

## Attachment A Electronic Visit Verification Requirements Traceability Matrix (RTM)

The Requirements Traceability Matrix (RTM) is used to document and track the project's solution requirements from the proposal through to testing to verify that each requirement has been completely fulfilled. The Contractor will be responsible for maintaining the set of Baseline Solution Requirements directly related to the configuration of the EVV System. Additions, modifications, and deletions to these requirements will be added and modified throughout the project so it is imperative that a current version of the matrix be maintained at all times.

Bidders to provide an initial RTM as part of its proposal. The Bidder should follow the instructions below. The Bidder must respond to requirements exactly as they are provided in this RFP. The Bidder should indicate how it will achieve full compliance (i.e., requirement fulfilled 100%).

Bidders are required to provide a response, using the appropriate codes provided in the tables below, for each requirement listed in the Functional Requirements Response Matrix below.

Ability Code	Condition	Description
S	Standard Function	The Solution fully satisfies the requirement as stated. Describe how the requirement is satisfied by the Solution.
W	Workflow or System Configuration Required	Current functionality of the Solution exists in the Solution and can be modified by a system administrator to meet this requirement. Describe how the requirement will be satisfied.
M	Modification Required	The Solution requires a modification to existing functionality to meet this requirement which requires a source code modification. The Solution will be modified to satisfy the requirements as stated or in a different format. Describe the modifications. Include an estimate of its impact or severity if not compliant, and the steps necessary to close the gap and achieve full compliance with the requirements. For system and/or product features that will support the requirement and close the gap, provide an estimated date when the capability will be available as part of the Bidder's baseline capability.
F	Planned for Future Release	This functionality is planned for a future release. Describe how the requirement will be satisfied by the Solution and when the release will be available.
C	Custom Design and Development	The Solution requires new functionality to meet this requirement which requires a source code addition. Describe the feature and its value. If the custom design and development requires 1000 or more hours, provide an assessment of the requirement gap, including an estimate of its impact or severity if not compliant, and the steps necessary to close the gap and achieve full compliance. For system and/or product features that will support the requirement and close the gap, provide an estimated date when the capability will be available as part of the Bidder's baseline capability.
N	Cannot Meet Requirement	The Solution will not satisfy the requirement. Provide an assessment of the requirement gap, including an estimate of its impact or severity if not compliant, and the steps necessary to close the gap and achieve full compliance. For system and/or product features that will support the requirement and close the gap, provide an estimated date when the capability will be available as part of the Bidder's baseline capability.
O	Other Software	If the requirement is to be satisfied through the use of a separate software package(s), identify those package(s) and describe how the functionality is integrated into the base system

Bidder's Response:

**G.1 General Solution Requirements:**

Describe how the bidder's solution will provide an Solution - including the business, information, and capabilities and functionality necessary for a full state implementation. This will also include training and support, documentation and implementation, operation, and maintenance activities. Solution should take advantage of open standards to support interoperability, real-time bi-directional exchange of data where feasible, efficient maintenance and upgrades, and interface with the heterogeneous technology environment of home care provider organizations. Solution to be flexible to meet the needs of multiple programs and services, which may change over time due to state or federal regulatory or policy changes, or the additional of additional programs.

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
1	GS.1	Solution must be configurable to meet multiple programs and services, and flexible for subsequent addition of services and/or programs which may have different policies, procedures, business rules and benefit packages. Must be done in a manner that distinguishes services, eligibility groups and responsible payors as programs, waivers and services are subject to change throughout the contract.	Describe how the solution is configurable to serve multiple programs or services which have different policies, procedures, business rules and benefit packages (i.e., State Plan, specific HCBS waivers, etc.). Describe how this will be done in a manner that distinguishes services, eligibility groups, and responsible payors (Medicaid fee-for-service, Medicaid Managed Care organization, or other DHHS-contracted entity).	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
2	GS.2	Solution must support a phased approach to deploying the solution for specific programs, services or provider-delivered EVV data.	Describe how the solution can support a phased approach to deploying the solution for specific programs, services or provider-delivered EVV data.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
3	GS.3	Solution should allow Nebraska to take full advantage of national best practices and technological advances in: <ul style="list-style-type: none"> <li>a) EVV systems;</li> <li>b) Uses of EVV data;</li> <li>c) Functionality;</li> <li>d) Mobile technology;</li> <li>e) Interoperability.</li> </ul>	Describe how the solution allows Nebraska to take full advantage of national best practices and technological advances in EVV systems, uses of EVV data, functionality, mobile technology and interoperability. Provide a functional and technical road map of the solution if available.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
4	GS.4	The solution should accommodate customer preferences for communications by email, text, mobile devices, or phones.	Describe how solution provides customer preferences for communications for all communication forms listed in the requirement.	S&C.BRC.5	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
5	GS.5	The solution should automate business processes and implement a series of automation processes to load data on a regular basis from different data sources.	Describe how solution uses a mix of manual and automated business processes. Provide functional and technical road map of the solution if available.	TA.BPM.4	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
6	GS.6	The solution should accept the national provider identifier in all standard electronic transactions mandated under HIPAA.	Describe how the solution accepts the national provider identifier in all standard electronic transactions mandated under HIPAA.	IA.DS.14	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
7	GS.7	The solution should provide member and provider access to services via browser, voice response solution, or mobile device, and manual submissions.	Describe how solution provides member and provider access to services via browser, voice response, or mobile device, and manual submissions.	TA.CS.14	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
8	GS.8	The solution should fully comply with section 508 accessibility. <a href="http://www.section508.gov">www.section508.gov</a>	Describe how the solution fully complies with Section 508 accessibility requirements.	TA.CS.18	Choose an item.	
Bidder's Response:						

## **G.2 Electronic Visit Verification Requirements**

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
9	EVV.1	Solution must use a primary method that will be used to collect visit verification data as well as alternatives depending on the participant, location and caregiver. Each method must ensure accurate data collection of visit verification data elements.	Describe the primary method that will be used to collect visit verification data. Explain how the solution will ensure accurate data collection of visit verification data elements. Be specific about the technology and how the solution will meet the requirements for data collection.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
10	EVV.2	Solution should provide capability for providers to submit the necessary verification information via alternate methods, should the primary mode of submission be out of service. (For example, if a handheld device is not working properly, the provider is able to phone in the visit information or submit it via a website portal.)	Describe the alternate method that will be used to collect visit verification should the primary mode of submission be out of service or not viable in that location. Be specific about the technology and how the requirements to ensure accurate data collection.	PE.PI1.27	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
11	EVV.3	The solution should have the capability to require providers to attest to the presence of hard copy documentation for any manual visit verification.	Describe how the solution can require providers to attest to the presence of hard copy documentation for any manual visit verification or manual updates.	PE.PI1.26	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
12	EVV.4	The solution should verify visit components within program requirements when the caregiver initiates the visit verification. Each visit initiated through the EVV module will be captured, whether or not the visit is verified.	Describe how the solution has the ability to verify components within the program requirements when the caregiver initiates the visit verification, whether it is verified or not.	PE.PI1.25	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
13	EVV.5	Solution must allow multiple caregivers and/or agencies to provide services to a client/participant on the same day, either at the same time or at different times of that day.	Describe how the solution will allow multiple caregivers and/or agencies to provide services to a client/participant on the same day, either at the same time or at different times of that day. Describe how any concurrent services will be evaluated for billing purposes.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
14	EVV.6	Solution must allow a caregiver and/or agency to record visits to multiple clients/participants on the same day.	Describe how the solution will allow a caregiver and/or agency to record visits to multiple clients/participants on the same day.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
15	EVV.7	Solution must allow for multiple service delivery locations to be included within a single visit.	Describe how the solution allows for multiple service delivery locations to be included within a single visit.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
16	EVV.8	Solution must allow a caregiver and/or agency to provide services to a group of members in a single visit.	Describe how the solution will allow a caregiver and/or agency to provide services to a group of members in a single visit.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
17	EVV.9	Solution must allow a visit to span calendar days.	Describe how the solution will allow a visit to span calendar days.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
18	EVV.10	Solution must accommodate self-directed and non-self-directed options.	Describe how the solution will accommodate self-directed and non-self-directed options.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
19	EVV.11	Solution must assign a single, unique identifier to each EVV visit regardless of the number of activities/tasks associated with a visit.	Describe how the solution will assign a single, unique identifier to each EVV visit regardless of the number of activities/tasks associated with a visit.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
20	EVV.12	Solution must allow participants or their personal representatives access to a web portal to verify visits.	Describe how the solution will allow participants or their personal representatives access to a web portal to verify visits. Describe alternative options available in	N/A	Choose an item.	



		Solution must provide alternative options available for those who cannot access the web portal to verify visits.	solution for those who cannot access the web portal to verify visits.			
--	--	--	---	--	--	--

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
21	EVV.13	Solution must provide for manual visit verification functionality in instances where the electronic verification is not made. Solution must be configurable to define and limit the circumstances when a manual verification can be made.	Describe how the solution provides for manual visit verification functionality in instances where the electronic verification is not made. Describe how the solution can be configurable to define and limit the circumstances when a manual verification can be made.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
22	EVV.14	Solution must require authorized users to enter a reason for each modification or manual entry of verification data.	Describe how the solution requires authorized users to enter a reason for each modification or manual entry of verification data.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
23	EVV.15	Solution must allow authorized users the ability to modify verification data understanding that manual verification	Solution must allow authorized users the ability to modify verification data understanding that manual verification	N/A	Choose an item.	

		parameters may vary between programs and services.	parameters may vary between programs and services.			
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
24	EVV.16	Solution must allow authorized users to enter approved service locations to be associated to each participant for verification purposes.	Describe how the solution allows authorized users to enter approved service locations to be associated to each participant for verification purposes.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
25	EVV.17	Solution must compare all EVV transactions requiring a service authorization against the corresponding service authorizations to ensure the EVV transaction complies with the constraints of the authorization.	Describe how the solution compares all EVV transactions requiring a service authorization against the corresponding service authorizations to ensure the EVV transaction complies with the constraints of the authorization.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
26	EVV.18	Solution must ensure that each approved service location includes, at a minimum, the street address, city, state, zip code, begin date, and end date.	Describe how the solution ensures that each approved service location includes, at a minimum, the street address, city, state, zip code, begin date, and end date.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
27	EVV.19	Solution must verify location of services delivered. Solution must allow locations where there are multiple participants in the same geo-fence, such as apartment buildings, or identify the location of service in rural areas where the mailbox address (and GPS location) and the residence itself may be some distance apart.	Describe how solution verifies location, regardless of location type. If the solution utilizes GPS, describe how the solution includes the ability to determine caregiver is at the approved participant's location at the time the service is occurring. Describe the size of the 'geo-fence' and how the Solution deals with locations where there are multiple participants within the same geo-fence, such as apartment buildings, or identify the location of service in rural areas where the mailbox address (and GPS location) and the residence itself may be some distance apart. If proposing a solution with GPS, describe how the solution addresses spoofing applications.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
28	EVV.20	Solution must capture, track and verify data with respect to personal care services or home health services, including: 1. Type of service performed; 2. Individual receiving the service; 3. Date(s) of service; 4. Location of service delivery;	Describe how solution will capture all the data elements necessary to verify a visit, including all elements listed.	PE.PI1.22	Choose an item.	

		5. Individual providing the service; and 6. Time the service begins and ends.				
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
29	EVV.21	Solution must allow for services to be provided in locations (e.g., place of employment, family member's home) other than the participant's primary residence, by program and service.	Describe how solution allows for services to be provided in locations (e.g., place of employment, family member's home) other than the participant's primary residence, by program and service.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
30	EVV.22	Solution must allow for visits which begin and end at different locations.	Describe how solution shall allow for visits which begin and end at different locations.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
31	EVV.23	Solution must have the ability to capture additional data elements as needed by DHHS to support ongoing program service changes.	Describe how solution has the ability to capture additional data elements as needed by DHHS to support ongoing program service changes.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
32	EVV.24	Solution must be able to flag a visit for review when any data elements recorded at the visit do not match the corresponding elements in the authorization.	Describe how solution flags a visit for review when any data elements recorded at the visit do not match the corresponding elements in the authorization.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
33	EVV.25	Solution must be able to flag a visit for review when any required verification elements are missing or if the recorded service location is not on a participant's list of approved locations.	Describe how the solution flags a visit for review when any required verification elements are missing or if the recorded service location is not on a participant's list of approved locations.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
34	EVV.26	Solution must include the ability to collect and store a list of approved service locations to be associated to each member for verification purposes. Solution must ensure previous approved locations are retained when updated locations are added.	Describe how solution includes the ability to collect and store a list of approved service locations to be associated to each member for verification purposes. Describe how previous approved locations are retained when updated locations are added.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist	Bidding Ability	Gap Description and Recommendation for Closure
-------	----	-----------------------------------	------------------------	---------------	-----------------	--

				ID	Code	
35	EVV.27	Solution should identify participant services received for those enrolled in selected programs.	Describe how solution identifies participant services received for those enrolled in selected programs.	CM.PI1.1	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
36	EVV.28	Solution should provide authorized users the ability to bypass/override the location verification edit during verification review, and must have a way to log this activity in the system.	Describe how solution provides authorized users the ability to bypass/override the location verification edit during verification review, and how that is logged in the solution.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
37	EVV.29	Solution must provide the ability for unscheduled visits to be flagged for review/validation when appropriate.	Describe how solution provides unscheduled visits to be flagged for review/validation when appropriate.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
38	EVV.30	Solution must provide flexible and configurable HIPAA compliant alerts of pending, late, and missed visits by program and/or service where client/participant impact determines the alert levels and notifications.	Describe how solution provides flexible and configurable HIPAA compliant alerts of pending, late, and missed visits by program and/or service where client/participant impact	N/A	Choose an item.	

			determines the alert levels and notifications.			
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
39	EVV.31	Solution must provide the ability for authorized users to configure tolerance levels (e.g., 10 minutes past the scheduled start time) that define when a visit is recorded as 'missed' or 'late' depending on the program and/or service.	Describe how solution provides the ability for authorized users to configure tolerance levels (e.g., 10 minutes past the scheduled start time) that define when a visit is recorded as 'missed' or 'late' depending on the program and/or service.	N/A	Choose an item.	

