

NOTICE

Please note this bid from INFOCROSSING, LLC for the solicitation BMS2100000001 was received at the Purchasing Division office prior to the established bid-opening date and time on November 10, 2020, but was not publicized due to technical errors at the bid opening. This response has since been loaded and is now posted.

A handwritten signature in black ink, appearing to read 'Guy Nisbet', written in a cursive style.

Guy Nisbet

Assistant Purchasing Director



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at wvOASIS.gov. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at WVPurchasing.gov with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 2

- General Information**
- Contact
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- Discount
- Document Information
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Procurement Folder: 761466

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0511

Vendor ID: VS0000036590 

SO Doc ID: BMS2100000001

Legal Name: Infocrossing LLC

Published Date: 10/29/20

Alias/DBA:

Close Date: 11/10/20

Total Bid: \$37,228,408.00

Close Time: 13:30

Response Date: 11/10/2020 

Status: Closed

Response Time: 12:02

Solicitation Description: MANAGED CARE ENROLLMENT
BROKERAGE SERVICES

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Implementation-BMS				500000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Implementation Costs-BMS: Staffing, Computer (including software), Facilities, Consulting Services, and Other Costs

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Base Year One-200,000-300,000 members				1066500.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Base Year One-PMPM rate X 300,000 members X 9 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Base Year One-300,000-400,000 members				1422000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Base Year One-PMPM rate X 400,000 members X 9 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Base Year One-400,001-500,000 members				1777500.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Base Year One-PMPM rate X 500,000 members X 9 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Base Year One->/=500,001 members				1777503.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Base Year One-PMPM rate X 500,001 members X 9 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Optional Renewal Year One-200,000-300,000 members				1422000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year One-PMPM rate X 300,000 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Optional Renewal Year One-300,000-400,000 members				1896000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year One-PMPM rate X 400,000 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Optional Renewal Year One-400,001-500,000 members				2370000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year One-PMPM rate X 500,000 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Optional Renewal Year One->/=500,001 members				2370005.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year One-PMPM rate X 500,001 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	Optional Renewal Year Two-200,000-300,000 members				1422000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Two-PMPM rate X 300,000 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Optional Renewal Year Two-300,000-400,000 members				1896000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Two-PMPM rate X 400,000 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Optional Renewal Year Two-400,001-500,000 members				2370000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Two-PMPM rate X 500,000 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	Optional Renewal Year Two->/=500,001 members				2370005.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Two-PMPM rate X 500,001 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
14	Optional Renewal Year Three-200,000-300,000 members				1422000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Three-PMPM rate X 300,000 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
15	Optional Renewal Year Three-300,000-400,000 members				1896000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Three-PMPM rate X 400,000 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
16	Optional Renewal Year Three-400,001-500,000 members				2370000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Three-PMPM rate X 500,000 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
17	Optional Renewal Year Three->/=500,001 members				2370005.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Three-PMPM rate X 500,001 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
18	Base Year One-Ad Hoc Hourly Rate Information Technology				450000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Base Year One Ad Hoc Hourly Rate Information Technology
Estimated 5000 hours X hourly rate

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
19	Opt. Renewal Yr 1-Ad Hoc Hourly Rate Information Technology				450000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year One Ad Hoc Hourly Rate Information Technology
Estimated 5000 hours X hourly rate

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
20	Opt. Renewal Yr 2-Ad Hoc Hourly Rate Information Technology				450000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Two Ad Hoc Hourly Rate Information Technology
Estimated 5000 hours X hourly rate

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
21	Opt. Renewal Yr 3-Ad Hoc Hourly Rate Information Technology				450000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Three Ad Hoc Hourly Rate Information Technology
Estimated 5000 hours X hourly rate

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
22	Base Year One-Ad Hoc Hourly Rate Non- Information Technology				175000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Base Year One Ad Hoc Hourly Rate Non- Information Technology
Estimated 5000 hours X hourly rate

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
23	Opt.Renew.Yr1 -Ad Hoc Hrly Rate Non- Information Technology				175000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year One Ad Hoc Hourly Rate Non- Information Technology
Estimated 5000 hours X hourly rate

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
24	Opt.Renew.Yr2 -Ad Hoc Hrly Rate Non-Information Technology				175000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Two Ad Hoc Hourly Rate Non- Information Technology
Estimated 5000 hours X hourly rate

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
25	Opt.Renew.Yr3 -Ad Hoc Hrly Rate Non-Information Technology				175000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Three Ad Hoc Hourly Rate Non- Information Technology
Estimated 5000 hours X hourly rate

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
26	Implementation-WVCHIP				0.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Implementation Costs-WVCHIP: Staffing, Computer (including software), Facilities, Consulting Services, and Other Costs

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
27	WVCHIP: Base Year One-<=15,000 members				53325.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Base Year One-PMPM rate X 15,000 members X 9 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
28	WVCHIP: Base Year One-15,001-20,000 members				71100.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Base Year One-PMPM rate X 20,000 members X 9 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
29	WVCHIP: Base Year One-20,001-25,000 members				88875.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Base Year One-PMPM rate X 25,000 members X 9 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
30	WVCHIP: Base Year One->/=25,001 members				88878.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Base Year One-PMPM rate X 25,001 members X 9 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
31	WVCHIP: Optional Renewal Year One-</=15,000 members				71100.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year One-PMPM rate X 15,000 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
32	WVCHIP: Optional Renewal Year One-15,001-20,00 members				94800.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year One-PMPM rate X 20,000 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
33	WVCHIP: Optional Renewal Year One-20,001-25,000 members				118500.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year One-PMPM rate X 25,000 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
34	WVCHIP: Optional Renewal Year One->/ =25,001 members				118504.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year One-PMPM rate X 25,001 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
35	WVCHIP: Optional Renewal Year Two-</ =15,000 members				71100.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Two-PMPM rate X 15,000 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
36	WVCHIP: Optional Renewal Year Two-15,001-20,000 members				94800.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Two-PMPM rate X 20,000 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
37	WVCHIP: Optional Renewal Year Two-20,001-25,000 members				118500.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Two-PMPM rate X 25,000 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
38	WVCHIP: Optional Renewal Year Two->/ =25,001 members				118504.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Two-PMPM rate X 25,001 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
39	WVCHIP: Optional Renewal Year Three-</ =15,000 members				71100.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Three-PMPM rate X 15,000 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
40	WVCHIP: Optional Renewal Year Three-15,001-20,000 members				94800.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Three-PMPM rate X 20,000 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
41	WVCHIP: Optional Renewal Year Three-20,001-25,000 members				118500.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Three-PMPM rate X 25,000 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
42	WVCHIP: Optional Renewal Year Three->/ =25,001 members				118504.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Three-PMPM rate X 25,001 members X 12 Months

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
43	WVCHIP: Base YR 1-Ad Hoc Hourly Rate Information Technology				450000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Base Year One Ad Hoc Hourly Rate Information Technology
Estimated 5000 hours X hourly rate

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
44	WVCHIP: Opt. Renew. Yr 1-Ad Hoc Hourly Rate Information Tech				450000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year One Ad Hoc Hourly Rate Information Technology
Estimated 5000 hours X hourly rate

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
45	WVCHIP: Opt. Renew. Yr 2-Ad Hoc Hourly Rate Information Tech				450000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Two Ad Hoc Hourly Rate Information Technology
Estimated 5000 hours X hourly rate

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
46	WVCHIP: Opt. Renew. Yr 3-Ad Hoc Hourly Rate Information Tech				450000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Three Ad Hoc Hourly Rate Information Technology
Estimated 5000 hours X hourly rate

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
47	WVCHIP: Base Yr 1-Ad Hoc Hourly Rate Non- Information Tech.				175000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Base Year One Ad Hoc Hourly Rate Non- Information Technology
Estimated 5000 hours X hourly rate

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
48	WVCHIP:Opt.Renew.Yr1 -Ad Hoc Hrly Rate Non- Information Tech				175000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year One Ad Hoc Hourly Rate Non- Information Technology
Estimated 5000 hours X hourly rate

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
49	WVCHIP:Opt.Renew.Yr2 -Ad Hoc Hrly Rate Non- Information Tech				175000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Two Ad Hoc Hourly Rate Non- Information Technology
Estimated 5000 hours X hourly rate

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
50	WVCHIP:Opt.Renew.Yr3 -Ad Hoc Hrly Rate Non- Information Tech				175000.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Commodity Line Comments:

Extended Description:

Optional Renewal Year Three Ad Hoc Hourly Rate Non- Information Technology
Estimated 5000 hours X hourly rate



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

State of West Virginia
 Centralized Request for Quote
 Service - Misc

Proc Folder: 761466		Reason for Modification:	
Doc Description: MANAGED CARE ENROLLMENT BROKERAGE SERVICES		ADDENDUM 1 TO EXTEND BID OPENING DATE	
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2020-10-22	2020-11-10 13:30	CRFQ 0511 BMS2100000001	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name : Infocrossing LLC

Address :

Street : 2 Tower Center Blvd, 22nd Floor

City : East Brunswick

State : New Jersey **Country :** USA **Zip :** 08816

Principal Contact : Rob Farahani

Vendor Contact Phone: 917.439.7657 **Extension:** Email; Rob.Farahani@Wipro.com

FOR INFORMATION CONTACT THE BUYER
 Crystal G Hustead
 (304) 558-2402
 crystal.g.hustead@wv.gov

Vendor Signature X *Ashish Kumar* **FEIN#** 13-3252333 **DATE** 11/09/2020

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

ADDITIONAL INFORMATION

THE WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES, BUREAU FOR MEDICAL SERVICES "BMS" (HEREINAFTER REFERRED TO AS THE "BUREAU" OR "BMS") IS SOLICITING BIDS TO ESTABLISH AN OPEN-END CONTRACT TO PROVIDE ENROLLMENT BROKERAGE SERVICES FOR ELIGIBLE PARTICIPANTS IN THE MEDICAID MANAGED CARE PROGRAM PER THE ATTACHED DOCUMENTS.

QUESTIONS REGARDING THE SOLICITATION MUST BE SUBMITTED IN WRITING TO CRYSTAL.G.HUSTEAD@WV.GOV PRIOR TO THE QUESTION PERIOD DEADLINE CONTAINED IN THE INSTRUCTIONS TO VENDORS SUBMITTING BIDS

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Implementation-BMS	1		\$500,000	\$500,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Implementation Costs-BMS: Staffing, Computer (including software), Facilities, Consulting Services, and Other Costs

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Base Year One-200,000-300,000 members	1	300,000	\$0.395 PMPM	\$1,066,500

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Base Year One-PMPM rate X 300,000 members X 9 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Base Year One-300,000-400,000 members	1	400,000	\$0.395 PMPM	\$1,422,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Base Year One-PMPM rate X 400,000 members X 9 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Base Year One-400,001-500,000 members	1	500,000	\$0.395 PMPM	\$1,777,500

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Base Year One-PMPM rate X 500,000 members X 9 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Base Year One->/=500,001 members	1	500,001	\$0.395 PMPM	\$1.777.503

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:
Base Year One-PMPM rate X 500,001 members X 9 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Optional Renewal Year One-200,000-300,000 members	1	300,000	\$0.395 PMPM	\$1,422,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:
Optional Renewal Year One-PMPM rate X 300,000 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Optional Renewal Year One-300,000-400,000 members	1	400,000	\$0.395 PMPM	\$1,896,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year One-PMPM rate X 400,000 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Optional Renewal Year One-400,001-500,000 members	1	500,000	\$0.395 PMPM	\$2,370,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year One-PMPM rate X 500,000 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	Optional Renewal Year One->/=500,001 members	1	500,001	\$0.395 PMPM	\$2,370,005

