transition

The transition from the legacy SPOE application to the Web-based application also requires the deployment of new hardware at the RAUs. System requirements for the modernized application will be described in the technical section, and will generally include Windows 7 or later based workstations and broadband Internet access. For some RAUs, this will represent a change from their current IT infrastructure.

CSC will work with WV BTT early in the project to conduct site surveys of each RAU to aid in planning the hardware transition. This will help RAUs obtain appropriate workstations and Internet access. Training and deployment schedules will need to accommodate any upgrade activities the RAUs must undertake.

CSC will also help WV BTT by publishing user guidelines for hardware, software and Internet access. Hardware guidelines will address processor, memory and networking capabilities. Software guidelines will include information about supported browsers. The

Internet browser landscape changes rapidly and CSC will work to help users understand these changes and prepare for training and rollout.

Training

CSC knows end-user training is critical to the success of the project. CSC shall provide WV BTT staff, both at the State level and the RAU level, with hands-on training in the new Web-based system. The training sessions will occur with the initial rollout of the production system and, at WV BTT's options, once each year following for the life of the contract. The hands-on training shall consist of a one day, eight hour training session at the State office and each of the RAU locations over a two week period. The goal of the training sessions will be to familiarize the WV BTT staff with the purpose and operation of the Web-based system. Once training is complete, the WV BTT staff shall be able to access the Web-based system and navigate through the various Web-based data entry pages.

CSC shall provide the WV BTT staff with the needed training aids to prepare them for the use of the new Web-based system. The training aids shall include a training manual that describes and demonstrates the purpose and operation of the Web-based system. Additional training aids include an online training environment that houses the new Web-based system. The online training environment will be kept active beyond the initial training phase and be refreshed periodically with new software as it is developed, tested, and deployed. The online training environment will also support a subset of generalized testing data.

In support of practitioners and their use of the Web-based system, CSC shall create a specialized practitioner training manual. The training manual shall target the functions available to a practitioner in the new Web-based system. The goal of the training manual will be to familiarize the practitioner with the operation of the Web-based system, specific to any job functions they need to perform on the system.

System Implementation

CSC is proposing a Web-based solution that is built upon the existing database and table structure, and makes use of the Indiana iSPOE application due to be completed this year. This solution eliminates the need for a data conversion and has little or no impact to field users. The schedule assumes a start date of July 6, 2014, with a Web-based SPOE application implementation date of May 1, 2015.

CSC is proposing a limited outage for migration from SPOE to the Web-based application in the production environment. This will provide for uninterrupted CFO operations and allow users to conduct business as usual during this transition.

When deploying releases to production, CSC follows stringent written procedures. These steps will also be covered in the written Deployment Plan for the project. As part of this plan, CSC will conduct a mock install of the application prior to the Production Deployment date. The purpose of the mock install is to run the data migration process, the test code deployment, and configuration one final time before releasing the code to production. After the migration and mock deployment is complete, the QA team conducts a regression test to verify the code is functioning properly and the data was correctly converted. This step reduces issues found post production.

Once the mock install is complete, the CSC Production Support team will begin the migration of the Web-based application into production. As the current Fiscal Agent for WV BTT, CSC has the advantage to significantly limit the interruption to the statewide program and the Early Intervention practitioners during the transition to the Web-based system. CSC proposes the transition to the Web-based application occur over a long weekend as to minimize impacts to RAU sites and practitioners. CSC will notify RAUs to perform their final upload of SPOE data by the specified deadline. After this point, RAU sites must refrain from making any more updates in the SPOE application. Changes to child records will be made in the website application when the site goes live the following Monday. If there are any RAU sites that have not communicated by the deadline, CSC will work with the State office to contact the RAUs to have them perform the upload immediately. After validating all communication is complete, CSC will import and process all data received. Once this is complete, CSC will disable the import process so no additional files are imported.

Report Server and Service Matrix Websites

During the production implementation, CSC will place the Report Server and Service Matrix websites in maintenance mode so they cannot be accessed during the production deployment process. CSC will then begin the database conversion to the new SQL Server 2008 database.

The Web-based application and any other programs that were updated for the project will also be deployed. Development and QA team members will be on site during the implementation to triage any issues encountered by the Production Support team. The QA team will also conduct testing of the production release to establish production readiness.

Once the website application is successfully deployed, help desk staff will begin entering users for state and RAU users from the online registration forms received.

On Monday, CSC will go live with the Web-based application. CSC will complete configuration changes that will make the site externally available to all users. The help desk will continue to enter new users, including practitioners, on Monday. CSC recognizes that implementing a new Web-based system will result in a significant number of questions and most likely an increase in calls to the help desk. Additional technical staff will be available at the help desk to assist with answering calls from users for the first week of the transition period. CSC will work with WV BTT and all their users to enable a seamless transition.

Section 4, Subsection 4.6.1.2.1: Ability for practitioners to upload additional information including but not limited to assessment reports and case notes.

CSC Response:

The new system will also allow users (RAU, State, practitioners, or CFO) to upload additional documentation, such as assessment reports or case notes, and associate each document with a child's record. As such, a new page in the child's record will be a collection of documents that have been uploaded for the child.

Section 4, Subsection 4.6.1.2.2: Restricted access to view child records by authorized individuals in accordance with the Family Educational Rights and Privacy Act (FERPA) and IDEA.

CSC Response:

The new Web-based system will implement role-based security providing restricted access to users. Based on their role, the users will have view and/or edit options. The user roles will also specify which users will be able to add new children to the system. Further, the users will be able to view and/or edit only children belonging to their region except for state users. CSC will collaborate with WV BTT to establish user roles and the permissions assigned to each role.

For auditing purposes, CSC will track all users of the Web-based system as they navigate through the website and make additions, corrections, or deletions.

Section 4, Subsection 4.6.1.2.3: Assign a unique identifier for each child from entry to exit regardless of moves within or out of the system.

CSC Response:

When new children are entered into the new Web-based system, they will be automatically assigned a unique Early Intervention identifier that will not change even if they leave the Program and come back at a later date, or if they move from one RAU to another. To help facilitate this, the new system contains the ability to detect duplicate children statewide when a referral is entered. The system will allow users to connect a new referral to an existing child when appropriate. In addition, when a child moves from one RAU to another, the original RAU will now be able to transfer the child to the new RAU, which eliminates the need for the new RAU to completely re-enter the child in the system. Lastly, it is also important to note that CSC will provide the capability to enter the child's West Virginia state designated identification number and provide an automated batch process to allow for bulk entry/updates to this unique identification number.

Section 4, Subsection 4.6.1.2.4: Enhanced access to data and reporting functions at the state and local levels to support effective service delivery and management requirements.

CSC Response:

The new Web-based system will provide enhanced access to data and reporting. First, CSC will now collect all of the information required for federal indicators 2, 3, 5, 7, and 8. This will allow WV BTT staff to easily generate the federal reports required for these indicators. Second, the WV BTT will now be able to use the new system to view the real-time aggregated statewide numbers, as well as specific RAU numbers through the updated reporting functionality built into the website. Reports run via the website can be easily exported to Excel allowing users to format and sort the data as needed. CSC will create 20 reports to address WV BTT's reporting needs.

Section 4, Subsection 4.6.1.2.5: Migration of all existing SPOE data.

CSC Response:

All data entered in SPOE over the full history of West Virginia's use of the SPOE software will be accessible from the new Web-based software with minimal data migration/conversion activities.

Data created with the SPOE software is imported to the CCG database via batch processing (the "End of Day" function). Tables in the CCG database not only act as a backup of SPOE data but also enable such things as inquiry by CFO personnel and centralized reporting. Imported SPOE data supports many other functions of the back end system, as well. For example, Eligibility, IFSP dates, and Authorization information is accessed during claim adjudication to ensure that children are active and practitioners are authorized to render services claimed.

The full history of all West Virginia SPOE data continues to reside in the CCG database tables, and the new Web-based software system will access these tables. Minor extensions and revisions will be made (e.g., an unlimited number of referrals will be supported), and where necessary, existing data will be migrated to the modified structures. The need for such migration will be minimal, and back-end processes such as claim adjudication currently utilizing the tables will continue to function with little or no modification.

In effect, the SPOE software, its local database, and the batch export/import functions will be replaced by Web-based software that, without the need for intermediary export/import functions, directly accesses the central copy of all the same SPOE data, just as it resides in the central database today.

Section 4, Subsection 4.6.2: Vendor should describe a proposed plan for training WV Birth to Three and RAU staff following completion of conversion of the SPOE functions to a web-based structure, in order to ensure successful and timely implementation.

CSC Response:

For the initial rollout of the modernized SPOE system, CSC is committed to providing WV BTT a comprehensive training package. The system users will be trained to utilize the modernized SPOE system. The modernized SPOE system will use terminology and work flows that will be familiar to users of the existing SPOE system. By maintaining the common work flows and terminology the training experience will be simplified.

In preparation for field training, CSC will establish a hardware/software training environment. The training environment will mimic the production environment as closely as possible. The training environment will be populated with scrubbed child data that allows the user to experience the software without viewing Protected Health Information (PHI) data. CSC will maintain the training environment beyond the deployment of the new SPOE software system.

