A photograph of two women, one older with blonde hair and glasses, and one younger with long brown hair, both smiling and looking towards each other. They are in a professional setting, possibly a meeting or collaborative work environment.

Proposal to serve

State of Nebraska

RFP 6113 Z1

Technical Proposal
ORIGINAL

October 7, 2019

The EY logo consists of the letters 'EY' in a bold, black, sans-serif font. Above the 'Y' is a yellow chevron shape pointing to the right.

EY

Building a better
working world

Proposal to serve

State of Nebraska

RFP 6113 Z1

October 7, 2019





EY

Building a better
working world

Ernst & Young LLP
Suite 1100
550 North 17th Street
Omaha, NE 68102

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Julie Schiltz/Annette Walton
State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, NE 68508

October 7, 2019

Dear Julie and Annette,

Ernst & Young LLP (EY US or the US firm) appreciates the opportunity to respond to the State of Nebraska Department of Health and Human Services (DHHS) Request for Proposal - Electronic Visit Verification Solution. The EY electronic visit verification (EVV) solution is built upon a successful track record working in the health industry, which allows us to bring insights from working with state Medicaid agencies, managed care organizations and providers. Our holistic experience with health and human services means that when we built the EVV solution, we did so with a deep understanding of the comprehensive nature of care and the potential for pitfalls with fraud, waste and abuse. This will support effective outcomes for home and community-based services provided by agencies like DHHS.

The EY EVV solution leverages Microsoft's platform technologies to create a modern, configurable solution built on the significant investments Microsoft is making in applications, infrastructure and future-facing technology like artificial intelligence, cognitive services and machine learning. Because we had the advantage of building a solution from the ground up and leveraging capabilities inherent in modern technology, our solution is architected to not only be capable today but to remain on the cutting edge as technology advances. It provides DHHS with technology that can be used for other business cases within DHHS and other State of Nebraska agencies. Our approach to EVV using Microsoft's technology creates a difference in terms of security, reliability, scalability and performance that is proven across millions of users. In today's world of "technology risk," it is comforting to know that DHHS can have confidence in this progressive investment for the future.

The EY EVV solution leverages the investment the State of Nebraska has made in software from Microsoft and provides familiar, user-friendly tools to help result in a high return on investment for DHHS. The State of Nebraska is currently a significant user of Microsoft products including DHHS is currently a significant user of Microsoft products including Dynamics 365, Azure, Office 365, security tools including Advanced Threat Protection over email, and Bing is used for mapping and emergency response planning.

The EY EVV solution has been designed for ease of use by the end-user community. Our mobile application requires as few keystrokes as possible to capture the visit verification data. Our web application provides functionality that supports the day-to-day operations of the Medicaid agencies and the service providers. Our portal provides the information that helps the beneficiaries and their families actively engage in their care and promotes better outcomes.

The deployment of the EY EVV solution will ultimately create efficiencies in cost, opportunities for cross-application efficiency and transferability of internal knowledge that yield intangible benefits to DHHS in addition to the obvious and direct benefits of building atop a Microsoft foundation.

Our EVV solution supports the beneficiary/family-centered approach to the provision of personal care and home health services and has been designed to meet two primary objectives:

- ▶ Improve the quality of care provided by improving access to services and the reliability of service delivery
- ▶ Reduce fraud, waste and abuse with accurate and timely documentation of services delivered for claims/encounter processing and payment

The core of EVV is verification of on-site, face-to-face visits delivered as part of the home and community-based services provided by DHHS. The EVV solution incorporates additional functionality to increase the effectiveness and efficiency in delivery of services by:

- ▶ Providing DHHS program administrators with real-time visibility into the performance of their service providers and managed care organization (MCOs)
- ▶ Establishing a safety net for quality of care with real-time alerts
- ▶ Improving communication with on-demand access to information and services using cloud and mobile technology
- ▶ Enriching relationships by increasing engagement and participation with beneficiaries, families and caregivers
- ▶ Integrating information with Medicaid Management Information System (MMIS), MCOs and other EVV, analytics and payroll systems
- ▶ Streamlining business processes
- ▶ Limiting or eliminating duplicate work
- ▶ Automating manual, labor-intensive processes, such as scheduling, visit notes and timekeeping



The EVV solution proposed by EY US and Microsoft has the commitment from two leading firms to support DHHS through this important journey and help you be a leader among your peers in providing Medicaid personal and home-based services.

Lastly, please review our five-minute "EVV Motion Story".

If you have any questions as you review our response, please do not hesitate to contact Julia A. Kenney at +1 678 429 5820 or julia.kenney@ey.com.

Sincerely,

Julia A. Kenney
Managing Director, EY US

For a detailed overview of our EVV solution please see the five-minute EVV Motion Story, here. Additionally, for those reviewing a paper copy of this proposal, please see the following link or QR Code:



<http://cdn.ey.com/9312/BSC/2864298/EVV.mp4>

A smiling woman with dark hair, wearing a grey and white vertically striped button-down shirt, is shown from the chest up. She is holding a silver pen in her right hand and has her left hand resting on a white document. The document has some colorful tabs on the left side. The background is a blurred office setting with a window and a desk.

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Information in these materials relating to our approach, methodologies or pricing is confidential and proprietary to Ernst & Young LLP and/or Ernst & Young Global Limited and may not be disclosed to third parties without our prior written consent. Ernst & Young LLP (EY US or the US firm) is submitting this proposal. EY US is part of the global organization of member firms (collectively, EY) of Ernst & Young Global Limited, separate legal entities that perform professional services under the "EY" name worldwide.

II. TERMS AND CONDITIONS

Bidders should complete Sections II through VI as part of their proposal. Bidder is expected to read the Terms and Conditions and should initial either accept, reject, or reject and provide alternative language for each clause. The bidder should also provide an explanation of why the bidder rejected the clause or rejected the clause and provided alternate language. By signing the RFP, bidder is agreeing to be legally bound by all the accepted terms and conditions, and any proposed alternative terms and conditions submitted with the proposal. The State reserves the right to negotiate rejected or proposed alternative language. If the State and bidder fail to agree on the final Terms and Conditions, the State reserves the right to reject the proposal. The State of Nebraska is soliciting proposals in response to this RFP. The State of Nebraska reserves the right to reject proposals that attempt to substitute the bidder's commercial contracts and/or documents for this RFP.

The bidders should submit with their proposal any license, user agreement, service level agreement, or similar documents that the bidder wants incorporated in the contract. The State will not consider incorporation of any document not submitted with the bidder's proposal as the document will not have been included in the evaluation process. These documents shall be subject to negotiation and will be incorporated as addendums if agreed to by the Parties.

If a conflict or ambiguity arises after the Addendum to Contract Award have been negotiated and agreed to, the Addendum to Contract Award shall be interpreted as follows:

1. If only one Party has a particular clause then that clause shall control;
2. If both Parties have a similar clause, but the clauses do not conflict, the clauses shall be read together;
3. If both Parties have a similar clause, but the clauses conflict, the State's clause shall control.

A. GENERAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
OK			

The contract resulting from this RFP shall incorporate the following documents:

1. Request for Proposal and Attachments;
2. Amendments to the RFP;
3. Questions and Answers;
4. Contractor's proposal (RFP and properly submitted documents);
5. The executed Contract and Addendum One to Contract, if applicable; and,
6. Amendments/Addendums to the Contract.

These documents constitute the entirety of the contract.

Unless otherwise specifically stated in a future contract amendment, in case of any conflict between the incorporated documents, the documents shall govern in the following order of preference with number one (1) receiving preference over all other documents and with each lower numbered document having preference over any higher numbered document: 1) Amendment to the executed Contract with the most recent dated amendment having the highest priority, 2) executed Contract and any attached Addenda, 3) Amendments to RFP and any Questions and Answers, 4) the original RFP document and any Addenda, and 5) the Contractor's submitted Proposal.

Any ambiguity or conflict in the contract discovered after its execution, not otherwise addressed herein, shall be resolved in accordance with the rules of contract interpretation as established in the State of Nebraska.

B. NOTIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
GK			

Contractor and State shall identify the contract manager who shall serve as the point of contact for the executed contract.

C. GOVERNING LAW (Statutory)

Notwithstanding any other provision of this contract, or any amendment or addendum(s) entered into contemporaneously or at a later time, the parties understand and agree that, (1) the State of Nebraska is a sovereign state and its authority to contract is therefore subject to limitation by the State's Constitution, statutes, common law, and regulation; (2) this contract will be interpreted and enforced under the laws of the State of Nebraska; (3) any action to enforce the provisions of this agreement must be brought in the State of Nebraska per state law; (4) the person signing this contract on behalf of the State of Nebraska does not have the authority to waive the State's sovereign immunity, statutes, common law, or regulations; (5) the indemnity, limitation of liability, remedy, and other similar provisions of the final contract, if any, are entered into subject to the State's Constitution, statutes, common law, regulations, and sovereign immunity; and, (6) all terms and conditions of the final contract, including but not limited to the clauses concerning third party use, licenses, warranties, limitations of liability, governing law and venue, usage verification, indemnity, liability, remedy or other similar provisions of the final contract are entered into specifically subject to the State's Constitution, statutes, common law, regulations, and sovereign immunity.

The Parties must comply with all applicable local, State and Federal laws, ordinances, rules, orders, and regulations.

D. BEGINNING OF WORK

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
GK			

The bidder shall not commence any billable work until a valid contract has been fully executed by the State and the successful Contractor. The Contractor will be notified in writing when work may begin.

E. CHANGE ORDERS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
GK			

The State and the Contractor, upon the written agreement, may make changes to the contract within the general scope of the RFP. Changes may involve specifications, the quantity of work, or such other items as the State may find necessary or desirable. Corrections of any deliverable, service, or work required pursuant to the contract shall not be deemed a change. The Contractor may not claim forfeiture of the contract by reasons of such changes.

The Contractor shall prepare a written description of the work required due to the change and an itemized cost sheet for the change. Changes in work and the amount of compensation to be paid to the Contractor shall be determined in accordance with applicable unit prices if any, a pro-rated value, or through negotiations. The State shall not incur a price increase for changes that should have been included in the Contractor's proposal, were foreseeable, or result from difficulties with or failure of the Contractor's proposal or performance.

No change shall be implemented by the Contractor until approved by the State, and the Contract is amended to reflect the change and associated costs, if any. If there is a dispute regarding the cost, but both parties agree that immediate implementation is necessary, the change may be implemented, and cost negotiations may continue with both Parties retaining all remedies under the contract and law.

F. NOTICE OF POTENTIAL CONTRACTOR BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
GK			

If Contractor breaches the contract or anticipates breaching the contract, the Contractor shall immediately give written notice to the State. The notice shall explain the breach or potential breach, a proposed cure, and may include a request for a waiver of the breach if so desired. The State may, in its discretion, temporarily or permanently waive the breach. By granting a waiver, the State does not forfeit any rights or remedies to which the State is entitled by law or equity, or pursuant to the provisions of the contract. Failure to give immediate notice, however, may be grounds for denial of any request for a waiver of a breach.

G. BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
GK			

Either Party may terminate the contract, in whole or in part, if the other Party breaches its duty to perform its obligations under the contract in a timely and proper manner. Termination requires written notice of default and a thirty (30) calendar day (or longer at the non-breaching Party's discretion considering the gravity and nature of the default) cure period. Said notice shall be delivered by Certified Mail, Return Receipt Requested, or in person with proof of delivery. Allowing time to cure a failure or breach of contract does not waive the right to immediately terminate the contract for the same or different contract breach which may occur at a different time. In case of default of the Contractor, the State may contract the service from other sources and hold the Contractor responsible for any excess cost occasioned thereby.

The State's failure to make payment shall not be a breach, and the Contractor shall retain all available statutory remedies and protections.

H. NON-WAIVER OF BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
GK			

The acceptance of late performance with or without objection or reservation by a Party shall not waive any rights of the Party nor constitute a waiver of the requirement of timely performance of any obligations remaining to be performed.

I. SEVERABILITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
GK			

If any term or condition of the contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and conditions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the contract did not contain the provision held to be invalid or illegal.

J. INDEMNIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		GA	We generally neither request nor provide indemnities. We do on occasion agree to mutual indemnities with our clients for bodily injury or damage to tangible property to the extent directly caused by our negligence or misconduct and for intellectual property infringement caused by our deliverables, subject to customary commercial exception.

1. GENERAL

The Contractor agrees to defend, indemnify, and hold harmless the State and its employees, volunteers, agents, and its elected and appointed officials ("the indemnified parties") from and against any and all third party claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses of every nature, including investigation costs and expenses, settlement costs, and attorney fees and expenses ("the claims"), sustained or asserted against the State for personal injury, death, or property loss or damage, arising out of, resulting from, or attributable to the willful misconduct, negligence, error, or omission of the Contractor, its employees, Subcontractors, consultants, representatives, and agents, resulting from this contract, except to the extent such contractor liability is attenuated by any action of the State which directly and proximately contributed to the claims.

2. INTELLECTUAL PROPERTY

The Contractor agrees it will, at its sole cost and expense, defend, indemnify, and hold harmless the indemnified parties from and against any and all claims, to the extent such claims arise out of, result from, or are attributable to, the actual or alleged infringement or misappropriation of any patent, copyright, trade secret, trademark, or confidential information of any third party by the Contractor or its employees, subcontractors, consultants, representatives, and agents; provided, however, the State gives the Contractor prompt notice in writing of the claim. The Contractor may not settle any infringement claim that will affect the State's use of the Licensed Software without the State's prior written consent, which consent may be withheld for any reason.

If a judgment or settlement is obtained or reasonably anticipated against the State's use of any intellectual property for which the Contractor has indemnified the State, the Contractor shall, at the Contractor's sole cost and expense, promptly modify the item or items which were determined to be infringing, acquire a license or licenses on the State's behalf to provide the necessary rights to the State to eliminate the infringement, or provide the State with a non-infringing substitute that provides the State the same functionality. At the State's election, the actual or anticipated judgment may be treated as a breach of warranty by the Contractor, and the State may receive the remedies provided under this RFP.

3. PERSONNEL

The Contractor shall, at its expense, indemnify and hold harmless the indemnified parties from and against any claim with respect to withholding taxes, worker's compensation, employee benefits, or any other claim, demand, liability, damage, or loss of any nature relating to any of the personnel, including subcontractor's and their employees, provided by the Contractor.