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year One-PMPM rate X 500,001 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	Optional Renewal Year Two-200,000-300,000 members	1	300.000	\$0.395 PMPM	\$1,422,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year Two-PMPM rate X 300,000 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	Optional Renewal Year Two-300,000-400,000 members	1	400,000	\$0.395 PMPM	\$1,896,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year Two-PMPM rate X 400,000 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	Optional Renewal Year Two-400,001-500,000 members	1	500,000	\$0.395 PMPM	\$2,370,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year Two-PMPM rate X 500,000 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	Optional Renewal Year Two->/=500,001 members	1	500,001	\$0.395 PMPM	\$2,370,005

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:
Optional Renewal Year Two-PMPM rate X 500,001 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
14	Optional Renewal Year Three-200,000-300,000 members	1	300,000	\$0.395 PMPM	\$1,422,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:
Optional Renewal Year Three-PMPM rate X 300,000 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
15	Optional Renewal Year Three-300,000-400,000 members	1	400,000	\$0.395 PMPM	\$1,896,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year Three-PMPM rate X 400,000 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
16	Optional Renewal Year Three-400,001-500,000 members	1	500,000	\$0.395 PMPM	\$2,370,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year Three-PMPM rate X 500,000 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
17	Optional Renewal Year Three->/=500,001 members	1	500,001	\$0.395 PMPM	\$2,370,005

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year Three-PMPM rate X 500,001 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
18	Base Year One-Ad Hoc Hourly Rate Information Technology	1	5,000	\$90/HR	\$450,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Base Year One Ad Hoc Hourly Rate Information Technology
Estimated 5000 hours X hourly rate

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
19	Opt. Renewal Yr 1-Ad Hoc Hourly Rate Information Technology	1	5,000	\$90/HR	\$450,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year One Ad Hoc Hourly Rate Information Technology
Estimated 5000 hours X hourly rate

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
20	Opt. Renewal Yr 2-Ad Hoc Hourly Rate Information Technology	1	5,000	\$90/HR	\$450,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year Two Ad Hoc Hourly Rate Information Technology
Estimated 5000 hours X hourly rate

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
21	Opt. Renewal Yr 3-Ad Hoc Hourly Rate Information Technology	1	5,000	\$90/HR	\$450,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year Three Ad Hoc Hourly Rate Information Technology
Estimated 5000 hours X hourly rate

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
22	Base Year One-Ad Hoc Hourly Rate Non- Information Technology	1	5,000	\$35/HR	\$175,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Base Year One Ad Hoc Hourly Rate Non- Information Technology
Estimated 5000 hours X hourly rate

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
23	Opt.Renew.Yr1 -Ad Hoc Hrly Rate Non- Information Technology	1	5,000	\$35/HR	\$175,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year One Ad Hoc Hourly Rate Non- Information Technology
Estimated 5000 hours X hourly rate

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
24	Opt.Renew.Yr2 -Ad Hoc Hrly Rate Non- Information Technology	1	5,000	\$35/HR	\$175,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year Three Ad Hoc Hourly Rate Non- Information Technology
Estimated 5000 hours X hourly rate

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
25	Opt.Renew.Yr3 -Ad Hoc Hrly Rate Non-Information Technology	1	5,000	\$35/HR	\$175,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year Three Ad Hoc Hourly Rate Non- Information Technology
Estimated 5000 hours X hourly rate

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
26	Implementation-WVCHIP	1		\$0.00	\$0.00

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Implementation Costs-WVCHIP: Staffing, Computer (including software), Facilities, Consulting Services, and Other Costs

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
27	WVCHIP: Base Year One-≤15,000 members	1	15,000	\$0.395 PMPM	\$53,325

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Base Year One-PMPM rate X 15,000 members X 9 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
28	WVCHIP: Base Year One-15,001-20,000 members	1	20,000	\$0.395 PMPM	\$71,100

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Base Year One-PMPM rate X 20,000 members X 9 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
29	WVCHIP: Base Year One-20,001-25,000 members	1	25,000	\$0.395 PMPM	\$88,875

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description: Base Year One-PMPM rate X 20,000 members X 9 Months Please Note: We believe this number should be 25,000 to be consistent with the other Extended Descriptions

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
30	WVCHIP: Base Year One->/=25,001 members	1	25,001	\$0.395 PMPM	\$88,878

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description: Base Year One-PMPM rate X 25,001 members X 9 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
31	WVCHIP: Optional Renewal Year One- =15,000 members	1	15,000	\$0.395 PMPM	\$71,100

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:
Optional Renewal Year One-PMPM rate X 15,000 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
32	WVCHIP: Optional Renewal Year One-15,001-20,00 members	1	20,000	\$0.395 PMPM	\$94,800

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:
Optional Renewal Year One-PMPM rate X 20,000 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
33	WVCHIP: Optional Renewal Year One-20,001-25,000 members	1	25,000	\$0.395 PMPM	\$118,500

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:
Optional Renewal Year One-PMPM rate X 25,000 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
34	WVCHIP: Optional Renewal Year One- =25,001 members	1	25,001	\$0.395 PMPM	\$118,505

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:
Optional Renewal Year One-PMPM rate X 25,001 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
35	WVCHIP: Optional Renewal Year Two- =15,000 members	1	15,000	\$0.395 PMPM	\$71,100

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:
Optional Renewal Year Two-PMPM rate X 15,000 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
36	WVCHIP: Optional Renewal Year Two-15,001-20,000 members	1	20,000	\$0.395 PMPM	\$94,800

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:
Optional Renewal Year Two-PMPM rate X 20,000 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
37	WVCHIP: Optional Renewal Year Two-20,001-25,000 members	1	25,000	\$0.395 PMPM	\$118.500

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:
Optional Renewal Year Two-PMPM rate X 25,000 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
38	WVCHIP: Optional Renewal Year Two->/ =25,001 members	1	25,001	\$0.395 PMPM	\$118,505

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:
Optional Renewal Year Two-PMPM rate X 25,001 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
39	WVCHIP: Optional Renewal Year Three- =15,000 members	1	15,000	\$0.395 PMPM	\$71,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:
Optional Renewal Year Three-PMPM rate X 15,000 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
40	WVCHIP: Optional Renewal Year Three-15,001-20,000 members	1	20,000	\$0.395 PMPM	\$94,800

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:
Optional Renewal Year Three-PMPM rate X 20,000 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
41	WVCHIP: Optional Renewal Year Three-20,001-25,000 members	1	25,000	\$0.395 PMPM	\$118,500

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year Three-PMPM rate X 25,000 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
42	WVCHIP: Optional Renewal Year Three->/ =25,001 members	1	25,001	\$0.395 PMPM	\$118,505

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year Three-PMPM rate X 25,001 members X 12 Months

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
43	WVCHIP: Base YR 1-Ad Hoc Hourly Rate Information Technology	1	5,000	\$90 / HR	\$450,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Base Year One Ad Hoc Hourly Rate Information Technology
Estimated 5000 hours X hourly rate

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
44	WVCHIP: Opt. Renew. Yr 1-Ad Hoc Hourly Rate Information Tech	1	5,000	\$90 / HR	\$450,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year One Ad Hoc Hourly Rate Information Technology
Estimated 5000 hours X hourly rate

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
45	WVCHIP: Opt. Renew. Yr 2-Ad Hoc Hourly Rate Information Tech	1	5,000	\$90 / HR	\$450,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year Two Ad Hoc Hourly Rate Information Technology
Estimated 5000 hours X hourly rate

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
46	WVCHIP: Opt. Renew. Yr 3-Ad Hoc Hourly Rate Information Tech	1	5,000	\$90 / HR	\$450,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year Three Ad Hoc Hourly Rate Information Technology
Estimated 5000 hours X hourly rate

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
47	WVCHIP: Base Yr 1-Ad Hoc Hourly Rate Non- Information Tech.	1	5,000	\$35 / HR	\$175,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Base Year One Ad Hoc Hourly Rate Non- Information Technology
Estimated 5000 hours X hourly rate

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
48	WVCHIP:Opt.Renew.Yr1 -Ad Hoc Hrly Rate Non- Information Tech	1	5,000	\$35 / HR	\$175,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year One Ad Hoc Hourly Rate Non- Information Technology
Estimated 5000 hours X hourly rate

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
49	WVCHIP:Opt.Renew.Yr2 -Ad Hoc Hrly Rate Non- Information Tech	1	5,000	\$35 / HR	\$175,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year Three Ad Hoc Hourly Rate Non- Information Technology
Estimated 5000 hours X hourly rate

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
50	WVCHIP:Opt.Renew.Yr3 -Ad Hoc Hrly Rate Non- Information Tech	1	5,000	\$35 / HR	\$175,000

Comm Code	Manufacturer	Specification	Model #
85121700			

Extended Description:

Optional Renewal Year Three Ad Hoc Hourly Rate Non- Information Technology
Estimated 5000 hours X hourly rate

SCHEDULE OF EVENTS

Line	Event	Event Date
1	VENDOR QUESTION DEADLINE	2020-10-13

	Document Phase	Document Description	Page 27
BMS210000001	Final	MANAGED CARE ENROLLMENT BROKERAGE SERVICES	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



infocrossing
A Wipro Company

Infocrossing, LLC
A Wipro Company
905 Weathered Rock Road
Jefferson City, MO 65101
Tel: 573.635.2434
Fax: 573.635.0204

November 9, 2020

West Virginia, Department of Administration
Bureau for Medical Services
Attn: Crystal G Husted
2019 Washington Street, East
Charleston, WV 25305

RE: Response to CRFQ BMS2100000001 – Managed Care Enrollment Brokerage Services

Dear Crystal Husted:

Infocrossing, LLC is pleased to submit our proposal for the Request for Quote: Managed Care Enrollment Broker Services, CRFQ BMS2100000001.

Infocrossing, LLC, the offeror, is a U.S. based subsidiary of Wipro LLC, a global leader in Information Technology solutions and services.

Wipro Infocrossing's healthcare payer domain expertise and operational experience spans the entire life cycle from member and provider data management, eligibility, enrollment, billing, policy administration, premium collection, enrollment and financial reconciliation, claims processing, payment integrity and customer service. In addition to our role serving as the Medicaid Fiscal Agent for Missouri for over 31+ years, we are a trusted partner of the Centers for Medicare & Medicaid Services (CMS), providing eligibility and enrollment contractor services to over 100+ Medicare Advantage health plans since 1988, many with Medicaid managed care lines of business. We are registered with the Secretary of State in West Virginia as Infocrossing, LLC under control number 9AVZ7, a copy of our registration is available on request.

For West Virginia, Managed Care Enrollment Broker Services; our proposal assumes a takeover of steady state operations from the current vendor. Our experience and expertise as the Enrollment Broker for the State of Missouri Medicaid Program assures West Virginia of our ability to quickly and smoothly implement member MCO Enrollment support services of the highest quality.

Please contact me for any information regarding this proposal. We look forward to an opportunity to partner with and support West Virginia in this important project.

Sincerely,

Rob Farahani
Director of Solutions and Services
905 Weathered Rock Rd.
Jefferson City, MO 65101
Phone: (917) 439-7657
Email: rob.farahani@wipro.com

Sensitivity: Internal and Restricted



CRFQ BMS2100000001

November 9, 2020

Prepared by: Infocrossing, A Wipro Company

State of West Virginia

Department of Health and Human Services
Bureau for Medical Services (BMS)

Paul Andrews

Infocrossing, A Wipro Company
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Managed Care Enrollment Brokerage Services

Request for Quotation Response

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EXECUTIVE SUMMARY

CORPORATE BACKGROUND

Wipro is a global Information Technology (IT) consulting and services company with over \$8.1 billion in annual revenue, 170,000+ employees, and 1200+ clients. Wipro has a significant presence in the healthcare industry, working with marquee payers and leading providers and intermediaries to provide IT consulting, system integration, application development and maintenance, IT infrastructure management, and business operations services. Wipro operates 24 global contact centers with over 23,000 associates handling over 110M contacts annually in 40+ languages to serve clients across industry verticals. Wipro has global, strategic partnerships with the leading technology providers, such as Microsoft, Salesforce, IBM, Oracle, SAP, and AWS, along with industry-specific solution providers, to help deliver solutions that best fit our clients' needs.