CSC will determine a training schedule with WV BTT. CSC recommends training occur after UAT, but before production deployment of the software. CSC and WV BTT will determine the extent of downtime between UAT, field training and the deployment of the software. There will be a period of time, possibly during the training cycle, where the existing SPOE system will be unavailable in preparation for the deployment of the new software.

CSC is committed to providing onsite, hands-on training for the WV BTT staff and the associated RAUs. By conducting training via a hands-on experience, the system user becomes confident with the new system very quickly. The training experience will be designed to mimic the user's day-to-day work flow as closely as possible to provide the user with a positive experience and come away from the session prepared to perform their work activities.

CSC envisions training being conducted at each of the eight RAUs and the State office in fully equipped and functioning training rooms. It is recommended that each training participant have access to a non-shared computer for their individualized use. The computer must meet the recommended hardware and software (Web browser) standards as established by CSC. Each computer will require access to the internet with the CSC recommended bandwidth speed. Each training participant will have a printed training manual and/or training aid. Each training participant will have a unique login to the training system. The instructor lead training will guide the training participant through a series of business scenarios which will exercise the capability of the modernized SPOE system. In general, it is envisioned that each Web page will be accessed and the user will be able to perform an add function, edit function, delete function and view function where supported by the system and their user security role.

CSC will dedicate a trained staff of subject matter experts to prepare training materials and to deliver the training content. The training team will be well versed in Early Intervention work flows and have detailed knowledge of the modernized SPOE software. The trainers will have at their disposal the CSC Development and QA staff if any issues arise during the training session.

In support of the training sessions, CSC is committed to creating training aids. The training aids will be used to speed the learning process of each Web-based system user.

Upon completion of the training sessions, CSC proposes that a survey be conducted to gather comments from the training participants. The survey can query the users to determine how effective the training was in preparing them to perform their job duties using the new software. Comments from the training participants will give CSC and WV BTT insight into any areas that the trainee found difficult and may need follow-up training or additional training aids. It is expected that as training progresses any insight gain from earlier training sessions can be incorporated into later training sessions.

WV BTT has also requested pricing for optional annual training, of which WV BTT expects to use 72 hours per year. CSC has included per hour pricing in its cost proposal and understands that the 72 hours will consist of 1 day at each location (the State office and eight RAUs) to deliver the core training content.

If WV BTT determines that changes to training content or approach are called for, CSC will work with WV BTT to create and price an alternate training plan.

Section 4, Subsection 4.6.2.1: One-day hands on trainings at the WV Birth to Three State Office and each of the eight RAU locations.

CSC Response:

CSC shall provide WV Birth to Three staff, both at the State level and the RAU level with hands-on training in the new Web-based system. The training sessions will occur with the initial roll-out of the system. The hands-on training shall consist of a 1-day, 8-hour training session at the State office and each of the RAU locations. The goal of the training sessions will be to familiarize the WV Birth to Three staff with the purpose and operation of the Web-based system. Once training is complete, the WV Birth to Three staff will be able to access the Web-based system and navigate through the various Web-based data entry pages.

Section 4, Subsection 4.6.2.2: Training aids.**CSC Response:**

CSC shall provide the WV Birth to Three staff with the needed training aids to prepare them for the use of the new Web-based system. The training aids shall include a training manual that describes and demonstrates the purpose and operation of the Web-based system. Additional training aids include an online training environment that houses the new Web-based system. The online training environment will be kept active beyond the initial training phase and be refreshed periodically with new software as it is developed, tested, and deployed. The online training environment will also support a subset of generalized testing data.

In support of practitioners and their use of the Web-based system, CSC will create a specialized practitioner training manual. The training manual shall target the functions available to a practitioner in the new Web-based system. The goal of the training manual is to familiarize the practitioner with the operation of the Web-based system specific to any job functions needed to be performed on the system.

Section 4, Subsection 4.7: To ensure that the CFO structure is designed to mitigate or eliminate weaknesses that could result in compromise of data in the creation, usage, transfer or destruction of information.**CSC Response:**

CSC supports a hierarchy of Corporate Security Plans, Business Level Security Plans, and individual contract, state, and federal requirements. This system is integrated into an environment that contains a focused eye on system and data security. The CSC local Business Level Security Plan incorporates security controls from FISMA, PCI, HIPAA, ISO 27001, and SOC I requirements into a cohesive Security Plan for CSC to follow industry best practices across multiple disciplines. These practices assist CSC to reduce risk and to provide assurance that the environment is secure and trustworthy. The CSC Security Plan focuses on a layered approach to the collective environment. The Security Plan includes physical, personnel network, user account and information security; configuration and risk management; monitoring, audit and media protection; and incident response.

Section 4, Subsection 4.7.1: Vendor should provide a security and confidentiality plan.**CSC Response:**

CSC provides a tailored Security Plan that defines the policies for which the WV BTT project will be audited from an internal perspective. This plan incorporates relevant security controls from SP 800-53, PCI, ISO 27001, HIPAA, and SOC 1. It contains security controls for physical security, personnel security, network security, security awareness and training, configuration management, account management, identification and authentication, audits, media protection, system maintenance, risk management, information security, incident response, and acquisition. The CSC Security Plan addresses both system and application security controls as applicable.

Section 4, Subsection 4.7.1.1: Family Educational Rights and Privacy Act (FERPA) requirements.**CSC Response:**

CSC has a long standing commitment to and understanding of the need to maintain systems, resources, policies, and procedures for safeguarding client and individual records. Furthermore, CSC has extensive knowledge and experience in FERPA guidelines.

All FERPA guidelines for privacy and security are a regular component of CSC Early Intervention systems and practices. CSC continues to support and protect client data as required by this federal regulation. As such, each CSC employee working with Early Intervention client programs is required to read and sign a FERPA and HIPAA Compliance Agreement.

- CSC understands the requirements for FERPA compliance. CSC maintains rigorous internal processes and standards so that client data is protected per FERPA requirements.
- CSC has a compliance officer responsible for the management of data privacy practices, the documentation of any FERPA issues and the development of response plans.
- CSC provides secure and easy transfer of service and financial information as children and families transfer within the State.

Section 4, Subsection 4.7.1.2: System access and logins.**CSC Response:**

CSC monitors access at both the server and application level. The following auditable events at the server and Operating System (OS) level are monitored and recorded.

Window Server Audit

Task	Success/Failure
Audit account logon events	Success, Failure
Audit account management	Success, Failure
Audit directory service access	Success
Audit logon event	Success, Failure
Audit object access	Failure
Audit policy change	Success, Failure
Audit privilege use	Failure
Audit system events	Success, Failure

Exhibit 19 Window Server Audit Tasks

At the application level, CSC provides access logging for all the requests generated by the user for auditing and follows the process below:

- When a user first accesses the website, CSC logs general information about the user (i.e., the user's browser type, version, etc.) and provides the time on the Web application with a unique identifier.
- As the user logs in and navigates from page-to-page in the system, the new Web application tracks them and stores additional information about what the user is doing (i.e., what page they visited, what child they selected) with a timestamp associated to the user's action.
- The new Web application uses this information to reconstruct the path that a specific user took during their visit to the website.
- Combined with the auditing for record insertions and updates, the new Web application reconstructs almost every action that the user took during their visit to the site.

Section 4, Subsection 4.7.1.3: Strong password and functionality.

CSC Response:

CSC has strong authentication practices at both the server and application level. At the server level, all users have a unique username and password to gain access to any CSC system or database. Active Directory is used to manage passwords at the system level. All tools used for password management enforces password complexity. Users will never share their passwords. Users are required to maintain a different password for different systems.

CSC requires users to set up strong system passwords. Passwords must be a minimum of eight characters and contain one upper and lower case letter, one number, and one special character. System passwords expire every 90 days. The password history is set to 24, so the same password cannot be used again until the 25th time the password is changed. When users type in their password wrong three consecutive times, the user will automatically be locked and must wait 60 minutes before the system automatically unlocks the account. An administrator may reset the user account immediately.

At the application level, CSC also enforces strong passwords by configuring the attributes for required password length, minimum required non-alphanumeric characters, and password strength as part of the security configuration. All users have a unique username and password to gain access to any CSC system or database. Forms authentication is used to manage passwords at the application level. Additionally, all passwords displayed, stored, and transmitted are encrypted or rendered unreadable. Clear text authentication is prohibited.

Section 4, Subsection 4.7.1.4: Monitoring and reporting unauthorized access attempts.

CSC Response:

CSC monitors and reports unauthorized access attempts at both the server/system and application levels.

At the server/system level, CSC employs a defense-in-depth concept. CSC provides continuous monitoring of in-bound and out-bound network traffic. CSC monitors servers with antivirus software, vulnerability scanning software, system utilization, and event alerts. CSC monitors network devices for vulnerabilities, utilization, and efficiency.

CSC uses various tools to monitor the network and servers including McAfee IPS devices and RSA Envision. The alerts generated by the IPS device are monitored by the SIRCC team 24/7 and the CSC IT team will get notified as soon as the SIRCC team receives an alert that needs to be addressed.

The CSC IT team increases logging if notified about ongoing attacks which might affect CSC systems. The CSC IT Lead has the authority to return logging back to normal operations after CSC systems have been verified as not being attacked or having the vulnerability of being attacked.