Bidder's Response:						
--------------------	--	--	--	--	--	--

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
40	EVV.32	<p>If solution utilizes a mobile application, it should enable use of GPS-enabled mobile smartphones and tablets using the Android or Apple iOS mobile operating systems, running versions that are compatible at a minimum with the current and two previous versions of the mobile operating system, with stable, real-time app-based access to the EVV system to properly verify and document visits and access other visit or scheduling related system features.</p> <p>a) Providers and individual caregivers must have the choice of using smartphones or tablets and either mobile operating system, with mobile app provided to providers at no charge.</p> <p>b) Cost of devices and cellular data service is the responsibility of the</p>	Describe how solution enables use of GPS-enabled mobile smartphones and tablets using the Android or Apple iOS mobile operating systems, running versions that are compatible at a minimum with the current and two previous versions of the mobile operating system, with stable, real-time app-based access to the EVV system to properly verify and document visits and access other visit or scheduling related system features. Describe how providers and individual caregivers have the choice of using smartphones or tablets and either mobile operating system, with mobile app provided to providers at no charge.	N/A		

		provider organization or individual provider.				
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
41	EVV.33	Solution should support use of mobile, GPS-enabled, app-based technology for visit verification and documentation, and otherwise minimize the need for the use of landlines or separate, in-home devices for the EVV function except as necessary given remote and or unusual terrain.	Describe how solution supports use of mobile, GPS-enabled, app-based technology for visit verification and documentation, and otherwise minimizes the need for the use of landlines or separate, in-home devices for the EVV function except as necessary given remote and or unusual terrain.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
42	EVV.34	Solution should be minimally burdensome for providers to learn and use, while meeting state objectives for EVV use.	Describe how the solution is minimally burdensome for providers to learn and use, while meeting state objectives for EVV use.	CPM	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
43	EVV.35	Solution must provide for a consistent rules-based billing and scheduling software platform across all service providers. Only claims where the service	Describe how solution will provide for a consistent rules-based billing and scheduling software platform across all	N/A	Choose an item.	



		has been verified and the services are within Medicaid limit rules must be sent to the Payer's payment system.	service providers. Only claims where the service has been verified and the services are within Medicaid limit rules are to be sent to the Payer.			
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
44	EVV.36	Solution should be capable of supporting the following business rules/procedures: a) Allow for only certain providers to enter service tasks based on program needs and rules. b) Certain programs may require service tasks to be entered in the EVV system for only certain provider types, whereas others may require providers to document service tasks through the current paper process or other alternative processes.	Describe how solution is capable of supporting the business rules / procedures noted, based on provider types, services and program needs and rules.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
45	EVV.37	Solution must provide for unique user identifications for individuals who work for more than one entity. Contractor must have the ability to manage how those identifications are requested, assigned, and maintained.	Describe how solution provides for unique user identifications. Describe in detail how solution utilizes unique user identifications, and master user identifications if one individual is assigned multiple unique user identifications; and how those identifications are requested, assigned, and maintained.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
46	EVV.38	Providers may have more than one user identifier, based on NPI, Medicaid ID, etc. Solution should manage each individual identifier and master provider ID within solution.	Describe how each individual provider identifier and master provider ID are assigned and managed within the solution.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
47	EVV.39	Solution should utilize a flexible business rules engine to allow for customization and modification when program or service changes occur.	Describe how solution utilizes a flexible business rules engine to allow for customization and modification when program or service changes occur. Describe which modifications can be made by DHHS staff and which will be made by the Contractor.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
48	EVV.40	Solution should have the capability for manual overrides to be entered by authorized system users.	Describe how solution has the capability for manual overrides to be entered by authorized system users.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
49	EVV.41	Solution should provide real time jurisdictional views for DHHS and other	Describe how solution will provide real time jurisdictional	N/A	Choose an item.	

		state agencies: ie., allow viewing, dashboards and reporting for specific programs, agencies, geographical locations, etc.	views for DHHS and other state agencies.			
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
50	EVV.42	Solution should notify a provider if required EVV data is incomplete or invalid. Solution must have consistent methods for handling incomplete or invalid data.	Describe how solution notifies a provider if required EVV data is incomplete or invalid and describe how the solution handles that data.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
51	EVV.43	Solution should have the capability to turn the scheduling functionality on or off at DHHS option without impacting other EVV system functionality. Ability to turn scheduling on or off must be at agreed level of granularity, i.e., program, service, recipient, provider, etc., for which the scheduling applies.	Describe how, at DHHS option, solution's scheduling functionality can be turned on or turned off without negatively impacting other EVV system functionality, and at what level of granularity (program, service, recipient, provider, etc.) the scheduling option applies.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
52	EVV.44	Solution should have the ability to prevent any individual from electronic sign-in for	Describe how solution prevents any individual from electronic	N/A	Choose an item.	

		<p>work shift, or otherwise attempting to electronically verify and document a service, under the following conditions:</p> <p>a) The individual does not have a current, in-force employment relationship, or an executed, up-to-date contract, with the properly licensed and certified Medicaid provider organization providing and billing for the service;</p> <p>b) The individual is not authorized by the Medicaid certified and billing provider to enter information in the EVV system on behalf of that provider;</p> <p>c) DHHS has excluded the individual from using the EVV system due to non-compliance with EVV-related requirements, misuse or abuse of the EVV system, or a pattern of incomplete or inaccurate attempts to verify or document a service;</p> <p>d) The individual provider, the billing provider business organization, or the type of service is not approved for that beneficiary, based on prevailing prior authorizations and service plans approved for the beneficiary; or</p> <p>e) The individual provider is not physically present at the beneficiary's location.</p>	<p>sign-in for work shift, or otherwise attempting to electronically verify and document a service, under the following conditions:</p> <p>a) The individual does not have a current, in-force employment relationship, or an executed, up-to-date contract, with the properly licensed and certified Medicaid provider organization providing and billing for the service;</p> <p>b) The individual is not authorized by the Medicaid certified and billing provider to enter information in the EVV system on behalf of that provider;</p> <p>c) DHHS has excluded the individual from using the EVV system due to non-compliance with EVV-related requirements, misuse or abuse of the EVV system, or a pattern of incomplete or inaccurate attempts to verify or document a service;</p> <p>d) The individual provider, the billing provider business organization, or the type of service is not approved for that beneficiary, based on prevailing prior authorizations and service plans approved for the beneficiary; or</p> <p>e) The individual provider is not physically present at the beneficiary's location.</p>			
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
53	EVV.45	Solution should support fraud and abuse investigations.	Describe how the solution supports fraud and abuse investigations.	PE.PI2.13	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
54	EVV.46	Solution should support retrieval and presentation of data associated with geographic indicators such as by state, by county, by zip code, by peer group, or other geographical indicators specified by DHHS.	Describe how solution supports retrieval and presentation of data associated with geographic indicators such as by state, by county, by zip code, by peer group, or other geographical indicators specified by DHHS.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
55	EVV.47	Solution should accommodate service authorizations across multiple programs, service types, and funding sources.	Describe how solution accommodates service authorizations across multiple programs, service types, and funding sources.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
56	EVV.48	Solution should provide systems-based edits and audits to ensure correct and complete formatting of data submitted to solution by provider organizations, individual providers, approved alternative EVV systems, or other DHHS-approved parties; and complete verification and documentation of each visit.	Describe how solution provides systems-based edits and audits to ensure correct and complete formatting of data submitted to the solution by provider organizations, individual providers, approved alternative EVV systems, or other DHHS-approved parties; and	N/A	Choose an item.	

			complete verification and documentation of each visit.			
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
57	EVV.49	Solution should improve oversight of provider performance, beneficiary access, care coordination and transitions, and program expenditures and utilization.	Describe how the solution will improve oversight of provider performance, beneficiary access, care coordination and transitions, and program expenditures and utilization.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
58	EVV.50	Solution should ensure compliance with approved service plans and prior authorizations and monitor the receipt, timeliness and completeness of authorized Medicaid home-based services.	Describe how solution ensures compliance with approved service plans and prior authorizations and monitors the receipt, timeliness and completeness of authorized Medicaid home-based services.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
59	EVV.51	Solution should enable each provider of Medicaid home-based services with real-time access to and use of the solution and the EVV data they (or their employees) submit, with electronic data interchange capabilities to support all types of provider	Describe in detail how solution enables each provider of Medicaid home-based services with real-time access to and use of the solution and the EVV data they (or their employees) submit.	N/A	Choose an item.	

		organizations, individual caregivers, and employment with individual caregivers.				
--	--	--	--	--	--	--

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
60	EVV.52	Solution should enable each provider of Medicaid home-based services with real-time access to and use of the solution and the EVV data they (or their employees) submit, with electronic data interchange capabilities to support add or delete user access for individual (employed) caregivers, add or update information on users (such as individual identification numbers, photos, name changes, professional credentials), and restrict or suspend user access.	Describe in detail how solution enables each provider of Medicaid home-based services with real-time access to and use of the solution and the EVV data they (or their employees) use with the capabilities for add or delete user access for individual (employed) caregivers, add or update information on users (such as individual identification numbers, photos, name changes, professional credentials), and restrict or suspend user access.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
61	EVV.53	Solution should enable each provider of Medicaid home-based services with real-time access to and use of the solution and the EVV data they (or their employees) submit, with electronic data interchange capabilities to support: scheduling of individual service providers, timesheet creation, and real-time availability of individual caregiver schedules with notification of changes.	Describe in detail how solution enables each provider of Medicaid home-based services with real-time access to and use of the solution and the EVV data they (or their employees) submit, with electronic data interchange capabilities to support scheduling of individual service providers, timesheet creation, and real-time availability of individual caregiver	N/A	Choose an item.	

			schedules with notification of changes.			
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
62	EVV.54	Solution should enable each provider of Medicaid home-based services with real-time access to and use of the solution and the EVV data they (or their employees) submit, with electronic data interchange capabilities to support different types of visits and workflows, including unscheduled visits.	Describe in detail how solution enables each provider of Medicaid home-based services with real-time access to and use of the solution and the EVV data they (or their employees) submit, with electronic data interchange capabilities to support different types of visits and workflows, including unscheduled visits.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
63	EVV.55	Solution should enable each provider of Medicaid home-based services with real-time access to and use of the solution and the EVV data they (or their employees) submit, with electronic data interchange capabilities to support complete visit documentation, including tasks completed, notes, and assessments.	Describe in detail how solution enables each provider of Medicaid home-based services with real-time access to and use of the solution and the EVV data they (or their employees) submit, with electronic data interchange capabilities to support complete visit documentation, including tasks completed, notes, and assessments.	N/A	Choose an item.	
Bidder's Response:						



Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
64	EVV.56	Solution should enable each provider of Medicaid home-based services with real-time access to and use of the solution and the EVV data they (or their employees) submit, with electronic data interchange capabilities to support alerts when scheduled visits are not performed, completed, or verified.	Describe in detail how solution enables each provider of Medicaid home-based services with real-time access to and use of the solution and the EVV data they (or their employees) submit, with electronic data interchange capabilities to support alerts when scheduled visits are not performed, completed, or verified.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
65	EVV.57	Solution should enable each provider of Medicaid home-based services with real-time access to and use of the solution and the EVV data they (or their employees) submit, with electronic data interchange capabilities to support provider compliance with use of Nebraska's solution.	Describe in detail how solution enables each provider of Medicaid home-based services with real-time access to and use of the solution and the EVV data they (or their employees) submit, with electronic data interchange capabilities to support provider compliance with use of Nebraska's solution.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
66	EVV.58	Solution should be capable of capturing, storing, and utilizing multiple Nebraska-specific generated provider identification numbers utilized for atypical and typical providers.	Describe how solution is capable of capturing, storing, and utilizing multiple Nebraska-specific generated provider identification numbers utilized for atypical and typical providers.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
67	EVV.59	The solution should use a medical code set for coding diseases, signs and symptoms, abnormal findings, and external causes of injuries/diseases, as stipulated in 45 CFR Part 162.1002.	Describe how solution uses the currently HHS-mandated code sets and edits data during entry.	S&C.IC.2	Choose an item.	

Bidder's Response:

### G.3 Aggregator Requirements

In order to ensure comprehensive EVV data management and reporting, all data captured by the state solution should be combined with data consolidated from any provider agency solutions. In this open vendor model, the state Solution will provide aggregator functions to ensure the appropriate consolidation, processing and tracking of all Services covered within the DHHS programs. To meet the requirement for system use, providers must either (1) use the state-contracted solution resulting from this RFP or (2) at the provider's own expense and sole responsibility, use an alternative system that meets the requirements defined by DHHS. Any such certified alternative system must transmit all data to the state-contracted solution on a secure, seamless, real-time basis consistent with DHHS-approved specifications. DHHS is also open to alternative solutions and Contractor suggestions that have proven successful in other implementations.

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
68	AG.1	DHHS is implementing an open vendor EVV solution that must aggregate data from its own system, as well as data from individual providers' systems, to be submitted in a format approved by DHHS. The Contractor must use this aggregated data to conduct all appropriate EVV editing and reporting operations. DHHS is open to alternative solutions that have proven successful in other implementations.	Describe how solution's aggregator function works, and how it uses this aggregated data to conduct all appropriate EVV editing and reporting operations. Provide a description of how the state Solution will receive the aggregated data, and how the solution will handle and manage that data. Describe any alternative solutions that have proven successful in other implementations.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
69	AG.2	Solution should support the providers using this aggregator function, including at a minimum: interface support, training, customer support, communication of changes or enhancements.	Describe how solution supports the providers within this aggregator function, including at a minimum: interface support, training, customer support, communication of changes or enhancements.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
70	AG.3	Solution should be able to notify the provider if provider EVV solution visit data is incomplete or invalid when received.	Describe how solution notifies a provider if required EVV solution visit data is incomplete or invalid and how the aggregator function handles that data.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
71	AG.4	Solution should ensure that the data aggregator function can calculate total daily and weekly hours worked by caregivers. The data aggregator should be capable of aggregating hours across programs, providers, and members receiving services.	Describe how the data aggregator function calculates total daily and weekly hours worked by caregivers. Describe how the data aggregator will be capable of aggregating hours across programs, providers, and members receiving services.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
72	AG.5	Solution must calculate visit time logged for each visit, and follow any rounding rules used as agreed with DHHS. Solution must be configurable depending on program and service requirements.	Describe how solution calculates visit time logged for each visit, including any rounding rules used. Describe how solution can be configured depending on program and service requirements.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
73	AG.6	Solution should interface in near real time with other qualified EVV systems utilized by other entities, such as providers.	Describe how solution will interface in near real time with other qualified EVV systems utilized by other entities, such as providers.	N/A	Choose an item.	
Bidder's Response:						

## G.4 Privacy & Security Requirements:

The privacy of participant and provider data is critical to providing a safe, secure, confidential relationship between DHHS and its participants, partners and providers. The Solution must provide appropriate controls and capabilities within the system to ensure that the application meets security requirements and all data is secure, accurate and contained as required below.