Today businesses around the world are looking for help across the value stream. At Wipro Infocrossing, we help our clients “do business better”. We build end-to-end solutions that bring together complex technology components and domain capabilities. We deliver digital transformation, leveraging our expertise in consulting, design, system integration, and maintenance.

Wipro Infocrossing focuses on five key areas that are fundamentally transforming the way technology is purchased and consumed by enterprises: digital, cloud, connected intelligence, trust, and intelligent automation.

- ✓ **Digital** is driven by the need for customers to reimagine, redesign and reengineer/renovate their businesses in the wake of technology and competitive disruptions. Customers are looking at new business/revenue models to monetize their information assets and build new experiences at scale.
- ✓ **Cloud** economy is driven by the shift from capex to opex models and the need to be flexible. It enables faster time to market. “Pay per use”/utility models are increasingly gaining traction with the “Cloud first” strategy.
- ✓ **Connected Intelligence** is driven by an Artificial Intelligence (AI)-led approach to acquire and assimilate data, derive intelligence, and deliver measurable business outcomes. Medicaid provides the most comprehensive range of benefits to the most diverse patient population in healthcare. Connected Intelligence provides data insights to guide the optimal Medicaid policy decisions.
- ✓ **Trust** is driven by the changing security landscape due to digital, IoT, cloud, etc. The changing regulatory and compliance environment increases the necessity to provide robust security across assets, processes, data, and people. There is an urgency to have an effective cybersecurity strategy in place.
- ✓ **Intelligent Automation** involves driving significant efficiency, effectiveness, and experience in IT and business process operations by leveraging technologies such as AI and Robotic Process Automation (RPA).

Wipro's Health Business Unit leverages these five key areas to build Integrated Platforms, Solutions, and Services for Payers, Providers, Healthcare Technology, and Life Sciences businesses to solve real-world health problems and improve lives.



Figure 1: Wipro's Health Business Unit

Additionally, Wipro is the market leader in the individual payer and Medicare Advantage segments, working with over 100 clients, serving over 50 million lives in the US. We offer end-to-end solutions, including fully managed SaaS platform, Portals, Contact Center, Printing and Mailroom services.

Above all, we are committed to the community and the highest ethical standards. Sixty-seven percent of Wipro is owned by a trust that is committed to social causes, specifically education. In the U.S., Wipro made a \$7 million endowment towards a Science Education Fellowship, which offers a two year fully funded program for public school teachers to become effective Science, Technology, Engineering, and Mathematics (STEM) educators. To date, over 400 teachers across eight states have benefitted from this Science, Technology, Engineering, and Mathematics program. Wipro, in collaboration with First Book, has also donated over 300,000 books, reaching 200,000 children across the U.S. (including 10,000+ children in Jefferson City, MO), who otherwise may not have the means to buy them. Wipro has been ranked as the most ethical company for seven years in a row by Ethisphere.

ON SOCIAL RESPONSIBILITY:

With the notable pledge of renouncing a significant ownership stake in the company by our founder chairman, 67% of Wipro is owned by a trust that is committed to philanthropic causes. This makes Wipro a unique for-profit organization, where 67 cents of every dollar in profits goes towards social causes.

ENGAGE 360

Engage360 is a suite of services developed based on an industry leader, Salesforce platform that enables rich, multi-channel interactions with the members and providers. This includes Web portals, Contact Center services, Fulfillment services, and Customer Relationship Management (CRM) services.

OUR TECHNOLOGY PARTNER

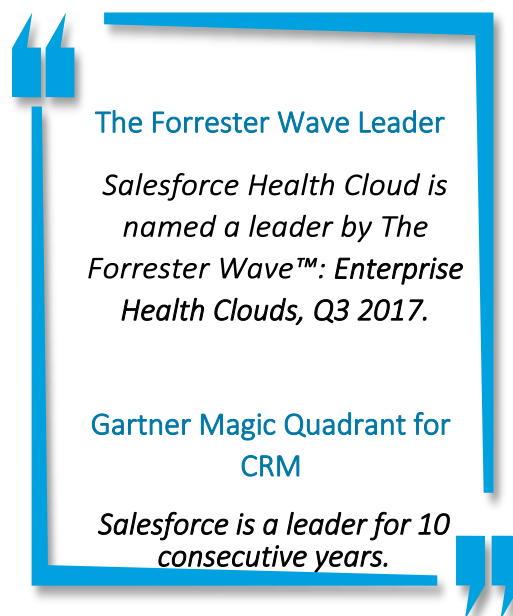
Our partners are equally committed to the success of this engagement for West Virginia. Our track record of successful collaboration in delivering long-term value to our clients provides a solid foundation for this strategic engagement with the State of West Virginia. Our key Technology Partners are:

SALESFORCE – PORTALS AND CRM

With members using multiple channels to interact with the agency, accurate and up-to-date information needs to be available in real time. Wipro's portal solution, hosted on the Salesforce cloud platform, makes it easy for members to effortlessly find information, manage their account, and engage with the agency. Our responsive portal renders seamlessly to mobile and tablet users. Members have a seamless self-service experience as we extend Salesforce into the core claims management processes, so they can connect and access their information anytime, anywhere.

In addition to leveraging Salesforce for the web portal, Wipro also utilizes this platform for Customer Relationship Management (CRM). We support the state in enhancing its relationship with the member community. Our solution provides a single view of members across all channels of interaction to enable a comprehensive engagement with the key stakeholders.

Globally, Wipro is among the top five implementation partners for Salesforce. Together, we have successfully implemented and managed some of the most challenging solutions for our global enterprise clients, including many in the healthcare industry.



CHANGE HEALTHCARE – FULFILLMENT SERVICES

A premier IT company, Change HealthCare (CHC) provides correspondence fulfillment services. Change HealthCare has offered print and outgoing mail management since 1998 and is the industry's largest provider of payment management solutions dedicated to healthcare. They provide print and mail fulfillment services to 700+ clients and 70+% of the nation's payers. Furthermore, in printing over one billion deliverables, representing 2.5 billion images and over \$100 billion in payment value annually, they have demonstrated a capacity that translates to efficient and cost-effective operations.

Wipro has a strategic partnership with CHC as a preferred IT and services partner and a joint go-to-market agreement.

CONTRACT MANAGER

11. MISCELLANEOUS:

11.1 Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor must list its Contract manager and his or her contact information below.

Contract Manager: Paul Andrews

Telephone Number: (573) 635-2434

Fax Number: (573) 635-0204

Email Address: paul.andrews@momed.com

REQUIREMENTS

PROJECT MANAGEMENT

Team Wipro brings over 31 years of experience in successfully implementing and integrating complex enterprise systems across industries, including healthcare and specifically Medicaid. Team Wipro's Project Management framework closely aligns with the Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK). Our program and project management working guidelines are based on our experience and best practices leveraging our Quality Management System, Veloci-Q, which integrates ISO-9001 and Capability Maturity Model Integration (CMMI).

Team Wipro will identify a Project Manager within fifteen (15) calendar days of contract award. The Project Manager owns the entire project lifecycle from initiation through closure and partners with the state agency's PM/PMO to ensure a successful delivery. The Project Manager will be available during the days/times required by the state agency. Through our Project Governance, we leverage a comprehensive set of established templates and checklists that provide key guidelines and measurements throughout the project, including the plans described in the RFQ.

The below plans will be tailored to contract requirements and submitted to the state agency for review and approval, prior to implementation, within the timeframes specified in the RFQ.

Correspondence Management Plan – Our written plan to develop, process, and distribute enrollment documents and supplemental material will be provided within fifteen (15) calendar days of contract award.

Document Intake Plan – Our written plan to process incoming mail including mail returned by the United States Postal Service (USPS) as undeliverable and the process to identify and address discrepancies within the state's systems will be provided within fifteen (15) calendar days of contract award.

Outreach and Education Plan – Team Wipro will provide a comprehensive, statewide outreach and education strategy that will describe our approach to engaging the various Managed Care stakeholders. Our plan will detail the production and distribution of written materials to be used in the process and will include our staffing model to perform electronic and in-person education activities. Team Wipro's Outreach and Education Plan will be submitted within fifteen (15) calendar days of contract award.

Systems Development Plan - Team Wipro will provide our systems development plan within fifteen (15) calendar days of contract award. The plan will provide our approach to:

- Establish and maintain the various systems and databases needed to support Enrollment Broker operational activities
- Collaborate with the state agency to learn data entry procedures within the various Medicaid Management Information System (MMIS) screens in order to complete Managed Care Organization (MCO) enrollments
- Develop secure network connectivity to the state agency benefit eligibility system for research purposes
- Work with the state agency to identify potential modifications

Staffing Plan with Functional Organization Chart - We will provide our Staffing Plan and Functional Organization Chart to the state agency within fifteen (15) calendar days of contract award.

Team Wipro will maintain the Staffing Plan throughout the duration of the project and will notify the state agency immediately upon key personnel staff changes, including but not be limited to, resignations, terminations, vacancies, and appointments. We will provide an updated Staffing Plan, within seven (7) business days of staff changes, for review and approval by the state agency. Vacancies will be filled with qualified replacements within thirty (30) calendar days.

Contingency Staffing Plan - Through our extensive knowledge with call centers, we have gained a breadth of experience in managing and handling varying volumes and types of contacts. For example, our experience has identified circumstances that contribute to a fluctuation in contact volume and length, such as holidays, annual enrollment, day of the week, time of the year, new legislation, etc.

Knowing when high call volumes are expected, allows us to be prepared to quickly and professionally handle all contacts, regardless of the circumstance. Team Wipro uses real-time and historical contact volumes and forecasting models to predict the days and times when additional CSR staffing is needed. We employ various staffing methods to increase CSR availability at these times including initiating time-off blackouts, modifying CSR work schedules, sending calls to overflow CSR's, offering overtime, and utilizing supervisors and other office staff cross trained to answer calls. Our Contingent Staffing Plan will be provided to the state agency within fifteen (15) calendar days of contract award.

Business Continuity and Disaster Recovery (BC-DR) Plan – Our BC-DR Plan will define successful criteria for disaster recovery and will cover procedures for configuration management, data backup, restoration, decision making, emergency mode operations, and all other topics necessary to ensure proper recovery of the system. Team Wipro will provide our BC-DR Plan to the state agency within fifteen (15) calendar days of contract award.

Turnover and Closeout Management Plan - Team Wipro recognizes the importance of a successful project turnover and closeout Management Plan for the ongoing success of the state's Medicaid program and will provide a comprehensive and mutually agreed turnover plan, including the services required for the transition of applicable operations, services, and module components.

Our primary commitment in executing an effective turnover is to satisfy the expectations and needs of all stakeholders, including other state contractors. Team Wipro, in accordance with the Turnover Plan, facilitates a smooth transition by working closely with the state agency and any given contractor(s) to achieve continuity and excellence in ongoing operations. Team Wipro will provide our Turnover and Closeout Management Plan within thirty (30) calendar days of request.

MCO Termination Plan – Team Wipro will submit to the state agency a plan to address an MCO contract termination to notify and educate enrollees, potential enrollees, and other stakeholders of necessary information or steps as a result of the MCO termination. Our MCO Termination Plan will be submitted within fifteen (15) calendar days of contract award.

Subcontractor Quality Assurance (SQA) Plan - Team Wipro maintains an SQA program to routinely conduct audits to verify the accuracy and timeliness of work completed off-site and/or through a subcontractor. Our SQA plan will be provided within fifteen (15) calendar days of contract award. Additionally, we will provide summary details regarding subcontractors such as size, location, etc., and a

copy of the subcontractor agreement. As the primary contractor, we will assume responsibility for all subcontracted work.