If an alert is discovered which is out of the ordinary and may have the potential to cause a breach of system or data, the CSC IT Lead immediately contacts the CSC IT Director and CSC SIRCC. The IT Director, SIRCC, and the IT Lead coordinate the mitigation of the situation to include informing CSC senior managers, project managers, and supervisors.

At the application level, the new Web-based system monitors and reports unsuccessful login attempts in the database. In addition, users have a specified number of attempts to enter their password correctly into the system. If the user incorrectly enters the password more than the specified times allowed, the user is locked out of the website. This number of attempts will be configurable to WV BTT's preference. When users are locked out, they will need to call the CSC Help Desk to have the password reset. CSC will work with WV BTT to establish a process for the CSC Help Desk to verify callers before the password can be reset.

Section 4, Subsection 4.7.1.5: User account controls.

CSC Response:

The CSC Security Plan has defined controls for access to CSC systems that pass SSAE 16 SOC 1 auditing. The Security Plan addresses the practices of requesting, approving, distributing, and other areas of user accounts to identify security weaknesses, or the lack of security controls. All access to a CSC system is controlled by an automated access control system. The CSC Security Plan addresses the following user account controls:

- CSC has distinct user account management process for the Active Directory domain and individual projects. Each domain maintains a detailed account management plan.
- The Identification and Authentication process is required to access any CSC resource.
- Each user is associated with a role that will dictate user access.
- Auditing will be enabled for account creation, modification, disabling, and termination.
- Project Leads will maintain a comprehensive Accounts Management plan.
- Access to a specific domain is initiated by user managers by opening a ticket with the service desk. The IT Lead and Desktop Lead are approving authorities for their domains. The Database Manager approves the database accounts. The approval process for each project is documented in the Account Management Plan.
- Terminated user accounts are immediately disabled for 90 days. After 90 days, the user account is deleted.
- Accounts are reviewed every 90 days and the inactive accounts are disabled. CSC systems are configured to restrict users to the least privileged access required to

perform required tasks. Users are granted access based on the user ID, correct password, and role associated with the user ID. Users without the correct credentials are denied access.

- If users have both privileged and general user functions, the user will maintain privileged and general user accounts. Users with privileged accounts are prohibited from performing general user tasks with their privileged user account.

Section 4, Subsection 4.7.1.6: No privileged user for database access.

CSC Response:

Privileged access to the database is limited to members of the Database Administration (DBA) group only. Each member of the DBA group has their own individual database login account and password that is used to connect to the database to perform privileged activities.

Section 4, Subsection 4.7.1.7: Least privilege for connections.

CSC Response:

CSC systems are configured to restrict users to the least privileged access required to perform required tasks. Users are granted access based on the user ID, correct password, and role associated with the user ID. Users without the correct credentials are denied access.

If users have both privileged and general user functions, the user will maintain privileged and general user accounts. Users with privileged accounts are prohibited from performing general user tasks with their privileged user account.

Section 4, Subsection 4.7.1.8: No SQL on web pages.

CSC Response:

As part of the CSC development standards, CSC does not embed SQL statements in Web pages, code behind files, or even in Business Logic Dynamic Link Libraries. Instead, SQL is either captured in stored procedures that reside in the database or embedded in a Data Access Dynamic Link Library. By doing this, the database structure or functionality is not exposed in the HTML code sent back to the user.

Section 4, Subsection 4.7.1.9: Cleanse data input.

CSC Response:

As part of the CSC development standards, CSC does not send any user input directly into SQL statements. Instead, CSC uses SQL parameterized stored procedures or an Object-Relational Mapper to sanitize and encapsulate the user's entry data. As part of this, CSC verifies the data is of the proper length, the proper type, and that any comment or special character in a string is escaped and can thus be safely entered into the system. Finally, CSC avoids design requiring construction of ad hoc SQL statements – whether they may be constructed from previously entered user data or from sanitized data that comes directly from the user.

Section 4, Subsection 4.7.1.10: Reference standards on How to Mitigate the Top 10 Dangerous Programming Errors**CSC Response:**

Not only do the CSC development standards mitigate the top 10 dangerous programming errors as designated by the 2011 CWE/SANS study, CSC also mitigates the other 15 discussed in the study as these individual responses show:

Item #1 (SQL Injection)

CSC development standards protect against SQL Injection through several ways. First, CSC does not embed SQL statements in Web pages, code behind files, or even in a Business Logic Dynamic Link Libraries. Instead, all SQL is either captured in stored procedures that reside in the database or embedded in a Data Access Dynamic Link Library. By doing this, CSC ensures that none of the database structure or functionality is exposed in the HTML code sent back to the user. Second, CSC uses SQL parameters to sanitize and encapsulate the user's entry data. As part of this, CSC verifies the data is of the proper length, the proper type, and that any comment or special character in a string is escaped and can thus be safely entered into the system. Next, CSC avoids any system design that requires constructing dynamic SQL statements – whether that be constructed from previously entered user data or from sanitized data coming directly from the user. And lastly, CSC uses a SQL user with the least privilege required to do the tasks necessary.

Item #2 (OS Command Injection)

CSC development standards protect against OS Command Injection through various ways.

(1) CSC uses compiled applications and Dynamic Link Libraries (this includes the code behind the Web pages) that do not allow users to execute OS commands outside of the application space. (2) In Web applications, CSC stores all sensitive information in session state, encrypted view state or encrypted query strings.

(3) While CSC validates data entry in the application, the system also verifies all of that data when it reaches the server prior to it being stored into the database. In the event that any one piece of data fails verification, CSC does not save any of the data associated with that action. Fourth, CSC standards restrict the types of files that can be uploaded into the system and stores them in the database as binary stream data which is never executed and only sent back to the user as a properly formed binary attachment.

Items #3 (Buffer Overflow), #20 (Incorrect Calculation of Buffer Size) and #24 (Integer Overflow or Wraparound)

CSC development standards protect against Buffer Overflow, Incorrect Calculation of Buffer Size and Integer Overflow in three ways: (1) CSC begins by stopping accidental overflow by setting the maxLength property on text fields and by using custom JavaScript on the client to limit the length entered in multiple line text fields; (2) On the server, CSC utilizes dataset schemas, generic lists, SQL parameters, and built-in collections that are part of the development framework to validate the site is receiving and using the proper data types and data lengths. (3) The site's operations are constructed by the development framework which provides underlying overflow protection.

Items #4 (Cross-site scripting), #12 (Cross-site Request Forgery), and #22 (Open Redirect)

CSC development standards protect against Cross-site scripting, Cross-site Request Forgery, and Open Redirect through websites that do not use cookies or integrate directly with any external system. Any integration with other systems is done either by static links on pages to known, trusted websites as provided by the client or by working indirectly through customized and protected Web services or other protected internal services. Additionally, CSC verifies user access to the site and to the page's specific data on posts back to the server through a combination of encrypted server and client data. CSC also follows company policy that externally available websites must utilize a secured HTTP connection (connecting to the non-secured HTTP address causes an automatic redirect to the secured version) and enforces that automatic redirects are done from the server and not from the client browser.

Items #5 (Missing Authentication), #6 (Missing Authorization), #10 (Reliance on Untrusted Inputs In A Security Decision), #15 (Incorrect Authorization), and #23 (Uncontrolled Format String)

First, CSC development standards protect against Missing Authentication, Missing Authorization, Reliance on Untrusted Inputs In A Security Decision, Incorrect Authorization, and Uncontrolled Format String by storing sensitive information in session state, encrypted view state or encrypted query strings that limit what data can be re-formatted. Second, while CSC validates data entry on the client browser, the system also verifies data when it reaches the server prior to it being stored into the system. In the event that any one piece of data fails verification, the system does not save any of the data associated with that action. For security decisions, CSC verifies user access to the site and to the page's specific data on posts back to the server through a combination of encrypted server and client data. Additionally, CSC implements a two-phase system. The first phase authenticates the user through a user name and password while the second phase uses role-based security to verify that even if a user is authenticated, they are not necessarily authorized to view the page or its data. Finally, CSC passes back generic login error messages (i.e., "Invalid User Name And/Or Password") when either an incorrect user name or password is entered.

Item #7 (Use of Hard-coded Credentials)

CSC development standards protect against hard-coded credentials in three ways: (1) Credentials are not hard-coded into the program; (2) Credentials located in configuration files and the configuration file is not made available to any transport protocols (HTTP, FTP, etc.); (3) Passwords are not stored in the database in clear text. Instead, passwords are stored as a series of encrypted hash and salt values that are compared to validate a matching password.

Items #8 (Missing Encryption of Sensitive Data) and #25 (Use of a One-Way Hash without a Salt)

CSC development standards protect against Missing Encryption of Sensitive Data and use of a One-Way Hash without a Salt. CSC stores sensitive information in session state, encrypted view state, or encrypted query strings. Encryption utilizes Triple DES or better. In addition, CSC utilizes separate code objects to track and maintain extremely sensitive data,

such as user and child information. Passwords are not stored in the database in clear text. Instead, passwords are stored as a series of encrypted hash and salt values that are compared to validate a matching password.