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
74	PS.1	Solution must provide capabilities and safeguards to ensure the security and integrity of all data, functions and access across all users. Solution must provide systems capabilities and safeguards to ensure the security and integrity of the EVV program, use of the solution, EVV system website and mobile apps, and the EVV data received from providers, including: a) The prevention of EVV system use, service verification, or EVV data access by provider organizations, individual providers, or others without proper authorization and credentials; b) Electronic documentation and audit trails for all logins, system uses, errors, alerts, and changes to data, including corrections by billing providers.	Describe how solution provides systems capabilities and safeguards to ensure the security and integrity of the EVV program, use of the solution, EVV system website and mobile apps, and the EVV data received from providers, including: a) The prevention of EVV system use, service verification, or EVV data access by provider organizations, individual providers, or others without proper authorization and credentials; b) Electronic documentation and audit trails for all logins, system uses, errors, alerts, and changes to data, including corrections by billing providers.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
75	PS.2	Solution must meet and contractor must document compliance with NIST SP 800-53 Rev. 4 and SP 800-53A Rev. 4 (moderate) security and privacy standards through the completion of a System Security Plan (SSP) per Attachment D prior to Go-Live. Contractor must provide a Plan of Action	Describe how solution will meet the guidelines.	N/A	Choose an item.	

		<p>and Milestones (POA&amp;M) for any items not fully compliant.</p> <p>Compliance is subject to a qualified independent security controls assessment prior to solution implementation.</p> <p>Security and privacy control requirements may be met by confirmed attestation of compliance (e.g., FedRAMP, SOC 2).</p> <p>The Contractor will be responsible for engaging a qualified independent security controls assessment contractor. DHHS shall approve the selection of the security assessment contractor.</p>				
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
76	PS.3	Solution must comply with the <a href="#">DHHS Information Security Policy</a>	Describe how solution complies with the DHHS Information Security Policy.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
77	PS.4	Solution must provide for role-based access controls in a multi-tiered environment that allows DHHS and support coordinators and providers to create user roles and assign access to user roles for accessing system functions or viewing of appropriate levels of data. For instance, support coordination agencies serve recipients across multiple	Describe how solution will provide for role-based access controls in a multi-tiered environment that allows DHHS and support coordinators to create user roles and assign access to user roles for viewing of appropriate levels of data. For instance, support coordination	N/A	Choose an item.	

		provider agencies and must be able to access information across provider agencies, but only for those individuals that the support coordination agency serves. Roles must be flexible, allow for modifications and must be configured by appropriate levels of management.	agencies serve recipients across multiple provider agencies and must be able to access information across provider agencies, but only for those individuals that the support coordination agency serves. Describe how the roles are flexible, allow for modifications and can be configured by appropriate levels of management.			
--	--	--	--	--	--	--

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
78	PS.5	Solution must provide secure handling and storage of all data, including all sensitive participant and provider information in accordance with Health Insurance Portability and Accountability Act (HIPAA) requirements, including the Health Information Technology for Economic and Clinical Health (HITECH) Act amendments and NIST SP 800-53.	Describe how solution provides for secure handling and storage of all data, including all sensitive participant and provider information in accordance with Health Insurance Portability and Accountability Act (HIPAA) requirements, including the Health Information Technology for Economic and Clinical Health (HITECH) Act amendments.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
79	PS.6	Solution must monitor for all real or potential security incidents and privacy breaches. Notification must be received within 24 hours of identification, with expected impacts (known at the time) and remediation approach to be coordinated with DHHS.	Describe how solution provides monitoring and notification. Describe how notification will be delivered within 24 hours of identification, with expected impacts (known at the time) and remediation approach to be coordinated with DHHS.	N/A	Choose an item.	



Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
80	PS.7	Solution must have the capability to detect, prevent and reduce the potential likelihood or impact of fraudulent use of the EVV system.	Describe how solution has the capability to detect and prevent fraudulent use of the EVV system.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
81	PS.8	Solution must have the ability to monitor, track and report any modifications to the EVV system data. Solution must have the ability to track and report modifications to the EVV system data input elements after the direct service worker has checked in or out for services, including the name of the provider staff making the changes and the reason for changes.	Describe how solution has the ability to track and report modifications to the EVV system data input elements after the direct service worker has checked in or out for services, including the name of the provider staff making the changes and the reason for changes.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
82	PS.9	Solution must have the capability to limit providers' authority to modify service entries or input manual service entries based on program rules which may vary between programs. This must include limiting the number or percentage of	Describe how solution has the capability to limit providers' authority to modify service entries or input manual service entries based on program rules which may vary between programs. This includes limiting	N/A	Choose an item.	

		manual service entries a provider is allowed to enter.	the number or percentage of manual service entries a provider is allowed to enter.			
--	--	--	--	--	--	--

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
83	PS.10	Solution must allow for multi-factor authentication compatible with NIST SP 800-53 guidance for all or specific categories of users as determined by DHHS.	Describe how solution provides multi-factor authentication method of access control for all users as determined by DHHS.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
84	PS.11	Solution must provide for secure storage and complete, full-time online accessibility of all EVV data through defined security roles. This must include, but is not limited to the following: a. DHHS: Division of Medicaid and Long-Term Care Services; Division of Developmental Disabilities; DHHS Financial Services: Financial and Program Analysis; and Information Systems and Technology (IS&T); b. The Medicaid fiscal agent (FA and AWC) and any other state Medicaid Contractor(s) designated by DHHS; c. Attorney General's Office: Medicaid Fraud and Patient Abuse Unit; d. All support coordination agencies, case managers, and care coordinators designated by DHHS; and e. Medicaid enrolled providers of EVV mandatory services solely with respect to the specific service types and visits for which they are billing, the individual	Describe how solution provides for Secure storage and complete, full-time online accessibility of all EVV data through defined security roles. This includes, but is not limited to the entities identified in a-e.	N/A	Choose an item.	

		beneficiaries they are serving, and consistent with the applicable approved prior authorizations and service plans.				
--	--	---	--	--	--	--

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
85	PS.12	Solution must limit access to only the authorized group of stakeholders.	Describe how solution limits access to only the authorized individual stakeholders.	TA.BI.9	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
86	PS.13	Solution must protect electronic protected health information (ePHI), personally identifiable information (PII), and federal tax information (FTI) from improper alteration or destruction, including authentication mechanisms to corroborate that ePHI, PII, and FTI has not been altered or destroyed in an unauthorized manner.	Describe how solution protects electronic protected health information (ePHI), personally identifiable information (PII), and federal tax information (FTI) from improper alteration or destruction, including authentication mechanisms to corroborate that ePHI, PII, and FTI has not been altered or destroyed in an unauthorized manner.	TA.SP.10	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
87	PS.14	Solution must verify that a person or entity seeking access to electronic	Describe how solution verifies that a person or entity seeking access to electronic protected	TA.SP.11	Choose an item.	

		protected health information (ePHI), PII or FTI is the one claimed.	health information (ePHI), PII or FTI is the one claimed.			
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
88	PS.15	Solution must follow regulations that govern the safeguarding of information about applicants and beneficiaries. The following is the minimal set of information that must be safeguarded (1) Names, addresses and phone numbers; (2) Medical services provided; (3) Social and economic conditions or circumstances; (4) Agency evaluation of personal information; (5) Medical data, including diagnosis and past history of disease or disability; (6) Any information received for verifying income eligibility and amount of medical assistance payments. Income information received from the Social Security Administration (SSA) or the Internal Revenue Service must be safeguarded according to the requirements of the agency that furnished the data; and (7) Any information received in connection with the identification of legally liable third party resources.	Describe how solution follows regulations that govern the safeguarding of information about applicants and beneficiaries as listed in the requirement, including all safeguard procedures and compensating controls according to the HIPAA Security Rule. Describe the System Security Plan to be delivered prior to implementation, and if a draft is available provide the draft plan.	TA.SP.15	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
-------	----	-----------------------------------	------------------------	------------------	----------------------	--

89	PS.16	<p>Solution must comply with provisions for Administrative Simplification under the HIPAA of 1996 to ensure the confidentiality, integrity, and availability of ePHI, PII and FTI in transit and at rest, including: <a href="#">HIPPA Privacy Rule</a></p> <ul style="list-style-type: none"> <li>• Provide safeguards as described in the October 22, 1998 State Medicaid Director letter, Collaborations for Data Sharing between State Medicaid and Health Agencies;</li> <li>• Performs regular audits; and</li> <li>• Supports incident monitoring and reporting.</li> </ul>	<p>Describe how solution complies with provisions for Administrative Simplification under the HIPAA of 1996 to ensure the confidentiality, integrity and availability of ePHI, PII and FTI in transit and at rest, including all safeguards as described in the October 22, 1998 state Medicaid Director letter, Collaborations for Data Sharing between State Medicaid and Health Agencies. Describe regular audits performed. Describe how solution supports incident monitoring and reporting.</p>	TA.SP.18	Choose an item.	
----	-------	--	---	----------	-----------------	--

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
90	PS.17	<p>Solution must verify identity of all users, and deny access to invalid users. For example:</p> <ul style="list-style-type: none"> <li>• Requires unique sign-on credentials (ID and password)</li> <li>• Requires authentication of the receiving entity prior to a system initiated session, such as transmitting responses to eligibility inquiries.</li> </ul>	<p>Describe how solution verifies identity of all users, and denies access to invalid users.</p>	TA.SP.22	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
91	PS.18	<p>Solution must enforce password policies for length, character requirements, and updates.</p>	<p>Describe how solution enforces password policies for length, character requirements and updates.</p>	TA.SP.24	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
92	PS.19	Solution must support a user security profile that controls user access rights to data categories and system functions.	Describe how solution supports a user security profile that controls user access rights to data categories and system functions.	TA.SP.25	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
93	PS.20	Solution should permit supervisors or other designated officials to set and modify user security access profile.	Describe how solution permits supervisors or other designated officials to set and modify user security access profiles.	TA.SP.26	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
94	PS.21	Solution must include procedures for accessing necessary electronic Protected Health Information (ePHI), and PII in the event of an emergency; and continue protection of ePHI and PII during emergency operations.	Describe how solution includes procedures for accessing necessary electronic Protected Health Information (ePHI) and PII in the event of an emergency. Describe procedures and compensations to ensure continued protection of ePHI and PII during emergency operations. This may include Disaster Recovery and Business Continuity plans which provide these protections.	TA.SP.27	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
-------	----	-----------------------------------	------------------------	------------------	----------------------	--

95	PS.22	<p>Solution should support the SMA (the covered entity) in its responsibility for:</p> <p>(i) Standard security management processes by implementing policies and procedures to prevent, detect, contain, and correct security violations.</p> <p>(ii) Implementation specifications, which are all required of the contractor:</p> <p>(A) Risk analysis: Conduct an accurate and thorough assessment of the potential risks, threats, and vulnerabilities to the confidentiality, integrity, and availability of electronic protected health information (ePHI), personally identifiable information (PII) and federal tax information (FTI) managed, stored and processed on behalf of the covered entity.</p> <p>(B) Risk management: Implement security measures sufficient to reduce risks, threats, and vulnerabilities to a reasonable and appropriate level to comply with § 164.306(a) (CFR 45.164.306).</p> <p>(C) Sanction policy: Apply appropriate sanctions against workforce members who fail to comply with the security policies and procedures of the covered entity.</p> <p>(D) Information system activity review: Implement procedures to regularly review records of information system activity, such as audit logs, access reports, and security incident tracking reports.</p>	Describe solution's standard security management processes, including all items noted in the requirements.	TA.SP.3	Choose an item.	
----	-------	---	--	---------	-----------------	--

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
96	PS.23	Solution should alert appropriate staff authorities of potential violations of privacy safeguards, such as inappropriate access to confidential information.	Describe solution's capabilities for alerting appropriate staff authorities of potential violations of privacy safeguards, including	TA.SP.30	Choose an item.	

			inappropriate access to confidential information.			
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
97	PS.24	Solution should provide "right of access" and "request for access" to individuals to protect ePHI, and PII in a timely manner, per agreed turnaround times, that allows it to be included in responses to inquiries and report requests.	Describe solution's process capabilities for providing 'right of access' and 'request for access' to individuals to protect ePHI, and PII in a manner that allows it to be included in responses to inquiries and report requests. Note timeframes required to provide information.	TA.SP.31	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
98	PS.25	Solution should contain verification mechanisms that are capable of authenticating authority (as well as identity) for the use or disclosure requested. For example: <ul style="list-style-type: none"> <li>• Denies general practitioner inquiry for recipient eligibility for mental health services</li> <li>• Permits inquiries on claim status only for claims submitted by the inquiring provider.</li> </ul>	Describe solution's verification mechanisms that are capable of authenticating authority (as well as identity) for the use or disclosure requested.	TA.SP.32	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
99	PS.26	Solution must support encryption and decryption of stored ePHI, PII, and FTI or an equivalent alternative protection mechanism.	Describe solution's capabilities for supporting encryption and decryption of stored ePHI. PII and	TA.SP.33	Choose an item.	