4. SELF-INSURANCE

The State of Nebraska is self-insured for any loss and purchases excess insurance coverage pursuant to Neb. Rev. Stat. § 81-8,239.01 (Reissue 2008). If there is a presumed loss under the provisions of this agreement, Contractor may file a claim with the Office of Risk Management pursuant to Neb. Rev. Stat. §§ 81-8,829 – 81-8,306 for review by the State Claims Board. The State retains all rights and immunities under the State Miscellaneous (Section 81-8,294), Tort (Section 81-8,209), and Contract Claim Acts (Section 81-8,302), as outlined in Neb. Rev. Stat. § 81-8,209 et seq. and under any other provisions of law and accepts liability under this agreement to the extent provided by law.

5. The Parties acknowledge that Attorney General for the State of Nebraska is required by statute to represent the legal interests of the State, and that any provision of this indemnity clause is subject to the statutory authority of the Attorney General.

K. ATTORNEY'S FEES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
	GA		

In the event of any litigation, appeal, or other legal action to enforce any provision of the contract, the Parties agree to pay all expenses of such action, as permitted by law and if order by the court, including attorney's fees and costs, if the other Party prevails.

L. PERFORMANCE GUARANTEES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		GK	We generally request up to five business days turnaround time to build, test and deploy ad hoc reports.

Performance Guarantees are detailed in Attachment B – Performance Guarantees.

Contractor must collaborate with DHHS on an ongoing basis to adjust service levels as programs and services mature within the scope of the contract. DHHS shall have the right to modify, add or delete Performance Standards throughout the term of the contract should DHHS determine it is in its best interest to do so. Any changes or additions to performance standards will be made in good faith following acceptable industry standards, and will include the input of the Contractor so as to establish standards that are reasonably achievable.

All changes to the Performance Standards and/or Guarantees shall become an official part of the contract and shall continue throughout the term of the contract.

Failure to meet the minimum Performance Standards as specified may result in the assessment of damages as per the then-current Performance Guarantees' defined damages. Contractor will be notified in writing when liquidated damages are applied. In the event a Performance Standard is not met, the Contractor will have the opportunity to defend or respond to the insufficiency. DHHS shall have the right to waive damages if it determines that there were extenuating factors beyond the control of the Contractor that hindered the performance of services. In these instances, DHHS shall have the final determination of performance acceptability.

Should any compensation be owed to DHHS due to the assessment of damages, Contractor shall follow the direction of DHHS regarding the required compensation process.

REMEDIES FOR UNACCEPTABLE PERFORMANCE: Compliance with all provisions, service criteria, and standards for acceptable performance in this contract shall be determined at sole discretion of DHHS. In addition to other remedies identified herein, one or more of the following remedies may be imposed for failure to comply with the service performance-based standards described herein:

1. Contractor shall be required to submit and implement a reasonably acceptable corrective action plan.
2. Payment may be withheld or reduced pending satisfactory implementation of the plan per section IV.E.
3. The Contract may be terminated per section II.S.

The remedies listed above are in addition to all others specifically set forth herein, or any other remedies available at law or equity.

M. ASSIGNMENT, SALE, OR MERGER

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
GK			

Either Party may assign the contract upon mutual written agreement of the other Party. Such agreement shall not be unreasonably withheld.

The Contractor retains the right to enter into a sale, merger, acquisition, internal reorganization, or similar transaction involving Contractor's business. Contractor agrees to cooperate with the State in executing amendments to the contract to allow for the transaction. If a third party or entity is involved in the transaction, the Contractor will remain responsible for performance of the contract until such time as the person or entity involved in the transaction agrees in writing to be contractually bound by this contract and perform all obligations of the contract.

N. CONTRACTING WITH OTHER NEBRASKA POLITICAL SUB-DIVISIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
JK			

The Contractor may, but shall not be required to, allow agencies, as defined in Neb. Rev. Stat. §81-145, to use this contract. The terms and conditions, including price, of the contract may not be amended. The State shall not be contractually obligated or liable for any contract entered into pursuant to this clause. A listing of Nebraska political subdivisions may be found at the website of the Nebraska Auditor of Public Accounts.

O. FORCE MAJEURE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
JK			

Neither Party shall be liable for any costs or damages, or for default resulting from its inability to perform any of its obligations under the contract due to a natural or manmade event outside the control and not the fault of the affected Party ("Force Majeure Event"). The Party so affected shall immediately make a written request for relief to the other Party and shall have the burden of proof to justify the request. The other Party may grant the relief requested; relief may not be unreasonably withheld. Labor disputes with the impacted Party's own employees will not be considered a Force Majeure Event.

P. CONFIDENTIALITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
JK			

All materials and information provided by the Parties or acquired by a Party on behalf of the other Party shall be regarded as confidential information. All materials and information provided or acquired shall be handled in accordance with federal and state law, and ethical standards. Should said confidentiality be breached by a Party, the Party shall notify the other Party immediately of said breach and take immediate corrective action.

It is incumbent upon the Parties to inform their officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a (i)(1), which is made applicable by 5 U.S.C. 552a (m)(1), provides that any officer or employee, who by virtue of his/her employment or official position has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

Q. OFFICE OF PUBLIC COUNSEL (Statutory)

If it provides, under the terms of this contract and on behalf of the State of Nebraska, health and human services to individuals; service delivery; service coordination; or case management, Contractor shall submit to the jurisdiction of the Office of Public Counsel, pursuant to Neb. Rev. Stat. §§ 81-8,240 et seq. This section shall survive the termination of this contract.

R. LONG-TERM CARE OMBUDSMAN (Statutory)

Contractor must comply with the Long-Term Care Ombudsman Act, Neb. Rev. Stat. §§ 81-2237 et seq. This section shall survive the termination of this contract.

S. EARLY TERMINATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
GK			

The contract may be terminated as follows:

1. The State and the Contractor, by mutual written agreement, may terminate the contract at anytime.
2. The State, in its sole discretion, may terminate the contract for any reason upon thirty (30) calendar day's written notice to the Contractor. Such termination shall not relieve the Contractor of warranty or other service obligations incurred under the terms of the contract. In the event of termination the Contractor shall be entitled to payment, determined on a pro rate basis, for products or services satisfactorily performed or provided.
3. The State may terminate the contract immediately for the following reasons:
 - a. if directed to do so by statute;
 - b. Contractor has made an assignment for the benefit of creditors, has admitted in writing its inability to pay debts as they mature, or has ceased operating in the normal course of business;
 - c. a trustee or receiver of the Contractor or of any substantial part of the Contractor's assets has been appointed by a court;
 - d. fraud, misappropriation, embezzlement, malfeasance, misfeasance, or illegal conduct pertaining to performance under the contract by its Contractor, its employees, officers, directors, or shareholders;
 - e. an involuntary proceeding has been commenced by any Party against the Contractor under any one of the chapters of Title 11 of the United States Code and (i) the proceeding has been pending for at least sixty (60) calendar days; or (ii) the Contractor has consented, either expressly or by operation of law, to the entry of an order for relief; or (iii) the Contractor has been decreed or adjudged a debtor;
 - f. a voluntary petition has been filed by the Contractor under any of the chapters of Title 11 of the United States Code;
 - g. Contractor intentionally discloses confidential information;
 - h. Contractor has or announces it will discontinue support of the deliverable; and,
 - i. In the event funding is no longer available.

T. CONTRACT CLOSEOUT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		GK	In the event of early termination of the agreement other than for breach by a client, we can generally agree to provide materials that were ready to be delivered to the client, but we do not generally view it as appropriate to commit to providing all work-in-progress as such work-in-progress may not yet be in a form that is ready for delivery to a client.

Contractor will provide, six (6) months prior to the end of the base contract period or any extension thereof, an Agency-approved Turnover Plan covering the possible turnover of contract requirements to DHHS, its designee, or a successor vendor. The Turnover Plan must be a comprehensive document detailing the proposed schedule, activities, and resource requirements associated with the turnover tasks. Bidder must describe their experience in transition activities of a similar EVV project.

DHHS reserves the right to have Contractor submit an additional updated Turnover Plan one (1) month prior to the end of the base contract or any extension thereof. The plan must describe Contractor's approach and schedule for transfer of activities and operational support information. The information must be supplied on media specified by and according to the schedule approved by DHHS. All items in this section must be covered and reflect appropriate timing. The timing and data requirements are illustrative only and do not limit or restrict DHHS's ability to require additional information from the selected Contractor or modify the turnover schedule as necessary.

Contractor must have a process for updating and managing the Turnover Plan, and delivering to DHHS, no later than three (3) working days before the expiration of the contract, copies of all relevant non-proprietary data, all documentation, including but not limited to the following:

1. Copies of working papers, including procedures, programs, and schedules;
2. Status of current projects;
3. Copies of correspondence (internal and external);
4. Listings of third-party software used by the contractor(s), including availability of the software for transfer or purchase by Medicaid or successor vendor(s);
5. Description of functional business process flows;
6. Operational and system information concerning sub-Contractors;
7. Documentation of ongoing outstanding issues;
8. Other documentation necessary to support contract operations; and
9. Other pertinent information necessary to take over and operate the project or to assume the operational activities successfully.
10. This information shall be provided to DHHS in paper form, or in electronic form via email, secure file transfer or electronic means as directed by DHHS.

Three (3) months prior to the end of the contract or any extension thereof, Contractor must begin training DHHS staff, or its designated agent, in the operation of non-proprietary systems and business processes. Such training must be completed at least two (2) months prior to the end of the contract or any extension thereof. DHHS may, at its discretion, modify this timing.

Two (2) months prior to the end of the contract or any extension thereof, Contractor must appoint, with DHHS approval, a manager to coordinate and supervise all turnover activities.

Contractor must provide to DHHS one (1) month prior to the scheduled end of the contract, a Turnover Results Report documenting the completion and results of each part of the Turnover Plan. The outline and format of the Turnover Results Report must be approved in advance by DHHS. Turnover will not be considered complete until

this document is approved by DHHS. Contractor must not reduce operational staffing levels during the turnover without the prior written approval of DHHS. All EVV data gathered from this contract and EVV contracts with DHHS-contracted entities is considered property of DHHS. Proprietary software programs will not be required to be delivered to DHHS pursuant to these Turnover Requirements. Contractor's solution must retain all data, documentation and associated media related to this contract to meet DHHS retention requirements throughout the life of the Contract and return all data to DHHS upon termination for any reason.

All provider and stakeholder training materials developed for this project become the property of Nebraska DHHS and will be transitioned per the Turnover Plan.

Upon contract closeout for any reason the Contractor shall within thirty (30) days, unless stated otherwise herein:

1. Transfer all completed or partially completed deliverables to the State;
2. Transfer ownership and title to all completed or partially completed deliverables to DHHS;
3. Return to DHHS all information and data, unless the Contractor is permitted to keep the information or data by contract or rule of law. Contractor may retain one copy of any information or data as required to comply with applicable work product documentation standards or as are automatically retained in the course of Contractor's routine back up procedures;
4. Cooperate with any successor Contractor, person or entity in the assumption of any or all of the obligations of this contract;
5. Cooperate with any successor Contractor, person or entity with the transfer of information or data related to this contract;
6. Return or vacate any State owned real or personal property; and,
7. Return all data in a mutually acceptable format and manner.

Nothing in this Section should be construed to require the Contractor to surrender intellectual property, real or personal property, or information or data owned by the Contractor for which DHHS has no legal claim.

U. RECORDS RETENTION

1. Contractor must maintain all pertinent financial and accounting records and evidence pertaining to the contract in accordance with generally accepted principles of accounting and as specified by the State of Nebraska Law. Upon request, access shall be granted to these records to any State or Federal Government entities or any of their duly authorized representatives.
2. Upon request, financial and accounting records shall be made available to the State of Nebraska's designee(s) at any time during the contract period and any extension thereof, and for ten (10) years from expiration date and final payment on the contract or extension thereof.
3. Other sections of this bid solicitation may contain additional requirements regarding record retention.

III. CONTRACTOR DUTIES

A. INDEPENDENT CONTRACTOR / OBLIGATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
JK			

It is agreed that the Contractor is an independent contractor and that nothing contained herein is intended or should be construed as creating or establishing a relationship of employment, agency, or a partnership.

The Contractor is solely responsible for fulfilling the contract. The Contractor or the Contractor's representative shall be the sole point of contact regarding all contractual matters.

The Contractor shall secure, at its own expense, all personnel required to perform the services under the contract. The personnel the Contractor uses to fulfill the contract shall have no contractual or other legal relationship with the State; they shall not be considered employees of the State and shall not be entitled to any compensation, rights or benefits from the State, including but not limited to, tenure rights, medical and hospital care, sick and vacation leave, severance pay, or retirement benefits.

By-name personnel commitments made in the Contractor's proposal shall not be changed without the prior written approval of the State. Replacement of these personnel, if approved by the State, shall be with personnel of equal or greater ability and qualifications.

All personnel assigned by the Contractor to the contract shall be employees of the Contractor or a subcontractor, and shall be fully qualified to perform the work required herein. Personnel employed by the Contractor or a subcontractor to fulfill the terms of the contract shall remain under the sole direction and control of the Contractor or the subcontractor respectively.

With respect to its employees, the Contractor agrees to be solely responsible for the following:

1. Any and all pay, benefits, and employment taxes and/or other payroll withholding;
2. Any and all vehicles used by the Contractor's employees, including all insurance required by State law;
3. Damages incurred by Contractor's employees within the scope of their duties under the contract;
4. Maintaining Workers' Compensation and health insurance that complies with State and Federal law and submitting any reports on such insurance to the extent required by governing law; and
5. Determining the hours to be worked and the duties to be performed by the Contractor's employees; and
6. All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination alleged against the Contractor, its officers, agents, or subcontractors or subcontractor's employees).

If the Contractor intends to utilize any subcontractor, the subcontractor's level of effort, tasks, and time allocation should be clearly defined in the bidder's proposal. The Contractor shall agree that it will not utilize any subcontractors not specifically included in its proposal in the performance of the contract without the prior written authorization of the State.

The State reserves the right to require the Contractor to reassign or remove from the project any Contractor or subcontractor employee.

Contractor shall insure that the terms and conditions contained in any contract with a subcontractor does not conflict with the terms and conditions of this contract.

The Contractor shall include a similar provision, for the protection of the State, in the contract with any subcontractor engaged to perform work on this contract.

B. EMPLOYEE WORK ELIGIBILITY STATUS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
OK			

The Contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of an employee.

If the Contractor is an individual or sole proprietorship, the following applies:

1. The Contractor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at <http://das.nebraska.gov/materiel/purchasing.html>
The completed United States Attestation Form should be submitted with the RFP response.
2. If the Contractor indicates on such attestation form that he or she is a qualified alien, the Contractor agrees to provide the US Citizenship and Immigration Services documentation required to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.
3. The Contractor understands and agrees that lawful presence in the United States is required and the Contractor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. §4-108.

C. COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION (Statutory)

The Contractor shall comply with all applicable local, State, and Federal statutes and regulations regarding civil rights laws and equal opportunity employment. The Nebraska Fair Employment Practice Act prohibits Contractors of the State of Nebraska, and their subcontractors, from discriminating against any employee or applicant for employment, with respect to hire, tenure, terms, conditions, compensation, or privileges of employment because of race, color, religion, sex, disability, marital status, or national origin (Neb. Rev. Stat. §48-1101 to 48-1125). The Contractor guarantees compliance with the Nebraska Fair Employment Practice Act, and breach of this provision shall be regarded as a material breach of contract. The Contractor shall insert a similar provision in all subcontracts for services to be covered by any contract resulting from this RFP.

D. COOPERATION WITH OTHER CONTRACTORS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
OK			

Contractor may be required to work with or in close proximity to other contractors or individuals that may be working on same or different projects. The Contractor shall agree to cooperate with such other contractors or individuals, and shall not commit or permit any act which may interfere with the performance of work by any other contractor or individual. Contractor is not required to compromise Contractor's intellectual property or proprietary information unless expressly required to do so by this contract.

E. PERMITS, REGULATIONS, LAWS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
JK			

The contract price shall include the cost of all royalties, licenses, permits, and approvals, whether arising from patents, trademarks, copyrights or otherwise, that are in any way involved in the contract. The Contractor shall obtain and pay for all royalties, licenses, and permits, and approvals necessary for the execution of the contract. The Contractor must guarantee that it has the full legal right to the materials, supplies, equipment, software, and other items used to execute this contract.

F. OWNERSHIP OF INFORMATION AND DATA / DELIVERABLES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		JK	Our clients generally own our reports and other deliverables provided to them, subject to restrictions on their distribution to third parties and our retention of ownership of certain data, modules, leading practices and specifications developed or used by EY US or its licensors, or to which we otherwise have rights including enhancements and improvements developed in the course of performing the services.

The State shall have the unlimited right to publish, duplicate, use, and disclose all information and data developed or obtained by the Contractor on behalf of the State pursuant to this contract.

The State shall own and hold exclusive title to any deliverable developed as a result of this contract. Contractor shall have no ownership interest or title, and shall not patent, license, or copyright, duplicate, transfer, sell, or exchange, the design, specifications, concept, or deliverable.

G. INSURANCE REQUIREMENTS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		JK	We may need to seek certain changes to this section consistent with our firm policy on such matters.

The Contractor shall throughout the term of the contract maintain insurance as specified herein and provide the State a current Certificate of Insurance/Acord Form (COI) verifying the coverage. The Contractor shall not commence work on the contract until the insurance is in place. If Contractor subcontracts any portion of the contract the Contractor must, throughout the term of the contract, either:

1. Provide equivalent insurance for each subcontractor and provide a COI verifying the coverage for the subcontractor;
2. Require each subcontractor to have equivalent insurance and provide written notice to the State that the Contractor has verified that each subcontractor has the required coverage; or,
3. Provide the State with copies of each subcontractor's Certificate of Insurance evidencing the required coverage.

The Contractor shall not allow any subcontractor to commence work until the subcontractor has equivalent insurance. The failure of the State to require a COI, or the failure of the Contractor to provide a COI or require subcontractor insurance shall not limit, relieve, or decrease the liability of the Contractor hereunder.

In the event that any policy written on a claims-made basis terminates or is canceled during the term of the contract or within six (6) years of termination or expiration of the contract, the Contractor shall obtain an extended discovery

or reporting period, or a new insurance policy, providing coverage required by this contract for the term of the contract and six (6) years following termination or expiration of the contract.

If by the terms of any insurance a mandatory deductible is required, or if the Contractor elects to increase the mandatory deductible amount, the Contractor shall be responsible for payment of the amount of the deductible in the event of a paid claim.

Notwithstanding any other clause in this contract, the State may recover up to the liability limits of the insurance policies required herein.

1. WORKERS' COMPENSATION INSURANCE

The Contractor shall take out and maintain during the life of this contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contactors' employees to be engaged in work on the project under this contract and, in case any such work is sublet, the Contractor shall require the subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the subcontractor's employees to be engaged in such work. This policy shall be written to meet the statutory requirements for the state in which the work is to be performed, including Occupational Disease. The policy shall include a waiver of subrogation in favor of the State. The COI shall contain the mandatory COI subrogation waiver language found hereinafter. The amounts of such insurance shall not be less than the limits stated hereinafter. For employees working in the State of Nebraska, the policy must be written by an entity authorized by the State of Nebraska Department of Insurance to write Workers' Compensation and Employer's Liability Insurance for Nebraska employees.

2. COMMERCIAL GENERAL LIABILITY INSURANCE AND COMMERCIAL AUTOMOBILE LIABILITY INSURANCE

The Contractor shall take out and maintain during the life of this contract such Commercial General Liability Insurance and Commercial Automobile Liability Insurance as shall protect Contractor and any subcontractor performing work covered by this contract from claims for damages for bodily injury, including death, as well as from claims for property damage, which may arise from operations under this contract, whether such operation be by the Contractor or by any Subcontractor or by anyone directly or indirectly employed by either of them, and the amounts of such insurance shall not be less than limits stated hereinafter.

The Commercial General Liability Insurance shall be written on an occurrence basis, and provide Premises/Operations, Products/Completed Operations, Independent Contractors, Personal Injury, and Contractual Liability coverage. The policy shall include the State, and others as required by the contract documents, as Additional Insured(s). This policy shall be primary, and any insurance or self-insurance carried by the State shall be considered secondary and non-contributory. The COI shall contain the mandatory COI liability waiver language found hereinafter. The Commercial Automobile Liability Insurance shall be written to cover all Owned, Non-owned, and Hired vehicles.

REQUIRED INSURANCE COVERAGE	
COMMERCIAL GENERAL LIABILITY	
General Aggregate	\$2,000,000
Products/Completed	\$2,000,000
Operations Aggregate	
Personal/Advertising Injury	\$1,000,000 per occurrence
Bodily Injury/Property Damage	\$1,000,000 per occurrence
Medical Payments	\$10,000 any one person
Damage to Rented Premises (Fire)	\$300,000 each occurrence
Contractual	Included
Independent Contractors	Included
If higher limits are required, the Umbrella/Excess Liability limits are allowed to satisfy the higher limit.	
WORKER'S COMPENSATION	
Employers Liability Limits	\$500K/\$500K/\$500K
Statutory Limits- All States	Statutory – State of Nebraska
Voluntary Compensation	Statutory

COMMERCIAL AUTOMOBILE LIABILITY	
Bodily Injury/Property Damage	\$1,000,000 combined single limit
Include All Owned, Hired & Non-Owned Automobile liability	Included
Motor Carrier Act Endorsement	Where Applicable
UMBRELLA/EXCESS LIABILITY	
Over Primary Insurance	\$5,000,000 per occurrence
COMMERCIAL CRIME	
Crime/Employee Dishonesty Including 3rd Party Fidelity	\$1,000,000
CYBER LIABILITY	
Breach of Privacy, Security Breach, Denial of Service, Remediation, Fines and Penalties	\$10,000,000
MANDATORY COI SUBROGATION WAIVER LANGUAGE	
"Workers' Compensation policy shall include a waiver of subrogation in favor of the State of Nebraska."	
MANDATORY COI LIABILITY WAIVER LANGUAGE	
"Commercial General Liability & Commercial Automobile Liability policies shall name the State of Nebraska as an Additional Insured and the policies shall be primary and any insurance or self- insurance carried by the State shall be considered secondary and non-contributory as additionally insured."	

If the mandatory COI subrogation waiver language or mandatory COI liability waiver language on the COI states that the waiver is subject to, condition upon, or otherwise limit by the insurance policy, a copy of the relevant sections of the policy must be submitted with the COI so the State can review the limitations imposed by the insurance policy.

3. EVIDENCE OF COVERAGE

The Contractor shall furnish the Contract Manager, with a certificate of insurance coverage complying with the above requirements prior to beginning work at:

Department of Health and Human Services Division of Medicaid and Long-Term Care Attn: Delivery Services
301 Centennial Mall, South
P.O. Box 95026
Lincoln, NE. 68509-5026

These certificates or the cover sheet shall reference the RFP number, and the certificates shall include the name of the company, policy numbers, effective dates, dates of expiration, and amounts and types of coverage afforded. If the State is damaged by the failure of the Contractor to maintain such insurance, then the Contractor shall be responsible for all reasonable costs properly attributable thereto.

Reasonable notice of cancellation of any required insurance policy must be submitted to the contract manager as listed above when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

4. DEVIATIONS

The insurance requirements are subject to limited negotiation. Negotiation typically includes, but is not necessarily limited to, the correct type of coverage, necessity for Workers' Compensation, and the type of automobile coverage carried by the Contractor.

ANTITRUST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
GK			

The Contractor hereby assigns to the State any and all claims for overcharges as to goods and/or services provided in connection with this contract resulting from antitrust violations which arise under antitrust laws of the United States and the antitrust laws of the State.

H. CONFLICT OF INTEREST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
GK			

By submitting a proposal, bidder certifies that there does not now exist a relationship between the bidder and any person or entity which is or gives the appearance of a conflict of interest related to this RFP or project.

The bidder certifies that it shall not take any action or acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its services hereunder or which creates an actual or an appearance of conflict of interest.

The bidder certifies that it will not knowingly employ any individual known by bidder to have a conflict of interest.

The Parties shall not knowingly, for a period of two years after execution of the contract, recruit or employ any employee or agent of the other Party who has worked on the RFP or project, or who had any influence on decisions affecting the RFP or project.

I. STATE PROPERTY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
GK			

The Contractor shall be responsible for the proper care and custody of any State-owned property which is furnished for the Contractor's use during the performance of the contract. The Contractor shall reimburse the State for any loss or damage of such property; normal wear and tear is expected.

J. SITE RULES AND REGULATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
GK			

The Contractor shall use its best efforts to ensure that its employees, agents, and Subcontractors comply with site rules and regulations while on State premises. If the Contractor must perform on-site work outside of the daily operational hours set forth by the State, it must make arrangements with the State to ensure access to the facility and the equipment has been arranged. No additional payment will be made by the State on the basis of lack of access, unless the State fails to provide access as agreed to in writing between the State and the Contractor.

K. ADVERTISING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		GK	Mutually, our agreements generally provide that a client cannot use our name without our prior consent.

The Contractor agrees not to refer to the contract award in advertising in such a manner as to state or imply that the company or its services are endorsed or preferred by the State. Any publicity releases pertaining to the project shall not be issued without prior written approval from the State.

L. NEBRASKA TECHNOLOGY ACCESS STANDARDS (Statutory)

Contractor shall review the Nebraska Technology Access Standards, found at <http://nitc.nebraska.gov/standards/2-201.html> and ensure that products and/or services provided under the contract are in compliance or will comply with the applicable standards to the greatest degree possible. In the event such standards change during the Contractor's performance, the State may create an amendment to the contract to request the contract comply with the changed standard at a cost mutually acceptable to the parties.

M. DISASTER RECOVERY/BACK UP PLAN

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
GK			

The Contractor shall have a disaster recovery and back-up plan, of which a copy should be provided upon request to the State, which includes, but is not limited to equipment, personnel, facilities, and transportation, in order to continue services as specified under the specifications in the contract in the event of a disaster. Also, please see the Business Continuity and Disaster Recovery Requirements as noted in Attachment A – RTM.

N. DRUG POLICY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
GK			

Contractor certifies it maintains a drug free work place environment to ensure worker safety and workplace integrity. Contractor agrees to provide a copy of its drug free workplace policy at any time upon request by the State.

IV. PAYMENT

A. PROHIBITION AGAINST ADVANCE PAYMENT (Statutory)

Payments shall not be made until contractual deliverable(s) are received and accepted by the State.

B. TAXES (Statutory)

The State is not required to pay taxes and assumes no such liability as a result of this solicitation. Any property tax payable on the Contractor's equipment which may be installed in a State-owned facility is the responsibility of the Contractor.

C. INVOICES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
JK			

Invoices for payments must be submitted by the Contractor to the agency requesting the services with a full report of the number of all participants who received services during the month and full calculations for invoiced amount, to support payment. Invoices should be submitted to: DHHS EVV Vendor Management, 301 Centennial Mall, NSOB5, Lincoln, NE, 68509. The terms and conditions included in the Contractor's invoice shall be deemed to be solely for the convenience of the parties. No terms or conditions of any such invoice shall be binding upon the State, and no action by the State, including without limitation the payment of any such invoice in whole or in part, shall be construed as binding or estopping the State with respect to any such term or condition, unless the invoice term or condition has been previously agreed to by the State as an amendment to the contract.

D. INSPECTION AND APPROVAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
JK			

Final inspection and approval of all work required under the contract shall be performed by the designated State officials.

The State and/or its authorized representatives shall have the right to enter any premises where the Contractor or Subcontractor duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed. All inspections and evaluations shall be at reasonable times and in a manner that will not unreasonably delay work.

E. PAYMENT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		JK	We do not believe it is appropriate for payment for services to be subject to a client's satisfaction as that is a subjective concept. Payment for the services should be subject to the services having been performed pursuant to the terms of the agreement.

State will render payment to Contractor when the terms and conditions of the contract and specifications have been satisfactorily completed on the part of the Contractor as solely determined by the State. (Neb. Rev. Stat. Section 73-506(1)) Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408). The State may require the Contractor to accept payment by electronic means such as ACH deposit. In no event shall the State be responsible or liable to pay for

any services provided by the Contractor prior to the Effective Date of the contract, and the Contractor hereby waives any claim or cause of action for any such services.

F. LATE PAYMENT (Statutory)

The Contractor may charge the responsible agency interest for late payment in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408).

G. SUBJECT TO FUNDING / FUNDING OUT CLAUSE FOR LOSS OF APPROPRIATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
GK			

The State's obligation to pay amounts due on the contract for any fiscal years following the current fiscal year is contingent upon legislative appropriation of funds. Should said funds not be appropriated, the State may terminate the contract with respect to those payments for the fiscal year(s) for which such funds are not appropriated. The State will give the Contractor written notice thirty (30) calendar days prior to the effective date of termination. All obligations of the State to make payments after the termination date will cease. The Contractor shall be entitled to receive just and equitable compensation for any authorized work which has been satisfactorily completed as of the termination date. In no event shall the Contractor be paid for a loss of anticipated profit.