CONTRACTOR PERSONNEL AND RESOURCES

Team Wipro's Staffing Plan describes our approach to provide key personnel to be assigned to the respective project phases. The state agency will review and approve all key personnel. We will size our project team appropriately to provide the best level of support to the project and the state. Team Wipro commits to providing highly qualified personnel for the administration and support of the MCO Enrollment Broker Services requirements. We are fully committed in meeting and exceeding current Service Levels. Wipro will ensure adequate representation for attendance and participation in meetings and other events scheduled by the state agency.

Team Wipro's Staffing Plan includes staff management objectives in support of completing all phases of work, functions, requirements, roles, allocations, and duties associated in the provision of services as defined in the RFQ.

Staffing - We will assemble a highly energetic and skilled team with comprehensive knowledge of Medicaid and the healthcare industry for the success of this engagement and achieving the goals of the MCO Enrollment Broker Services and the state of West Virginia.

Team Wipro keeps on file and will provide all applicable supporting documentation verifying personnel qualifications as required by the state agency upon request, including but not limited to professional licenses and/or certifications, training certificates, and/or other documents such as professional resumes as requested.

Background Checks - Team Wipro understands and agrees to conduct background and criminal record screenings/checks and make hiring decisions in accordance with the state agency requirements.

Removal of Staff - We understand and agree to remove, within ten (10) days, any contractor or subcontractor personnel providing substandard services pursuant to the contract if requested by the state agency in writing. Additionally, we understand the state agency may require onboarding of additional staff or may apply liquidated damages in the event contractual obligations and desired outcomes are not met or maintained.

Changes to Identified Key Staff – Team Wipro will submit updated staffing information to the state agency in the event any organization or key staff changes are made after responding to the RFQ and the contract is awarded.

REPORTING

Team Wipro has reviewed the sample reports provided by the state as part of the Addendum 2 information and has identified similar reports in use with another state client. Team Wipro minimizes any report development effort by leveraging these existing reports when possible. We look forward to the opportunity to meet post project kick-off and obtain a complete list and samples from the portfolio of reports in use in support of the MCO Enrollment Broker Services program.

Our CRM360 contains a set of predefined standard report types but allows users to create custom report types as well. Report data can be filtered, grouped, and displayed graphically as a chart. Reports are stored in folders, which control who has access. All standard reports are "templates" so they can be used as a starting point from which users can alter fields, criteria, etc. and use the "Save As" function to easily capture a version more specific to their need.

Our Telephony system reports all metrics related to inbound and outbound calls by capturing streams of raw data from the Automated Call Distribution (ACD) and Interactive Voice Response (IVR) systems. This information is then transformed into Key Performance Indicators (KPI) to measure contact center efficiency and effectiveness.

BENEFICIARY SUPPORT CONTACT CENTER

Facility - Team Wipro will set up and operate the main project office within fifteen (15) miles of the city limits of Charleston, West Virginia and will leverage its North American Operations Center in Jefferson City, Missouri for call center and other back office operations. The Operations Center is currently staffed with over 500 highly skilled resources supporting enrollment brokerage, claims operations, contact centers, and other operational requirements of Medicaid. Team Wipro's Operation Center is going through an expansion phase that will provide staffing of over 700 individuals. We will be responsible for all purchases, costs, and fees necessary to carry out the responsibilities of the contract.

Enrollment Methods - Our Beneficiary Support Contact Center solution incorporates innovative IVR and ACD capabilities that allow members to interact with the Beneficiary Support Contact Center by telephone, chat, fax or a combination of these methods. Additionally, we provide a Member Portal that provides an intuitive and mobile responsive avenue for enrollees and potential enrollees.

Managed Care Services – Team Wipro will provide the following Managed Care services:

- Assisting Managed Care enrollees and potential enrollees in each of the fifty-five (55) counties with enrollment into Managed Care health plans.
- Providing education to enrollees and potential enrollees regarding Managed Care
- Processing of Managed Care health plan transfer requests
- Educating and engaging enrollees in high quality health homes and patient centered medical homes
- Creating and distributing enrollment documents to Managed Care enrollees and potential enrollees
- Providing Spanish and other foreign language translation capabilities as needed via telephone

Special Services - Team Wipro's toll-free telephone services include the ability for a Telecommunications Device for the Deaf/Text Telephone Yoke (TDD/TTY) line for hearing impaired callers. Team Wipro uses Relay services for callers who are deaf, hard of hearing, deaf-blind, and speech disabled. All these services are provided at no cost to the participant, enrollee, potential enrollee, or the state agency.

Our solution is designed to meet the diverse needs of individuals who do not speak English as their native language. The IVR configuration will include, at a minimum, English and Spanish prompts and other prevalent non-English languages, as required by the state agency. For inbound calls, the caller signifies a change from the default language (English) by responding to a verbal prompt with a touch-tone dual-tone multi-frequency (DTMF) selection. This technology allows for efficient navigation and information retrieval by English and non-English speaking callers.

Team Wipro's staffing composition includes bilingual CSRs who are proficient in speaking both English and Spanish. Callers who do not speak English or Spanish as their native language are provided oral language interpretation services at no additional cost to them or the state agency. Team Wipro uses certified translation service language specialists to ensure essential information is not lost in the translation process.

Operational/Procedural Changes - Team Wipro will implement operational procedures/changes only after receiving prior written approval from the state agency and understands the state agency reserves the right to have final approval of all major decisions that affect the operation of the Beneficiary Support Contact Center. We will respond to contacts in accordance with the state agency's policies and procedures, utilizing telephone scripts approved by the state agency, prior to use. As changes occur to published materials and directives, we will comply with the most recent instructions and will communicate changes to appropriate stakeholders in a timely manner.

Choice Counseling - Our choice counselors educate enrollees or potential enrollees about their enrollment options and assist them with their selection of an MCO. Team Wipro choice counselors provide objective, fact-based information and do not steer enrollees toward a specific MCO.

Our experience gives us firsthand knowledge that a voluntary MCO selection by an enrollee or potential enrollee greatly increases their access to the healthcare services they need to maximize their quality of life and independence. Team Wipro choice counselors use their experience and extensive training to achieve one contact resolution by providing all necessary education and information to encourage an MCO selection during the initial contact.

Team Wipro understands the importance of enrollees and potential enrollees making a Primary Care Provider (PCP) selection at the time they complete their enrollment into an MCO. Our CSRs educate enrollees and potential enrollees about PCPs. They explain what they are, what they do, and what various types of providers are considered PCP's. In addition, our CSRs will educate them regarding the availability of PCPs to select from. CSRs ask enrollees and potential enrollees about any needs, such as provider location, gender, language, specialty, and whether the PCP is accepting new patients, to aid in the PCP selection process. Our CSRs will never choose a PCP for enrollees but instead provide enrollees with the information they need to make an informed decision on their own.

Team Wipro choice counselors provide the most accurate, complete, and unbiased information available about the Managed Care program, MCOs, and PCPs. By engaging enrollees and asking the right questions – in the right manner – we can determine the unique needs of the enrollee. Team Wipro will enter MCO and PCP selection information received from an enrollee in a timely manner and according to state agency defined timelines.

Enrollments and disenrollments received via phone or online will be processed upon receipt. Team Wipro will process enrollment and disenrollment information received by mail within twenty-four (24) hours of receipt. In the event we receive an incomplete enrollment application by mail, Team Wipro will ensure state agency procedures are followed and completed within the expected timeframes.

Health Assessments - Team Wipro choice counselors administer agency approved health assessments to enrollees and potential enrollees in accordance to state agency policy. CSRs use their training to respond to any questions posed by enrollees about a question but will not answer the question on behalf of the enrollee; all answers to the health assessments are those provided solely by the enrollee.

Team Wipro electronically documents and stores a copy of the health assessment information received by phone, web portal, e-mail, mail, or fax and transmits the information to the MCOs daily in a manner specified by the state agency and the MCO.

Enrollment Module - Team Wipro will work closely with the state agency to develop the enrollment module to store and host the required data, rules, workflow, auto-assignment algorithm, and integrations necessary to meet the state's Managed Care Enrollment requirements. We understand and agree to implement safeguards at least equal to those indicated in section 1932(d)(3) of the Social Security Act regarding the default enrollment process for Managed Care programs.

Our solution can manage the end-to-end enrollment process through configuring various rules for enrollment periods such as:

- Provide newly eligible enrollees and potential enrollees an initial enrollment period
- Allow enrollees to change health plans at will
- Implement day-one or same day, real-time plan enrollment if requested by the state agency

Web Portal - Our solution offering includes a Member Portal, which is hosted on a cloud platform and provides an intuitive and mobile responsive avenue for enrollees and potential enrollees to:

- Review Managed Care educational materials including MCO options, benefits, and forms
- Find details on how to complete enrollments or plan changes
- Find providers in the Provider Directory
- Find important telephone numbers, contact information, and addresses
- Chat with CSR/choice counselors
- Enroll in Managed Care Plans and submit transfer requests
- Complete Managed Care health assessment forms
- Select a PCP

Our Web Portal is designed with users in mind. Navigation is intuitive and users are only a few clicks away from needed information or functionality. This design is with intent. We have minimized the need for a user to reach out for help in the portal and can complete their Medicaid business in a full-service model. In the event a user needs assistance while in the portal, option to chat online with an agent (enabled by chat-bots) is available on every screen and only one click away. Our CSRs can view the same record simultaneously with the enrollee or potential enrollee and answer questions or provide guidance to resolution without ever connecting via phone.

In addition to ease of navigation, our Web Portal is designed to be device agnostic and browser independent, (access via traditional methods i.e. laptops and personal computers) with a browser of their

choice or via a mobile device (iPhone, Android, tablets, etc.). If the browser is in support by the manufacturer and in publication, Web Portal users can use the brand of browser they choose. Our pages are mobile responsive which means when accessed, the screen size of the user is considered, and the information is still presented in an organized and professional format while maintaining our intuitive navigation.

Data Reconciliation and Discrepancy Reporting - Team Wipro understands that discrepancies can impact an enrollee or potential enrollees' ability to receive mailings, obtain services, or complete enrollment activities in a timely manner and without interruptions in services.

We will develop, implement, and maintain an enrollment validation process to ensure the accuracy and appropriateness of enrollments. Through the use of all eligibility and enrollment data available to us, we will identify the following discrepancies: overlapping MCO enrollment, incorrect MCO enrollment from the enrollee's choice, and incorrect newborn MCO enrollment. Team Wipro will notify the state agency in writing within three (3) calendar days or through standing reports of identified discrepancies. We will also make corrections within thirty (30) calendar days and to system logics and/or processes within sixty (60) calendar days of identification.

Team Wipro will track and notify the state agency on a case-by-case basis of any discrepancies identified on enrollment forms or through the review of fiscal agency enrollment reports within five (5) business days. Once a discrepancy has been identified, Team Wipro will work with the state agency to reconcile MCO enrollment data. Also, we understand discrepancies between state agency documents and member reported data may exist and will document and forward these discrepancies to the state agency for disposition within five (5) business days.

OUTREACH AND EDUCATIONAL MATERIAL

Team Wipro undertakes Correspondence (Material) Management as a critical business component. We ensure that the state agency's customers and stakeholders receive efficient, timely, and accurate communications, outreach and educational materials. Team Wipro's modern Correspondence Management solution is an end-to-end print and fulfillment service that includes customized Omni-channel communications, streamlined production processes, and advanced imaging technology capabilities.