			FTI or an equivalent alternative protection mechanism.			
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
100	PS.27	Solution must support encryption of ePHI, PII and FTI that is being transmitted, as appropriate.	Describe solution's capability to support encryption of ePHI, PII and FTI that is being transmitted.	TA.SP.34	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
101	PS.28	Solution should support integrity controls to guarantee that transmitted ePHI, PII, and FTI are not improperly modified without detection (e.g. provide secure claims transmission).	Describe solution's capability to support integrity controls to guarantee that transmitted ePHI, PII and FTI are not improperly modified without detection.	TA.SP.35	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
102	PS.29	Solution should provide data integrity of ePHI, PII and FTI by preventing and detecting improper alteration or destruction (e.g. double keying, message authentication, digital signature, check sums etc.).	Describe solution's capability to provide data integrity of ePHI, PII and FTI by preventing and detecting improper alteration or destruction.	TA.SP.36	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure

103	PS.30	Solution must provide the capability that all system activity can be traced to a specific user or entity.	Describe solution's capability for all system activity to be traced to a specific user or entity.	TA.SP.37	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
104	PS.31	Solution should identify and respond to suspected or known security and privacy incidents; mitigate any harmful effects of security and privacy incidents that are known to the covered entity or business associate; and document security incidents and their outcomes. (Such as exceed maximum number of logon attempts.)	Describe how solution identifies and responds to suspected or known security and privacy incidents; mitigates any harmful effects of security and privacy incidents that are known to the covered entity or business associate; and document security incidents and their outcomes.	TA.SP.38	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
105	PS.32	Solution must log system activity and enable analysts to examine system activity in accordance with audit policies and procedures (error diagnosis, and performance management) adopted by the agency.	Describe solution's capability for logging system activity and enabling analysts to examine system activity in accordance with audit policies and procedures adopted by the agency.	TA.SP.39	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
106	PS.33	Solution must support procedures for guarding, monitoring, and detecting malicious software (e.g. viruses, worms, malicious code, etc.).	Describe solution's ability to support procedures for guarding, monitoring, and detecting malicious software.	TA.SP.41	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
107	PS.34	Solution should have the capability to provide provision of access to an authorized user or request.	Describe solution's ability to have provide provision or access to an authorized user or request.	TA.SP.42	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
108	PS.35	Solution should contain indicators that can be set to restrict distribution of ePHI, PII and FTI in situations where it would normally be distributed.	Describe solution's ability to contain indicators that can be set to restrict distribution of ePHI, PII and FTI in situations where it would normally be distributed.	TA.SP.43	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
109	PS.36	Solution should track disclosures of ePHI, PII and FTI; and provide authorized users access to and reports on the disclosures.	Describe solution's ability to track disclosures of ePHI, PII and FTI; and to provide authorized users access to and reports on the disclosures.	TA.SP.44	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
110	PS.37	Solution must have standard Access Control specifications including, but not limited to:	Describe solution's capability for standard Access Control specifications, including all identified items i through iv.	TA.SP.5	Choose an item.	

		<p>(i) Assigning a unique name and/or number for identifying and tracking user identity.</p> <p>(ii) Establishing and implementing, as needed, emergency access procedures for obtaining necessary electronic protected health information (ePHI), PII, and FTI during an emergency.</p> <p>(iii) Implementing electronic procedures that terminate an electronic session after a predetermined time of inactivity.</p> <p>(iv) Implementing a mechanism to encrypt and decrypt electronic protected health information (ePHI), PII, and FTI.</p>				
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
111	PS.38	Roles and responsibilities of individuals should be separated through assigned information access authorization as necessary to prevent malevolent activity.	Describe solution's capability for separating roles and responsibilities of individuals through assigned information access authorization as necessary to prevent malevolent activity.	TA.SP.50	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
112	PS.39	User account access authorization should follow the concept of least privilege; allowing users access to only the information that is necessary to accomplish assigned tasks in accordance with business functions.	Describe solution's ability to manage user account access authorization following the concept of least privilege – allowing users access to only the information that is necessary to accomplish assigned tasks in accordance with their business functions.	TA.SP.51	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
113	PS.40	Accounts should be disabled after 3 consecutive invalid login attempts.	Describe solution's process for disabling the account access after 3 consecutive invalid login attempts.	TA.SP.52	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
114	PS.41	User account access should be reviewed on a quarterly basis at a minimum. User accounts should be appropriately disabled as roles and responsibilities change.	Describe solution's process for reviewing user account access quarterly, and disabling accounts as user roles and responsibilities change.	TA.SP.53	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
115	PS.42	After a State defined period of inactivity, the system should initiate a session lock; the session lock should remain in place until the user reestablishes access using established identification and authentication procedures.	Describe solution's ability to initiate a session lock after a state defined period of inactivity, and ensuring the session lock stays in place until the user reestablishes access using established identification and authentication procedures.	TA.SP.54	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure

116	PS.43	Solution should enforce physical access authorizations for all physical access points (including designated entry/exit points) to the facility where the information system resides (excluding those areas within the facility officially designated as publicly accessible).	Describe how solution enforces physical access authorizations for all physical access points to the facility where the solution resides.	TA.SP.56	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
117	PS.44	Solution should maintain a current list of personnel with authorized access to the space where required (e.g. review and approval of access list and authorization credentials at least once every 180 days, removes personnel from the access list that no longer require access).	Describe solution's process for maintaining a current list of personnel with authorized access to the space where solution resides and the process for maintaining the list.	TA.SP.57	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
118	PS.45	Physical access to information system distribution and transmission lines must be controlled within the facility to prevent unauthorized access.	Describe solution's ability to control physical access to information system distribution and transmission lines within the facility to prevent unauthorized access.	TA.SP.58	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
119	PS.46	Solution must guard against unauthorized access to electronic protected health information (ePHI), PII, or FTI that is being transmitted over an electronic communications network.	Describe solution's capabilities for guarding against unauthorized access to ePHI, PII or FTI that is being transmitted over an electronic communications network.	TA.SP.6	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
120	PS.47	Solution should implement policies and procedures that govern the receipt and removal of hardware and electronic media that contain electronic protected health information (ePHI), PII or FTI).	Describe solution's policies and procedures that govern the receipt and removal of hardware and electronic media that contain ePHI, PII or FTI, and the process for maintaining policies and procedures.	TA.SP.7	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
121	PS.48	Solution must enforce a sufficient level of authentication / identification against fraudulent transmission and imitative communications deceptions by validating the transmission, message, station or individual.	Describe solution's capability to enforce a sufficient level of authentication / identification against fraudulent transmission and imitative communications deceptions by validating the transmission, message, station or individual.	TA.SP.70	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
122	PS.49	Sensitive data in transit that requires confidentiality protection must be encrypted following industry-standards when traversing entity boundaries. For data in transit where the only concern is the protection of integrity, hashing techniques and message authentication codes can be used instead of encryption.	Describe solution's ability to encrypt sensitive data in transit that require confidentiality protection, following industry-standards when traversing entity boundaries.	TA.SP.72	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
123	PS.50	Solution must use only FIPS Pub 140-2-approved (or higher) encryption algorithms.	Describe solution's process for using FIPS Pub 140-2 approved (or higher) encryption algorithms.	TA.SP.74	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
124	PS.51	Solution must employ malicious code protection mechanisms at IT system information system entry and exit points and at workstations, servers, or mobile computing devices on the network to detect and eradicate malicious code.	Describe solution's capability to employ malicious code protection mechanisms at IT system information system entry and exit points and at workstations, servers, or mobile computing devices on the network to detect and eradicate malicious code.	TA.SP.75	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
125	PS.52	Solution must update malicious code protection mechanisms (including signature definitions) whenever new releases are available in accordance with IT system configuration management policy and procedures.	Describe solution's process for updating malicious code protection mechanisms (including signature definitions) whenever new releases are available in accordance with IT system configuration management policy and procedures.	TA.SP.76	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure



126	PS.53	Solution must implement and maintain reasonable and appropriate administrative, technical, and physical safeguards for protecting ePHI, PII and FTI in accordance with the HIPAA Security Rule on a control by control basis as defined by the NIST Cybersecurity Framework and NIST SP 800-53.	Describe solution's capabilities for implementing and maintaining reasonable and appropriate administrative, technical, and physical safeguards for protecting ePHI, PII and FTI in accordance with the HIPAA Security Rule on a control by control basis as defined by the NIST Cybersecurity Framework and NIST SP 800-53.	TA.SP.77	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
127	PS.54	Solution should support audit controls for hardware, software, and/or procedural mechanisms that record and examine activity in information systems that contain or use ePHI.	Describe solution's ability to support audit controls for hardware, software, and/or procedural mechanisms that record and examine activity in information systems that contain or use ePHI.	TA.SP.9	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
128	PS.55	Contractor must provide a hosting environment for all solution components that has a Federal Risk and Authorization Management Program (FedRAMP) Certification, FedRAMP Risk Assessment that indicates compliance, has a documented NIST 800-53 Rev 4 at a "moderate" system risk assessment designation, or is Statement on Standards for Attestation Engagements (SSAE-16) SOC 1 Type 2 and SOC 2 Type 2 compliant.	Describe the solution's hosting environment and how it meets identified standards.	N/A	Choose an item.	

Bidder's Response:

## G.5 Reporting Requirements:

DHHS must meet all federal reporting requirements, as well as those imposed by Nebraska regulations and policies. In addition, Program Integrity efforts will depend heavily on reporting capabilities from the EVV visit and claim data. Describe in the specific requirements below how Bidder's Solution provides these capabilities.

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
129	RR.1	Solution reporting module should provide reports in a variety of formats (hard copy, PDF, excel, csv, etc.).	Describe how the solution reporting module will make reports available in a variety of formats (hard copy, PDF, excel, csv, etc.).	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
130	RR.2	<p>Solution should make a complete set of data related to visits submitted for verifications, including but is not limited to the following elements, available for reporting:</p> <ol style="list-style-type: none"> <li>1. Individual receiving services</li> <li>2. Direct care worker</li> <li>3. Provider</li> <li>4. Location of visit</li> <li>5. Date of visit</li> <li>6. Start time of visit</li> <li>7. End time of visit</li> <li>8. Services delivered (e.g., respite, chore, personal assistance services)</li> <li>9. Manual or electronic verification</li> <li>10. Missed visits</li> <li>11. Late visits</li> <li>12. Independent verification by individual receiving services</li> <li>13. Payer (like an MCO)</li> <li>14. System which captured the visit data</li> </ol>	<p>Describe how the solution will make a complete set of data related to visits submitted for verifications, including but is not limited to the following elements, available for reporting:</p> <ol style="list-style-type: none"> <li>1. Individual receiving services</li> <li>2. Direct care worker</li> <li>3. Provider</li> <li>4. Location of visit</li> <li>5. Date of visit</li> <li>6. Start time of visit</li> <li>7. End time of visit</li> <li>8. Services delivered (e.g., respite, chore, personal assistance services)</li> <li>9. Manual or electronic verification</li> <li>10. Missed visits</li> <li>11. Late visits</li> <li>12. Independent verification by individual receiving services</li> <li>13. Payer (like an MCO)</li> <li>14. System which captured the visit data.</li> </ol>	N/A	Choose an item.	

			Provide a complete list of data elements available for purposes of reporting.			
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
131	RR.3	The final library of standard reports will be developed under direction of DHHS. DHHS will have final decisions regarding report capabilities, frequencies, access and output methods.	Provide a listing and examples of the default standard library of reports available.	N/A	Choose an item.	

Bidder's Response:						
--------------------	--	--	--	--	--	--

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
132	RR.4	Contractor should use a standard methodology for generating reports. Contractor's solution should provide ad hoc reporting functionality. Ad hoc reporting functionality will utilize "point and click" technology.	Describe the methodology for generating reports. Describe how bidder's solution will provide ad hoc reporting functionality, and how solution will utilize "point and click" technology.	N/A	Choose an item.	

Bidder's Response:						
--------------------	--	--	--	--	--	--

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
133	RR.5	Contractor must provide a report of verified visits that will be available to billing providers on an agreed cadence.	Provide an example of the report(s) of verified visits that will be available to billing providers.	N/A	Choose an item.	