Item #9 (Unrestricted Upload Of File with Dangerous Type)

CSC development standards protect against the dangerous uploading of files. CSC restricts the types of files that can be uploaded into the system to a pre-determined list. In addition, files uploaded to the system are stored in the database as binary stream data which is never executed and only sent back to the user as a properly formed binary attachment.

Item #11 (Execution with Unnecessary Privileges)

CSC operational standards protect against execution with unnecessary privileges by enforcing that people with more than one role in the system be required to obtain a separate user id for each role. In this way, the person will only be able to access the pages and specific data with one specific user id at a time. In addition, the CSC development standards program security where the default security context is an access violation. Specific rights are needed to load the page, as well as to view, add, modify, or delete specific data on the page.

Item #13 (Path Traversal)

CSC development standards protect against Path Traversal by verifying that the page URL's relative path matches a value stored in the database. In addition, the user account that the website runs under does not have rights to the file system outside of its root directory. When the user is denied access to a page, the system simply redirects the user back to the default Web page with a generic message saying "Access Is Denied".

Items #14 (Download of Code Without Integrity Check), #16 (Inclusion of Functionality from Untrusted Control Sphere) and #18 (Use of Potentially Dangerous Function)

CSC development standards protect against the Download of Code Without Integrity Check, the Inclusion of Functionality and the Use of Potentially Dangerous Function from Untrusted Control Sphere since all third-party controls are virus scanned, vetted, and rigorously tested before being used. Source code snippets that are downloaded are either documented in the code and thoroughly vetted and reviewed or are used as a starting point and rewritten from scratch. In practice, CSC rarely uses downloaded source code snippets or third-party controls. CSC also does not integrate directly with any external system. Instead, any integration with other systems is done indirectly through customized and protected Web services or other protected internal services.

Item #17 (Incorrect Permission Assignment for Critical Resource)

CSC company policies protect against Incorrect Permission Assignment for Critical Resource by verifying and auditing that the user account the website runs under does not have rights to the file system outside of its root directory or specific shared resources and that it is only able to read and execute files inside the root directory or specific shared resources. In addition, CSC development standards require the application does not have any way to override or reset these permissions or the values in any configuration.

Item #19 (Use of a Broken or Risky Cryptographic Algorithm)

CSC development standards protect against the Use of a Broken or Risky Cryptographic Algorithm by using a standard encryption algorithm that utilizes Triple DES or better.

Item #21 (Improper Restriction of Excessive Authentication Attempts)

CSC development standards protect against the Improper Restriction of Excessive Authentication Attempts by locking a user's account after several successive unsuccessful login attempts. Once this happens they will not gain access to the system, but instead receive a message stating that the account is locked. They will have to contact operations and answer pre-determined security information before operations will unlock their account.

Section 4, Subsection 4.7.1.11: Meet standards of DHHR MIS IT Policy — IT 0512 available at <http://www.wvdhhr.org/mis/it/0512.pdf>

CSC Response:

The CSC Security Plan addresses all aspects of DHHR MIS IT Policy –IT 0512, except the policy DHHR IT-0501 Use of IT Resources. However, CSC maintains a corporate-level human resource policy that does cover this requirement. During the contract performance period, CSC will also provide a separate Disaster Recovery Plan that addresses the key activities required to reinstate the critical IT services should a disaster occur.

4.8. CFO Structure: Vendor will have a fully functional CFO structure within 30 working days following contract award

CSC Response:

CSC has been operating the CFO for WV BTT for a decade and will continue to provide this service on Day One of the new contract, with no transitional activity or cost.

Attachment B: Mandatory Specification Checklist

List mandatory specifications contained in Section 4, Subsection .5:

Section 4, Subsection 5.1. Vendor will include a project plan using a formal and documented project management approach based on Project Management Institute (PMI) industry standards and guidelines. Microsoft Project or comparable software tools will be used to develop the work plan and will include tasks, milestones, and deliverables. The project management approach and work plan will provide Agency with a means of determining if the statement of work is being accomplished as scheduled with acceptable deliverables.

CSC Response:

Yes. CSC accepts this requirement as written.

Section 4, Subsection 5.2 Vendor will be responsible for the annual year end preparing and filing 1099s for enrolled Practitioners, Service Coordinators, and Payees.

CSC Response:

Yes. CSC accepts this requirement as written.

Section 4, Subsection 5.3. Vendor will provide Agency with an annual Statement of Standards for Attestation Engagements (SSAE) 16 SOC 1 audit report completed by an independent Certified Public Accounting firm within 60 days of the end of the fiscal year.

CSC Response:

Yes. CSC accepts this requirement as written.

Section 4, Subsection 5.4. The State is in the process of implementing an Enterprise Resource Planning System (ERP) (wvOASIS). Vendor will be responsible for integrating and/or interfacing with the State's Advantage Financial module of the Enterprise Resource Planning (ERP) system (wvOASIS).

CSC Response:

Yes. CSC accepts this requirement as written.

Section 4, Subsection 5.5. Vendor will provide documentation with the proposal of previous experience with complex modular systems such as the ERP.

CSC Response:

Yes. CSC accepts this requirement as written.

Section 4, Subsection 5.6. Vendor will comply with all applicable Federal and State rules, regulations, and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract by Vendor, for the period of the contract. Vendor will maintain such records for a minimum of five years and make such records available to Agency personnel at Vendor's location during normal business hours upon written request by Agency within ten days after receipt of request.

CSC Response:

Yes. CSC accepts this requirement as written.

Section 4, Subsection 5.7. Vendor will have access to private and confidential data maintained by the Agency to the extent required for Vendor to carry out the duties and responsibilities defined under any contract as a result of this Request for Proposal. Vendor will maintain confidentiality and security of information and data made available and will indemnify and hold harmless the

State and Agency against any and all claims brought by any party attributed to actions of breach of confidentiality by the Vendor, the Vendor's subcontractors, or individuals permitted access by the Vendor. In the event of a Non-Vendor breach by non-Vendor employees, non-Vendor subcontractors, or individuals not permitted access by the Vendor, the Vendor shall indemnify and hold harmless the State and Agency only if the Vendor failed to follow its internal security policies and protocol.

CSC Response:

Yes. CSC accepts this requirement as written.

Section 4, Subsection 5.8. Upon expiration, termination, or cancellation of the contract, Vendor will assist Agency to ensure an orderly transfer of responsibility and/or continuity of services required under the terms of the contract to Agency or an organization designated by the Agency, if requested in writing. All data, technical information, materials gathered, originated, developed, prepared, used or obtained in the performance of the contract, including but not limited to, all reports, surveys, plans, charts, literature, brochures, mailings, recordings (video and/or audio), pictures, drawings, analyses, graphic representations, software computer programs and accompanying documentation and print-outs, notes and memoranda, written procedures and documents, regardless of state completion, which are prepared for or are a result of the services under the contract, will be and remain the property of the Agency, subject to the terms of any existing contract, memorandum of understanding, or other written agreement to which the Agency or State is a party and which governs the ownership, title, or interest to any software programs or source code relevant to the pre-existing agreements, and will be delivered to Agency or its designee within 30 days notice by the Agency. With respect to software computer programs and/or source codes developed for the Agency, the work will be considered 'work for hire'. The Agency, not the Vendor or subcontractor, will have full and complete ownership of all software computer programs and/or source codes developed, subject to any limitations set forth in any pre-existing software agreement. However, the Agency and State will grant the Vendor a perpetual, non-exclusive, worldwide, royalty-free license to re-license the work-for-hire to other governmental entities or agencies. To the extent that any such materials may not, by operation of the law, be a work made for hire in right, title and interest in and to any such material, and the Agency will have the right to obtain and hold its own name and copyrights, registrations, and any other proprietary rights that may be available. Should the Vendor anticipate bringing pre-existing intellectual property to perform any of the services required under the contract into the project, the intellectual property must be identified in the bid proposal or identified in writing to the Agency within 10 days subsequent to the bid award. Otherwise, the language in the first paragraph of this section shall prevail. If the Vendor identifies such intellectual property in its bid proposal, then the property owned by the Vendor on the date of the contract, as well as any modifications or adaptations thereto, shall remain the property of the Vendor. Upon contract award, the Vendor shall grant the Agency a perpetual non-exclusive, royalty free license to use any of the Vendor's intellectual property delivered to the Agency for the purposes contemplated by the Contract. The Vendor shall continue to provide any part or all of the services in accordance with the terms and conditions, requirements, and specifications of the contract for the period not to exceed 120 calendar days after the expiration, termination, or cancellation date of the contract for a price not to exceed those prices set forth in the contract.

CSC Response:

Yes. CSC accepts this requirement as written.

5.9. Vendor will have a fully functional CFO structure within 30 working days following contract award.

CSC Response:

Yes. CSC accepts this requirement as written.

5.10. Agency will retain the right to reject any of the Vendor's employees whose qualifications, in the Agency's judgment, do not meet the expectations established by the Agency as necessary for the performance of services. In considering Vendor's employees' qualifications, Agency will act reasonably and in good faith.

CSC Response:

Yes. CSC accepts this requirement as written.