As a representative of the state agency when exchanging written material, Team Wipro collaborates with the state agency staff to ensure all correspondence, outreach and educational materials meet the standards and requirements of the program. Our functionality provides:

- Automated document generation and distribution of all types with intelligent workflows
- Efficient business rules and workflows that increase speed and efficiency
- Industry standardized bar code technology
- Timely generation and delivery
- Storage, advanced archival and search and retrieval functionality
- Production of essential communications using a functional method with customized and pre-approved content
- Templates to ensure reliability and control

In addition to the above functionality, our solution is easily maintained and facilitates additions and modifications in an efficient manner. The user-friendly business interfaces allow for drag-and-drop capabilities to create and change documents. Our solution provides functionality for editing templates, including business rules and group rules. Team Wipro collaborates with the state agency during development and modifications of outreach and educational materials, provides samples as needed to obtain approval, and maintains a sufficient inventory of material to meet usage needs. All written material templates undergo a multi-step review process including submission to the state agency for final review and approval prior to production and distribution to ensure the accuracy of the end product. Team Wipro will be responsible for costs to develop, create, and distribute mailing material approved by the state agency or supplied by the MCOs or agency.

Written Materials - Team Wipro creates and mails required enrollment notices, letters, notifications, and informational and instructional materials using standard templates approved in writing by the state agency prior to use and maintained throughout the duration of the contract in order to provide document generation capabilities required by the state agency. Team Wipro ensures that all items comply with 42 CFR 438.10, are produced in English and Spanish, and are produced in other languages requested by participants, enrollees, and potential enrollees, or requested by the state agency.

Additionally, all written material is created according to state guidelines, including but not limited to:

- Easily understood format and language
- A sixth-grade reading level or below
- A font size no smaller than 12-point
- Alternative formats and through the provision of appropriate auxiliary aids and services that take into consideration the special needs of enrollees with disabilities or limited English proficiency

Managed Care Mailing Creation and Distribution - Team Wipro creates and mails various Managed Care letters and forms using templates approved in writing by the state agency in advance of use. We understand these letters and forms will be created for participants of varying circumstances and will work with the state agency to ensure the templates used to create these documents meet the intended purpose and ask required questions such as race, ethnicity, and primary language.

In addition, we create and send an assortment of supplemental materials with the various letters and forms as required by the state agency. These supplemental materials may include:

- Managed Care Guide
- Multi-Language Interpreter Services Notice
- Non-Discrimination Notice
- Postage Paid Business Reply Envelope (BRE)
- Health Assessment (as needed)
- Opt Out Notices (as needed)

Managed Care packets and letters are created daily and reprinted upon request from the state agency or enrollees. Outreach and educational material are distributed to stakeholders in accordance with state agency guidelines and within approved timeframes.

Community Outreach – Team Wipro will conduct statewide outreach and enrollment activities to Managed Care stakeholders including MCO's, state agency staff, advocates, community agencies, enrollees and potential enrollees including members who have challenges to enrollments and those with social determinates of health who require assistance. We will perform activities at least forty-five (45)

calendar days prior to any change of choice or process in a county. Team Wipro will receive state agency approval before conducting community outreach activities.

OTHER REQUIREMENTS

Collaboration with State Agency and Stakeholders - Frequent and consistent communication and collaboration with state agency staff and other stakeholders is critical for the successful operation of the Beneficiary Support Contact Center and delivery of Managed Care Enrollment Broker services.

We will engage the state agency at least monthly in order for Team Wipro and the state agency to review all aspects of the project including but not limited to SLA's, performance, trends, upcoming policy or procedural changes, training needs, resource development and/or discuss any other initiatives or opportunities Team Wipro can provide in order to add value to the project or state agency. We will also work closely with the MCO's to collect data and other pertinent information necessary to meet contract requirements and project goals and objectives.

Overflow Call Center – Team Wipro will leverage capacity in our National Operations Center to address needs for overflow and periodic spikes in call volume. In the event the capacity to handle incoming calls and contacts at the primary Beneficiary Support Contact Center is exceeded, Team Wipro will provide overflow call center staff to ensure no change in call handling quality or service levels. We understand this includes when the primary call center is unable to answer calls within four (4) rings, to prevent enrollee hold times of beyond two (2) minutes, and when, but not limited to, the following events occur: the withdrawal or termination of a MCO, a significant adverse change in an MCO network, or the transition of a new population of members to the Managed Care program.

Service Level Agreements - Team Wipro is committed to meeting the Service Level Agreements (SLAs) outlined in Attachment A of the RFQ.

- The Vendor must agree to have a call center with the capacity to ensure that ninety-five (95) percent of the received calls do not exceed the following wait times:
- Five (5) minutes for the first three (3) months of operations
- Two (2) minutes after the first three (3) months of operations
- The Vendor shall ensure that call center abandonment rates do not exceed five (5) percent on a monthly basis.

Security Practices, System Configuration, and Interfaces - Our Engage360 Beneficiary Support solution will comply with applicable state agency and industry system security practices. We understand these security requirements and have a proven experience in implementing, maintaining, and monitoring such controls in our current environments. Additionally, we will ensure all components, hardware, and software is compatible with the most current West Virginia Office of Technology supported version of Microsoft Office Suite in addition to the current technologies for data interchange.

Compliance Requirements - Team Wipro agrees to comply with all federal, state, and state agency policies and procedures, directives, and regulations as indicated in the RFQ for the duration of the contract including but not limited to the Civil Rights Act of 1964 and Title IX of the Education Amendments of 1972.

Conflict of Interest - Team Wipro attests to freedom of conflict of interest as indicated in 42 CFR § 438.810. Additionally, we attest to the fact that we nor any of our subcontracts have any corporate connections or financial interest in any of the MCOs of West Virginia.

IMPLEMENTATION

APPROACH

The WV Managed Care Enrollment Brokerage Services Request for Quote identifies multiple tracks of work that are to be completed in the three (3) month implementation period. Team Wipro has reviewed the various requirements and needs of the state and have organized our build efforts into the following work streams:

- **Contact Center Services** – includes Call Center, Document Management, Contact Management, Enrollment Module, and Customer Relationship Management (CRM) system
- **Member Portal** – includes web-based, self-service enrollment
- **Outreach and Fulfillment** – includes development of communication plans and education strategies
- **Interfaces** – including all integrations and data exchanges with state agency automated systems

The goal of the first round is to uncover, log, and prioritize any defects experienced. Upon remediation from our development team, Team Wipro will perform a second round of integration testing to ensure resolution of any identified issues. For detailed information on Team Wipro’s testing process, please reference the “Testing Process” section below. The project teams, including our partners, will work closely together to ensure these tracks are completed successfully and in a timely manner. Please refer to the work plan for more information on the various activities and milestones.

In parallel to the development of the supporting technology, Team Wipro will onboard and train customer service representatives (CSRs) and choice counselors. We understand our role as the primary point of contact for West Virginia’s Medicaid population and will ensure that we are staffed appropriately. Once on board, our CSRs will undergo a thorough training in the state agency’s policies and processes as well as customer service. These trainings ensure complete and accurate resolutions to telephone and chat inquiries, strong aptitude in systems used, and an unparalleled go-live readiness.

TRANSITION ACTIVITIES

Team Wipro is prepared to assist the state agency in the transition of services and responsibilities from the current contractor, including:

- Assignment of a primary point of contact for transition activities and detailed transition plan development.
- Walkthrough of Wipro’s transition plan.
- Collection of file layouts, sample data files, currently in-use fulfillment material.
- Completing the transition within the timeline agreed upon with the state agency in accordance with the state agency approved Implementation Plan and Schedule and Transition Plan.
- Transferring the new specified programs voice and fax numbers to Team Wipro.
- Coordinating the processing of new mail services received on the final day of services to the specified programs PO Boxes.
- Establishing secure network connections with the state agency Fiscal Agent, Managed Care organizations and the state of West Virginia network.

- Securing state agency approval of all state agency provided letter/notice templates.

Our approach to transitioning responsibilities is to ensure a timely, orderly, and accurate transfer of the current system and operations to applicable solutions operations, services, and module components, while simultaneously meeting our performance obligations starting on the first day of the contract.

IMPLEMENTATION AND ACCEPTANCE

Our Managed Care Enrollment Broker Services and solutions will be fully operational to accept all incoming requests without state agency assistance, and we will assume full responsibility for the provision of services under the contract within three (3) months following authorization from the state agency to proceed with the services.

We bring the skilled and experienced resources and proven methodologies to ensure successful completion of the Design, Development, and Implementation. Our experience provides us the advantage of knowing what methods work best in each situation.

DRAFT IMPLEMENTATION PLAN

Figure 2: Solution Implementation Schedule

Task Name	Duration	Start	Finish
Managed Care Enrollment Brokerage Services	106 days	1/4/21	5/31/21
I. Initiation Phase	1 day	1/4/21	1/4/21
Project Kickoff	1 day	1/4/21	1/4/21
Submit Wipro Organization Chart	1 day	1/4/21	1/4/21
Establish Project Governance Process	1 day	1/4/21	1/4/21
II. Planning Phase	12 days	1/5/21	1/20/21
Review of Project Scope and Requirements	1 day	1/5/21	1/5/21
Document Existing Processes	1 day	1/6/21	1/6/21
Create and Submit Communication and Outreach Plan	3 days	1/14/21	1/18/21
Create and Submit Staffing Plans	3 days	1/14/21	1/18/21
Create and Submit System Development Plan	3 days	1/14/21	1/18/21
Create and Submit Correspondence Management Plan	3 days	1/14/21	1/18/21
Create and Submit Document Intake Plan	3 days	1/18/21	1/20/21
Create and Submit MCO Termination Plan	3 days	1/18/21	1/20/21
Create and Submit Quality Assurance Plan	3 days	1/18/21	1/20/21
Create and Submit Business Continuity Plan	3 days	1/18/21	1/20/21
III. Requirements Phase	10 days	1/11/21	1/22/21
Obtain Current Correspondence Samples and Call Scripts	1 day	1/19/21	1/19/21
Obtain Current File Layout/Sample Data	2 days	1/18/21	1/19/21
IV. Design Phase	11 days	1/18/21	2/1/21
Quality/Process Improvement Recommendations	1 day	1/20/21	1/20/21
Joint Design Sessions Conducted	8 days	1/20/21	1/29/21
Submit Design Documents for Approval	1 day	1/29/21	1/29/21
V. Build/Configuration Phase	21 days	2/1/21	2/28/21
VI. Testing Phase	16 days	3/5/21	3/26/21
VII. Implementation Phase	13 days	3/15/21	3/31/21

Task Name	Duration	Start	Finish
VIII. Post Implementation Support Phase	43 days	4/1/21	5/31/21
Create and Submit Project Turnover and Closeout Plan	22 days	4/1/21	4/30/21

STAFFING

Wipro Infocrossing has over 31 years of experience supporting Medicaid programs including enrollment brokerage services. Our proposed staff to fill the key positions outlined in this RFQ are seasoned professionals who have in-depth knowledge and extensive experience in the delivery of Medicaid managed care enrollment broker services. The key staff assigned to this contract will be full time employees dedicated to the provision of services outlined in this RFQ. All proposed key staff meet or exceed the qualifications required within the RFQ. A resume for each key staff position which details the individual members' qualifications are below.

PROJECT DIRECTOR – PAUL ANDREWS

Summary	
<ul style="list-style-type: none"> • 17 years of supervisory experience. • Strong background in identifying technology needs, formulating solutions, and implementing systematic methods to advance operational process, achieve interventions, and adapt to new technologies. • Expert in Systems Development Life Cycle (SDLC) processes as well as Waterfall and Agile/Scrum project management methodologies. • Extensive experience leading technology teams developing and supporting web based and IVR technology applications. 	
Skills	
<ul style="list-style-type: none"> • Application Development and Maintenance • Operations Management 	<ul style="list-style-type: none"> • Project Monitoring and Control • Project Planning • Scrum Master
Specialization	
<ul style="list-style-type: none"> • Budget Management 	<ul style="list-style-type: none"> • Project Management
Education	
Bachelors Business Administration, New Mexico State University, Las Cruces, NM	
Business Computer Systems, New Mexico State University, Las Cruces, NM	
Certifications	
Six Sigma Green Belt	Associate Customer Service (ACS) Designation
Training	
Project Management Body of Knowledge, DST Systems, 2011	
Certified Scrum Master, Braintrust Consulting Group, 2013	
Project Management Professional, Velociteach, April 2015	

Experience

Head of Business Operations

- Oversees all day-to-day operations of call and contact centers, as well as enrollment and eligibility contact centers and the call centers that deal with Medicare providers and participants.
- Oversees operations of Wipro Infocrossing building including the financial and document control operations.
- Participates in all steps of Request for Proposal (RFP) process and responds to RFPs.