Bidder's Response:						
--------------------	--	--	--	--	--	--

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
-------	----	-----------------------------------	------------------------	------------------	----------------------	--

134	RR.6	Solution must provide a report of visits not verified that will be available to billing providers.	Provide an example of the report of visits not verified that will be available to billing providers.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
135	RR.7	Solution should be able to create a report of all daily transactions by type.	Describe how DHHS will be able to access a report of all daily transactions by type, and provide an example of the report.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
136	RR.8	Solution's reporting system shall be configurable so that standard reports can be changed easily over the life of the contract.	Describe how the reporting system shall be configurable so that standard reports can be changed easily over the life of the contract.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
137	RR.9	Solution must provide for role-based access to reporting functionality and data rights. For example, providers must have access to reports for services they have provided and case managers will have access to reports for individuals for whom they manage care. (Not all users can access all reports.)	Describe how users will have role-based access to reporting functionality and data rights.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
138	RR.10	Solution should allow authorized users to design, save and share configurable dashboards and reports.	Describe how solution shall allow authorized users to design, save and share configurable dashboards and reports.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
139	RR.11	Solution should provide the flexibility to vary time periods for reporting purposes and to produce reports on daily, monthly, quarterly basis, or other frequency specified by the State.	Describe how solution shall provide the flexibility to vary time periods for reporting purposes and to produce reports on daily, monthly, quarterly basis, or other frequency specified by the State.	PE.PI2.16	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
140	RR.12	Solution should support reporting roles to include access such that DHHS can designate individuals to review, analyze and report all data across payers, providers, direct care workers, and individuals receiving services.	Describe how reporting roles include user access so that DHHS can designate individuals to review, analyze and report all data across payers, providers, direct care workers, and individuals receiving services.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
141	RR.13	Solution must have reporting functionality which will include tools to facilitate the presentation of data in meaningful ways, including tables, graphs and maps.	Describe how the reporting functionality will include tools to facilitate the presentation of data in meaningful ways, including tables, graphs and maps. Provide a	N/A	Choose an item.	

			complete list of tools that will be included in the solution to facilitate the presentation of data.			
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
142	RR.14	Solution should collect and store data needed to produce reports consistent with data collection plan to assess quality and appropriateness of care furnished to participants of the waiver program.	Describe solution's capability to collect and store data needed to produce reports consistent with the data collection plan to assess quality and appropriateness of care furnished to participants of the waiver program.	TA.BI.10	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
143	RR.15	Solution should provide reports that allow users to drill down from summarized data to detailed data.	Describe solution's ability to provide reports that allow users to drill down from summarized data to detailed data.	TA.BI.5	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
144	RR.16	Solution should support retrieval and presentation of data associated with geographic indicators such as state, county, and zip code.	Describe solution's ability to support retrieval and presentation of data associated with geographic indicators such as state, county and zip code.	TA.FR.1	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist	Bidding Ability	Gap Description and Recommendation for Closure
-------	----	-----------------------------------	------------------------	---------------	-----------------	--

				ID	Code	
145	RR.17	Solution should support federal reporting requirements when these requirements are met through the decision support services (DSS).	Describe how solution supports federal reporting requirements.	TA.FR.2	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
146	RR.18	Solution should support a variety of formats and output options (e.g. Word, Excel, html, Access database, GUI formats).	Describe how solution supports a variety of formats and output options.	TA.FR.4	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
147	RR.19	Solution should support simple queries and pre-formatted reports that are easy to access, follow a user-friendly protocol, and produce responses immediately.	Describe how solution supports simple queries and pre-formatted reports that are easy to access, follow a user-friendly protocol, and produce responses immediately.	TA.FR.6	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
148	RR.20	Solution should provide ad hoc reporting capability that presents summarized information on key factors (e.g. number of enrollees, total dollars paid) to executive staff upon request.	Describe how solution provides ad hoc reporting capabilities that present summarized information on key factors to executive staff upon request.	TA.FR.7	Choose an item.	
Bidder's Response:						



Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
149	RR.21	Solution should generate performance measures for specific business processes using predefined and ad hoc reporting methods.	Describe how solution generates performance measures for specific business processes using predefined and ad hoc reporting methods.	TA.PM.8	Choose an item.	
Bidder's Response:						

**G.6 Technical Requirements:**

Solution must be scalable, maintainable and supportable throughout the life of the contract to meet the needs of DHHS.

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
150	TEC.1	Solution must have the capacity and scalability for future expansion to support additional populations or services. Additional services or programs may be added or removed from the EVV implementation at the sole discretion of DHHS. This may be related to state and federal regulations changes, budget appropriations, court proceedings and other factors. Solution must support implementation of Home Health services prior to January 1, 2023. Solution must maintain adequate capacity and scalability to add other DHHS or other Nebraska agency services as needed.	Describe how solution has the capacity for future expansion to support additional populations or services.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
151	TEC.2	Solution must have the capacity for ongoing growth to meet DHHS needs, including but not limited to: a) recording, storing and exchange of all data, including direct service worker and recipient service data; b) with at least six (6) years of data active in all actions and dashboards; and c) For at least ten (10) rolling years' data for reporting.	Describe in detail the description of capability available to meet each requirement.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
152	TEC.3	Solution must be configurable to support multiple programs or services which have different policies, procedures and business rules, all of which are subject to change during the contract.	Explain how solution will be scalable and configurable to add new functional features and support more users and service types in the future without affecting the underlying system architecture or system performance.	PE.P11.23	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
153	TEC.4	Solution must have a comprehensive audit trail: a) Solution must provide an audit trail or log which identifies all access to PHI. b) Audit trail or log used to identify access to protected health information must be retained for a minimum of ten (10) years.	Describe in detail the audit trail, including all field level data retained, to track all changes to business rules. Describe how solution provides an audit trail or log to identify accesses to PHI for a minimum of ten (10) years. Include in the description the data elements that are retained to document the access.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
154	TEC.5	Solution should be browser agnostic and must be maintained, updated and supported with a cadenced and planned schedule. NE DHHS currently uses Internet Explorer as the browser standard. For provider and client facing systems, the State of Nebraska requires that the systems support the industry standard browsers such as Chrome, Firefox, Safari as well as Internet Explorer. Solution should support the current versions of these browsers with minimum backward compatibility for two older browser versions. Solution	Describe how solution provides full compatibility with selected browsers at current versions with backward compatibility for two older browser versions. Provide list of browsers supported, current versions supported and update / maintenance process.	TA.CS.6	Choose an item.	

		roadmap should include plans to maintain compatibility with future browser versions.				
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
155	TEC.6	Solution must include license and use of all software required to perform EVV capabilities and oversight.	Describe how licenses shall be provided as required by DHHS to allow users access to perform all necessary business functions.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
156	TEC.7	Unless otherwise mutually agreed to in writing, Contractor must maintain any and all hardware and software products required to support the solution at the most current to -2 version, including patches, fixes, upgrades, and releases for all software, firmware and operating systems. Any security patches must be maintained at most current level after thorough testing.	Describe method of maintaining all hardware and software patches, fixes, upgrades, and releases for all software, firmware and operating systems utilized by solution.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
157	TEC.8	Solution should provide an environment where components can be added or replaced quickly and non-disruptively.	Describe how solution shall provide an environment where components can be added or replaced quickly and non-disruptively.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
158	TEC.9	Solution should provide an architecture that has clearly defined service endpoints.	Provide a description of architecture and any architectural drawings.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
159	TEC.10	Solution must ensure all hardware, software, and communication components installed for use by state staff are compatible with the State's currently supported versions of the Microsoft Operating System, Microsoft Office Suite and Internet Explorer; and current technologies for data interchange.	Describe how the solution shall ensure all hardware, software, and communication components installed for use by state staff are compatible with the state's currently supported versions of the Microsoft Operating System, Microsoft Office Suite and Internet Explorer; and current technologies for data interchange.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
160	TEC.11	Solution should provide context sensitive help (situational clarification and support associated with process specific steps), to support user activities (e.g. maintenance activities).	Describe how solution shall provide context sensitive help (situational clarification and support associated with process specific steps), to support user activities (e.g. maintenance activities).	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
161	TEC.12	Contractor shall provide the solution's technical, functional, and performance documents as required by the IV&V Contractor.	Describe solution's process for maintaining and providing solution's technical, functional and performance documents as required by the IV&V Contractor.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
162	TEC.13	Solution must support multiple web services standards, including web services, specifications, and adapters (e.g., ODBC, Web Service (WSDL, WS-*, SOAP, REST, UDDI, ODATA), JSON-WDP, MS SQL, SQL Server, Oracle, FTPS, SFTP, HTTPS, MSMQ).	Describe which web services standards the solution shall support: web services, specifications, and adapters (e.g., ODBC, Web Service (WSDL, WS-*, SOAP, REST, UDDI, ODATA), JSON-WDP, MS SQL, SQL Server, Oracle, FTPS, SFTP, HTTPS, MSMQ).	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
163	TEC.14	Solution should use technology-neutral interfaces that localize and minimize impact of new technology insertion or replacement.	Describe solution's technology-neutral interfaces that localize and minimize impact of new technology insertion or replacement.	TA.CM.4	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure

164	TEC.15	Solution should develop data models (conceptual, logical and physical) that include mapping of information exchange with external organizations.	Describe solution's ability to develop data models that include mapping of information exchange with external organizations.	TA.DAM.3	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
165	TEC.16	Solution should apply single source of information methodologies.	Describe solution's ability to apply single source of information methodologies.	TA.DAM.7	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
166	TEC.17	Solution should use standardized business rules definitions that reside in a separate application or rules engine.	Describe solution's ability to use standardized business rules definitions that reside in a separate application or rules engine.	TA.DM.1	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
167	TEC.18	Solution should use a rules editor that maintains the current version of standardized business rules definitions in a language that business people can interpret and transforms them into machine language to automate them.	Describe solution's ability to use a rules editor that maintains the current version of standardized business rules definitions in a language that business people can interpret and transforms them into machine language to automate them.	TA.DM.2	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
168	TEC.19	Authorized user(s) must have access to user activity history and other management functions, including but is not limited to log-on approvals/disapprovals and log search and playback.	Describe solution's ability for authorized users to have access to user activity history and other management functions, including but not limited to log-on approvals / disapprovals and log search and playback.	TA.LG.1	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
169	TEC.20	Contractor should provide a current product roadmap which provides details regarding planned updates, timing of product versions/releases, end of support (EOS) and end of life (EOL) for current and past versions. Roadmap should contain information regarding third-party products that the solution utilizes. Product roadmap should be updated quarterly.	Describe solution's product roadmap, release schedule, planned roadmap enhancements, any plans for end of support or end of life, and other product version/release information.	S&C.LC.11	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
170	TEC.21	Solution should use regionally standardized business rule definitions in both human and machine-readable formats.	Describe how solution uses regionally standardized business rule definitions in both human and machine-readable formats.	S&C.MS.10	Choose an item.	
Bidder's Response:						

<u>Req.#</u>	<u>ID</u>	<u>Contractor / Solution Requirement</u>	<u>Instructions to Bidder</u>	<u>CMS Checklist ID</u>	<u>Bidding Ability Code</u>	<u>Gap Description and Recommendation for Closure</u>



171	TEC.22	Solution should define and utilize system modules that can be interchanged without major system design.	Describe how solution defines and utilizes system modules that can be interchanged without major system redesign.	S&C.MS.14	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
172	TEC.23	Solution should use an intrastate rules engine separate from core programming with established interstate standardized business rules definitions.	Describe how solution uses an intrastate rules engine separate from core programming with established interstate standardized rules definitions.	S&C.MS.16	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
173	TEC.24	All system design documents should utilize a widely supported modeling language (e.g., UML, BPMN).	Describe system design document modeling language which solution uses.  DHHS utilizes Sparx Systems Enterprise Architect (EA) for modeling artifacts. Model artifacts shall be importable to the Sparx EA tool.	S&C.MS.18	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
174	TEC.25	Modularity must be verified through extensive testing that demonstrates compliance with chosen interface standards and specifications.	Describe how testing will verify modularity using extensive testing that demonstrates compliance with chosen interface standards and specifications.	S&C.MS.4	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
175	TEC.26	Solution should leverage reliable messaging, including guaranteed message delivery (without duplicates) and support for non-deliverable messages.	Describe solution's message capabilities, including guaranteed message delivery and support for non-deliverable messages.	TA.SOA.2	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
176	TEC.27	Contractor must develop and deliver a Conceptual Data Model that depicts the business area high-level data and general relationships for intrastate exchange.	Describe solution's conceptual data model and how it depicts the business area high-level data and general relationships for intrastate exchange.	IA.CDM.1	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
177	TEC.28	The system data models (conceptual, logical, and physical) delivered and developed by the contractor should identify relationships between key entities in the enterprise.	Describe solution's system data models which are delivered and developed by contractor and how contractor will identify relationships between key entities in the enterprise.	IA.CDM.2	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
178	TEC.29	Solution should utilize an intrastate metadata repository that defines the	Describe how solution will provide metadata information that defines	IA.DMS.2	Choose an item.	

		data entities, attributes, data models, and relationships sufficiently to convey the overall meaning and use of data and information.	the data entities, attributes, data models, and relationships sufficiently to convey the overall meaning and use of the data and information. Solution shall provide meta data information in industry standard export formats.			
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
179	TEC.30	Solution should define and utilize statewide standard data definitions, data semantics, and harmonization strategies.	Describe how solution defines and utilizes statewide standard data definitions, data semantics, and harmonization strategies.	IA.DMS.4	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
180	TEC.31	Solution should support consumption of data in multiple formats from many sources, such as vital statistics, MCO encounter data, benefit manager encounter data (pharmacy, dental, mental health), waiver program data, and census bureau.	Describe how solution supports consumption of data in multiple formats from many sources.	IA.DS.11	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
181	TEC.32	Solution's user interface or associated interfaces should provide text titles for frames to facilitate frame identification and navigation.	Describe how solution's user interface or associated interfaces provide text titles for frames to facilitate frame identification and navigation.	TA.CS.10	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
182	TEC.33	Solution's transactions must execute in a reasonable amount of time.	Describe solution's transaction execution time, and how execution time is monitored and reported.	TA.PM.5	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
183	TEC.34	Solution should collect information in predefined formats.	Describe how solution will collect information in predefined formats, and identify formats used.	TA.PM.6	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
184	TEC.35	Solution must provide the ability to record and monitor the performance and utilization of resources within the overall system.	Describe how solution provides the ability to record and monitor the performance and utilization of resources within the overall system.	TA.PM.7	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
185	TEC.36	The Department prefers cloud-based hosting for the solution. The delivery of the solution/services should be seamless with the hosting solution providing the flexibility to integrate other solutions for security and regulatory purposes in the future and be cost-effective and scalable. Solution must provide production, UAT and training environments. Solution must provide visibility into capabilities of development and SIT environments, and must provide access to SIT environment to	Describe solution's approach to hosting and how delivery of the solution will be seamless. Describe how hosting solution provides the flexibility to integrate other solutions for security and regulatory purposes in the future and be cost-effective and scalable. Also show how solution meets State and Federal regulations, security and performance requirements. Describe the production, UAT and training environments.	N/A	Choose an item.	

		support interface testing prior to UAT. Solution must provide ongoing access to a UAT environment for integration and solution testing during the operations phase to support approved changes via the approved change management process.				
Bidder's Response:						

**G.7 Data Management Requirements:**

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
186	DM.1	Solution must verify that all fields defined as numeric contain only numeric data.	Describe how solution verifies that all fields defined as numeric contain only numeric data.	TA.SP.1	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
187	DM.2	Solution must verify that all fields defined as alphabetic contain only alphabetic data.	Describe how solution verifies that all fields defined as alphabetic contain only alphabetic data.	TA.SP.2	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
188	DM.3	Solution must support data integrity through system controls for software program changes and promotion to production.	Describe how solution supports data integrity through system controls for software program changes and promotion to production.	TA.SP.23	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
189	DM.4	Solution should have the capability to handle requests for amendment and support timely action of making amendments to ePHI, PII and FTI about the individual in a designated record set.	Describe how solution handles requests for amendment and supports timely action of making amendments to ePHI, PII and FTI about the individual in a designated record set.	TA.SP.45	Choose an item.	