CSC

10975 Grandview, Suite 500
Overland Park, Kansas 66210
913.469.8700

Worldwide CSC Headquarters

3170 Fairview Park Drive
Falls Church, Virginia 22042
703.876.1000

About CSC

The mission of CSC is to be a global leader in providing technology-enabled business solutions and services.

With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients, and improve operations.

CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor-independent, delivering solutions that best meet each client's unique requirements.

For more than 50 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.

The company trades on the New York Stock Exchange under the symbol "CSC."

Appendices

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Appendix 1 Required Forms

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State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Solicitation

NUMBER
MCH14027

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
ROBERTA WAGNER 304-558-0067

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CSC Covansys Corporation
10975 Grandview Suite, Box 11
Overland Park, KS 66210

SHIP TO
HEALTH AND HUMAN RESOURCES
BPH/MCH--MATERNAL CHILD HEALTH
350 CAPITOL STREET, ROOM 427
CHARLESTON, WV
25301-3714 304-558-5388

DATE PRINTED
01/16/2014

BID OPENING DATE: 02/18/2014

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
RFP (REQUEST FOR PROPOSAL)						
THE DEPARTMENT OF HEALTH AND HUMAN RESOURCES, BUREAU FOR PUBLIC HEALTH, OFFICE OF MATERNAL, CHILD AND FAMILY HEALTH IS SEEKING PROPOSALS FOR ADMINISTRATION OF THE CENTRAL FINANCE OFFICE OPERATIONS FOR THE WV BIRTH TO THREE SYSTEM, PER THE ATTACHED SPECIFICATIONS AND INSTRUCTIONS TO BIDDERS.						

PLEASE NOTE: THERE WILL BE A MANDATORY PRE-BID MEETING HELD ON 01/29/2014 AT 10:00 AM.						
MEETING LOCATION:						
WV DEPARTMENT OF HEALTH AND HUMAN RESOURCES BUREAU FOR PUBLIC HEALTH OFFICE OF MATERNAL, CHILD AND FAMILY HEALTH 350 CAPITOL STREET, ROOM 427 CHARLESTON, WV 25301						

0001	1	YR		964-04		
START UP COST FOR ADMINISTRATION OF CENTRAL FINANCE					See Attachment C: Cost Sheet under separate cover	
0002	175,000	EA		964-04		
OPERATING COST ANNUAL CLAIM LINE YEAR 1					See Attachment C: Cost Sheet under separate cover	

SIGNATURE	TELEPHONE	DATE
<i>Robert Wagner</i>	913-469-8700 x4840	1/30/14
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
Director Insurance	38-2606945	

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10975 Grandview Suite, Box 11
Overland Park, KS 66210

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INITIAL ENHANCEMENT AND MODERNIZATION COST YEAR 1						See Attachment C: Cost Sheet under separate cover
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ADDITIONAL SERVICE* ALL (INCLUSIVE HOURLY RATE)						See Attachment C: Cost Sheet under separate cover
0005	72	HR		964-04		
ALL INCLUSIVE HOURLY RATE FOR TRAINING YEAR 1						See Attachment C: Cost Sheet under separate cover
0006	175,000	EA		964-04		
OPERATING COST CLAIM LINE YEAR 2						See Attachment C: Cost Sheet under separate cover
0007	8,000	EA		964-04		
INITIAL ENHANCEMENT AND MODERNIZATION COST						See Attachment C: Cost Sheet under separate cover

SIGNATURE

TELEPHONE

913-469-8700 x4840

DATE

1/30/14

TITLE

Director Insurance

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OPERATING COST CLAIM LINE YEAR 4					See Attachment C: Cost Sheet under separate cover	

SIGNATURE

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0014	72	HR	964-04	ALL INCLUSIVE HOURLY RATE FOR TRAINING YEAR 4	See Attachment C: Cost Sheet under separate cover	
0015	175,000	EA	964-04	OPERATING COST CLAIM LINE YEAR 5	See Attachment C: Cost Sheet under separate cover	
0016	8,000	HR	964-04	ADDITIONAL SERVICES (ALL INCLUSIVE HOURLY RATE)	See Attachment C: Cost Sheet under separate cover	
0017	72	EA	964-04	ALL INCLUSIVE HOURLY RATE FOR TRAINING YEAR 5	See Attachment C: Cost Sheet under separate cover	

SIGNATURE <i>Robert Wagner</i>	TELEPHONE 913-469-8700 x4840	DATE 1/30/14
TITLE Director Insurance	FEIN 38-2606945	ADDRESS CHANGES TO BE NOTED ABOVE

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0001	1	YR	964-04	START UP COST FOR ADMINISTRATION OF CENTRAL FINANCE	See Attachment C: Cost Sheet under separate cover	
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SIGNATURE <i>Robert Wagner</i> TELEPHONE 913-469-8700 x4840 DATE 1/30/14						
TITLE Director Insurance FEN 38-2606945 ADDRESS CHANGES TO BE NOTED ABOVE						

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Prepared for:

WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Signed Solicitation Page

RFP: MCH14027
Date: February 18, 2014

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State of West Virginia
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MCH14027	2
ADDRESS CORRESPONDENCE TO ATTENTION OF	
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25301-3714 304-558-5388

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BID OPENING DATE: 02/18/2014

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0007	8,000	EA	964-04	INITIAL ENHANCEMENT AND MODERNIZATION COST	See Attachment C: Cost Sheet under separate cover	
SIGNATURE <i>[Signature]</i>				TELEPHONE 913-469-8700 x4840	DATE 1/30/14	
TITLE Director Insurance FEIN 38-2606945				ADDRESS CHANGES TO BE NOTED ABOVE		

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Section Name: Signed Solicitation Page

RFP: MCH14027
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MCH14027	3
ADDRESS CORRESPONDENCE TO ATTENTION OF	
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0011	8,000	HR		964-04	See Attachment C: Cost Sheet	
				ADDITIONAL SERVICES (ALL INCLUSIVE HOURLY RATE)	under separate cover	
0012	175,000	EA		964-04	See Attachment C: Cost Sheet	
				OPERATING COST CLAIM LINE YEAR 4	under separate cover	
SIGNATURE <i>Robert Wagner</i> TELEPHONE 913-469-8700 x4840 DATE 1/30/14 TITLE Director Insurance FEIN 38-2606945 ADDRESS CHANGES TO BE NOTED ABOVE WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'						

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Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Signed Solicitation Page

RFP: MCH14027
Date: February 18, 2014

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State of West Virginia
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Solicitation

NUMBER
MCH14027

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4

ADDRESS CORRESPONDENCE TO ATTENTION OF
ROBERTA WAGNER
304-558-0067

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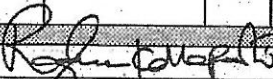
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350 CAPITOL STREET, ROOM 427
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ALL INCLUSIVE HOURLY RATE FOR TRAINING YEAR 5					See Attachment C: Cost Sheet under separate cover	
SIGNATURE 				TELEPHONE	DATE	
Director Insurance FEIN 38-2606945				913-469-8700 x4840	1/30/14	
ADDRESS CHANGES TO BE NOTED ABOVE						

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RFP: MCH14027
Date: February 18, 2014

Solicitation Page: Addendum 01



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MCH14027	1

ADDRESS CORRESPONDENCE TO ATTENTION OF
BOB KILPATRICK 304-558-0067

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02/10/2014

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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>ADDENDUM NO. 1</p> <p>ADDENDUM ISSUED TO:</p> <ol style="list-style-type: none"> 1. PROVIDE RESPONSES TO QUESTION SUBMITTED REGARDING THE ORIGINAL SOLICITATION. QUESTION AND ANSWER ARE ATTACHED. 2. TO PROVIDE COPY OF THE MANDATORY PRE-BID SIGN-IN SHEET, AS ATTACHED. 3. TO PROVIDE ADDENDUM ACKNOWLEDGEMENT. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID. <p>***** END OF ADDENDUM NO.1 *****</p>						
SIGNATURE				TELEPHONE		DATE
TITLE		FEIN			ADDRESS CHANGES TO BE NOTED ABOVE	

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Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Solicitation Page: Addendum
01

RFP: MCH14027
Date: February 18, 2014

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: MCH14027

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:

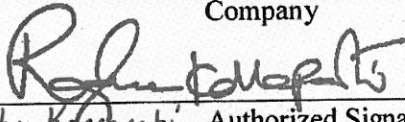
(Check the box next to each addendum received)

- | | |
|-----------------------------------------------------------|------------------------------------------|
| <input checked="checked" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> 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.

CSC Covansys Corporation

Company


Raghu K. K. K. K. K. K. Authorized Signature
Director, Insurance

1-30-14
Date

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

Addendum Acknowledgement Form

000245

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: MCH14027

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:

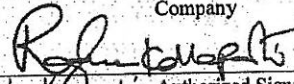
(Check the box next to each addendum received)

- | | |
|----------------------------------------------------|------------------------------------------|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> 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.