H. RIGHT TO AUDIT (First Paragraph is Statutory)

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		GK	Paragraph 2: EY US generally does not consent to pay for an audit.

The State shall have the right to audit the Contractor's performance of this contract upon a 30 days' written notice. Contractor shall utilize generally accepted accounting principles, and shall maintain the accounting records, and other records and information relevant to the contract (Information) to enable the State to audit the contract. The State may audit and the Contractor shall maintain, the Information during the term of the contract and for a period of five (5) years after the completion of this contract or until all issues or litigation are resolved, whichever is later. The Contractor shall make the Information available to the State at Contractor's place of business or a location acceptable to both Parties during normal business hours. If this is not practical or the Contractor so elects, the Contractor may provide electronic or paper copies of the Information. The State reserves the right to examine, make copies of, and take notes on any Information relevant to this contract, regardless of the form or the Information, how it is stored, or who possesses the Information. Under no circumstance will the Contractor be required to create or maintain documents not kept in the ordinary course of contractor's business operations, nor will contractor be required to disclose any information, including but not limited to product cost data, which is confidential or proprietary to contractor.

The Parties shall pay their own costs of the audit unless the audit finds a previously undisclosed overpayment by the State. If a previously undisclosed overpayment exceeds one-half (0.5%) of one percent of the total contract billings, or if fraud, material misrepresentations, or non-performance is discovered on the part of the Contractor, the Contractor shall reimburse the State for the total costs of the audit. Overpayments and audit costs owed to the State shall be paid within ninety (90) days of written notice of the claim. The Contractor agrees to correct any material weaknesses or condition found as a result of the audit.

V. PROPOSAL INSTRUCTIONS

This section documents the requirements that should be met by bidders in preparing the Electronic Visit Verification Solution Requirements (as noted in Attachment A – RTM) and Cost Proposal. Bidders should identify the subdivisions of “Project Description and Scope of Work” clearly in their proposals; failure to do so may result in disqualification. Bidder must respond to all requirements detailed in Attachment A – RTM. Failure to respond to a specific requirement may be the basis for elimination from consideration during the State's comparative evaluation.

Proposals are due by the date and time shown in the Schedule of Events. Content requirements for the Technical and Cost Proposal are presented separately in the following subdivisions; format and order:

A. PROPOSAL SUBMISSION

1. REQUEST FOR PROPOSAL FORM

By signing the “RFP for Contractual Services” form, the bidder guarantees compliance with the provisions stated in this RFP, agrees to the Terms and Conditions stated in this RFP unless otherwise agreed to, and certifies bidder maintains a drug free work place environment.

The RFP for Contractual Services form must be signed using an indelible method (not electronically) and returned per the schedule of events in order to be considered for an award.

Sealed proposals must be received in the State Purchasing Bureau by the date and time of the proposal opening per the Schedule of Events. No late proposals will be accepted. No electronic, e-mail, fax, voice, or telephone proposals will be accepted.

It is the responsibility of the bidder to check the website for all information relevant to this solicitation to include addenda and/or amendments issued prior to the opening date. Website address is as follows:
<http://das.nebraska.gov/materiel/purchasing.html>

Further, Sections II through VI must be completed and returned with the proposal response.

Signed “Request for Proposal for Contractual Services Form” returned with the original proposal.

2. CORPORATE OVERVIEW

The Corporate Overview section of the Requirements Proposal should consist of the following subdivisions:

a. BIDDER IDENTIFICATION AND INFORMATION

The bidder should provide the full company or corporate name, address of the company's headquarters, each principal location, and location(s) of primary systems, entity organization (corporation, partnership, proprietorship), state in which the bidder is incorporated or otherwise organized to do business, year in which the bidder first organized to do business, total number of employees, organizational chart displaying the overall business structure, and whether the name and form of organization has changed since first organized.

If not publicly traded company (or a subsidiary of a publicly traded company), the names, affiliations, and city and state of each individual or company that owns five percent (5%) or more of the company or partnership.

Ernst & Young LLP (together with its affiliate, Ernst & Young U.S. LLP, the Partnership) is a private limited liability partnership, and we do not distribute our financial statements to parties other than our partners, principals and lenders. However, the Partnership's size and strong track record of success provide compelling evidence of our having the financial resources needed to serve you.

The Partnership is owned by approximately 3,400 US partners and principals and is a member of Ernst & Young Global Limited, an organization whose locally owned member firms operate under the “EY” brand name in approximately 150 countries around the world.

The Partnership is a substantial entity, with approximately 43,000 people working in the US. The Partnership's fiscal year 2018 total revenues, which include expenses billed to clients and amounts billed to other EY member firms (i.e., inter-firm revenues), approximated US\$14.0 billion.

The Partnership's financial position as of the end of its most recent fiscal year (June 29, 2018) was strong, with total assets of US\$4.4 billion, primarily consisting of cash and short-term investments and amounts due from clients which, together, represented approximately 68% of total assets. These quick assets, coupled with significant unused bank lines of credit, provide the Partnership with levels of liquidity more than sufficient to fund our operations as well as our investment needs.

Capital and current accounts (representing the partners' and principals' cash in the Partnership), as well as long-term borrowings from various banks and insurance companies, represented approximately US\$2.3 billion at June 29, 2018, of which approximately US\$264 million represents long-term borrowings.

The Partnership's long-term debt and revolving credit facilities are rated annually by Fitch Ratings, the debt rating agency. Fitch Ratings recently affirmed the Partnership's 'AA' debt rating and its 'Stable' Rating Outlook. In reviewing the Partnership's 2018 annual financial statements, Fitch Ratings, in its letter of October 24, 2018, stated that "The 'AA' rating reflects Ernst & Young's conservative financial profile, strong and stable cash flow from operations and high client retention rates." Fitch also stated that the Partnership's "credit statistics have continued to remain strong as a result of strong cost controls and funded debt levels that remain low compared to operating earnings (measured by earnings before interest, taxes, depreciation and amortization (EBITDA)) and cash flow from operations." The rating agency defines an AA rating as follows: "'AA' ratings denote expectations of very low default risk. They indicate very strong capacity for payment of financial commitments. This capacity is not significantly vulnerable to foreseeable events." In addition to maintaining a strong financial position, the Partnership maintains a comprehensive professional indemnity insurance program that is continually monitored and modified so as to provide coverage considered appropriate in the current operating environment. We believe our coverage is commensurate with that carried by the other Big Four firms.

We would be pleased to have our finance organization discuss the Partnership's financial resources and stability with you at your request.

About Ernst & Young Global Limited

EY is a global leader in assurance, tax, transaction and advisory services. The insights and quality services we deliver help build trust and confidence in the capital markets and in economies the world over. We develop outstanding leaders who team to deliver on our promises to all our stakeholders. In so doing, we play a critical role in building a better working world for our people, for our clients and for our communities.

EY refers to the global organization, and may refer to one or more, of the member firms of Ernst & Young Global Limited, each of which is a separate legal entity. Ernst & Young Global Limited, a UK company limited by guarantee, does not provide services to clients. Information about how EY collects and uses personal data and a description of the rights individuals have under data protection legislation are available via ey.com/privacy. For more information about our organization, please visit ey.com.

About Ernst & Young LLP/about EY Americas

Ernst & Young LLP (EY US or the US firm), a limited liability partnership, is a member firm of Ernst & Young Global Limited, an organization whose locally owned member firms operate under the "EY" name in approximately 150 countries around the world. The Americas area, formed in 2006, comprises member firms in 30 countries and more than 72,000 people.

EY history

Overall

The firm and its predecessors have been in business in the US for more than 100 years. The roots of EY date to the early 1900s and to the lasting legacies of two visionaries – A.C. Ernst and Arthur Young. In 1903, A.C. Ernst opened the first office of the US firm in Cleveland, Ohio. On July 1, 1989, Ernst & Whinney merged with Arthur Young to create the US firm.

Corporate status and ownership structure

Ernst & Young LLP (together with its affiliate, Ernst & Young U.S. LLP, the Partnership) is a private limited liability partnership. The Partnership is owned by approximately 3,400 US partners and principals and is a member of Ernst & Young Global Limited, an organization whose locally owned member firms operate under the "EY" name in approximately 150 countries around the world. No individual partner or principal owns more than a 1% interest in the partnership. EY refers to the global organization of member firms of Ernst & Young Global Limited, each of which is a separate legal entity. Ernst & Young Global Limited, a UK company limited by guarantee, does not provide services to clients. For more information about our organization, please visit www.ey.com. This response is being submitted by Ernst & Young LLP (EY US), a member firm serving clients in the US.

State of incorporation

Ernst & Young LLP is not incorporated, but we are registered as a limited liability partnership in Delaware on July 1, 1994.

Office locations

Our people are located in more than 90 offices in the US and more than 700 offices globally.

Key executives

Global

We have a global leadership team that sets a single global strategy and agenda. This management structure allows us to make decisions and support exceptional client service wherever in the world our clients do business. The Global Executive, our most senior management body, focuses on strategy, execution and operations. Its members bring together all the elements of our global organization, including our functions, service lines, geographic areas and committees.

For more information, please see: https://www.ey.com/en_gl/global-executive

Americas

The EY Americas Operating Executive, the region's most senior management body, focuses on strategy, execution and operations. Members of the Americas Operating Executive bring together all the elements of our organization, including our functions, service lines, geographic areas and committees.

For more information, please see: https://www.ey.com/en_us/americas-executive

Headquarters

- ▶ Global: 6 More London Place, London SE1 2DA, United Kingdom
- ▶ US: 5 Times Square, New York NY 10035

b. FINANCIAL STATEMENTS

The bidder should provide financial statements applicable to the firm. If publicly held, the bidder should provide a copy of the corporation's most recent audited financial reports and statements, and the name, address, and telephone number of the fiscally responsible representative of the bidder's financial or banking organization.

If the bidder is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information, should be submitted in such a manner that proposal evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, a non-publicly held firm should provide a banking reference.

The bidder must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.

The State may elect to use a third party to conduct credit checks as part of the corporate overview evaluation.

Ernst & Young LLP (together with its affiliate, Ernst & Young U.S. LLP, the Partnership) is a private limited liability partnership, and we do not distribute our financial statements to parties other than our partners, principals and lenders. However, the Partnership's size and strong track record of success provide compelling evidence of our having the financial resources needed to serve State of Nebraska Department of Health and Human Services.

The Partnership is owned by approximately 3,400 US partners and principals and is a member of Ernst & Young Global Limited, an organization whose locally owned member firms operate under the "EY" brand name in approximately 150 countries around the world.

The Partnership is a substantial entity, with approximately 43,000 people working in the US. The Partnership's fiscal year 2018 total revenues, which include expenses billed to clients and amounts billed to other EY member firms (i.e., inter-firm revenues), approximated US\$14.0 billion.

Ernst & Young LLP, as is true of all major accounting firms, is involved in litigation, administrative proceedings and regulatory matters in the normal course of our professional activities. We believe that raising an allegation or the filing of a suit against a firm provides no meaningful indication of the quality of work, since the complaint represents merely the unproven allegations. The outcome, moreover, may not bear a meaningful relationship to quality. We believe that the quality of our firm's work meets the standards of the profession. We have tried and won numerous lawsuits before both judges and juries, most of them in the last decade of increased litigation against accounting firms. We are proud of our record. It supports our assessment that litigation has not reflected adversely upon the quality of our professional work; nor has it ever impaired our ability to serve our clients.

Ernst & Young LLP maintains a comprehensive professional indemnity insurance program that is continually monitored and modified so as to provide the firm with coverage considered appropriate in the current operating environment. We believe our coverage is commensurate with that carried by the other Big Four firms.

c. **CHANGE OF OWNERSHIP**

If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, the bidder should describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded Contractor(s) will require notification to the State.

No change of ownership is anticipated.

d. **OFFICE LOCATION**

The bidder's office location responsible for performance pursuant to an award of a contract with the State of Nebraska should be identified.

Ernst & Young LLP
55 Ivan Allen Jr Boulevard
Atlanta, GA 30308

e. **RELATIONSHIPS WITH THE STATE**

The bidder should describe any dealings with the State over the previous ten (10) years. If the organization, its predecessor, or any Party named in the bidder's proposal response has contracted with the State, the bidder should identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

Microsoft has been a strong partner to the State of Nebraska for many years helping navigating the power of technology to enable every citizen and organization in the State of Nebraska to achieve more. This includes assessments, advisory and training for citizen engagement, cybersecurity, democratization of data science, ITSM, DevOps, line of business application innovations, financial management and cloud.

A good summary of the maturity and value of this relationship is summarized in an interview with State of Nebraska CIO Ed Toner: <https://www.enterprisedigi.com/cloud/articles/microsoft-solutions-nebraska-ed-toner>

f. **BIDDER'S EMPLOYEE RELATIONS TO STATE**

If any Party named in the bidder's proposal response is or was an employee of the State within the past two (2) months, identify the individual(s) by name, State agency with whom employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.

If any employee of any agency of the State of Nebraska is employed by the bidder or is a Subcontractor to the bidder, as of the due date for proposal submission, identify all such persons by name, position held with the bidder, and position held with the State (including job title and agency). Describe the responsibilities of such persons within the proposing organization. If, after review of this information by the State, it is determined that a conflict of interest exists or may exist, the bidder may be disqualified from further consideration in this proposal. If no such relationship exists, so declare.

No such relationships exist or has existed.

g. **CONTRACT PERFORMANCE**

If the bidder or any proposed Subcontractor has had a contract terminated, at any Federal, State or Governmental agency/entity and/or Managed Care Organization, for default during the past five (5) years, all such instances must be described as required below. Termination for default is defined as a notice to stop performance delivery due to the bidder's non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the bidder, litigated and such litigation determined the bidder to be in default, or pending litigation.

It is mandatory that the bidder submit full details of all termination for default experienced during the past five (5) years, including the other Party's name, address, and telephone number. The response to this section must present the bidder's position on the matter. The State will evaluate the facts and will score the bidder's proposal accordingly. If no such termination for default has been experienced by the bidder in the past five (5) years, so declare.

If at any time during the past five (5) years, the bidder has had a contract terminated, with a State agency, for convenience, non-performance, non-allocation of funds, or any other reason, describe fully all circumstances surrounding such termination, including the name and address of the other contracting Party. Describe any kind of correction action plan imposed on the Bidder based on a previous EVV contract, any allegation of breach made against the Bidder on another EVV contract, or any type of significant contract management action taken against the Bidder in a current or previous EVV contract.

It is mandatory that the bidder submit full details of any and all audits, corrective action plans,

penalties, sanctions, and any Federal or State investigations in the last five (5) years, including pending, ongoing, disputed, or unresolved audits, corrective actions, penalties, sanctions, or Federal or State investigations.