Bidder's Response:

**G.8 Integration and Interoperability Requirements:**

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
190	IIO.1	Contractor will be responsible for understanding the business processes to automate and document appropriate workflows, business rules, data flow and metadata within the solution and work collaboratively with the DHHS System Integration Team.	Describe how the Contractor shall be responsible for understanding the business processes to automate and document appropriate workflows, business rules, data flow and metadata within the solution and work collaboratively with the DHHS system integration team.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
191	IIO.2	Solution must support use of XML standard messaging format to ensure interoperability.	Describe how the solution will use XML standard messaging format to ensure interoperability.	TA.DC.9	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
192	IIO.3	Solution must provide for all service endpoints/APIs to be exposed to the DHHS Translator and be able to receive and submit messages through the Translator or other integration points as required.	Describe how solution provides for all service endpoints/APIs to be exposed to the DHHS Translator and are able to receive and submit messages through the Translator or other integration points as required.	N/A	Choose an item.	
Bidder's Response:						



Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
193	IIO.4	Contractor shall collaborate with all State enterprise contractors and solutions to accurately collect, process, and distribute applicable HIPAA EDI transactions.	Describe methods for collecting, processing and distributing applicable HIPAA EDI transactions.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
194	IIO.5	Solution should have the ability to identify data or transaction errors in web services or batch file transactions and immediately notify the source system of the specific errors, where possible.	Describe how solution will have the ability to identify data or transaction errors in web services or batch file transactions and immediately notify the source system of the specific errors, where possible. Describe solution's method for error handling in data transfers.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
195	IIO.6	Solution must be capable of supporting multiple data exchange protocols.	Provide a list of protocols supported.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
196	IIO.7	Solution must integrate with the existing and planned Nebraska DHHS systems. The Nebraska technology roadmap includes numerous in-process and upcoming system changes. Solution	Describe how the solution integrates with the Nebraska DHHS systems, and will continue to align and integrate with new systems as they evolve.	N/A	Choose an item.	

		must maintain currency and integration points as DHHS Systems evolve.				
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
197	IIO.8	Solution must securely transmit all raw data elements to DHHS and the Medicaid FMS agent in the DHHS-approved format and according to a DHHS-approved transmission schedule.	Describe how solution will securely transmit all raw data elements to DHHS and the Medicaid FMS agent in the DHHS-approved format and according to a DHHS-approved transmission schedule.	N/A	Choose an item.	

Bidder's Response:						
--------------------	--	--	--	--	--	--

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
198	IIO.9	<p>Solution must interface with the DHHS system modules and HCBS providers to authorize payment of claims based on verified delivery of services and compliance with the rules and regulations associated with the service.</p> <ul style="list-style-type: none"> <li>a) Contractor will work with DHHS and their billing agents and providers to establish a means for sending customized electronic 837s (electronic claims) to the DHHS systems for adjudication.</li> <li>b) The system architecture must be flexible enough to add future desired populations, programs, and services, which have different policies and procedures.</li> <li>c) 837 file format must be customized to meet DHHS requirements.</li> <li>d) Solution must have the capability to consolidate and submit claims on a weekly basis.</li> </ul>	Describe how solution will interface with the DHHS system modules and HCBS providers to authorize payment of claims based on verified delivery of services and compliance with the rules and regulations associated with the service. Describe how standard and custom 837 files can be used for claims submission. Describe how the system architecture is flexible enough to add future desired populations, programs, and services, which have different policies and procedures. Describe how 837 file format will be customized to meet DHHS requirements.	N/A	Choose an item.	

Bidder's Response:						
--------------------	--	--	--	--	--	--

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
199	IIO.10	DHHS will extract data exports from DHHS systems to send to the solution to enable EVV processing. These exports will include data for eligible recipients, eligible providers, service plan, and prior authorization details. Solution must use DHHS file formats where needed and may use proprietary or modified standard formats as appropriate.	Describe how solution will support the data exports from DHHS systems, including standard or customized files. Provide standard file formats used for data transfers.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
200	IIO.11	Solution should take advantage of best practices for Medicaid EVV systems and electronic data interchange with Medicaid Management Information Systems and eligibility and enrollment systems.	Describe how solution takes advantage of best practices for Medicaid EVV systems and electronic data interchange with Medicaid Management Information Systems and eligibility and enrollment systems.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
201	IIO.12	Contractor must document all interfaces in an Interface Control Document (ICD) which will include data layout documentation, data mapping crosswalk, inbound/outbound capability and frequency of all interfaces. As new interfaces are required, ICDs for those will be created and shared with, and reviewed and approved by DHHS.	Describe how solution will document all interfaces in an Interface Control Document (ICD) which will include data layout documentation, data mapping crosswalk, inbound/outbound capability and frequency of all interfaces. Bidder will provide standard ICDs for existing interfaces with proposal. Describe how ICDs are maintained.	TA.SE.3	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
202	IIO.13	Contractor must design, develop and maintain interfaces. Each Application Program Interface (API) and component that will interface with the Systems Integration Services Integration Platform will be documented using a mutually agreed upon ICD template. This effort is performed in collaboration with other stakeholders in the State's healthcare programs enterprise.	Describe how contractor will design, develop and maintain interfaces, keep them current, and include new APIs and interfaces as developed.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
203	IIO.14	Solution must be able to receive information in batch and individual transactions.	Describe how solution is able to receive information in batch and individual transactions.	PE.P11.24	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
204	IIO.15	Solution must be able to exchange and track service authorization information (e.g., flat file, X12 278) with multiple external sources and the Integration Platform.	Describe how solution shall be able to exchange and track service authorization information (e.g., flat file, X12 278) with multiple external sources and the Integration Platform.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
205	IIO.16	Solution must have the ability to receive, store, and process provider and member data from the State's eligibility system, legacy MMIS, and Integration Platform, at a frequency and in a format determined by the State (e.g., daily).	Describe how solution shall have the ability to receive, store, and process provider and member data from the State's eligibility system, legacy MMIS, and Integration Platform, at a frequency and in a format determined by the State (e.g., daily).	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
206	IIO.17	Contractor must work collaboratively with DHHS and other Contractors as required by DHHS.	Describe experience working collaboratively with other clients and vendors on previous projects.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
207	IIO.18	Solution must conduct information exchange (internally and externally) using MITA Framework, industry standards, and other nationally recognized standards.	Describe solution's capability in conducting information exchange using MITA Framework, industry standards and other nationally recognized standards.	TA.DAM.2	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
208	IIO.19	Solution should define and utilize information sharing and event notification standards to allow aggregated and integrated information.	Describe how solution defines and utilizes information sharing and event notification standards to allow aggregated and integrated information.	TA.LG.2	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
209	IIO.20	Solution architecture must preserve the ability to efficiently, effectively, and appropriately exchange data with other participants in the health and human services enterprise.	Describe how solution architecture preserves the ability to efficiently, effectively and appropriately exchange data with other participants in the health and human services enterprise.	S&C.IC.6	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
210	IIO.21	Solution should use open standards between all key interfaces where feasible.	Describe how solution uses open standards between all key interfaces where feasible.	S&C.MS.2	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
211	IIO.22	Solution should securely conduct electronic information exchange via an information hub when interfacing within the agency and with intrastate agencies.	Describe how solution securely conducts electronic information exchange via an information hub when interfacing within the agency and with intrastate agencies.	TA.DC.10	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
212	IIO.23	Solution should utilize a MITA-recommended ESB, automated	Describe how solution utilizes a MITA-recommended ESB, automated arrangement,	TA.SOA.1	Choose an item.	

		arrangement, coordination, and management of system.	coordination and management of systems.			
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
213	IIO.24	Solution should use RESTFUL and/or SOAP-based web services for seamless coordination and integration when interfacing with the U.S. Department of Health & Human Services (HHS) applications, and intrastate agencies.	Describe how solution uses RESTFUL and/or SOAP-based web services for seamless coordination and integration when interfacing with the US HHS applications and intrastate agencies.	TA.SE.2	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
214	IIO.25	Contractor should conduct system coordination between intrastate agencies and external entities.	Describe how contractor will conduct system coordination between intrastate agencies and external entities.	TA.SOA.4	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
215	IIO.26	Solution must provide secure, HIPAA-compliant software and documentation for use by providers to submit electronic claims.	Describe how solution provides secure, HIPAA-compliant software and documentation for use by providers to submit electronic claims.	IA.DS.6	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist	Bidding Ability	Gap Description and Recommendation for Closure
-------	----	-----------------------------------	------------------------	---------------	-----------------	--

				ID	Code	
216	IIO.27	Solution should comply with the SMA's standardized structure and vocabulary data for automated electronic intrastate interchanges and interoperability.	Describe how solution will comply with the SMA's standardized structure and vocabulary data for automated electronic intrastate interchanges and interoperability.	IA.DS.9	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
217	IIO.28	Solution's Logical Data Model (LDM) should support identification of data classes, attributes, relationships, standards, and code sets for intrastate exchange.	Describe how solution's Logical Data Model supports identification of data classes, attributes, relationships, standards, and code sets for intrastate exchange.	IA.LDM.5	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
218	IIO.29	Solution must support or regulate connections with other information systems (e.g. solution to outside of the SMA authorization boundary) through the use of Interconnection Security Agreements. Interconnection Security Agreements document the interface characteristics, security requirements, and the nature of the information communicated over the connection.	Describe how solution supports or regulates connections with other information systems through the use of Interconnection Security Agreements which document the interface characteristics, security requirements, and the nature of the information communicated over the connection.	TA.SP.55	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
-------	----	-----------------------------------	------------------------	------------------	----------------------	--



219	IIO.30	To minimize the amount of data being transferred across the State's commodity internet connections to cloud provider data centers, the State of Nebraska has established point-to-point private network connections to Microsoft Azure and Amazon AWS. Describe how the proposed solution utilizes one of these connections, or something similar, to transfer data to/from the State's on premise systems.	Describe how the proposed solution utilizes one of these connections, or something similar, to transfer data to/from the State's on premise systems.	N/A	Choose an item.	
-----	--------	---	--	-----	-----------------	--

Bidder's Response:

**G.9 Business Continuity and Disaster Recovery Requirements**

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
220	BCDR.1	Contractor should develop operational procedures in coordination with other enterprise module contractors to restore system availability.	Describe how solution shall integrate with other DHHS modules to ensure continuity of service and notification of service impacts automatically.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
221	BCDR.2	Contractor shall establish and maintain an EVV System Disaster Recovery and Business Continuity Plan. The draft version of the EVV System Disaster Recovery and Business Continuity Plan shall: A. Be submitted with the proposal; B. Be reviewed and approved by DHHS within timeframes agreed in approved work plan.	Provide a draft version of the EVV System Disaster Recovery and Business Continuity plan with proposal as noted. Plan should include RPO and RTO. The EVV System Disaster Recovery and Business Continuity Plan must, at a minimum, address the following elements:	N/A	Choose an item.	

		<p>C. Be compliant with Federal Guidelines identifying every resource that requires backup and to what extent backup is required.</p> <p>The EVV System Disaster Recovery and Business Continuity Plan must, at a minimum, address the following elements:</p> <p>A. Establish the purpose and scope of the Disaster Recovery and Business Continuity Plan;</p> <p>B. Acknowledge and ensure compliance with applicable HIPAA and HITECH standards;</p> <p>C. Describe the approach and strategy to disaster recovery and business continuity;</p> <p>D. Describe recovery point performance specifications and RTO of no more than 48 hours;</p> <p>E. RPO is the maximum targeted period in which data might be lost from a disaster incident. The EVV solution needs to ensure no more than 5 minutes' worth of data loss in case of a disaster.</p> <p>F. Establish roles and responsibilities for managing disaster recovery and business continuity;</p> <p>G. Identify risk areas;</p> <p>H. Describe protocols for managing disaster recovery and business continuity (during and after);</p> <p>I. Describe the approach to ongoing testing and validation of the EVV System Disaster Recovery and Business Continuity Plan;</p> <p>J. Describe the frequency of updates. At a minimum, the plan shall be updated annually, or as needed more frequently.</p>	<p>A. Establish the purpose and scope of the Disaster Recovery and Business Continuity Plan;</p> <p>B. Acknowledge and ensure compliance with applicable HIPAA and HITECH standards;</p> <p>C. Describe the approach and strategy to disaster recovery and business continuity;</p> <p>D. Describe recovery point performance specifications and RTO of no more than 48 hours;</p> <p>E. RPO is the maximum targeted period in which data might be lost from a disaster incident. The EVV solution needs to ensure no more than 5 minutes' worth of data loss in case of a disaster.</p> <p>F. Establish roles and responsibilities for managing disaster recovery and business continuity;</p> <p>G. Identify risk areas;</p> <p>H. Describe protocols for managing disaster recovery and business continuity (during and after);</p> <p>I. Describe the approach to ongoing testing and validation of the EVV System Disaster Recovery and Business Continuity Plan;</p> <p>J. Describe the frequency of updates. At a minimum, the plan shall be updated annually, or as needed more frequently.</p>			
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
222	BCDR.3	Contractor shall provide backup and recovery processes in the event of a system malfunction or disaster situation	Describe the backup and recovery processes in the event of a system malfunction or	N/A	Choose an item.	

		in accordance with the DHHS-approved EVV System Disaster Recovery and Business Continuity Plan. Contractor's backup and recovery processes shall promote the ability to rebound, resume operations, and minimize service disruption to solution users and stakeholders. This must include offsite electronic and physical storage in the United States. In addition, Contractor must identify the software and data backup approach. It is the responsibility of the Contractor to insure continued connectivity and interface with the system.	disaster situation in accordance with the DHHS-approved EVV System Disaster Recovery and Business Continuity Plan. Describe how the backup and recovery processes shall promote the ability to rebound, resume operations, and minimize service disruption to solution users and stakeholders. This includes offsite electronic and physical storage in the United States. In addition, identify the software and data backup approach.			
--	--	---	---	--	--	--

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
223	BCDR.4	Contractor must provide redundancies built into the architecture of the solution to maintain continual operations.	Describe redundancies built into the architecture of the solution to maintain continual operations. Describe how solution is designed to meet 99.5% uptime service level.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
224	BCDR.5	Contractor must develop and deliver a Business Continuity Plan (BCP) for the solution and the Contractor company that: identifies essential missions and business functions and associated contingency requirements. These requirements include recovery objectives, restoration priorities, contingency roles, responsibilities and addresses maintaining essential business functions despite an information system disruption, compromise, or failure. This plan should be reviewed and updated on a yearly basis.	Describe essential missions and business functions and associated contingency requirements covered in the Business Continuity Plan. Include recovery objectives, restoration priorities, contingency roles, responsibilities, and address maintaining essential business functions despite an information system disruption, compromise or failure. Describe	TA.SP.46	Choose an item.	

			maintenance, review and update processes.			
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
225	BCDR.6	Solution must include an alternate storage site, which includes (at a minimum) necessary agreements to permit the storage and recovery of system backup information and the resumption of system operations for business functions within the time period specified. Contractor must establish alternate telecommunications services including necessary agreements to permit the resumption of information system operations for essential business functions.	Describe solution's use of an alternate storage site, which includes necessary agreements to permit the storage and recovery of system backup information and the resumption of system operations for business functions within the time period specified. Describe how solution has established alternate telecommunications services including necessary agreements to permit the resumption of information system operations for essential business functions.	TA.SP.48	Choose an item.	