Implementation Manager

- Accountable for all aspects of Missouri Medicaid Management Information System (MMIS) Information Technology (IT) Program/Project Management Office (PMO) organization, including successful delivery, regulatory compliance and profitability.
- Monitored vendor performance, deliverables and milestones for the PMO's program planning, governance and project management.
- Defined and deployed project, program, and portfolio management methodologies, processes and tools.
- Defined and deployed performance measurement, monitoring, and reporting at the project, program and portfolio levels.
- Ensured Wipro Infocrossing, Healthcare and Life Sciences and Missouri MMIS PMO Best Practices are documented, available, communicated and enforced and that productivity expectations are met across the entire IT Program.
- Owned overall PMO Program plan and budget.
- Ensured project level metrics data was consistently captured across the IT portfolio.
- Managed PMO program level issues and risks as well as ensured implementation of mitigation plans for all identified PMO Program risks, including escalation of issues as appropriate.
- Acted as primary liaison and managed client relationship between Wipro Infocrossing and MO HealthNet at the PMO program level.

Senior Software Project Leader

- Oversaw prioritization between customers and operation support load, major business processes, systems and customer relationships from initiation to close, which ensured on-time project completion with high client satisfaction.
- Integral role as the project management director for client conversion initiatives and product director for vendor relationships.
- Managed daily business operations of a technology center with a nine-million-dollar budget.
- Coordinated with key stakeholders to obtain comprehensive knowledge of end-user requirements that were essential in delivering optimal solutions within the allotted timeframe and budget.

CALL CENTER AND OUTREACH MANAGER – BETH ROWLEY

Summary

Over 20 years in Health and Human Services IT as both a Contractor and Government buyer. Leading complex projects. Expertise in waterfall and agile project management methodologies. Proven success at creating and accelerating revenue growth, cultivating and developing new business, and obtaining optimal efficiency and productivity in competitive market segments.

Skills

- Developed result evidenced outreach initiative for State health and human services (HHS).
- Successful working relationships with Federal and State Health and Human Services partners.
- Oversight and development of T.E.A.C.H Early Childhood Vermont Outreach via workshops, conferences, website, newsletters, phone calls and visits to centers.
- Developed a State-wide employer outreach program for multiple HHS States.
- Coordinated with American Bar Association certification of legal training, and organized training and outreach with courts, advocacy groups, Department of Education, and vendors. Vermont
- Directed an In-Hospital Parentage and Outreach Program.
- Successful track record bridging the gap between sales, functional and technical teams.
- Relationship builder and able negotiator, successfully presenting and selling programs and strategic plans to Executive-level decision makers and clients.
- Persuasive communicator and skilled motivator.
- Proven success managing multiple operational functions to include budget development and management.

Specialization

- | | |
|--|---|
| <ul style="list-style-type: none"> • Outreach • Business Development • Project and Program Development • Operations Management and Oversight | <ul style="list-style-type: none"> • Governance and Oversight • Change Management • Process Improvement • Staff Development |
|--|---|

Education

Tidewater Community College, Virginia Beach, VA

Training

- | | |
|--|---|
| <ul style="list-style-type: none"> • PMI Project Manager Professional (PMP) in 2006 (certification expired) • Scrum Fundamental Certification • Leadership Management Training • Miller Heiman - Strategic Selling ® | <ul style="list-style-type: none"> • Financial Counseling School • Federal Office of Child Support Enforcement Cost Benefit Analysis • OnBase Imaging Technical Training • ProcessModel Software Training |
|--|---|

Experience

Vice President, Conduent

- Core team member creating business cases for migrations and transformation of 300 data centers.
- Leading Teams for Process Improvement, vendor ITIL compliance, and vendor oversight.
- Leading application teams for large scale data center migrations and transformation, including discovery and data mapping.
- Leading teams to solution Xerox global deals within Public Sector, Transportation, and Government Health Services. Deals range from small to \$450 million dollars. Collaborating with the Data Analytics Division, Sales Teams, and Business Group Leaders.
- Vendor and supplier relationship development, identifying partnering opportunities.
- Strategy and market plan, and competitor analysis development.
- Led the development of a global service catalog and service level agreements (SLA).
- Process development and improvement across the organization as the company reorganizes.

Program Director, VT State, Agency of Human Services

- Lead multi-year projects to implement new systems for Integrated Eligibility and Case Management systems that will ultimately replace the 30-year-old legacy system.
- ACCESS Integration Project Oversight to ensure that the VT ACCESS system (legacy system) provides the functionality required by the Vermont Health Connect project to securely send applicant or participant data from the AHS Solution to the Vermont Medicaid Management Information System (MMIS) through ACCESS.
- ICD-10 Implementation Project.
- Business process re-engineering, business case development and cost-benefit analyses.
- Project staffing, team building, QA and oversight.
- Strategic planning, and Organizational Change Management / Stakeholder management.

Director, Project Management Office, VT Agency of Human Services (AHS)

- Designed the AHS Project Management Office.
- Strategic Planning.
- IT Liaison for the Department for Children and Families (DCF).
- Project Management.
- Vendor negotiations and management.
- Procurement management to include Requests for Proposals (RFPs) development, Advance Planning Documents and Updates (APDUs) and contract writing.
- Business process re-engineering.
- Staff Development and Succession Planning

OPERATIONS MANAGER - ANN ROARK

Summary

Ann is a proven and dedicated leader with more than 15 years of Missouri Medicaid business operations experience with the MO HealthNet Enrollment Broker function.

She has innate knowledge of the enrollment broker operation from hands-on experience as a Customer Service Representative scaling up to the Enrollment Counselor Supervisor and Contact Center Manager. She offers expertise in all facets of operations.

Ann has played a key role in transitioning the Enrollment Broker function between three handovers' while ensuring the integrity of the operation was maintained. She has the ability to focus on client business needs and requirements, while producing compliance driven results.

Skills

- Dependable
- Flexible
- Positive attitude
- Problem solver
- Self-motivated
- Strong work ethic
- Team-oriented

Specialization

- Employee Training
- Progress Reporting
- Quality Assurance
- Schedule Management
- Team Management

Education

Bachelor's degree in Business Administration, Columbia College, Jefferson City, MO

Training

Lean 101

Crucial Conversations

Experience

Call Center Manager

- Oversaw operation functions for the MO HealthNet Enrollment Broker, including customer service, enrollment, and verification activities.
- Supervised day-to-day activities performed by the Enrollment Broker Counselors and the Third Party Liability Specialists; composed of a 10-person call center with two bi-lingual call representatives and five operations staff.
- Addressed complex or difficult calls or situations when escalation to a manager is required.
- Served as a liaison to the state of Missouri regarding contact center activities.

Enrollment Counselor Supervisor

- Provided weekly, monthly, quarterly, and annual statistical reports for the state of Missouri, Department of Social Services.
- Assisted with staffing decisions, performance improvement and planning, and adherence to corporate policies, procedures, and contractual obligations.
- Provided guidance to staff on all operational issues including customer service, MO HealthNet Managed Care policies and requirements, quality control, and issue resolution.
- Provided training and technical expertise on the operations of the MO HealthNet Managed Care Enrollment System.
- Played an integral role with the transition of the MO HealthNet Enrollment Broker Project from Policy Studies Inc. to Affiliated Computer Services and from Affiliated Computer Services to Wipro Healthcare Services.

Enrollment Counselor Lead

- Provided up-to-date training and on-the-job training for all counselors.
- Reviewed work product for quality, accuracy, and thoroughness.
- Created and maintained phone schedules and call out schedules for all staff.
- Created call statistics reports detailing quantity, length of calls, and service levels
- Escalated customer service issues to upper management. as needed.
- Performed Enrollment Counselor duties, as needed, to ensure contact compliance and maintain excellent customer service standards.
- Monitored the quantity of incoming calls, operator availability, and reallocate operators to accommodate call volumes through the Automated Call Distribution (ACD) system.

Telephone Customer Service Representative

- Ensured that all telephone calls and written inquiries from members were completed according to contractual obligations.
- Reviewed and processed enrollment applications for health plan enrollment selections and health plan transfers made via the phone or mail into the enrollment system.
- Met and exceeded daily standards for calls answered, records entered, accuracy, customer service, and quality.

EXHIBIT A SIGNATURE PAGES

DESIGNATED CONTACT

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

Rob Farahani, Director of Solutions and Strategy
(Name, Title)

Rob Farahani, Director of Solutions and Strategy
(Printed Name and Title)

905 Weathered Rock Rd. Jefferson City, MO 65101
(Address)

(917) 439-7657 (573) 635-0204
(Phone Number)/(Fax Number)

Rob.farahani@wipro.com
(Email Address)

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

Infocrossing, LLC.
(Company)

Ashish Kumar
(Authorized Signature) (Representative Name, Title)

Ashish Kumar, General Manager
(Printed Name and Title of Authorized Representative)

11/6/2020
(Date)

Phone: (573) 635-2434 x6321 Fax: (573) 635-0204
(Phone Number) (Fax Number)

Revised 01/09/2020

ADDENDUM ACKNOWLEDGEMENT

ADDENDUM ACKNOWLEDGEMENT FORM SOLICITATION NO.: CRFQ BMS210000001

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.

Acknowledgement: 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 checked="" 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 issue in writing and added to the specifications by an official addendum is binding.

Infocrossing, LLC.

Company

X

Ashish Kumar

Ashish Kumar, General Manager

Authorized Signature

Date: 11/06/2020

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

Revised 01/09/2020

HIPAA BUSINESS ASSOCIATE ADDENDUM

WV STATE GOVERNMENT

HIPAA BUSINESS ASSOCIATE ADDENDUM

This Health Insurance Portability and Accountability Act of 1996 (hereafter, HIPAA) Business Associate Addendum ("Addendum") is made a part of the Agreement ("Agreement") by and between the State of West Virginia ("Agency"), and Business Associate ("Associate"), and is effective as of the date of execution of the Addendum.

The Associate performs certain services on behalf of or for the Agency pursuant to the underlying Agreement that requires the exchange of information including protected health information protected by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), as amended by the American Recovery and Reinvestment Act of 2009 (Pub. L. No. 111-5) (the "HITECH Act"), any associated regulations and the federal regulations published at 45 CFR parts 160 and 164 (sometimes collectively referred to as "HIPAA"). The Agency is a "Covered Entity" as that term is defined in HIPAA, and the parties to the underlying Agreement are entering into this Addendum to establish the responsibilities of both parties regarding HIPAA-covered information and to bring the underlying Agreement into compliance with HIPAA.

Whereas it is desirable, in order to further the continued efficient operations of Agency to disclose to its Associate certain information which may contain confidential individually identifiable health information (hereafter, Protected Health Information or PHI); and

Whereas, it is the desire of both parties that the confidentiality of the PHI disclosed hereunder be maintained and treated in accordance with all applicable laws relating to confidentiality, including the Privacy and Security Rules, the HITECH Act and its associated regulations, and the parties do agree to at all times treat the PHI and interpret this Addendum consistent with that desire.

NOW THEREFORE: the parties agree that in consideration of the mutual promises herein, in the Agreement, and of the exchange of PHI hereunder that:

1. Definitions. Terms used, but not otherwise defined, in this Addendum shall have the same meaning as those terms in the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164.