We are not aware of any; however, as a firm of our size (\$30b in revenues and tens of thousands of contracts), there are sometimes instances where we have not been able to complete a contract, due to numerous circumstances, most often such as conflict of interest that come up after contract award, regulatory changes, loss of appropriations, termination for convenience, etc. It is not EY standard practice to keep a listing of these instances or the circumstances.

Ernst & Young LLP, as is true of all major accounting firms, is involved in litigation in the normal course of our professional activities. We believe the mere filing of a suit against a firm provides no meaningful indication of the quality of work, since the complaint represents merely the unproven allegations of a plaintiff. The outcome, moreover, may not bear a meaningful relationship to quality. We believe that the quality of our firm's work meets the highest standards of the profession. We have tried and won many lawsuits before both judges and juries. We are proud of our record. It supports our assessment that litigation has not reflected adversely upon the quality of our professional work; nor has it ever impaired our ability to serve our clients.

h. SUMMARY OF BIDDER'S CORPORATE EXPERIENCE

The bidder should provide a summary matrix listing the bidder's previous projects similar to this RFP in size, scope, and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.

The bidder should address the following:

- i. Provide narrative descriptions to highlight the similarities between the bidder's experience and this RFP. These descriptions should include:
 - a) Bidder shall submit a list of current and prior contracts and customers with a similar scope. If subcontractors are proposed, provide list of contracts and customers for each subcontractor.
 - b) The time period of the project;
 - c) The scheduled and actual completion dates;
 - d) The bidder's responsibilities;
 - e) Evidence of the qualifications and credentials of the respondent in terms of proven successful experience through similar Medicaid EVV systems to include:
 - 1). The description of all recent Medicaid EVV projects completed or ongoing;
 - 2). Specific types of Medicaid providers and services respondent's EVV system is used for;
 - 3). If EVV system supported mobile GPS enabled devices, including mobile smartphones;
 - 4). A statement specifying the extent of bidder's responsibility and experience on each described project.
 - 5). For reference purposes, a customer name (including the name of a contact person that can be reference for contract performance: individuals who can directly attest to the bidder's qualification relevant to the Medicaid EVV scope of work, a current telephone number, a facsimile number, and e-mail address); DHHS reserves the right to contact the references submitted as well as any other references which may attest to the respondent's work experience.
 - f) If the bidder or subcontractor has no recent contract experience, the bidder or subcontractor should have experience that is closely related to Medicaid EVV; and
 - g) Each project description should identify whether the work was performed as the prime Contractor or as a Subcontractor. If a bidder performed as the prime Contractor, the description should provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.
- ii. Contractor and Subcontractor(s) experience should be listed separately. Narrative descriptions submitted for Subcontractors should be specifically identified as Subcontractor projects.
- iii. If the work was performed as a Subcontractor, the narrative description should identify the same information as requested for the Contractors

above. In addition, if the bidder was a Subcontractor, the bidder should identify what share of contract costs, project responsibilities, and time period were performed as a Subcontractor.

iv.

Qualifications

- a) The bidder should include the following information:
 - 1). Evidence of the qualifications and credentials of the bidder in terms of proven successful experience through similar Medicaid EVV projects of like size and scope;
 - 2). Detailed description of all experience in the implementation, operation, and support of Medicaid EVV systems; to include:
 - i.) The description of all recent Medicaid EVV projects completed or ongoing;
 - ii.) Specific types of Medicaid provider and services respondent's EVV system is used for;
 - iii.) If EVV system supported mobile GPS enabled devices, including mobile smartphones;
 - iv.) A statement specifying the extent of bidder's responsibility and experience on each described project.

Dynamics 365 currently has more than 5 million licensed users across more than 60,000 organizations, including more than 7,500 public sector departments and agencies. The examples listed below use Dynamics 365 to perform services consistent with the six criteria for EVV:

- ▶ Type of service performed;
- ▶ Individual receiving the service;
- ▶ Date of the service;
- ▶ Location of service delivery;
- ▶ Individual providing the service; and
- ▶ Time the service begins and ends.

The populations served include personal and home health care, developmentally disabled, women, infants, and children. The number of members ranges from 95,000 to 12,000,000. The special needs include personal care, palliative care, rehabilitation, skilled nursing, infusion/medication administration, counseling, nutritional supplements, intellectual disabilities, cerebral palsy, Down syndrome, autism spectrum disorders and neurological impairment.

Agency	Program	High-Level Description	Contract Period
Texas Department of Health and Human Services	Women Infants and Children (WIC)	The Texas WIC program uses Dynamics for intake, eligibility, and general program / case management.	Ten-year contract executed in 06/2015 - Contract end date 2025
Louisiana Department of Health	Women Infants and Children (WIC)	The Louisiana WIC program uses Dynamics for intake, eligibility, and general program / case management.	Ten-year contract executed in Fall 2015 - Contract end date 2025
New Mexico Department of Health	Women Infants and Children (WIC)	The New Mexico WIC program uses Dynamics for intake, eligibility, and general program / case management.	Eight-year contract executed in 12/2015 - Contract end date 2023

Connecticut Department of Children and Families	Child Welfare	Connecticut uses Dynamics in the site investigations and case management related to child abuse / child welfare.	Contract start date 03/2018, ongoing
Arizona Department of Child Safety (DCS)	Child Welfare	Arizona DCS uses Dynamics in the site investigations and case management related to child abuse / child welfare.	Contract start date 05/2017, ongoing
Ohio Department of Developmental Disabilities (DODD)	DODD	Ohio DODD leverages Microsoft Dynamics for full lifecycle program management from intake and eligibility, to budgeting, individual service planning, and service delivery.	Contract start date 2011, ongoing
New York State Office for People with Developmental Disabilities' (OPWDD)	OPWDD	New York OPWDD leverages Microsoft Dynamics for full lifecycle program management from intake and eligibility, to budgeting, individual service planning, and service delivery.	Contract start date Fall 2009, ongoing
United States Department of Veterans Affairs	Field Examiners	The VA implemented a solution to support their Fiduciary Field Examiners where they leverage Dynamics to capture information about field visits with the beneficiaries and their fiduciaries at home.	Contract start date 10/2013, ongoing
New York City Administration for Children's Services	Child Trafficking	New York City uses Dynamics to capture information relative to a screening during a site visit to identify potential indicators of child trafficking.	Contract start date 1/2017, ongoing
US Department of Health and Human Services	Call Center	CMS call center activities related to the Affordable Care Act.	Contract start 11/2014, ongoing

The agencies listed below are utilizing Microsoft Dynamics 365 for the electronic verification of personal and home health care services.

	Electronic Visit Verification Requirements
Silver Chain - Provider of personal care and home health care services	<input checked="" type="checkbox"/> Type of service performed <input checked="" type="checkbox"/> Individual receiving the service <input checked="" type="checkbox"/> Date of the service <input checked="" type="checkbox"/> Location of service delivery <input checked="" type="checkbox"/> Individual providing the service <input checked="" type="checkbox"/> Time the service begins and ends
Nurse Maude - Provider of personal care and home health care services	<input checked="" type="checkbox"/> Type of service performed <input checked="" type="checkbox"/> Individual receiving the service <input checked="" type="checkbox"/> Date of the service <input checked="" type="checkbox"/> Location of service delivery <input checked="" type="checkbox"/> Individual providing the service <input checked="" type="checkbox"/> Time the service begins and ends

	Electronic Visit Verification Requirements
Lincare - Provider of home respiratory services	<input checked="" type="checkbox"/> Type of service performed <input checked="" type="checkbox"/> Individual receiving the service <input checked="" type="checkbox"/> Date of the service <input checked="" type="checkbox"/> Location of service delivery <input checked="" type="checkbox"/> Individual providing the service <input checked="" type="checkbox"/> Time the service begins and ends
Engag	<input checked="" type="checkbox"/> Type of service performed <input checked="" type="checkbox"/> Individual receiving the service <input checked="" type="checkbox"/> Date of the service <input checked="" type="checkbox"/> Location of service delivery <input checked="" type="checkbox"/> Individual providing the service <input checked="" type="checkbox"/> Time the service begins and ends

Listed below are engagements where we have provided similar services to those required for the proposal.

Contract/project name	Department of Medicaid Assistance Services (DMAS) Medicaid Enterprise System (MES) IV&V
Customer	Commonwealth of Virginia, DMAS
Beginning/end dates	June 2016 - Ongoing
Contact Information	Frank Guinan, Director of EPMO, DMAS frank.guinan@dmas.virginia.gov +1 804 371 6453
Description	<p>DMAS is moving to a more modular, interoperable COTS-based solution to replace the current MMIS using CMS MECT version 2.3. The MES will be run in a SOA-based environment with the use of an Integration Team to exchange data between vendors, the state and federal partners. Beginning in June 2016, EY was selected to review and evaluate critical aspects of the MES Project as an unbiased, independent reviewer as well as report to CMS. Key deliverables include:</p> <ul style="list-style-type: none"> ▶ Certification progress reports - Exception-based reports that objectively illustrate the strengths and weaknesses of the project and provide recommendations for correcting any identified weaknesses ▶ Dashboard - Project progress data submitted as a dashboard
Outcome	In progress
Approx. staff size and project team	We support the project with a team of approximately 4 FTEs. The overall project contract value is approximately \$175M.
Lessons learned	Regular and frequent touchpoints with the Federal partners throughout implementation helps minimize surprises during certification milestones.

Contract/project name	Constituent Management
Customer	Campus Management LLC
Beginning/end dates	March 2017 - Ongoing
Contact Information	Dr. Jennifer Beyer jbeyer@campusmgmt.com +1 561 405 7894

Contract/project name	Constituent Management
Description	EY engaged with Campus Management Corporation (Campus Management) to assist with their development of a higher education constituent platform on Dynamics 365. Through an approximately two-year engagement, the EY Advisory team supported Campus Management through solution scoping, design, development, pilot and launch. EY engagement leadership brought more than 12 years of experience architecting Microsoft Dynamics solutions and the delivery resources, including a Microsoft MVP, each having 2-10 years' experience implementing Dynamics in complex environments. In addition to solution delivery, the EY team provided training and ongoing guidance on Dynamics 365 best practices to the Campus Management development team positioning them to lead development efforts going forward. The results of these efforts a repeatable and adaptable solutions that enables streamlined future implementations.
Outcome	In progress
Approx. staff size and project team	We support the project with a team of approximately 4 FTEs. The overall project contract value is approximately \$1.1M per year.
Lessons learned	Equipping the client with Dynamics 365 CRM best practice knowledge positioned them to leverage their investment in the platform and to effectively utilize it for other business needs.

Contract/project name	Design and development of DefenseReady and SuspenseReady
Customer	Permuta Technologies, Inc.
Beginning/end dates	December 2012 - December 2015
Contact Information	Ryan Millett ryan.millett@permuta.com +1 703 650 5040
Description	Permuta Technologies, Inc. a Service Disabled Veteran Owned Small Business, Provides enterprise business solutions, built on the Microsoft Dynamics CRM platform, for Department of Defense organizations. Headquartered in the metropolitan Washington, DC area, Permuta has a deep understanding of the unique operational challenges and problems facing military organizations—and a long track record of solving them with game-changing technology. EY advisory assisted Permuta with the design and development of DefenseReady & SuspenseReady products on the Dynamics 365 platform. Our team's focus was on the Microsoft Dynamics 365 architecture and the products were co-developed with Permuta on the platform. As the solution progressed, EY helped Permuta take their solution to the cloud and also added mobile applications to their portfolio. In addition to augmenting the Permuta development team, our work encompassed digital design and user experience, documentation, testing, and support.
Outcome	These efforts resulted in marketable products that continue to thrive and expand today. While the formal workstreams have been completed, the relationship continues and EY continues to confer with Permuta.
Approx. staff size and project team	The overall project contract value was \$7.8M.
Lessons learned	Cloud based and mobile technology expanded the capabilities and products that could be developed using Microsoft Dynamics 365 as the foundation.

i. **SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH**

The bidder should present a detailed description of its proposed approach to the management of the project.

The bidder should identify the specific professionals who will work on the DHHS project if their company is awarded the contract resulting from this RFP. The names and titles of the team proposed for assignment to DHHS project should be identified in full, with a description of the team leadership, interface and support functions, and reporting relationships. The primary work assigned to each person should also be identified.

The bidder should provide resumes for all personnel proposed by the bidder to work on the project. DHHS will consider the resumes as a key indicator of the bidder's understanding of the skill mixes

required to carry out the requirements of the RFP in addition to assessing the experience of specific individuals.

Key personnel should be employees of the Bidder and shall not hold more than one key role unless otherwise approved by DHHS. DHHS will review and approve all key personnel. Contractor must provide named staff for each key position and include background and experience on similar projects for both implementation and operations.

i The following Contractor staff shall be considered key personnel during Implementation:

- (a) Account Executive,
- (b) Project Manager,
- (c) Testing Lead,
- (d) Integration Lead,
- (e) Certification Lead,
- (f) Training Lead

ii Contractor must identify the key personnel during EVV operations, including but not limited to:

- (a) Account Executive,
- (b) Training Lead,
- (c) Customer Support Lead,
- (d) Certification Lead, who is to be engaged until all Certification requirements are completed and approved by CMS.

DHHS will review and approve all key personnel during EVV operations.

Contractor must maintain sufficient and qualified staffing levels to ensure successful implementation within the specified timeframes and for the ongoing operation of the EVV system throughout the duration of the contract. Contractor must develop and manage project organization and staffing. Contractor shall submit with proposal project organization charts showing all proposed personnel by job title, lines of supervision, and indicating full or part-time employment on the DHHS contract. The charts shall include how the project fits into the respondent's overall organizational structure.

The organizational structure must be designed to carry out the responsibilities within the Scope of Work. Contractor must utilize a consistent approach to Project Leadership.

Contractor must provide specific descriptions of roles and responsibilities for all Contractor resources, time devoted to the Nebraska EVV project during DDI, and after implementation, and the percentage of time the resources will work on-site both during DDI and after implementation. Include how personnel is to administer and execute required project activities during the EVV Solution design, development, implementation and operations.

The Contractor's designated Account Executive must be the single point of contact for matters concerning the Contractor's performance under the Contract. This person shall have the authority to make decisions that are binding to the Contract, shall be responsible for timely completion of the project, and shall be responsible for meeting all contractual obligations. Include the approach to account management, and describe how the account manager will meet this requirement.

The Contractor's Account Executive should have a minimum of five (5) years' contract management experience managing related services with similar budgets, preferably in Medicaid or the healthcare industry and for a project similar in size and scope to this project.