Bidder's Response:						
--------------------	--	--	--	--	--	--

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
226	BCDR.7	Solution must provide for the recovery and reconstitution of the information system to a known state after a disruption, compromise, or failure. Recovery of the information system after a failure or other contingency shall be done in a trusted, secure, and verifiable manner.	Describe how solution provides for the recovery and reconstitution of the information system to a known state after a disruption, compromise or failure. Describe how this is done in a trusted, secure and verifiable manner, and include anticipated RTOs.	TA.SP.49	Choose an item.	

Bidder's Response:						
--------------------	--	--	--	--	--	--

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
227	BCDR.8	A short-term uninterruptible power supply should be employed to facilitate an orderly shutdown of the information system in the event of a primary power source loss.	Describe how the facilities hosting the solution are designed to be resilient during a power source loss.	TA.SP.61	Choose an item.	
Bidder's Response:						

## **G.10 Project Management and Implementation Requirements:**

In any project of this magnitude, with stakeholders from so many different perspectives, quality project management skills and experience can make all the difference in quality. DHHS is focused on ensuring that the EVV project is structured in such a way to support a successful implementation. Bidder will describe below, how each facet of project management will be implemented and used.

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
228	PMI.1	Contractor must utilize industry recognized project management approaches, such as PMI PMBOK in order to complete the scope of work. Contractor must follow an agreed project management lifecycle and implementation processes.	Describe how industry recognized project management approaches, such as PMI PMBOK, will be utilized in order to complete the scope of work. The description must specifically address the project management lifecycle and implementation processes.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
229	PMI.2	Contractor must develop and maintain a Project Management Plan (PMP). The PMP must be delivered to DHHS within 30 days of contract signing. Included in the PMP will be the following: <ol style="list-style-type: none"> <li>1. Communications Plan</li> <li>2. Change Management Plan</li> <li>3. Staffing Management Plan</li> <li>4. Quality Management Plan</li> <li>5. Risk Management Plan</li> <li>6. Issue Management Plan</li> <li>7. Work Breakdown Structure.</li> </ol> The PMP plan must be reviewed and approved by DHHS staff, and any identified adjustments will be made prior to signoff.	Describe development and maintenance of Project Management Plan (PMP), including the following: <ol style="list-style-type: none"> <li>1. Communications Plan</li> <li>2. Change Management Plan</li> <li>3. Staffing Management Plan</li> <li>4. Quality Management Plan</li> <li>5. Risk Management Plan</li> <li>6. Issue Management Plan</li> <li>7. Work Breakdown Structure.</li> </ol> Describe how the PMP will be continuously maintained and communicated to DHHS, including related documents, as the project progresses. Describe process for providing PMP to DHHS for review and approval.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
230	PMI.3	Contractor should utilize standard procedures and tools to track project items, decisions, issues, risks, defects, and resolutions.	Describe and provide examples of the procedures and tools that will track project items, decisions, issues, risks, defects, and resolutions.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
231	PMI.4	Contractor resources must participate in all levels of project governance as necessary, to include, but is not limited to: all monthly project steering committee meetings to discuss project activities, deliverables, milestones, risks, and issues; and all weekly operating committee meetings to discuss issues, risks, project progression, resource changes, and other areas related to the scope of work.	Describe how resources will participate in all levels of project governance as necessary, to include, but is not limited to: all monthly project steering committee meetings to discuss project activities, deliverables, milestones, risks, and issues; and all weekly operating committee meetings to discuss issues, risks, project progression, resource changes, and other areas related to the scope of work.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
232	PMI.5	Contractor must participate in and capture notes from all necessary project meetings. Contractor shall be responsible for creation and dissemination of all project meeting agendas, minutes, and necessary documentation.	Describe how Contractor staff shall participate in and capture notes from all necessary project meetings, and will be responsible for creation and dissemination of all project meeting agendas, minutes, and necessary documentation.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
233	PMI.6	Contractor should facilitate a project initiation kickoff meeting with key stakeholders and create a kickoff meeting presentation targeted to specific audiences. The presentation shall be submitted to and approved by DHHS.	Describe the project initiation kickoff meeting with key stakeholders and create a kickoff meeting presentation targeted to specific audiences. Describe support required from DHHS to complete kickoff presentation.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
234	PMI.7	Contractor must provide all deliverables and/or documentation as identified in the project's work plan.	Describe how all deliverables and/or documentation as identified in the project's work plan will be created and reviewed within Contractor's team prior to submission to DHHS for review and approval.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
235	PMI.8	Contractor must provide a deliverable review and acceptance process which will be approved by DHHS. The following will need to be taken into account in the process: 1. The size and complexity of the deliverables will be taken into account when determining the length of time available for review cycles. Collaboration with DHHS staff for review turnaround expectations is required. 2. Any change control processes will be taken into consideration. 3. Informal walkthroughs of draft deliverables will be considered.	Describe the deliverable review and acceptance process to be approved by DHHS. Note how items 1-4 will be considered and addressed.	N/A	Choose an item.	



		4. Simultaneous review of numerous deliverables will not be permitted without approval.				
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
236	PMI.9	Contractor must submit a monthly status report. The report must contain the following at a minimum: 1. Current project work plan and schedule with percentage completes for milestones. 2. Overall completion status. 3. All past due tasks or milestones and the plan(s) for completing them. 4. Planned tasks and activities for the next 30 days. 5. Identification of any staffing issues or changes. 6. Current status on all identified issues. 7. Current status on all identified risks. 8. Current status on testing and metrics. 9. Current status on any service level agreements.	Describe the process for creating a monthly status report to include all items 1-9, along with examples. Draft monthly status report to be submitted with response.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
237	PMI.10	Bidder shall provide a draft Project Work Plan with project time frames. Contractor will develop and submit the detailed PWP in the first 30 days of the contract. DHHS will retain final approval of the PWP.	Bidder shall provide a draft Project Work Plan with projected time frames.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
238	PMI.11	Contractor shall develop and maintain a detailed Project Work Plan (PWP) and a Gantt Chart that is aligned with the scope of the work outlined in this RFP. The PWP should identify realistic person hours of effort for each task and identify planned completion dates for all deliverables and milestones. All documents must be provided in a DHHS approved format that is accessible and readable by State staff.	Provide a sample Project Work Plan showing activities and timeframes for a recent successful EKV implementation.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
239	PMI.19	DHHS will provide access to SharePoint (electronic document repository) for project documents and deliverables. The Contractor, DHHS staff and other Contractors with the appropriate security level must upload/attach new or revised versions of documents. The repository must perform version control and allow users to view all prior versions.	Describe how Contractor will support consolidated project documentation and reporting within the SharePoint site.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
240	PMI.12	Contractor must keep the detailed project work plan updated weekly and available on DHHS SharePoint project site.	Bidder to describe how they will meet the requirement.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure

241	PMI.13	Contractor will develop an implementation plan and communications plan which will be reviewed and approved by DHHS.	Provide a sample implementation plan and communications plan that may be utilized for this project.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
242	PMI.14	Contractor must provide all mutually agreed design and implementation deliverable work products to DHHS staff for approval before acceptance.	Describe how all mutually agreed design and implementation deliverable work products will be provided to DHHS staff for approval before acceptance.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
243	PMI.15	Contractor shall coordinate deliverable and milestone walkthroughs and participate in other project walkthroughs (if relevant) as required by DHHS.	Provide a description of the deliverable and milestone walkthrough process and provide any samples of artifacts with response.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
244	PMI.16	Contractor must provide a Test Management Plan, including testing activities for development, configuration, interface validation, and performance testing.	Describe the Test Management Plan, including testing activities for development, configuration, interface validation, and performance testing. Samples of previous Test Management Plans may be submitted.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
245	PMI.17	Contractor shall be required to work collaboratively with DHHS and the DHHS Integration team to provide schedule information to be included in the overall integration plan. Elements necessary for the overall plan include, but is not limited to: start and end dates of major phases, key project milestones, integration points, cross module dependencies, and sufficient information to support the State DHHS reporting requirements.	Describe how Contractor has worked collaboratively with previously clients and their Integration teams to ensure alignment of technology and resources. Examples may be submitted.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
246	PMI.18	Contractor staff must work with the DHHS project management resources to ensure alignment of activities and resources.	Describe the processes that will be used to work with the DHHS project management resources to ensure alignment of activities and resources.	N/A	Choose an item.	
Bidder's Response:						

## **G.11 Communication and Training Requirements:**

DHHS has been identifying and deploying improvements to the programs provided as part of their overall operational and quality management process. Preliminary information has been shared with key stakeholders through the MLTC Long-Term Care Stakeholder meeting, with additional updates on the DHHS website. To properly prepare all stakeholders for this EVV implementation, comprehensive communication and training will be extremely important. This may be one of the biggest differentiators to success. Provide below the specific ways in which bidder can improve acceptance and quality through well planned and delivered communication and training.

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
247	CAT.1	Contractor must provide a draft Solution Communication and Training Plan. A final detailed Solution Communication and Training Plan shall be developed, reviewed and approved by DHHS within 45 calendar days of the contract start date. The approved Solution Communication and Training Plan shall address the following topics for both communication and training activities: A. Approach and scope (including all audience groups); B. Training and outreach activity, schedule, duration, types (i.e., in person, online, pre-recorded, real time, interactive, etc.), locations, for various stakeholder groups (all providers, recipients, etc.) by task; C. Assurances for providing timely, appropriate training and outreach activities for all stakeholders; D. Roles and responsibilities for all stakeholder types; E. Communication and training to support the initial implementation of solution; F. Post implementation training and outreach activities and frequency throughout the life of the contract; G. Training and outreach for newly approved and revalidating providers during the onboarding process; H. Languages that communication and training will be provided in and basis for verifying accuracy of all translations; and I. Identification of standardized and ad hoc communication and training materials.	Provide a draft Solution Communication and Training Plan addressing all items A-I.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
248	CAT.2	Contractor must collaborate with DHHS to finalize a training schedule that will be approved by DHHS.	Describe how Contractor will collaborate with DHHS to finalize a training schedule that will be managed and approved by DHHS.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
249	CAT.3	Solution must provide for development and implementation of technical and user training programs.	Describe how solution will provide for development and implementation of technical and user training programs.	PE.PI2.18	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
250	CAT.4	Contractor must provide Communication and Training Plan updates on the following basis: A. Prior to the scheduled pre- Solution Implementation training; B. Each time an Solution change or upgrade is implemented. The updated and DHHS approved plan shall be distributed to Solution users prior to the implementation of the system change or upgrade; and C. A complete review and update shall be performed on an annual basis within thirty (30) days of the start of each contract year. The annually updated, DHHS-approved plan shall be distributed or made available to all solution users.	Describe management of the ongoing Communication and Training Plan updates.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
251	CAT.5	Contractor must perform updates to standardized training and communication materials. Updated materials shall be reviewed and approved by DHHS on the following basis: A. At a minimum, on an annual basis in accordance with the training and communication schedule; and B. A minimum of 10 business days prior to a scheduled training or communication event. C. All updates must include a version identifier and date updated notation.	Describe how updates to standardized training and communication materials are maintained as noted.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
252	CAT.6	Contractor must provide training to all users of the solution prior to the implementation of EVV and on an ongoing basis during operations in accordance with the DHHS-approved EVV Communication and Training Plan and Materials.	Describe how the training will be delivered to all users of the solution prior to the implementation of EVV and on an ongoing basis during operations in accordance with the DHHS-approved EVV Communication and Training Plan and Materials.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
253	CAT.7	Contractor must provide train-the-trainer sessions for DHHS resources or designated DHHS resources and other staff responsible for training.	Describe train-the-trainer sessions for DHHS resources or designated DHHS resources and other staff responsible for training.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
254	CAT.8	Contractor must develop and deliver in-person training in multiple geographic locations within the State of Nebraska as agreed with DHHS.	Describe the development and delivery of in-person training in multiple geographic locations within the State of Nebraska based on agreement with DHHS.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
255	CAT.9	Contractor must utilize a variety of delivery methods for training, including online self-paced training presentations, in-person classroom setting, written materials, webinars, and demonstrations.	Describe the variety of delivery methods for training, including online self-paced training presentations, in-person classroom setting, written materials, webinars, and demonstrations. Samples may be included.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
256	CAT.10	Contractor's training materials must be offered in accessible formats consistent with requirements of the Americans with Disabilities Act.	Describe how the training materials being offered are in accessible formats consistent with requirements of the Americans with Disabilities Act.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
257	CAT.11	Contractor must provide a training environment that is available to DHHS and must maintain and update the training	Describe the training environment available to DHHS and how Contractor shall	N/A	Choose an item.	



		environment with training data to use during user training.	maintain and update the training environment with training data to use during user training.			
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
258	CAT.12	Contractor must provide training for providers that use third-party solutions that includes, at a minimum: the correct process for integration, information verification, data collection and reporting, and data submission to the state EVV Aggregator system.	Describe the methods for providing training for providers that use third-party solutions including but not limited to: the correct process for integration, information verification, data collection, reporting and data submission to the state EVV Aggregator system.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
259	CAT.13	Contractor must make training records available to be included in the data available for reporting.	Describe how training records will be included in the data available for reporting.	N/A	Choose an item.	
Bidder's Response:						

**G.12 Operations Requirements:**

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
260	OP.1	Contractor must identify, document and communicate to DHHS any sanctions, corrective action plans and/or unresolved audit findings identified during the life of the contract.	Describe the process that will be used to identify, document and communicate to DHHS any sanctions, corrective action plans, and/or unresolved audit findings identified across the install base during the life of the EVV contract.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
261	OP.2	Contractor shall provide electronic notification, including detailed release notes, for version changes, patches, updates and fixes prior to being deployed to either the test or production environment.	Describe the process for notifications, release notes and updates for version changes, patches, updates and fixes prior to being deployed to either the test or production environment.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
262	OP.3	Solution must perform advanced information monitoring and route system alerts and alarms to communities of interest when the system detects unusual conditions.	Describe how solution will perform advanced information monitoring and route system alerts and alarms to communities of interest when the system detects unusual conditions.	TA.DC.7	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
263	OP.4	Solution must be capable of or support the production of a random sample of data that would be needed for audit purposes (e.g. providers, beneficiaries, claims, etc.) based on the state-established selection criteria.	Describe solution’s capabilities for providing a random sample of data that can be used as needed for audit purposes, based on state-established selection criteria.	IA.DS.18	Choose an item.	
Bidder’s Response:						

## G.13 Customer Support Requirements

Once implementation is complete, a key success factor from a stakeholder use perspective is quality support and responsiveness. With each item below, Bidder should provide thorough responses to show how bidder's experience in delivering consistent EVV services and support will assist DHHS in meeting stakeholder expectations.