CSC Covansys Corporation

Company


 Raghu Kachapati, Authorized Signature
 Director, Insurance

Date

1-30-14

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

Revised 10/02/2013

Prepared for:
 WV Department of Health and Human
 Resources – Bureau for Public Health
 – Office of Maternal, Child and Family
 Health

Section Name: Addendum Acknowledgement
 Form

RFP: MCH14027
Date: February 18, 2014

WV Secretary of State Business Certification

State of West Virginia



Certificate

*I, Natalie E. Tennant, Secretary of State of the
State of West Virginia, hereby certify that*

CSC COVANSYS CORPORATION

a corporation formed under the laws of Michigan filed an application to be registered as a foreign corporation authorizing it to transact business in West Virginia. The application was found to conform to law and a "Certificate of Authority" was issued by the West Virginia Secretary of State on November 22, 1993.

I further certify that the corporation has not been revoked by the State of West Virginia nor has a Certificate of Withdrawal been issued to the corporation by the West Virginia Secretary of State.

Accordingly, I hereby issue this

CERTIFICATE OF AUTHORIZATION

Validation ID:7WV66_JWN86



*Given under my hand and the
Great Seal of the State of
West Virginia on this day of
February 01, 2011*

Natalie E. Tennant

Secretary of State

Notice: A certificate issued electronically from the West Virginia Secretary of State's Web site is fully and immediately valid and effective. However, as an option, the issuance and validity of a certificate obtained electronically may be established by visiting the Certificate Validation Page of the Secretary of State's Web site, <http://apps.wv.gov/ios/businessentitysearch/validate.aspx> entering the validation ID displayed on the certificate, and following the instructions displayed. Confirming the issuance of a certificate is merely confirmatory and is not necessary to the valid and effective issuance of a certificate.

Prepared for:
WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: WV Secretary of State
Business Certification

RFP: MCH14027
Date: February 18, 2014

Vendor Proof of Purchasing Registration

10:18:26 Wednesday, December 19, 2012

```
DBS PS                      ORDER FROM VENDOR SETUP                      VOS
NEXT FUNCTION: _____ ACTION: _____ 12/19/2012 10:18:22

=====
PAY ENTITY      : PUR
VENDOR NUMBER   : *B19143628
GROUP NUMBER    : 03
SHORT NAME      : CSCCOVANSYSCORP
VENDOR TYPE     : D
ORDER FROM NAME: CSC COVANSYS CORPORATION
  ADDR LINE 1:  7701 COLLEGE BLVD STE 200
  ADDR LINE 2:
  CITY/STATE:   OVERLAND PARK KS
  FEIN OR SSN:  382606945
  CONTACT:      ANGIE STEVENS
  FAX NUMBER:   913-469-5814
EDI/FAX CODE :
FAX           :
PHONE         : 913-469-8700
STATE CODE    :
POSTAL CODE   : 66210
OPT ADDR USE  :
OPT STATE CD  :
OPT POSTAL CD:

PAYMENT TERMS :          STATUS:    ORDER HOLD:

--- CONSOLIDATED REPORTING INFORMATION ---
PAY ENTITY      :
VENDOR NUMBER   :
GROUP NUMBER    :
```

Prepared for:
WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Vendor Proof of Purchasing
Registration

RFP: MCH14027
Date: February 18, 2014

Vendor Preference Certificate

Not Applicable at this time.

Prepared for:
WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Vendor Preference Certificate

RFP: MCH14027
Date: February 18, 2014

REQUEST FOR PROPOSAL

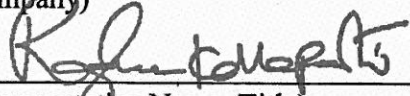
000058

WV Department of Health and Human Resources
Bureau for Public Health
Office of Maternal, Child and Family Health
MCH14027

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

CSC Covansys Corporation

(Company)


(Representative Name, Title)

913.469.8700, Ext.4840/Fax:913.469.5814

(Contact Phone/Fax Number)

(Date)

11/30/14

Request for Proposal Form 000058

REQUEST FOR PROPOSAL

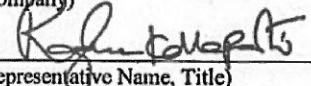
000058

WV Department of Health and Human Resources
Bureau for Public Health
Office of Maternal, Child and Family Health
MCH14027

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

CSC Covansys Corporation

(Company)


(Representative Name, Title)

913.469.8700, Ext. 4840/Fax: 913.469.5814

(Contact Phone/Fax Number)

11/30/14
(Date)

Revised 6/8/2012

Prepared for:
WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Request for Proposal Form
000058

RFP: MCH14027
Date: February 18, 2014

RFQ No. MCH14027STATE OF WEST VIRGINIA
Purchasing Division**PURCHASING AFFIDAVIT**

MANDATE: 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 exceeds 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 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: CSC Covansys CorporationAuthorized Signature: Raghu KorrapatiDate: 11/30/14State of South CarolinaCounty of Richland, to-wit:Taken, subscribed, and sworn to before me this 30 day of January, 2014.My Commission expires April 12, 2016.

AFFIX SEAL HERE

NOTARY PUBLIC Velma Patterson

Purchasing Affidavit

000239

RFQ No. MCH14027

STATE OF WEST VIRGINIA
Purchasing Division**PURCHASING AFFIDAVIT**

MANDATE: 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 exceeds 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 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: CSC Covansys CorporationAuthorized Signature: Raghu Korrapati Date: 1/30/14State of South CarolinaCounty of Richland, to-wit:Taken, subscribed, and sworn to before me this 30 day of January, 2014.My Commission expires April 12, 2016.

AFFIX SEAL HERE

NOTARY PUBLIC

Velma Patterson

Purchasing Affidavit (Revised 07/01/2012)

Prepared for:
WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Purchasing Affidavit

RFP: MCH14027
Date: February 18, 2014

WV-96
Rev. 9/11

AGREEMENT ADDENDUM

In the event of conflict between this addendum and the agreement, this addendum shall control:

1. **DISPUTES** - Any references in the agreement to arbitration or to the jurisdiction of any court are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.
2. **HOLD HARMLESS** - Any provision requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.
3. **GOVERNING LAW** - The agreement shall be governed by the laws of the State of West Virginia. This provision replaces any references to any other State's governing law.
4. **TAXES** - Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for any Vendor including individuals, nor will the Agency file any tax returns or reports on behalf of Vendor or any other party.
5. **PAYMENT** - Any references to prepayment are deleted. Payment will be in arrears.
6. **INTEREST** - Any provision for interest or charges on late payments is deleted. The Agency has no statutory authority to pay interest or late fees.
7. **NO WAIVER** - Any language in the agreement requiring the Agency to waive any rights, claims or defenses is hereby deleted.
8. **FISCAL YEAR FUNDING** - Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Agency agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an event of default.
9. **STATUTE OF LIMITATION** - Any clauses limiting the time in which the Agency may bring suit against the Vendor, lessor, individual, or any other party are deleted.
10. **SIMILAR SERVICES** - Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.
11. **FEES OR COSTS** - The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.
12. **ASSIGNMENT** - Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.
13. **LIMITATION OF LIABILITY** - The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision limiting the Vendor's liability for direct damages to a certain dollar amount or to the amount of the agreement is hereby deleted. Limitations on special, incidental or consequential damages are acceptable. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.
14. **RIGHT TO TERMINATE** - Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor. Agency agrees to pay Vendor for services rendered or goods received prior to the effective date of termination.
15. **TERMINATION CHARGES** - Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.
16. **RENEWAL** - Any reference to automatic renewal is deleted. The agreement may be renewed only upon mutual written agreement of the parties.
17. **INSURANCE** - Any provision requiring the Agency to purchase insurance for Vendor's property is deleted. The State of West Virginia is insured through the Board of Risk and Insurance Management, and will provide a certificate of property insurance upon request.
18. **RIGHT TO NOTICE** - Any provision for repossession of equipment without notice is hereby deleted. However, the Agency does recognize a right of repossession with notice.
19. **ACCELERATION** - Any reference to acceleration of payments in the event of default or non-funding is hereby deleted.
20. **CONFIDENTIALITY** - Any provision regarding confidentiality of the terms and conditions of the agreement is hereby deleted. State contracts are public records under the West Virginia Freedom of Information Act.
21. **AMENDMENTS** - All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General.