The Contractor's designated Project Manager must represent and oversee the day-to-day activities of the project. This individual shall serve as DHHS's primary point of contact for matters relating to the project and serve as a liaison for certification and stakeholders. Include description of process used to manage day-to-day activities.

The Contractor's Project Manager should have a minimum of five (5) years' project management experience managing projects of similar size and scope, preferably in Medicaid or the healthcare industry. This experience must include relevant experience within the last three (3) years from the release date of the RFP.

- i Project management experience should include each phase of the system development life cycle.
- ii Project management certification through the Project Management Institute (PMI) is preferred.

- iii The Contractor's Project Manager shall have experience initiating and managing an electronic visit verification system implementation, or comparable experience in a project of similar size and scope, and be capable of overseeing all contracted activities for which the Contractor is responsible.

The Contractor's named Integration Lead must manage the design, configuration/build, integration, defect management, and implementation of the Contractor's scope of work. Include a description of Contractor's approach to Integration Management.

The Contractor's Integration Lead should meet the following qualifications including:

- i Minimum of five (5) years leading system design and integration projects, including the technical design and implementation of projects similar in size and scope to this project.
- ii Experience must involve directing multi-discipline technical teams producing integration solutions (e.g., Service Oriented Architecture, network, hardware and software).

The Contractor's designated Testing Lead must coordinate all testing activities. Contractor must provide a testing approach and activities.

The Contractor's Testing Lead should meet the following qualifications including but not limited to:

- i Minimum of three (3) years' experience leading testing activities for a project similar in size and scope to this project.
- ii In-depth understanding of the testing lifecycle and all artifacts required to successfully validate the system.
- iii A Bachelor's Degree in Information Systems Engineering, Computer Science, or a related field is preferred.

The Contractor's Certification Lead should meet the following qualifications including:

- i Minimum of three (3) years' experience certifying systems against industry standards for projects similar in size and scope to this project.
- ii In-depth understanding of the most current MECT certification lifecycle required to successfully validate the system.

Resumes should not be longer than three (3) pages. Resumes should include, at a minimum, academic background and degrees, professional certifications, understanding of the process, and at least three (3) references (name, address, and telephone number) who can attest to the competence and skill level of the individual. Any changes in proposed personnel shall only be implemented after written approval from DHHS. Each resume should depict current experience for work completed no more than seven (7) years prior to the date of this RFP, and depict work related to state-wide EVV implementations or similar projects.

Contractor must provide staff resources as necessary to support MECT milestone reviews and activities.

Contractor shall not transfer or remove key personnel without prior approval from DHHS. If a vacancy occurs in a key role, the Contractor shall fill the position within ten (10) calendar days with a temporary replacement and a permanent replacement approved by DHHS should be within sixty (60) calendar days. The Contractor's key personnel and/or management replacement must meet the minimum qualifications for the position. The Bidder shall provide a detailed resume for a proposed key personnel and/or management replacement. Contractor must have a method to ensure transfer of knowledge and documentation occurs between exiting and incoming key personnel.

The bidder should provide the number of full time equivalent (FTE) employees engaged in similar Medicaid EVV contracts.

Project Management Approach

Undertaking this complex EVV effort requires a team with a track record of executing successful project, change and information technology transformation engagements while managing the operational impact and maintaining the State's goals and objectives for EVV.

We will work closely with DHHS to finalize the project management processes. We will leverage DHHS PMO templates and standards for development of all project work products and deliverables. Our team will continually monitor the critical path and review with DHHS leadership during weekly and monthly scheduled project status meetings to identify and resolve schedule risks as needed.

We will maintain the requirements traceability matrix (RTM) to confirm that all requirements are documented, validated and completed on time. The integrated master schedule and RTM will provide the foundation for our weekly status reports with DHHS.

We will support all project startup and project close-out requirements specified in the RFP. We recognize the importance of continuity in operations and project momentum. We will provide the level of effort required to help DHHS maintain a productive and effective project deployment schedule.

A full suite of project management documents will include, but are not limited to the following:

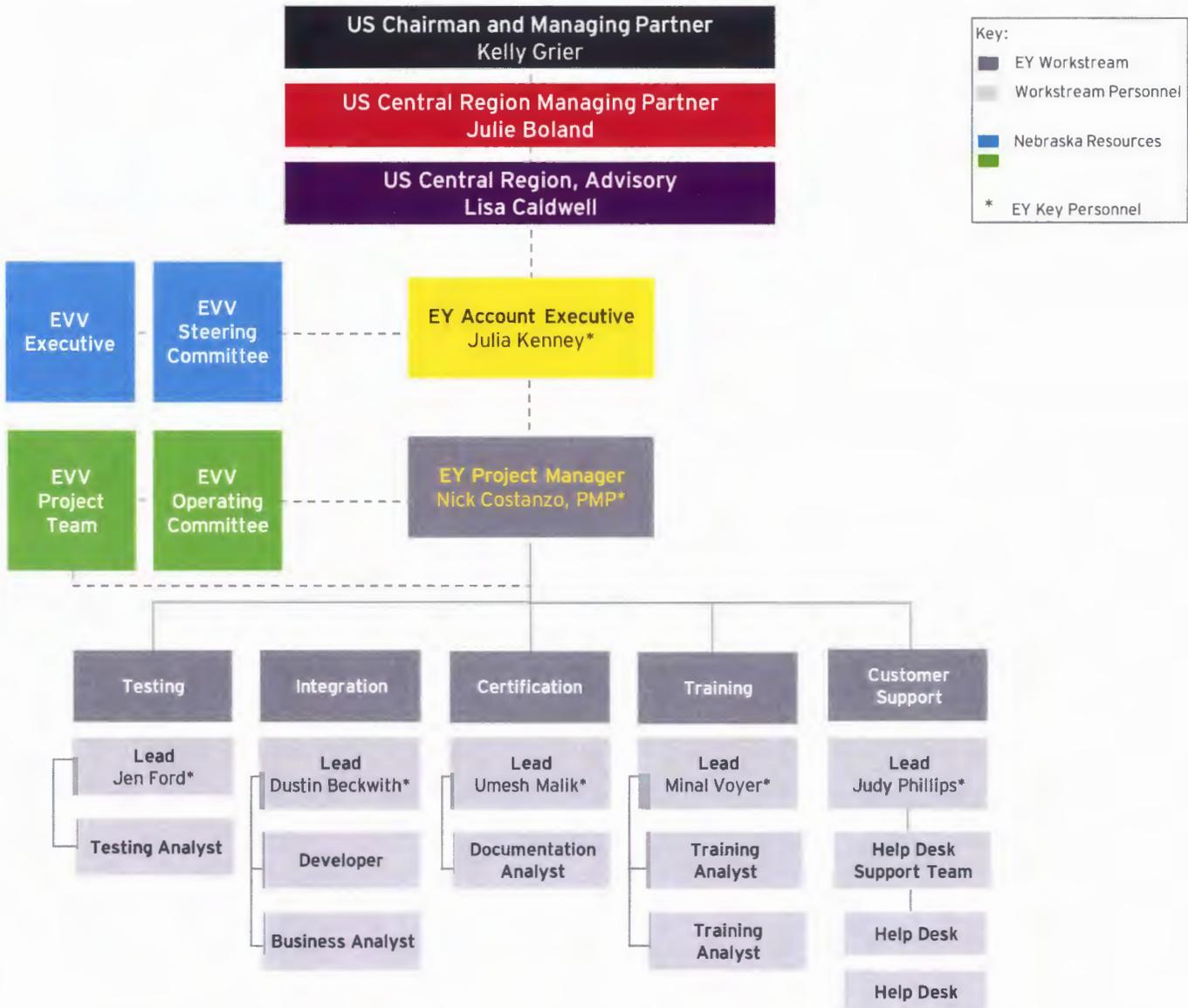
- ▶ **Change management plan:** Outlines the strategy for user adoption that will position DHHS to effectively use the EVV solution. Addresses stakeholder management, communications, training, and change impact.
- ▶ **Communications management plan:** Outlines the key milestones, mediums, audiences, frequency and key messages that will be used throughout the project. It provides a unified communication framework for sharing accurate information.
- ▶ **Cost management plan:** Outlines the approach, methodology and tools used to identify and estimate costs, analyze expenditures and variances, track and reconcile estimates to invoices, monitor, control and report actual cost/budget expenditures.
- ▶ **Document management plan:** Outlines the standardized processes and procedures used to manage document repositories and artifacts or work products, internal and external to DHHS. This includes the management of historical information and confirms a consistent style and approach to document development, format, version control, library structure and archiving.
- ▶ **Issue management plan:** Outlines the approach, methodology and tools used to identify, analyze, escalate, communicate, resolve, monitor, control and report the issues that could impact DHHS projects in the PMO portfolio.
- ▶ **Quality management plan:** Provides the approach, method and tools the QM team uses or plans to use within DHHS in order to proactively monitor, measure and report on the following areas:
 - ▶ Quality of work being performed as it relates to requirements, deliverables and/or milestones
 - ▶ Compliance to approved policy, process(es) and/or procedure(s)
 - ▶ Identification of potential risk
 - ▶ Status of corrective actions
- ▶ **Risk management plan:** Outlines the risk management approach, methodology and tools used to identify, analyze, communicate, mitigate, monitor, control and report the risks that could impact the DHHS EVV project.
- ▶ **Schedule management plan:** Guides both project execution and project control and serves as a road map for managing activities throughout the life of the project. The primary functions of the project schedule are to document planning assumptions and decisions, facilitate communication among stakeholders, and document approved scope, cost, resource and schedule baselines.
- ▶ **Scope management plan:** Outlines the approach, methodology and tools used to monitor, control and report project scope and to identify new or additional scope that could impact DHHS EVV solution implementation and/or projects in the portfolio.



Personnel

Our team is structured to promote clear and effective lines of authority, responsibility and communication. The team structure will be updated following the review of current system(s), technical and system specifications, operations management and key stakeholder interviews that may result in refinement of the EVV requirements.

The organization chart below shows the EVV implementation and operations team structure. It directly reflects required staffing as outlined in the proposal to implement the proposed EVV system.



The team we are proposing has extensive experience in all aspects of project, technology and health sector services, and our approach is proven based on decades of successful client projects. We are committed to the success of EVV project for DHHS.

Our team includes individuals with deep health and technology experience. Below is our team that has the right skill set to support the DHHS EVV engagement.



Julia Kenney
Executive Director

Office: + 1 404 817 8715
Mobile: + 1 678 429 5820
Email: julia.kenney@ey.com

Professional experience

Julia is a managing director for Health in the Advisory Services practice of Ernst & Young LLP. She is an RN with more than 25 years of experience in health care, both in clinical practice and health care consulting. Julia’s experience includes business and technology focus with emphasis on acceptance and use of technology, business process redesign, change management, and large program design and implementation across the health care continuum. Julia has provided service to federal and state government health agencies, global and national health care systems, integrated delivery systems, academic medical centers, special.

Engagement experience

- ▶ Provided executive leadership for state government behavioral health agency strategy and transformation initiatives.
- ▶ Implemented electronic visit verification, care planning and clinical documentation for one of the largest home health and hospice organizations in the country.
- ▶ Implemented electronic visit verification, care planning and service coordination, and clinical documentation for a Georgia Medicaid care management program.
- ▶ Led engagements focused on changing clinician behaviors to adopt technology and to drive quality, patient safety and cost-reduction initiatives.
- ▶ Directed the program management office responsible for development and implementation of a common operating model for OR management, resource scheduling and patient registration for the 300+ facility military health system.
- ▶ Developed comprehensive information technology strategic plans for large, integrated health systems. Identified information requirements and the technology to support those requirements, developed tactical plans, including resource requirements, cost, duration and sequencing of initiatives.
- ▶ Program manager for the design and development of a consolidated revenue management organization for an academic medical center.
- ▶ Designed, developed and implemented the care management program for a national behavioral health organization.
- ▶ Serves as the Engagement Executive for the EVV project.

Education

- ▶ Bachelor’s in computer science from Minot State University
- ▶ Nursing degree from Pennsylvania State University

Certifications

- ▶ Project Management Professional (PMP),
- ▶ Microsoft Dynamics CRM, Salesforce CRM Sales and Service Cloud

References

Jeff Minor +1 404 232 1216	Lloyd Smith +1 678 427 6341	Rebecca Deal +1 912 223 8503
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Nick Costanzo

**Senior Manager
Advisory Services**

Office: +1 312-879 5330

Email: nick.costanzo@ey.com

Professional experience

Nick is a Manager in the Advisory Services practice of Ernst & Young LLP, with over 18 years of industry and CRM experience. Nick's primary responsibilities include leading end to end CRM & mobile engagements from discovery through deployment and support. Prior to EY, Nick led CRM and Mobile development projects at Sonoma Partners for 6 years, working with enterprise, medium and small size clients across many industries including: Insurance, Manufacturing & Distribution, Professional Services, Retail and Technology & Software. Prior to joining Sonoma Partners, Nick led enterprise network, infrastructure and global services projects for 10 years at IBM.

Engagement experience

- ▶ Led a 2-year transformation for one of the top global management consulting firms, beginning with a strategic platform assessment between Microsoft Dynamics and Salesforce.com to replace a homegrown legacy system. Ultimately implemented Microsoft Dynamics CRM, with the transformation including client pipeline management, marketing automation and people management integration, to support global initiatives. The transformation resulted in improved client marketing experience, increased client team collaboration and advanced client analytics allowing for more informed strategy decisions.
- ▶ Led global rollout of Microsoft Dynamics CRM for a Fortune 500 technology company. Solution was optimized for a globally distributed and matrixed sales organization, and leveraged several backend integrations including, SAP, a custom quoting application and a data warehouse for reporting. Participated in the training and change management aspects of the project, to ensure success of the multi-phase roll out.
- ▶ Worked with a global software technology client on a migration from Salesforce to Microsoft Dynamics CRM. Worked with the client PMO to develop and execute an accelerated cutover plan due to business constraints. Also worked with the clients' professional services organization to customize the Microsoft Project Service Automation module, allowing them to continue to run their core business processes and serve their portfolio of clients with minimal impacts from the cutover.
- ▶ Led the implementation of Microsoft Dynamics CRM for a pension fund with a value of \$30+ billion in assets. The implementation allowed the organization to modernize their customer service capabilities, leveraging Integrated Voice Response, Integrated Chat and a real-time integration with a new Pension Accounting System. The result was an improved service for pension members, and continued customer service awards for the organization.
- ▶ Assisted a client in the Transportation industry to build their new Microsoft Dynamics CRM system and integrate it with their enterprise back office system for transit authorities both in the US and internationally. The CRM system was optimized for the customer service organization to handle the hundreds of thousands of calls and transactions processed daily, satisfying requirements for all major cities around the globe.