- a. **Agency Procurement Officer** shall mean the appropriate Agency individual listed at: <http://www.state.wv.us/admin/purchase/vrc/agencyli.html>.
- b. **Agent** shall mean those person(s) who are agent(s) of the Business Associate, in accordance with the Federal common law of agency, as referenced in 45 CFR § 160.402(c).
- c. **Breach** shall mean the acquisition, access, use or disclosure of protected health information which compromises the security or privacy of such information, except as excluded in the definition of Breach in 45 CFR § 164.402.
- d. **Business Associate** shall have the meaning given to such term in 45 CFR §160.103.
- e. **HITECH Act** shall mean the Health Information Technology for Economic and Clinical Health Act. Public Law No. 111-05. 11th Congress (2009).
- f. **Privacy Rule** means the Standards for Privacy of Individually Identifiable Health Information found at 45 CFR Parts 160 and 164.

- g. **Protected Health Information or PHI** shall have the meaning given to such term in 45 CFR § 160.103, limited to the information created or received by Associate from or on behalf of Agency.
- h. **Security Incident** means any known successful or unsuccessful attempt by an authorized or unauthorized individual to inappropriately use, disclose, modify, access, or destroy any information or interference with system operations in an information system.
- i. **Security Rule** means the Security Standards for the Protection of Electronic Protected Health Information found at 45 CFR Parts 160 and 164.
- j. **Subcontractor** means a person to whom a business associate delegates a function, activity, or service, other than in the capacity of a member of the workforce of such business associate.

2. Permitted Uses and Disclosures.

- a. **PHI Described.** This means PHI created, received, maintained or transmitted on behalf of the Agency by the Associate. This PHI is governed by this Addendum and is limited to the minimum necessary, to complete the tasks or to provide the services associated with the terms of the original Agreement, and is described in Appendix A.
- b. **Purposes.** Except as otherwise limited in this Addendum, Associate may use or disclose the PHI on behalf of, or to provide services to, Agency for the purposes necessary to complete the tasks, or provide the services, associated with, and required by the terms of the original Agreement, or as required by law, if such use or disclosure of the PHI would not violate the Privacy or Security Rules or applicable state law if done by Agency or Associate, or violate the minimum necessary and related Privacy and Security policies and procedures of the Agency. The Associate is directly liable under HIPAA for impermissible uses and disclosures of the PHI it handles on behalf of Agency.
- c. **Further Uses and Disclosures.** Except as otherwise limited in this Addendum, the Associate may disclose PHI to third parties for the purpose of its own proper management and administration, or as required by law, provided that (i) the disclosure is required by law, or (ii) the Associate has obtained from the third party reasonable assurances that the PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party by the Associate: and, (iii) an agreement to notify the Associate and Agency of any instances of which it (the third party) is aware in which the confidentiality of the information has been breached. To the extent practical, the information should be in a limited data set or the minimum necessary information pursuant to 45 CFR § 164.502, or take other measures as necessary to satisfy the Agency's obligations under 45 CFR § 164.502.

3. Obligations of Associate.

- a. **Stated Purposes Only.** The PHI may not be used by the Associate for any purpose other than as stated in this Addendum or as required or permitted by law.
- b. **Limited Disclosure.** The PHI is confidential and will not be disclosed by the Associate other than as stated in this Addendum or as required or permitted by law. Associate is prohibited from directly or indirectly receiving any remuneration in exchange for an individual's PHI unless Agency gives written approval and the individual provides a valid authorization. Associate will refrain from marketing activities that would violate HIPAA, including specifically Section 13406 of the HITECH Act. Associate will report to Agency any use or disclosure of the PHI, including any Security Incident not provided for by this Agreement of which it becomes aware.
- c. **Safeguards.** The Associate will use appropriate safeguards, and comply with Subpart C of 45 CFR Part 164 with respect to electronic protected health information, to prevent use or disclosure of the PHI, except as provided for in this Addendum. This shall include, but not be limited to:
 - i. Limitation of the groups of its workforce and agents, to whom the PHI is disclosed to those reasonably required to accomplish the purposes stated in this Addendum, and the use and disclosure of the minimum PHI necessary or a Limited Data Set;

- ii. Appropriate notification and training of its workforce and agents in order to protect the PHI from unauthorized use and disclosure;
 - iii. Maintenance of a comprehensive, reasonable and appropriate written PHI privacy and security program that includes administrative, technical and physical safeguards appropriate to the size, nature, scope and complexity of the Associate's operations, in compliance with the Security Rule;
 - iv. In accordance with 45 CFR §§ 164.502(e)(1)(ii) and 164.308(b)(2), if applicable, ensure that any subcontractors that create, receive, maintain, or transmit protected health information on behalf of the business associate agree to the same restrictions, conditions, and requirements that apply to the business associate with respect to such information.
- d. **Compliance With Law.** The Associate will not use or disclose the PHI in a manner in violation of existing law and specifically not in violation of laws relating to confidentiality of PHI, including but not limited to, the Privacy and Security Rules.
- e. **Mitigation.** Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Associate of a use or disclosure of the PHI by Associate in violation of the requirements of this Addendum, and report its mitigation activity back to the Agency.
- f. **Support of Individual Rights.**
- i. **Access to PHI.** Associate shall make the PHI maintained by Associate or its agents or subcontractors in Designated Record Sets available to Agency for inspection and copying, and in electronic format, if requested, within ten (10) days of a request by Agency to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR § 164.524 and consistent with Section 13405 of the HITECH Act.
 - ii. **Amendment of PHI.** Within ten (10) days of receipt of a request from Agency for an amendment of the PHI or a record about an individual contained in a Designated Record Set, Associate or its agents or subcontractors shall make such PHI available to Agency for amendment and incorporate any such amendment to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR § 164.526.
 - iii. **Accounting Rights.** Within ten (10) days of notice of a request for an accounting of disclosures of the PHI, Associate and its agents or subcontractors shall make available to Agency the documentation required to provide an accounting of disclosures to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR §164.528 and consistent with Section 13405 of the HITECH Act. Associate agrees to document disclosures of the PHI and information related to such disclosures as would be required for Agency to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR § 164.528. This should include a process that allows for an accounting to be collected and maintained by Associate and its agents or subcontractors for at least six (6) years from the date of disclosure, or longer if required by state law. At a minimum, such documentation shall include:
 - the date of disclosure;
 - the name of the entity or person who received the PHI, and if known, the address of the entity or person;
 - a brief description of the PHI disclosed; and
 - a brief statement of purposes of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure.
 - iv. **Request for Restriction.** Under the direction of the Agency, abide by any individual's request to restrict the disclosure of PHI, consistent with the requirements of Section 13405 of the HITECH Act and 45 CFR §164.522, when the Agency determines to do so (except as required by law) and if the disclosure is to a health plan for payment or health care operations and it pertains to a health care item or service for which the health care provider was paid in full "out-of-pocket."

- v. **Immediate Discontinuance of Use or Disclosure.** The Associate will Immediately discontinue use or disclosure of Agency PHI pertaining to any individual when so requested by Agency. This includes, but is not limited to, cases in which an individual has withdrawn or modified an authorization to use or disclose PHI.
- g. **Retention of PHI.** Notwithstanding section 4.a. of this Addendum, Associate and its subcontractors or agents shall retain all PHI pursuant to state and federal law and shall continue to maintain the PHI required under Section 3.f. of this Addendum for a period of six (6) years after termination of the Agreement, or longer if required under state law.
- h. **Agent's, Subcontractor's Compliance.** The Associate shall notify the Agency of all subcontracts and agreements relating to the Agreement, where the subcontractor or agent receives PHI as described in section 2.a. of this Addendum. Such notification shall occur within 30 (thirty) calendar days of the execution of the subcontract and shall be delivered to the Agency Procurement Officer. The Associate will ensure that any of its subcontractors, to whom it provides any of the PHI it receives hereunder, or to whom it provides any PHI which the Associate creates or receives on behalf of the Agency, agree to the restrictions and conditions which apply to the Associate hereunder. The Agency may request copies of downstream subcontracts and agreements to determine whether all restrictions, terms and conditions have been flowed down. Failure to ensure that downstream contracts, subcontracts and agreements contain the required restrictions, terms and conditions may result in termination of the Agreement.
- j. **Federal and Agency Access.** The Associate shall make its internal practices, books, and records relating to the use and disclosure of PHI, as well as the PHI, received from, or created or received by the Associate on behalf of the Agency available to the U.S. Secretary of Health and Human Services consistent with 45 CFR § 164.504. The Associate shall also make these records available to Agency, or Agency's contractor, for periodic audit of Associate's compliance with the Privacy and Security Rules. Upon Agency's request, the Associate shall provide proof of compliance with HIPAA and HITECH data privacy/protection guidelines, certification of a secure network and other assurance relative to compliance with the Privacy and Security Rules. This section shall also apply to Associate's subcontractors, if any.
- k. **Security.** The Associate shall take all steps necessary to ensure the continuous security of all PHI and data systems containing PHI. In addition, compliance with 74 FR 19006 Guidance Specifying the Technologies and Methodologies That Render PHI Unusable, Unreadable, or Indecipherable to Unauthorized Individuals for Purposes of the Breach Notification Requirements under Section 13402 of Title XIII is required, to the extent practicable, If Associate chooses not to adopt such methodologies as defined in 74 FR 19006 to secure the PHI governed by this Addendum, it must submit such written rationale, including its Security Risk Analysis, to the Agency Procurement Officer for review prior to the execution of the Addendum. This review may take up to ten (10) days.
- l. **Notification of Breach.** During the term of this Addendum, the Associate shall notify the Agency and, unless otherwise directed by the Agency in writing, the WV Office of Technology immediately by e-mail or web form upon the discovery of any Breach of unsecured PHI; or within 24 hours by e-mail or web form of any suspected Security Incident, intrusion or unauthorized use or disclosure of PHI in violation of this Agreement and this Addendum, or potential loss of confidential data affecting this Agreement. Notification shall be provided to the Agency Procurement Officer at www.state.wv.us/admin/purchase/vrc/agencyli.htm and, unless otherwise directed by the Agency in writing, the Office of Technology at incident@wv.gov or <https://apps.wv.gov/ot/ir/Default.aspx>.

The Associate shall immediately investigate such Security Incident, Breach, or unauthorized use or disclosure of PHI or confidential data. Within 72 hours of the discovery, the Associate shall notify the Agency Procurement Officer, and, unless otherwise directed by the Agency in writing, the Office of Technology of: (a) Date of discovery; (b) What data elements were involved and the extent of the data involved in the Breach; (c) A description of the unauthorized persons known or reasonably believed to have improperly used or disclosed PHI or confidential data; (d) A

description of where the PHI or confidential data is believed to have been improperly transmitted, sent, or utilized; (e) A description of the probable causes of the improper use or disclosure; and (f) Whether any federal or state laws requiring individual notifications of Breaches are triggered.

Agency will coordinate with Associate to determine additional specific actions that will be required of the Associate for mitigation of the Breach, which may include notification to the individual or other authorities.

All associated costs shall be borne by the Associate. This may include, but not be limited to costs associated with notifying affected individuals.

If the Associate enters into a subcontract relating to the Agreement where the subcontractor or agent receives PHI as described in section 2.a. of this Addendum, all such subcontracts or downstream agreements shall contain the same incident notification requirements as contained herein, with reporting directly to the Agency Procurement Officer. Failure to include such requirement in any subcontract or agreement may result in the Agency's termination of the Agreement.

- m. Assistance In Litigation or Administrative Proceedings.** The Associate shall make itself and any subcontractors, workforce or agents assisting Associate in the performance of its obligations under this Agreement, available to the Agency at no cost to the Agency to testify as witnesses, or otherwise, In the event of litigation or administrative proceedings being commenced against the Agency, its officers or employees based upon claimed violations of HIPAA, the HIPAA regulations or other laws relating to security and privacy, which involves inaction or actions by the Associate, except where Associate or its subcontractor, workforce or agent is a named as an adverse party.