ACCEPTED BY:

STATE OF WEST VIRGINIA

Spending Unit: _____

Signed: _____

Title: _____

Date: _____

VENDOR

Company Name: CSC Covansys Corporation

Signed: [Signature]

Title: Director Insurance

Date: 11/30/14

Agreement Addendum

000241

WV-96
Rev. 9/11AGREEMENT ADDENDUM

In the event of conflict between this addendum and the agreement, this addendum shall control:

1. **DISPUTES** - Any references in the agreement to arbitration or to the jurisdiction of any court are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.
2. **HOLD HARMLESS** - Any provision requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.
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10. **SIMILAR SERVICES** - Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.
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ACCEPTED BY:

STATE OF WEST VIRGINIA

Spending Unit: _____

Signed: _____

Title: _____

Date: _____

VENDORCompany Name: CSC Covansys CorporationSigned: Ralph J. MurphyTitle: Director InsuranceDate: 1/30/14

Prepared for:

WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Agreement Addendum

RFP: MCH14027
Date: February 18, 2014

WV-96A
Rev. 12/12

AGREEMENT ADDENDUM FOR SOFTWARE

In the event of conflict between this addendum and the agreement, this addendum shall control:

1. **DISPUTES** - Any references in the agreement to arbitration or to the jurisdiction of any court are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.
2. **HOLD HARMLESS** - Any provision requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.
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4. **TAXES** - Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for any Vendor including individuals, nor will the Agency file any tax returns or reports on behalf of Vendor or any other party.
5. **PAYMENT** - Any references to prepayment are deleted. Fees for software licenses, subscriptions, or maintenance are payable annually in advance. Payment for services will be in arrears.
6. **INTEREST** - Any provision for interest or charges on late payments is deleted. The Agency has no statutory authority to pay interest or late fees.
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13. **LIMITATION OF LIABILITY** - The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision in the agreement limiting the Vendor's liability for direct damages is hereby deleted. Vendor's liability under the agreement shall not exceed three times the total value of the agreement. Limitations on special, incidental or consequential damages are acceptable. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.
14. **RIGHT TO TERMINATE** - Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor. Agency agrees to pay Vendor for services rendered or goods received prior to the effective date of termination. In such event, Agency will not be entitled to a refund of any software license, subscription or maintenance fees paid.
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ACCEPTED BY:

STATE OF WEST VIRGINIA

Spending Unit: _____

Signed: _____

Title: _____

Date: _____

VENDOR

Company Name: CSC Covansys Corporation

Signed: Raghu Korrapati

Title: Director Insurance

Date: 11/30/14

Agreement Addendum for Software

000242

WV-96A
Rev. 12/12**AGREEMENT ADDENDUM FOR SOFTWARE**

In the event of conflict between this addendum and the agreement, this addendum shall control:

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10. **SIMILAR SERVICES** - Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.
11. **FEES OR COSTS** - The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.
12. **ASSIGNMENT** - Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.
13. **LIMITATION OF LIABILITY** - The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision in the agreement limiting the Vendor's liability for direct damages is hereby deleted. Vendor's liability under the agreement shall not exceed three times the total value of the agreement. Limitations on special, incidental or consequential damages are acceptable. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.
14. **RIGHT TO TERMINATE** - Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor. Agency agrees to pay Vendor for services rendered or goods received prior to the effective date of termination. In such event, Agency will not be entitled to a refund of any software license, subscription or maintenance fees paid.
15. **TERMINATION CHARGES** - Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.
16. **RENEWAL** - Any reference to automatic renewal is deleted. The agreement may be renewed only upon mutual written agreement of the parties.
17. **INSURANCE** - Any provision requiring the Agency to purchase insurance for Vendor's property is deleted. The State of West Virginia is insured through the Board of Risk and Insurance Management, and will provide a certificate of property insurance upon request.
18. **RIGHT TO NOTICE** - Any provision for repossession of equipment without notice is hereby deleted. However, the Agency does recognize a right of repossession with notice.
19. **ACCELERATION** - Any reference to acceleration of payments in the event of default or non-funding is hereby deleted.
20. **CONFIDENTIALITY** - Any provision regarding confidentiality of the terms and conditions of the agreement is hereby deleted. State contracts are public records under the West Virginia Freedom of Information Act.
21. **AMENDMENTS** - All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General.

ACCEPTED BY:**STATE OF WEST VIRGINIA**

Spending Unit: _____

Signed: _____

Title: _____

Date: _____

VENDORCompany Name: CSC Covansys CorporationSigned: [Signature]Title: Director InsuranceDate: 1/30/14

Prepared for:
WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Agreement Addendum for
Software

RFP: MCH14027
Date: February 18, 2014

ATTACHMENT
PURCHASE ORDER NO. MCH14027

This agreement constitutes the entire agreement between the parties, and there are no other terms and conditions applicable to the licenses granted hereunder.

Agreed

Signature

Date 11/30/14

Signature

Date

Raghu Korrapati/Director Insurance

Title

Title

CSC Covansys Corporation

Company Name

Agency/Division

Attachment P.O.# MCH14027

000243

ATTACHMENT
PURCHASE ORDER NO. MCH14027

This agreement constitutes the entire agreement between the parties, and there are no other terms and conditions applicable to the licenses granted hereunder.

Agreed

Signature

Date 1/30/14

Signature

Date

Raghu Korrapati/Director Insurance

Title

Title

CSC Covansys Corporation

Company Name

Agency/Division

Prepared for:

WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Attachment P.O.# MCH14027

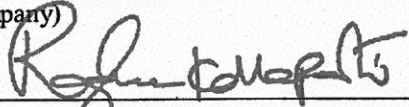
RFP: MCH14027
Date: February 18, 2014

CERTIFICATION AND SIGNATURE PAGE

By signing below, I certify that I have reviewed this Solicitation in its entirety, understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

CSC Covansys Corporation

(Company)



(Authorized Signature)

Raghu Korrapati, Director Insurance

(Representative Name, Title)

(803) 333-4364 / (803) 333-3442

(Phone Number)

(Fax Number)

1/30/14

(Date)

Certification and Signature Page

000244

CERTIFICATION AND SIGNATURE PAGE

By signing below, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

CSC Covansys Corporation

(Company)

(Authorized Signature)

Raghu Korrapati, Director Insurance

(Representative Name, Title)

(803) 333-4364 / (803) 333-3442

(Phone Number)

(Fax Number)

(Date)

Revised 10/02/2013

Prepared for:
WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Certification and Signature
Page

RFP: MCH14027
Date: February 18, 2014

CSC

10975 Grandview, Suite 500
Overland Park, Kansas 66210
913.469.8700

Worldwide CSC Headquarters

3170 Fairview Park Drive
Falls Church, Virginia 22042
703.876.1000

About CSC

The mission of CSC is to be a global leader in providing technology-enabled business solutions and services.

With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients, and improve operations.

CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor-independent, delivering solutions that best meet each client's unique requirements.

For more than 50 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.

The company trades on the New York Stock Exchange under the symbol "CSC."

Appendix 2 Exceptions

EXCEPTIONS TO RFP No. MCH14027 VENDOR'S PROPOSED CONTRACTUAL LANGUAGE

1. **Section 24: Cancellation, p. 18**

The Purchasing Division Director reserves the right to cancel this Contract **immediately upon thirty (30) days** written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract **if such deficiency persists after the expiry of a thirty (30) day cure period...**

2. **Section 35: Warranty, p. 19**

Replace with:

The Vendor expressly warrants that the goods and/or services covered by this Contract will conform to the specifications, drawings, samples, or other description **as set forth in this Contract and shall be free from defect in material and workmanship.**

EXCEPT AS EXPRESSLY STATED IN THIS CONTRACT, VENDIOR MAKES NO OTHER WARRANTIES AND EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR ANY OTHER WARRANTY WITH RESPECT TO THE QUALITY, ACCURACY OR FREEDOM FROM ERROR OF THE OPERATION, USE AND/OR FUNCTION OF THE SERVICES OR DELIVERABLES.

3. **Section 46: Indemnification, pp. 21-22**

Replace with:

Notwithstanding the limitations set forth below, the Vendor agrees to indemnify and hold harmless the State, its agencies, officers, employees, agents and volunteers from any and all costs, demands, expenses, losses, claims, damages, liabilities, settlements and judgments, including in-house and contracted attorneys' fees and expenses, reasonably arising out of any actual death or physical injury to any person or damage to any real or tangible personal property resulting directly and solely due to Vendor's negligent performance or nonperformance.

VENDOR'S CUMULATIVE LIABILITY TO THE STATE UNDER OR RELATING TO THIS AGREEMENT IN THE AGGREGATE OVER THE TERM HEREOF SHALL BE LIMITED TO ACTUAL DAMAGES AND SHALL IN NO EVENT EXCEED THE AMOUNTS PAID BY THE STATE TO VENDOR DURING THE PRECEDING TWELVE (12) CALENDAR MONTHS FOR THAT PORTION OF THE STATEMENT OF WORK OR CONTRACTUAL AGREEMENT FOR THE SERVICES OR DELIVERABLES DIRECTLY CAUSING THE DAMAGES, AND IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER FOR ANY INDIRECT, SPECIAL, INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR GOOD WILL) RELATED TO THIS AGREEMENT OR RESULTING FROM THE USE OR INABILITY TO USE THE SERVICES, OR BASED ON THE LOSS OF OR COST OF RECOVERING ANY DATA OR DATA BASE, OR ARISING FROM ANY CAUSE OF ACTION WHATSOEVER, INCLUDING CONTRACT, WARRANTY, TORT, STRICT LIABILITY, INDEMNITY OR NEGLIGENCE, EVEN IF A PARTY HAS BEEN NOTIFIED OF THE POSSIBILITY OF SUCH DAMAGES. VENDOR SHALL BE LIABLE TO THE STATE FOR ONLY THOSE ACTUAL DAMAGES WHICH ARE DIRECTLY AND SOLELY CAUSED BY VENDOR.