Education

- ▶ BBA Management Information Systems, University of Notre Dame

Certifications

- ▶ Project Management Professional (PMP)
- ▶ Microsoft Dynamics CRM, Salesforce CRM Sales and Service Cloud

References

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Jen Ford

Senior Manager Advisory Services

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Professional experience

Jen Ford is a Senior Manager in the Advisory Services practice of Ernst & Young LLP. She specializes in Quality Assurance and has 20 years of experience leading the test effort for various projects. She specializes in test planning and test execution of systems integration, large-scale data migrations, and complex business processes. For the past 13 years, Jen's primary focus has been leading the test effort for Dynamics CRM, Salesforce, and mobile application projects. Her main objectives are to ensure that projects are tested according to their defined requirements and align with overall business strategy. Jen's primary tasks are to create test cases, oversee other Quality Assurance analysts (QA's) on projects, and manage workload across multiple QA's. To date, Jen has led the test effort for over 60 data migration projects, and over 50 systems integration projects.

Engagement experience

Client: Leading Quote-to-Cash Software Provider Company - QA Lead

- ▶ Led the software testing effort for a multiple-workstream project to replace the client's Salesforce.com implementation with Microsoft Dynamics 365. Responsibilities include:
- ▶ Authored the test cases for all workstreams.
- ▶ Was the lead tester for the data migration from Salesforce.com to Microsoft Dynamics 365.
- ▶ Oversaw a team of 40 full-time and part-time testers, some of with little to no experience in software testing.
- ▶ Actively participated in User Acceptance Testing (UAT).

Client: Global Management Consulting Company - QA Lead

- ▶ Led the software testing effort for a multi-year implementation throughout various projects and phases. Responsibilities include:
- ▶ Authored the test cases for the project.
- ▶ Was the primary tester of the data migration and system integration from the client's proprietary system to Microsoft Dynamics 2016.
- ▶ Actively tested the client's move from Microsoft Dynamics 2016 on-premise instance to Dynamics 365 online, ensuring all business processes functioned as expected.
- ▶ Initiated a new testing procedure of using SQL Server Integration Services (SSIS) to be able to streamline data migration testing with online databases.

Client: Global Technology Company - Project Lead

- ▶ Led the software testing effort for a project to consolidate 4 disparate systems into one instance of Microsoft Dynamics CRM.
- ▶ Authored test cases and was the primary tester for complex business processes.
- ▶ Played a supporting role to junior members of the QA team in testing the data migration of four systems into a single instance of Microsoft Dynamics CRM so that the testers could increase their exposure to complex data migration testing.

Education

- ▶ Bachelor of Science in Mathematics, Operations Research Concentration, University of Illinois Urbana-Champaign

Certifications

- ▶ Dynamics 3.0 Applications
- ▶ Salesforce Certified Administrator
- ▶ Salesforce Certified Pardot Specialist
- ▶ Salesforce Certified Sales Cloud Consultant
- ▶ Salesforce Certified Service Cloud Consultant

References

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Dustin Beckwith

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Professional experience

Dustin Beckwith is a Manager in the Advisory Services practice of Ernst & Young LLP, focusing on Digital, Data and Analytics. He has experience designing and configuring solutions for complex client business development processes in Dynamics CRM, Salesforce.com and Pardot Marketing Automation. He is also proficient in the implementation and customization of Project Service Automation for Dynamics 365 and Field Service. Dustin has a well-rounded technical skillset ranging from Dynamics CRM Customizations to Microsoft Flow and Structured Query Language (SQL) programming. He has over 6 years of professional services experience, with time spent on 16 full lifecycle implementations of Dynamics CRM, Salesforce.com and Pardot.

Engagement experience

- ▶ Assisted a manufacturing and retail company with the transformation and modernization of their CRM systems and customer service processes. Mainframe system to Dynamics 365 Online.
- ▶ Helped a software company transition and migrate to a new cloud-based Project Management system. Served as subject matter expert and team lead for the re-definition of client internal business processes. FinancialForce to Project Service Automation for Dynamics 365.
- ▶ Advised a manufacturing company on the design for a new inventory tracking schema within their new cloud-based sales system. Worked with client to design Integration between inventory database and cloud-based sales system.
- ▶ Worked with a large Professional Services organization to implement a new Sales and Pipeline management system. After the initial rollout of the new system, we continued to advise and support the client through the addition of new functionality as well as the migration from an On-Premise database to the Cloud.
- ▶ Designed and led configuration on a healthcare focused solution using the Dynamics365 Platform.

Education

- ▶ Purdue University - Krannert School of Management, BS in Management

Certifications

- ▶ Salesforce.com
- ▶ Advanced Administrator
- ▶ Pardot Consultant
- ▶ Sales Cloud Consultant
- ▶ Service Cloud Consultant
- ▶ Microsoft Certified Professional

References

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Umesh Malik

Manager

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Professional experience

Umesh Malik is a Manager in the Government Public Sector practice of Ernst & Young LLP. He has over 20 years of professional advisory services experience with the last 7 years spent with state agencies in successfully leading and managing complex programs and projects including defining operating model, standing up and operating Program Management Offices (PMO) across various commercial clients.

Engagement experience

- ▶ Leading IV&V services for CMS and state Medicaid agency in support of the MECL (Medicaid Enterprise Certification Lifecycle) in accordance with guidance found in the Medicaid Enterprise Certification Toolkit. The Medicaid Enterprise System (MES) Program is a \$174M program where the IV&V team provides detailed, structured reports of findings, deficiencies and recommendations including making periodic presentations for their remediation to the Management Team, the Internal Agency Oversight Committee, the Secretary of Health and Human Resources Oversight Committee, the Commonwealth Chief Information Officer (CIO) and to the Secretary of Technology. Periodic reports help identify, inform and educate the project team, and the various oversight agencies, committees and boards of any areas of weakness and risk to the project, as well as the proposed and recommended solutions for their remediation and/or mitigation of any project risks. The reports and presentations address technical, financial, and managerial aspects of the project at specified critical milestones and contain findings, both positive and negative, including detailed actionable recommendations for each project specifying what Authorized User and/or State Department of Medical Assistance Services can do immediately and in the long term to improve the success probabilities of the project. Recommendations related to any technologies, methodologies, and resources reflect industry "best practices" and are appropriate for the unique circumstances and constraints of the MES Project. The recommendations also specify a method of measuring progress against the recommendations. Activities include managing teams to perform checklist evaluation, artifact review, preparation of quarterly IV&V exception-based Certification Progress Reports to CMS including communicating with various key stakeholders and executives' actionable recommendations for correcting any identified deficiencies.
- ▶ Project Manager for IV&V services to review and evaluate the state's Information Technologies Agencies \$8M IT Infrastructure Services (ITIS) Program to transition away from the legacy IT services provider Northrup Grumman and to establish and implement a new sourcing strategy model where multiple provider deliver the complete range of necessary IT services to the satisfaction of Commonwealth. Performed analytical comparison, example cost-benefit analysis including evaluating various factors such as operational cost, risks and effectiveness prior to commencing new programs and avoiding duplication of efforts as well as decrease the risks in delivering successful programs in the future.
- ▶ Served as an IV&V project manager and advisor for a state's \$200M program to build a new platform to improve its use of data when providing social services.
- ▶ Worked with multiple states on CMS certification of systems and modules for Eligibility and MMIS systems including managing projects for developing and delivering their MITA 3.0 SS-A's and assisting states in the development of Advanced Planning Documents (APDU) including managing the delivery of a State Medicaid Agency's MMIS vendor negotiations, IV&V Vendor selection RFQ process, MITA 3.0 State Self-Assessment (SS-A), and MMIS Certification Strategy.
- ▶ Worked closely with the Medicare & Medicaid Chief Compliance Officer to lead Corrective Action Plan remediation for the Compliance Program Effectiveness area at a healthcare company, which is a leading health services company committed to helping our nation's Medicare and Medicaid beneficiaries live healthier, more active lives through personalized, affordable and easy-to-use health care solutions.
- ▶ For a state cancer center served as a project manager for three large complex work streams (IT, Reporting & Analytics and Research) while working with multiple vendors on the ICD-10 Program. Conducted a high-level maturity assessment of the ICD-10 program and PMO. Identified opportunities to enhance PMO and Program's effectiveness, presented findings/recommendations and provided a transformational roadmap to executive leadership. Assisted in standing up and operating the PMO, defining program governance, core management processes, and management templates & tools. Accountable for ensuring project management processes are followed while driving process and performance excellence to meet the programs objectives.
- ▶ Served as the project manager for two of the most complex work streams on a large \$5M program, the Clinical Medical Terminology and Pharmacy at a health care company in modifying their IT systems architecture to comply with the Health and Human Services Ruling.
- ▶ Served as a Financial Intelligent Unit advisor, leading a team of investigators to conduct timely, special and complex investigations; enhanced due diligence research; real time reporting and transaction monitoring. Collaborate with law enforcement and other financial institutions to address large scale or sensitive financial crimes including terrorist financing

and money laundering while maintaining strong knowledge of all applicable current and proposed Bank Secrecy Act (BSA)/Anti-Money Laundering (AML) laws and regulations, specifically as they apply to money laundering, terrorist financing and OFAC.

- ▶ Program Manager for Intelligent Data (ID) work stream on EY Global Audit Transformation Program. Served as a liaison between Assurance and IT. Assisted ID leadership with implementation planning, standardizing program reporting, developing integrated plans, risk management and resource management of advisory/assurance teams in UK and Spain.
- ▶ Program Manager for Wave 1 SDA Work stream on EY Global Program Mercury which is a large, global, multi-year, enterprise-wide process transformation initiative that will replace more than 1400 EY business systems and related processes.
- ▶ Served as the maturity assessment lead across enterprise of large complex programs/projects and PMO at Nike. The assessment included the documentation of key findings, recommendations and a "maturity roadmap" outlining next steps.
- ▶ Program Manager assisting a complex program team at Ford Motor Company with integration of a manufacturing company's Product Development financial system (Hyperion) with its planning system (Planisware) and 10 additional internal source systems.
- ▶ Assisted Asurion, a global technology protection company in leading, designing and operationalizing a PMO for a large complex multi-phase global Payment Card Industry compliance program. The PMO focused on sustainable program oversight/governance, communication, standardization of core management processes including development of tools and templates. In addition, oversaw 10+ IT project managers globally, identified opportunities for enhancing existing business processes, managed risk and developed an integrated master timeline of project milestones covering North America, Europe and Asia Pacific.

Education

- ▶ MS, Electrical Engineering
- ▶ BS, Electrical Engineering

Certifications

- ▶ Project Management Professional (PMP)

References

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Minal Voyer

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Engagement experience

Minal Voyer is a Senior Manager in the Advisory Services practice of Ernst & Young LLP. She has more than 13 years of industry and management consulting experience delivering large scale organizational change transformation in areas including creating and overseeing effective design and development of learning programs, developing and executing corporate change strategy, defining and implementing operating model and program management. Minal has the ability to manage all aspects of a project team, including client expectations and engagement, project team dynamics, and targeted project results. Well-versed in a broad range of performance improvement methods, she specializes in organizational strategy, design and development, organizational change management, operational readiness, process improvement, stakeholder engagement, knowledge management and ongoing training.

Engagement experience

Minal has diverse experience designing and implementing change strategies. Her experience includes facilitating executive workshops, conducting user engagement and adoption activities, assessing organizational readiness, directing organization alignment activities, functional change impacts, and developing and executing tailored communication and training strategies. Sample project experience includes:

- ▶ Led a transformation of EY's Learning Operations by automating compliance processes through robotics, centralizing learner compliance function and developing dashboards reporting through Tableau. Defined a centralized compliance organization structure
- ▶ Experience with variety of major ERP solutions (e.g., SAP, Oracle, and PeopleSoft), specifically managing Change Enablement and Organization Readiness efforts within the context of large, transformational projects.
- ▶ Developed Learning Services Offering consisting of a full end-to-end learning solution to provide a cost-effective high-quality learning solution to clients which leveraged EY's global footprint.
- ▶ Experience managing in accordance with SDLC methodology associated with large technology projects
- ▶ Led change and training program to develop, deliver and deploy Oracle implementation for Financials, Supply Chain and Manufacturing process for 300+ people by utilizing global team of 23.
- ▶ Led Training Program for 1600 people to enhance business process, improve levels of operational efficiency, and increase employee satisfaction.
- ▶ Led an Organizational Alignment by conducting a Role Mapping activity, designed the new organization's structure, defined roles /responsibilities. Ensured employees have the skills necessary for the transition.
- ▶ Conducted organizational readiness assessments to gauge organizational commitment in support of finance transformation. Identified and prioritized potential risks while developing a companywide transitional strategy.
- ▶ Conducted Change Impact Assessment to clearly define and articulate the changes within the organization. Utilized information gathered to drive communication, stakeholder management, training strategies, and execution.

Education

- ▶ BS. Computer Science, Georgia State University
- ▶ MBA, Emory University

Certifications

- ▶ PMP

References

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Myron Bartko

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Engagement experience

Myron is a program manager at Ernst & Young LLP. He has over 18 years of proven success in implementing technology-based solutions to drive organizational growth, performance, and profitability and to expand intellectual property capital. His continued success in program management is attributed to team building skills developed over a long period, which focus on employee empowerment. He has extensive experience in the information technology (IT), defense (DoD) and health care industries, which has furthered his belief that the project management methodology extends beyond industry borders; allowing the meticulously organized and highly motivated PM to practice his management discipline across industry lines. His diverse experience has been a driving factor in his projects directly contributing to top-line revenues being measured in billions of dollars to the satisfaction of executive leaders and stakeholders alike.

Engagement experience

- ▶ Executive-level advisement and program management support for Ernst & Young LLP's new line of business, Electronic Visit Verification (EVV). Responsibilities include the program management aspect of building the EVV solution, heavily leveraging, Microsoft Azure and Microsoft Dynamics 365; all within the Microsoft Government Cloud.
- ▶ Led negotiation efforts, at times acting as a liaison, to put Amerigroup's Tennessee Health Plan in a position to select their Electronic Visit Verification (EVV) vendor, HealthStar, build out a much more enhanced EVV solution which included both hardware and software development efforts. This individual project lasted 2 years in duration.
- ▶ Applied program management-level knowledge, skills, tools and techniques to facilitate multiple related projects of varying sizes and duration within a medical group's central billing office.