4. Addendum Administration.

- a. **Term.** This Addendum shall terminate on termination of the underlying Agreement or on the date the Agency terminates for cause as authorized in paragraph (c) of this Section, whichever is sooner.
- b. **Duties at Termination.** Upon any termination of the underlying Agreement, the Associate shall return or destroy, at the Agency's option, all PHI received from, or created or received by the Associate on behalf of the Agency that the Associate still maintains in any form and retain no copies of such PHI or, if such return or destruction is not feasible, the Associate shall extend the protections of this Addendum to the PHI and limit further uses and disclosures to the purposes that make the return or destruction of the PHI infeasible. This shall also apply to all agents and subcontractors of Associate. The duty of the Associate and its agents and subcontractors to assist the Agency with any HIPAA required accounting of disclosures survives the termination of the underlying Agreement.
- c. **Termination for Cause.** Associate authorizes termination of this Agreement by Agency, if Agency determines Associate has violated a material term of the Agreement. Agency may, at its sole discretion, allow Associate a reasonable period of time to cure the material breach before termination.
- d. **Judicial or Administrative Proceedings.** The Agency may terminate this Agreement if the Associate is found guilty of a criminal violation of HIPAA . The Agency may terminate this Agreement if a finding or stipulation that the Associate has violated any standard or requirement of HIPAA/HITECH, or other security or privacy laws is made in any administrative or civil proceeding in which the Associate is a party or has been joined. Associate shall be subject to prosecution by the Department of Justice for violations of HIPAA/HITECH and shall be responsible for any and all costs associated with prosecution.
- e. **Survival.** The respective rights and obligations of Associate under this Addendum shall survive the termination of the underlying Agreement.

5. General Provisions/Ownership of PHI.

- a. **Retention of Ownership.** Ownership of the PHI resides with the Agency and is to be returned on demand or destroyed at the Agency's option, at any time, and subject to the restrictions found within section 4.b. above.
- b. **Secondary PHI.** Any data or PHI generated from the PHI disclosed hereunder which would permit identification of an individual must be held confidential and is also the property of Agency.
- c. **Electronic Transmission.** Except as permitted by law or this Addendum, the PHI or any data generated from the PHI which would permit identification of an individual must not be transmitted to another party by electronic or other means for additional uses or disclosures not authorized by this Addendum or to another contractor, or allied agency, or affiliate without prior written approval of Agency.
- d. **No Sales.** Reports or data containing the PHI may not be sold without Agency's or the affected individual's written consent.
- e. **No Third-Party Beneficiaries.** Nothing express or implied in this Addendum is intended to confer, nor shall anything herein confer, upon any person other than Agency, Associate and their respective successors or assigns, any rights, remedies, obligations or liabilities whatsoever.
- f. **Interpretation.** The provisions of this Addendum shall prevail over any provisions in the Agreement that may conflict or appear inconsistent with any provisions in this Addendum. The interpretation of this Addendum shall be made under the laws of the state of West Virginia.
- g. **Amendment.** The parties agree that to the extent necessary to comply with applicable law they will agree to further amend this Addendum.
- h. **Additional Terms and Conditions.** Additional discretionary terms may be included in the release order or change order process.

AGREED:

Name of Agency: _____

Name of Associate: Infocrossing, LLC

Signature: _____

Signature: Ashish Kumar

Title: _____

Title: General Manager

Date: _____

Date: 11/06/2020

Form - WVBA-012004
Amended 06.26.2013

APPROVED AS TO FORM THIS 26th
DAY OF Jan 20 13

BY Patrick Morrissey
Attorney General

DISCLOSURE OF INTERESTED PARTIES TO CONTRACTS

DISCLOSURE OF INTERESTED PARTIES TO CONTRACTS

**West Virginia Ethics Commission
Disclosure of Interested Parties to Contracts
(Required by W. Va Code § 6D-1-2)**

Name of Contracting Business Entity: Infocrossing, LLC. Address: 905 Weathered Rock Rd.
Jefferson City, MO 65101

Name of Authorized Agent: Ashish Kumar Address: 905 Weathered Rock Rd.
Jefferson City, MO 65101

Contract Number: _____ Contract Description: _____

Governmental agency awarding contract: _____

Check here if this is a Supplemental Disclosure

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

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

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

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

Signature: Ashish Kumar Date Signed: 11/9/2020

Notary Verification

State of Tennessee, County of Williamson:

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

Taken, sworn to and subscribed before me this 9th day of November, 2020

Dorothy T. Jarrett
Notary Public's Signature



To be completed by State Agency:

Date Received by State Agency: _____
Date Submitted to Ethics Commission: _____
Governmental agency submitting Disclosure: _____

Revised June 8, 2018

PURCHASING AFFIDAVIT

PURCHASING AFFIDAVIT

STATE OF WEST VIRGINIA Purchasing Division PURCHASING AFFIDAVIT

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

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

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

DEFINITIONS:

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

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

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or 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: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Infocrossing, LLC

Authorized Signature: Ashish Kumar Date: 11/9/2020

State of Tennessee

County of Williamson; to-wit:

Taken, subscribed, and sworn to before me this 9th day of November, 2020.

My Commission expires 06th MARCH, 2023.

AFFIX SEAL HERE

NOTARY PUBLIC Dorothy J. Jarrett

Purchasing Affidavit (Revised 01/19/2018)



EXHIBIT B – PRICING PAGES

Team Wipro respectfully presents the state of West Virginia Department of Health and Human Resources and Bureau for Medical Services (BMS) pricing for the Managed Care Enrollment Brokerage Services solicitation. We believe our Engage360 offering is differentiated from the current legacy system due to use of industry leading Salesforce software offering latest features in contact management. This flexible, customizable solution is a market leader in the private, corporate environment and allows for superior customer service, tracking and knowledge management.

We at Infocrossing, A Wipro Company, have reviewed the bureau's requirements and Addendum 2 clarifications and are confident our Salesforce based leading edge Engage360 portal platform is well capable of meeting requirements and service-levels defined for the MCO Enrollment Broker Service. We are confident the features and capabilities offered by our Salesforce platform are above the capabilities offered by the legacy solution in-use and should enable bureau to achieve improved constituent experience.

The unprecedented COVID-19 pandemic has been disruptive in many ways to our lives and work and has highlighted the importance of business continuity. Team Wipro has a deep history supporting enrollment brokerage services and will be leveraging its National Operations Center to provide contact center and back-office services in support of West Virginia Managed Care Enrollment Brokerage Services requirements. The use of an existing operation center and existing tools & solutions will enable completion of the implementation well within the 90-day window and offer larger resource pool to minimize risk of business interruption due to COVID-19. Team Wipro will maintain an office within a 15-miles radius of the bureau's office in Charleston.

The pricing provides a one-time fixed cost for the 90-day implementation phase of the program as directed by pricing instruction and a Per Member Per Month (PMPM) based rate for various membership volume tiers. We will bill the state based on a mutually agreed milestone schedule for the implementation phase and single monthly invoice based on membership volume. At the end of each month, beginning with month 4; Wipro will invoice the state for membership multiplied by the respective PMPM rate.

Team Wipro is confident that our leading-edge technology and extensive expertise offers highest value-proposition for bureau and look forward to opportunity to assist with Enrollment Brokerage Services support.

Please see our Cost Proposal as a separate attachment in our submission.

EXHIBIT C – SAMPLE ENGAGE360 VIEWS

The following pages present selected views of our Engage360 Portal. WE would be delighted to demonstrate the solution on your request.

Member Home Page

Member Eligibility View

	First Date of Eligibility ↓	Last Date of Eligibility ↓	Eligibility/Benefit Code ↓	Office Phone ↓	Hotline Number ↓
1	7/15/2020	7/14/2021	Healthy Montana Kids		

Claim Inquiry View



- Home
- View Claims
- Check Eligibility
- Find a Provider
- Request ID Cards
- Payments
- Help Center ▾



Claim
202012600000009

Printable View

DETAILS RELATED FEED

Claim Number 202012600000009	Member ID 0000015-00
Date of Service From 9/10/2020	Status Final
Claim Type ME	Account Miles O'Brien
Billed Amount \$220.00	Patient ID 0000015-00
Paid Amount \$220.00	Date of Service To 9/10/2020
Name Miles O'Brien	
Institutional/Professional P	
Created By Integration User , 5/22/2020, 11:06 AM	Last Modified By Michele McGeoy , 7/27/2020, 9:34 AM
Claim Record ID 202012600000009	

Claims Details (CD) (1)

Claim Detail Name	Procedure Code	Procedure Descripti...
CD-00156	99213	OFFICE/OUTPATIE...

[View All](#)

Provider Search Results View

Search Result - Sorted by Distance ▾

 0.3 miles 1 min	<p>Amy Huffman Makana Clinic * 317 W Main St Bozeman, MT 59715 USA 773 456 7890 Operating Hours 3497846</p>	<p>Medical Doctor Primary Care Allopathic and Osteopathic Physicians Allopathic and Osteopathic Physicians Makana PPO ✓ Accepts new patients</p>	
 0.3 miles 1 min	<p>David Lee Makana Clinic * 317 W Main St Bozeman, MT 59715 USA 773 456 7890 Operating Hours 8284820</p>	<p>Medical Doctor Primary Care Allopathic and Osteopathic Physicians Makana PPO ✗ Accepts new patients</p>	
 3 miles 8 min	<p>Carol Petersen United Physicians Group 777 Park Avenue West Bozeman, MT 59715 US (510) 555-1212 Operating Hours 2738495</p>	<p>Medical Doctor Primary Care Allopathic and Osteopathic Physicians Makana PPO ✓ Accepts new patients</p>	

Customer Service Agent View

The screenshot displays a web-based interface for a Customer Service Agent. The interface is divided into several sections:

- Header:** Includes a search bar, user profile (Emmett Brown), and navigation tabs (Home, Medicaid Service ...).
- Welcome, Service Agents!** A purple banner at the top of the main content area.
- My Open Agent Cases:** A table listing cases with columns for Case Number, Contact Name, Subject, Status, and Priority. Two cases are visible: Case 1 (00003017, Martin McFly) and Case 2 (00003009, Tasha Yar).
- Member Satisfaction Scores:** A donut chart showing the distribution of satisfaction levels. The chart is divided into four segments: A (Extremely Satisfied), B (Satisfied), C (Neutral), and D (Dissatisfied). The counts for each segment are 2, 18, 12, and 2 respectively.
- Today's Tasks:** A section with a heading "Nothing due today. Be a go-getter, and check back soon." and a "View All" link.
- Today's Events:** A section with a heading "Looks like you're free and clear the rest of the day" and a "View Calendar" link.
- Open Cases by Agent:** A bar chart showing the number of open cases for different agents, with a legend for priority levels (Critical, High).
- My Status:** A profile card for the agent, showing availability (Available - All since 12:16 PM), 0 open items, and 0% capacity.
- Post:** A section for posting questions or updates, with a "Share" button.
- Sort by:** A dropdown menu set to "Most Recent Activity" and a search bar for the feed.
- Feed:** A list of activity items, including a post by Michelle Chung from March 17, 2020, and a comment by Audrey Agent from 8 months ago.

Agent Chat View

My Open Agent Cases

Case Number	Contact Name	Subject
00003017	Martin McFly	I just ordered a new card and changed my address. Do I need to do anything else?
00003009	Tasha Yar	Address Change

Member Satisfaction Scores

Record Count: 22

Customer Satisfaction Index:

- A - Extremely Satisfied - Customer...
- B - Satisfied
- C - Neutral
- D - Dissatisfied - At risk of losing b...

Today's Tasks

Nothing due today.

Today's Events

Looks like you're free and clear the rest of the day.

Latest Update

Martin McFly (Customer)
Case created
November 8, 2020 at 1:33 PM

Closed Case Summary by Agent View