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
264	CSR.1	Contractor must establish and maintain an Solution Customer Support Plan that addresses all aspects of customer care services, including a help desk function. The draft version of the Solution Customer Support Plan shall: A. Be submitted with the proposal; B. Be submitted to DHHS for review and approval within thirty (30) calendar days of the contract effective date; C. Establish the purpose and scope of the Customer Support Plan; D. Describe the customer support services, including but not limited to help desk services; E. Establish roles and responsibilities for providing customer support functions; and F. Establish operational hours for the provision of customer support services.	Provide a draft version of the Solution Customer Support Plan which must include all required items C-F within draft plan.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
265	CSR.2	Contractor must provide a help desk function. The help desk shall provide: A. Technical support by phone and online, every calendar day, ( 7 days per week during the hours 8 a.m. to 6 p.m. CT) for all stakeholders for the first 90 days of the Operations and Maintenance Task in accordance with the DHHS-approved Solution Customer Support Plan. B. Technical support by phone and online in accordance with DHHS's regular business hours (8 a.m. to 6 p.m. CT) for	Describe help desk functions to be provided, including all requirements noted.	N/A	Choose an item.	

		<p>the duration of the contract beginning on the 91st day of Operations and Maintenance task. Support shall be provided in accordance with the DHHS-approved Solution Customer Support Plan.</p> <p>C. Contractor shall provide on-call technical support for hours outside production support core business hours.</p> <p>a) Contractor will return contact within fifteen (15) minutes of state contact to Contractor on-call support number.</p> <p>b) Contractor will maintain active and continued resolution activity until problem is resolved for incidents designated severity 1, or the highest severity designation</p>				
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
266	CSR.3	Contractor must establish and distribute an electronic DHHS-approved Solution User Manual. At a minimum, the user manual shall be updated and distributed annually to all solution users. The Solution User Manual shall be updated within thirty (30) days of implementation of changes if there are major system upgrades that occur more frequently than regularly scheduled annual updates.	Describe the process for developing and maintaining the required electronic user manual.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
267	CSR.4	Contractor must provide a consistent method for receiving and answering questions from system users.	Describe how questions will be received and answered consistently once the system is operational.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
268	CSR.5	Contractor must document inquiries and provide routine reports to DHHS regarding reasons for inquiries.	Describe the process for managing and reporting on inquiries.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
269	CSR.6	Contractor must handle grievances in an organized, consistent manner.	Describe how grievances are handled in an organized, consistent manner. Describe grievance handling process, response times for initial grievance, escalation process, and any other handling of grievances.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
270	CSR.7	Contractor must document grievances and provide routine reports regarding the reasons for the grievances and the resolution of the grievances.	Describe the grievance and reporting process.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
271	CSR.8	Solution must provide a callback option. For callers who select a callback option, Contractor must have their call returned within four (4) business hours.	Describe the callback solution and service level expectations.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
272	CSR.9	Solution must provide organizations and individuals providing Medicaid home and community-based services with necessary, comprehensive, timely and accessible information, instructions and training, and technical support during implementation and operation of solution.	Describe how the solution provides organizations and individuals providing Medicaid home and community-based services with necessary, comprehensive, timely (as per the agreed project schedule) and accessible information, instructions and training, and technical support during implementation and operation of solution.	N/A	Choose an item.	

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
273	CSR.10	Contractor must provide Customer Support monthly reporting statistics and criteria, and associated reports are to be delivered on a monthly basis. Some of the criteria to be included, but is not limited to are: <ul style="list-style-type: none"> <li>• Call Center Calls Received by Month</li> <li>• Calls Abandoned</li> <li>• Calls Answered</li> <li>• Average Handle Time</li> <li>• Calls Held</li> <li>• Average Hold Time</li> <li>• Calls Abandoned %</li> <li>• Call back statistics</li> <li>• Average Speed of Answer</li> <li>• Calls transferred to Voicemail</li> <li>• Callers who left Voicemail</li> <li>• Time to return Voicemail</li> <li>• Dropped Calls.</li> </ul>	Describe the Customer Support monthly reporting statistics and criteria, and include a mock-up of the report to be delivered on a monthly basis. Include all identified requirements in CSR.10. Sample should be submitted with proposal.	N/A	Choose an item.	

Bidder's Response:



**G.14 Staffing and Resources Requirements:**

Committed, experienced staff are key to a successful project. Describe the staff that will be utilized for this project, and how Bidder utilizes documented, consistent processes to ensure ongoing oversight of project and operational staff.

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
274	SAR.01	Contractor must have a process for performing background checks for U.S. citizens, non-U.S. citizens, and Green Card holders. Contractor must provide a Personnel Background Check Attestation (written documentation) of a favorable background check for personnel who might reasonably be expected to access sensitive and confidential member data contained in any system accessed during the course of the Contract. Contractor must have a documented set of processes and criteria used for background checks.  The Department may request the removal of staff for disqualifying offenses.	Describe the background check processes used, and criteria included. Describe the process for performing background checks for citizens, non-US citizens, and Green Card holders.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
275	SAR.03	Contractor will work with DHHS to develop an agreed to schedule for project manager to be onsite at DHHS for all key meetings, training and other activities as needed.	Describe Contractor's typical approach to onsite versus remote support, and how Contractor will work with DHHS to develop an agreed to schedule for project manager to be onsite at DHHS for all key meetings, training and other activities as needed.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure

276	SAR.04	Contractor's staff working remotely must be available to work in the State's primary project location at DHHS's request for functions necessary to support the scope of work (e.g., risk review meetings, root cause analysis sessions, integration planning, release planning, operational readiness reviews, UAT, implementation, and production deployment).	Describe how staff working remotely will be available to work in the State's primary project location at DHHS's request for functions necessary to support the scope of work (e.g., risk review meetings, root cause analysis sessions, integration planning, release planning, operational readiness reviews, UAT, implementation, and production deployment).	N/A	Choose an item.	
-----	--------	---	---	-----	-----------------	--

Bidder's Response:

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
277	SAR. 05	DHHS reserves the right to request the removal of any Contractor staff or sub-Contractor staff assigned to the project and the Contractor shall comply with any such request immediately.	Describe process Contractor will use if or when DHHS requests removal of contractor staff or subcontractor staff assigned to the project.	N/A	Choose an item.	

Bidder's Response:

**G.15 Turnover and Contract Closeout Requirements:**

Upon ending the contract, Contractor shall work with DHHS and any other organizations designated by DHHS to ensure an orderly transition of services and responsibilities under the contract and to ensure the continuity of those services required. This includes, but is not limited to, supporting data conversion and knowledge transfer to Nebraska DHHS or any succeeding contractor.

All toll-free telephone numbers shall be transferable to Nebraska DHHS, or other entity designated by DHHS, upon the ending of the contract.

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
278	TAT.1	Refer to Contractor requirements in Section II. T. Contract Closeout.	Provide a draft Turnover Plan of a similar EVV project. Describe bidder's experience in transition activities of a similar EVV project.	N/A	Choose an item.	
Bidder's Response:						

## **G.16 Certification Support Requirements:**

To ensure a comprehensive solution, and to best leverage federal FMAP, DHHS is very focused on ensuring that all certification criteria are satisfied fully. Describe their experience and capability in meeting all certification requirements, artifacts, tracking and collaboration throughout the project. Since full certification will not occur until at least six months post-implementation, many certification activities will continue beyond deployment through the initial operational months. Be specific and ensure Bidder's responses show how Bidder's experience and capability can differentiate Solution and certification achievement.

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
279	CRT.1	Contractor shall develop a Certification Crosswalk that describes how the solution aligns with the CMS certification requirements and MECT milestones within 120 days of execution of the contract.	Describe the process by which the solution will be validated against the CMS certification checklists.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
280	CRT.2	Solution must be CMS certifiable through correct design, implementation, documentation, and support by Contractor.	Describe how solution will be CMS certifiable through correct design, implementation, documentation, and support by Contractor.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
281	CRT.3	Contractor must coordinate with DHHS in developing the necessary CMS certification checklist documentation and artifacts for each MECT checklist requirement.	Describe how Contractor will collaborate with DHHS to develop the necessary CMS certification checklist documentation and artifacts for each MECT checklist requirement, along with any MECT certification experience from past implementations.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
282	CRT.4	Contractor must update system, user, and training documentation as necessary to support the certification process and to reflect changes that have been made to solution during the certification process.	Describe how Contractor will update system, user, and training documentation as necessary to support the certification process and to reflect changes that have been made to the solution during the certification process.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
283	CRT.5	Contractor shall participate as required by DHHS during milestone reviews and other certification meetings.	Describe how Contractor will provide staff resources as necessary to support MECT milestone reviews and activities. Describe how Contractor will participate as required by DHHS during milestone reviews and other certification meetings.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
284	CRT.6	Contractor must complete milestone updates to the CMS certification checklists as requested by DHHS. Contractor must assist DHHS in preparing certification artifacts, evidence, presentation materials and any other content as required by DHHS, IV&V, or CMS. Contractor must support DHHS and the IV&V's activities associated with solution throughout the CMS certification process.	Describe how Contractor will support creation, review and updates of all required certification artifacts, presentation materials and any other content required for the CMS certification process.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
285	CRT.7	Contractor must populate a DHHS certification document repository, as each required item/artifact is completed and approved.	Describe how contractor will populate repository, as each required item/artifact is completed and approved.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
286	CRT.8	Contractor must provide the IV&V Contractor timely (based on agreed project schedule) and accurate project status when requested by DHHS or the IV&V Contractor.	Describe how Contractor will provide IV&V Contractor timely and accurate project status when requested by DHHS or the IV&V Contractor.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
287	CRT.9	Contractor must utilize agreed testing methodologies, configuration and change control measures made to the solution throughout the certification and operational processes.	Describe how Contractor will utilize agreed testing methodologies, configuration and change control measures made to the solution throughout the certification and operational processes.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
288	CRT.10	Contractor should participate and provide support as needed in CMS certifications of any other associated modules.	Describe how contractor will support CMS certifications of associated modules.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
289	CRT.11	Contractor must correct all required remediation activities related to certification findings on a schedule to be approved by CMS and DHHS.	Describe how contractor will complete remediation activities on a schedule to be approved by CMS and DHHS.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
290	CRT.12	Contractor must meet the requirements of future regulations and guidance from CMS for EVV systems and EVV use to ensure that Nebraska fully qualifies for and receives enhanced ninety percent (90%) federal funding for design, development and implementation; enhanced federal match of seventy-five percent (75%) federal funding for operation, maintenance and customer support; and fifty percent (50%) federal match for administrative activities and education and outreach activities. The Contractor must provide DHHS with technical support and documentation as needed to support the state's request for the enhanced federal funding.	Describe how Contractor will meet the requirements of future regulations and guidance from CMS for EVV systems and EVV use to ensure that Nebraska fully qualifies for and receives enhanced ninety percent (90%) federal funding for design, development and implementation; enhanced federal match of seventy-five percent (75%) federal funding for operation, maintenance and customer support; and fifty percent (50%) federal match for administrative activities and education and outreach activities. Bidder commits to provide DHHS with technical support and documentation as needed to support the state's request for the enhanced federal funding.	N/A	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
291	CRT.13	Solution must adhere to the CMS MITA framework, version 3.0 and later, as related to EVV systems, EVV data, use of common data standards, and efficient and	Describe how solution adheres to the CMS MITA framework, version 3.0 and later, as related to EVV systems, EVV data, use	N/A	Choose an item.	

		reliable data interchange with the existing Nebraska and new Medicaid Systems, which is moving toward a modular system based on Service Oriented Architecture design principles and the MITA framework. For more information on MITA, visit <a href="https://www.medicaid.gov/medicaid/data-and-systems/mita/index.html">https://www.medicaid.gov/medicaid/data-and-systems/mita/index.html</a>	of common data standards, and efficient and reliable data interchange with the existing Nebraska and new Medicaid Systems, which is moving toward a modular system based on Service Oriented Architecture design principles and the MITA framework.			
Bidder's Response:						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
292	CRT.14	Contractor must provide solution's technical, functional, and performance documents as required by the IV&V Contractor.	Describe process used to create, track and provide evidence for all documents required by IV&V Contractor.	N/A	Choose an item.	
Bidder's Response:						