Prepared for:

WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Appendix 2 Exceptions

RFP: MCH14027
Date: February 18, 2014

Appendix 3 Qualifications, Degrees, and Certifications

Name	Title
Nadine M. Tyler	Account/Project Manager
Kevin Beasing	Database Design Specialist
Vasudevan Sethumadhavan	Hardware Specialist
Wayne McGuire	Medicaid/Fund Recovery Specialist
Madhavi S. Varanasi	Lead Programmer

Prepared for:
WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Appendix 3 Qualifications,
Degrees, and Certifications

RFP: MCH14027
Date: February 18, 2014

Nadine M. Tyler

Early Intervention Account/Project Manager

EDUCATION

University of New Hampshire

Durham, New Hampshire

Bachelor of Science

1977

PROFESSIONAL CERTIFICATIONS, ACTIVITIES AND TRAINING

- Kansas City QAA – 1999-2006
- Early Intervention – First Steps Training Module (MO-DESE) 2005
- Early Intervention – Five Component Approach in Natural Environment – 2008

University of New Hampshire

Know all persons by these presents That

Nadine Marie Hamel

has been admitted to the degree of

Bachelor of Science

and to all the honors, rights and privileges pertaining to that degree.

In Testimony Whereof, this diploma is conferred at Durham, New Hampshire, this
twenty-ninth day of May, in the year of our Lord Nineteen Hundred seventy-seven.

Rasil J. F. Mott
COLLEGE DEAN



Eugene S. McIs
PRESIDENT OF THE UNIVERSITY

Prepared for:

WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Appendix 3 Qualifications,
Degrees, and Certifications

RFP: MCH14027
Date: February 18, 2014

Kevin Beasing

Database Design Specialist

EDUCATION

DeVry Institute of Technology

Kansas City, Kansas

Bachelor of Science

November 1984

Degree Emphasis: Computer Information Systems, Valedictorian, 4.0 GPA

Prepared for:
WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Appendix 3 Qualifications,
Degrees, and Certifications

RFP: MCH14027
Date: February 18, 2014

De Vry Institute of Technology

hereby confers upon

Kevin S. Beasing

the degree of

Bachelor of Science

with all the honors, rights, and privileges appertaining thereto in
consideration of completion of the course prescribed in

Computer Information Systems

Given at Kansas City, Missouri, this nineteenth day of October, 1984.



Donald E. Flaherty
Dean of Academic Affairs

John L. ...
President of the Institute

Prepared for:

WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Appendix 3 Qualifications,
Degrees, and Certifications

RFP: MCH14027
Date: February 18, 2014



Vasudevan Sethumadhavan, PMP

Hardware Specialist

EDUCATION

Department of Technical Education, Tamilnadu

1986 - 1989

Three years full-time Diploma in Electrical and Electronics Engineering

Capella University

Bachelor of Science degree

Degree Emphasis: Information Technology

2008-2012

PROFESSIONAL CERTIFICATIONS, ACTIVITIES AND TRAINING

Certifications

- Cisco Certified Network Associate (CCNA)
- Microsoft Certified System Engineer (MCSE)
- Certified Project Management Professional (PMI)

Outside Courses

- Underwent Oracle 8i training Database Administration Training from Oracle Corporation
- Completed six-month post-graduate diploma in computer hardware, advanced computer troubleshooting

Capella University

By its authority and upon recommendation of the faculty,
the Board of Directors hereby confers upon

VASUDEVAN SETHUMADHAVAN

the degree of

Bachelor of Science
in Information Technology

Summa Cum Laude

with all rights, honors, privileges and responsibilities thereunto appertaining.

Given this thirtieth day of June, two thousand twelve.



MARCIA BALLINGER
Chair of the Board

Minneapolis, Minnesota



SCOTT KINNEY
President, Capella University

Prepared for:
WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Appendix 3 Qualifications,
Degrees, and Certifications

RFP: MCH14027
Date: February 18, 2014



Prepared for:
WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Appendix 3 Qualifications,
Degrees, and Certifications

RFP: MCH14027
Date: February 18, 2014

Wayne McGuire

EDUCATION

Pittsburg State University

Bachelor of Business Administration
Degree Emphasis: Information Systems

Pittsburg, Kansas

1987

Prepared for:
WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Appendix 3 Qualifications,
Degrees, and Certifications

RFP: MCH14027
Date: February 18, 2014

Pittsburg State University

by the authority of the Board of Regents and upon the recommendation of the
Faculty has conferred upon

Wayne Thomas McGuire

the degree

Bachelor of Business Administration

with all the Honors and Distinctions belonging to this Degree in consideration
of the satisfactory completion of the Course of Study prescribed by the Faculty
of the University.



Board of Regents

Frank J. Bender
Chairperson

James W. Bunscheberg

Richard W. Lockelind

Norman W. Jeter

Given at Pittsburg, Kansas on the sixteenth
day of May, in the year of our Lord
one thousand nine hundred and eighty-seven.

Shirley Palmer

Robert R. Rumbolt

Richard P. Samuel

Linwood B. Sexton

On



Dw. Wilson
President

Robert K. Ratzley
Vice President for Academic Affairs

Lee R. Christman
Registrar

Prepared for:

WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Appendix 3 Qualifications,
Degrees, and Certifications

RFP: MCH14027
Date: February 18, 2014

Madhavi S. Varanasil

Technical Lead/Lead Programmer

EDUCATION

University of Kansas**Overland Park, Kansas**

Pursuing: Master of Science

01/2014

Degree Emphasis: Engineering Management

National Institute of Information Systems (NIIT)**Bangalore, India**

GNIIT (Graduate Diploma in Information Systems Management)

2003

Degree Emphasis: Information Systems Management

Bangalore University**Bangalore, India**

Bachelor of Engineering

1999

Degree Emphasis: Chemical

PROFESSIONAL CERTIFICATIONS, ACTIVITIES AND TRAINING

CSC Learning Center courses

- Communication Skills and Project Management
- Leading Teams: Establishing Goals, Roles and Guidelines
- Managing Technical Professionals\
- Microsoft .NET Framework 4.0: ASP.NET MVC 2 with VB 2010
- Microsoft .NET Framework 4.0: Client Side Scripting and AJAX with VB 2010
- Working with Entity Framework 4.0 using VB 2010
- Visual Studio 2012: HTML 5, CSS3, Adaptive UIs
- Performing Advanced Query Techniques in SQL Server 2008

Outside course

- VB.NET
- Java

Prepared for:

WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Appendix 3 Qualifications,
Degrees, and Certifications

RFP: MCH14027
Date: February 18, 2014

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ಬೆಂಗಳೂರು ವಿಶ್ವವಿದ್ಯಾಲಯ
Bangalore University

certifies that

Madhavi V S

ಅವರು

has been duly admitted to the Degree of

ಬ್ಯಾಚುಲರ್ ಆಫ್ ಇಂಜಿನಿಯರಿಂಗ್
Bachelor of Engineering

ಪದವಿಗೆ ಅಗತ್ಯವಾದ ಅರ್ಹತೆಗಳನ್ನು ಪೂರೈಸಿದುದು ಸರಿಗಣಿಸಲಾಗಿರುವ ಕಾರಣ
in recognition of the fulfillment of requirements
ಮೇಲೆ ಕಾಣಿಸಿದ ಪದವಿಗೆ ಅವರನ್ನು ಅಂಗೀಕರಿಸಲಾಗಿದೆ. ಆ ಪದವಿಯ ವಿವರಗಳು ಹೀಗಿವೆ :
for the said degree as follows

ಪರೀಕ್ಷೆಯ ವರ್ಷ..... *August 1999*
Year of Examination :

ಅಭ್ಯಯನದ ವಿಷಯ..... *Chemical*
Subjects :

ಪಡೆದ ವರ್ಗ..... *First with Distinction*
Class :



ವಿಶ್ವವಿದ್ಯಾಲಯದ ಅಧಿಕಾರ ಮುದ್ರೆಯೊಡನೆ ನೀಡಲಾಗಿದೆ
Given under the seal of the University



ಬೆಂಗಳೂರು
Bangalore

ದಿನಾಂಕ
Date 18.07.2000



ಕುಲಪತಿ
Vice-Chancellor

Prepared for:

WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Appendix 3 Qualifications,
Degrees, and Certifications

RFP: MCH14027
Date: February 18, 2014

***The Academic Council of
NIIT***

having duly examined

MADHAVI V S

*during and after two years of Instruction and one year
of Professional Practice on the specified curriculum
and having found the candidate's performance to be*

EXCELLENT

Legend Overleaf

*have pleasure in recognising this attainment with the
award of this*

Title of GNIIT

in

Systems Management

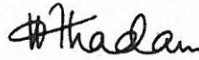
Given under our hand and seal on

this, the 31st day of December 2003

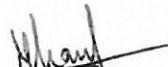
at BANGALORE.



Chairman of the
Academic Council



Vice-Chairman of the
Academic Council



Registrar & Member
of the Academic Council



NIIT

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Prepared for:

WV Department of Health and Human
Resources – Bureau for Public Health
– Office of Maternal, Child and Family
Health

Section Name: Appendix 3 Qualifications,
Degrees, and Certifications

RFP: MCH14027
Date: February 18, 2014

CSC

10975 Grandview, Suite 500
Overland Park, Kansas 66210
913.469.8700

Worldwide CSC Headquarters

3170 Fairview Park Drive
Falls Church, Virginia 22042
703.876.1000

About CSC

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CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor-independent, delivering solutions that best meet each client's unique requirements.

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