Education

- ▶ Pursuing Business Administration, Old Dominion University

Certifications

- ▶ Project Management Professional (PMP), Project Management Institute
- ▶ ITIL v3 Foundations, APMG International

References

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Roles and responsibilities

The following chart provides high level roles and responsibilities for the EVV project.

Role	Responsibilities
Account executive	<ul style="list-style-type: none"> ▶ Executive oversight ▶ Service quality ▶ Client satisfaction
Project manager	<ul style="list-style-type: none"> ▶ Provide overall project management to include <ul style="list-style-type: none"> ▶ Day-to-day oversight of project activities ▶ Project schedule ▶ Project issues and risks <ul style="list-style-type: none"> ▶ Project resources ▶ Project budget ▶ Status reports ▶ Final deliverables review
Testing lead	<ul style="list-style-type: none"> ▶ Coordinate setup of test environments ▶ Develop test schedule to include resources and locations ▶ Coordinate defect management system ▶ Define test criteria ▶ Report on test tracking and progress
Integration lead	<ul style="list-style-type: none"> ▶ Manage the design and configuration of EVV and all points of integration ▶ Document the detailed design ▶ Deliver technical documentation including: <ul style="list-style-type: none"> ▶ Database schema ▶ Data dictionaries ▶ Entity-relationship diagrams ▶ Interface standards ▶ Design reports and dashboards ▶ Complete configuration
Training lead	<ul style="list-style-type: none"> ▶ Manage all change management and training activities ▶ Develop change strategy ▶ Identify change impacts ▶ Develop the communications plan ▶ Leverage our learning design framework to develop the training and education strategy ▶ Develop curriculum and content ▶ Manage delivery of training
Certification lead	<ul style="list-style-type: none"> ▶ Coordinate with IV&V vendor to provide all documentation and participate in key meetings ▶ Coordinate repair of defects discovered as part of the system certification process ▶ Develop required certification documentation

j. **SUBCONTRACTORS**

If the bidder intends to Subcontract any part of its performance hereunder, the bidder should provide:

- i name, address, and telephone number of the Subcontractor(s);
- ii specific tasks for each Subcontractor(s);
- iii percentage of performance hours intended for each Subcontract; and
- iv total percentage of Subcontractor(s) performance hours.
- v Evidence of the qualifications and credentials of the subcontractor in terms of proven successful experience through similar Medicaid EVV projects of like size and scope;
- vi Detailed description of all experience in the implementation, operation, and support of Medicaid EVV systems to include:
 - (a) The description of all recent Medicaid EVV projects completed or ongoing including time period of the project and scheduled and actual completion dates;
 - (b) Specific types of Medicaid providers and services subcontractor EVV system is used for;
 - (c) If EVV system supported mobile GPS enabled devices, including mobile smartphones;

A statement specifying the extent of subcontractor's responsibility and experience on each described project.

We do not intend to subcontract any part of this project.

3. **TECHNICAL APPROACH**

The technical approach section of the Technical Proposal should consist of the following subsections:

- k. Understanding of the project requirements;
- l. Proposed design, configuration and development approach;
- m. Technical considerations;
- n. Detailed project work plan;
- o. Deliverables and due dates;
- p. Provide complete responses to Sections II through IV of the RFP; and
- q. Respond to all requirements detailed in Attachment A – RTM. Failure to respond to a specific requirement may be the basis for elimination from consideration during the State's comparative evaluation.

Project requirements

Electronic visit verification solution (EVV) is built upon a successful track record working in the global and US health industry, which allows us to bring insights from working with state Medicaid agencies, managed care organizations, providers and federal health agencies. Our holistic experience with health and human services means that when we built the EVV solution, we did so with a deep understanding of the comprehensive nature of care and the potential for pitfalls with fraud, waste and abuse. Which is why our EVV solution is poised to revolutionize the effectiveness of home and community-based services provided by agencies like DHHS.

What we bring

- ▶ Relevant and timely insight on the issues and challenges that are most important to the State of Nebraska
- ▶ Consistent industry training to better anticipate regulatory changes and shifts
- ▶ Practical thought leadership
- ▶ Knowledge, acumen and leading practices based on our deep experience serving a wide range of state and local governments, health agencies and the federal government
- ▶ Exceptional client service and consistent delivery of measurable, sustainable results

The EY EVV solution is unique in the marketplace, leveraging Microsoft's platform technologies to create the only modern, configurable, EVV solution built on the significant investments Microsoft is making in applications, infrastructure and future-facing technology like artificial intelligence, cognitive services and machine learning. Because we had the advantage of building a solution from the ground up and leveraging the unique capabilities inherent in modern technology, our EVV solution is architected to not only be uniquely capable in the present, but to remain on the cutting edge of innovation as technology advances. Our approach to EVV using Microsoft's technology creates an undeniable difference in terms of security, reliability, scalability and performance that is proven across millions of users. In today's world of technology risk, it is comforting to know that DHHS can have the utmost confidence in the EY EVV solution as a safe, yet progressive, investment for the future.

As Nebraska's requirements evolve over time, the Dynamics platform and the EY team can support and enable those growing and changing requirements. Our EVV solution provides the following benefits:

- ▶ Configurable (little to no code) customization of workflows, business processes, forms, views, charts, etc.
- ▶ Representational state transfer (REST) and simple object access protocol (SOAP)-based application programming interface (API) that represents the data model
- ▶ APIs to customize the environment
- ▶ Custom user interface component framework
- ▶ Robust security model
- ▶ Mobile application
- ▶ Native integrations with the Microsoft stack (Outlook, Power BI, Excel, Azure Machine Learning, etc.)
- ▶ Prebuilt connectors for middleware platforms
- ▶ AppSource (marketplace for third-party applications that connect to Dynamics)
- ▶ Extensibility (via configuration) to non-EVV use cases that Department of Human Services and other state agencies may require

In short, a solution powered by Dynamics 365 takes advantage of the significant investments that Microsoft continues to make in the product road map. Dynamics 365, along with Office 365 and Azure, represents the core of Microsoft's cloud strategy. EVV benefits from Microsoft's significant investments in research and development, not just into the core platform, but into the related technologies (SQL Server, Office, etc.) as well.

One of the core objectives of the 21st Century Cures Act is to reduce fraud, waste and abuse. The EY EVV solution is designed to support this objective by only submitting claims for services that have been electronically verified at time of delivery. The EVV solution alerts, reports and data analytics will flag suspicious activity for further review. In addition to functionality, our support for EVV includes our Forensic & Integrity Services practice.

The EY Forensic & Integrity Services is a team of 1,000 specialists focused on conducting forensic investigations of suspected fraud, waste and abuse, as well as helping organizations reduce risk through implementation of effective compliance oversight. This is a dedicated team focused on the health industry. The team includes former regulators, compliance officers, auditors, data analysts, health care operations and medical coding specialists.

Our capabilities include developing, implementing, assessing and continually improving compliance oversight and governance of health care billing operations. Our team has significant experience developing policies and procedures, conducting training, carrying out auditing and monitoring, and successfully executing all aspects of an effective compliance program.

When suspicious conduct is identified, our team will work with the client to conduct an investigation, identify the root causes, and provide support for resolution.

The EY EVV solution leverages the investment DHHS has made in software from Microsoft and provides familiar, user-friendly tools that result in a high return on investment for DHHS. DHHS is currently a significant user of Microsoft products including Dynamics 365, Azure, Office 365, security tools including Advanced Threat Protection over email, and Bing is used for mapping and emergency response planning. Building atop these investments with a deployment of the EY EVV solution will ultimately create efficiencies in cost, opportunities for cross-application efficiency, and transferability of internal expertise that yield intangible benefits to DHHS in addition to the obvious and direct benefits of building atop a Microsoft foundation.

Our EVV solution supports the beneficiary/family-centered approach to the provision of personal care and home health services and has been designed to meet two primary objectives:

- ▶ Improve the quality of care provided by improving access to services and the reliability of service delivery
- ▶ Reduce fraud, waste and abuse with accurate and timely documentation of services delivered for claims/encounter processing and payment

The core of EVV is verification of on-site, face-to-face visits delivered as part of the home and community-based services provided by DHHS. The EVV solution incorporates additional functionality to increase the effectiveness and efficiency in delivery of services by:

- ▶ Enriching relationships and increasing engagement and participation with beneficiaries, families and caregivers
- ▶ Providing DHHS program administrators with real-time visibility into the performance of their service providers and managed care organization (MCOs)
- ▶ Establishing a safety net for quality of care with real-time alerts
- ▶ Improving communication with on-demand access to information and services using cloud and mobile technology
- ▶ Enriching relationships by increasing engagement and participation with beneficiaries, families and caregivers
- ▶ Integrating information with Medicaid Management Information System (MMIS), MCOs and other EVV, analytics and payroll systems

- ▶ Streamlining business processes
- ▶ Limiting or eliminating duplicate work
- ▶ Automating manual, labor-intensive processes, such as scheduling, visit notes and timekeeping

The EVV solution proposed by EY US and Microsoft has the commitment from two leading firms to support DHHS through this important journey and helping you be a leader among your peers in providing Medicaid services.

The EY EVV solution has been designed for ease of use by the end-user community. Our mobile application requires as few keystrokes as possible to capture the electronic visit verification data. Our web application provides functionality that supports the day-to-day operations of the Medicaid agencies and the service providers. Our portal provides the information that helps beneficiaries and their families actively engage in their care and promotes better outcomes.

The solution is architected on Microsoft Dynamics based on modular applications that are designed to support the business processes. It requires configuration rather than code development. It also seamlessly connects with information in other systems and is easy to tailor and extend to meet the State of Nebraska's needs.

The EY EVV infrastructure is based on Microsoft Dynamics 365, SQL Server, Azure and additional supporting cloud-based services. The infrastructure is hosted in the Microsoft Government Cloud and an extensible API is available for interaction with the EY EVV solution. The extensible API provides the capability to integrate with MMIS, MCO, timekeeping, payroll and other EVV systems to enable referral, authorization, claim processing, timekeeping and aggregation of visit information. Devices supported include:

- ▶ Personal computers running:
 - ▶ Internet Explorer on Windows
 - ▶ Microsoft Edge on Windows 10
 - ▶ Firefox on Windows
 - ▶ Safari on Mac OS X
 - ▶ Chrome on Windows or Google Nexus 10
- ▶ Mobile devices running:
 - ▶ iOS
 - ▶ Android

Our EY EVV solution includes a web application, mobile application, beneficiary portal and a back-end data structure to manage service providers, beneficiaries, cases, appointments, emails, phone calls, and additional tables necessary to support personal care and home health Medicaid services being provided. Our Microsoft Dynamics 365 EVV provides timely, accurate, usable and easily accessible data. The flexible integrated solution allows for access to data that exists via integrations with the MMIS, MCO, timekeeping, payroll, case management and other EVV systems.

The EY EVV solution allows the personal care and home health service providers to verify the following:

- ▶ Type of service(s) performed (unique transaction identifier, specific tasks performed)
- ▶ Individual receiving the service (beneficiary ID)
- ▶ Date of the service
- ▶ Location of service delivery
- ▶ Individual providing the service by name (worker ID, provider ID)
- ▶ Time the service begins and ends (tracked in hours and minutes)
- ▶ Electronic signature approval by the beneficiary or authorized representative
- ▶ Observations noted

EY EVV web application

The EY EVV solution is designed for use by DHHS as well as the management team from each service provider (business managers, case managers, physicians, schedulers). It guides each user through an end-to-end process beginning with intake of referrals and continuing through plan of care management, visit scheduling, visit completion, resource time capture and claim submission. Claims will be generated up to the authorized amount for electronically verified and authorized services on the approved plan of care as soon as the services are delivered. Each claim will be in the EDI 837 format and will be integrated with DHHS's and MCO's claims adjudication system for streamlined processing. The EY EVV solution also includes standard reports and dashboards; examples are provided below, which are configurable to meet your specific needs.

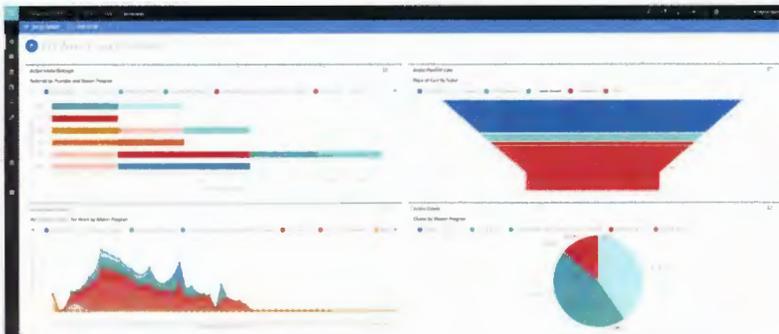
The EY EVV solution utilizes the configurable features of Microsoft Dynamics 365 to extend the platform to meet EVV requirements. These ready-built configurations allow interoperability for DHHS to include:

- ▶ EVV client management
- ▶ Provider access, authorization and management
- ▶ Worker management
- ▶ Beneficiary management
- ▶ Point of care service authorization management
- ▶ Visits management and adjustments

The configurable components within the solution include new entities, fields, form layouts and system views for data aligning to DHHS standards including:

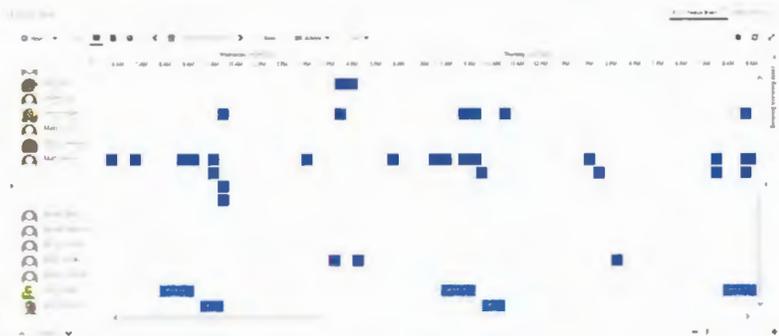
- ▶ Claims
- ▶ GPS locations
- ▶ Intake referrals
- ▶ Medications
- ▶ Medical conditions
- ▶ Waiver programs
- ▶ Modifications to existing entities, fields, form layouts and system views for data including:
 - ▶ Accounts (service providers and households)
 - ▶ Cases
 - ▶ Contacts (individuals)
 - ▶ Dashboards
 - ▶ Self-service web portal forms
 - ▶ Work orders (service visits)
 - ▶ Business process flows
 - ▶ Workflows
 - ▶ Email alerts
 - ▶ Schedule board
 - ▶ Security roles

The following provides a snapshot of the key capabilities of the EY EVV solution:



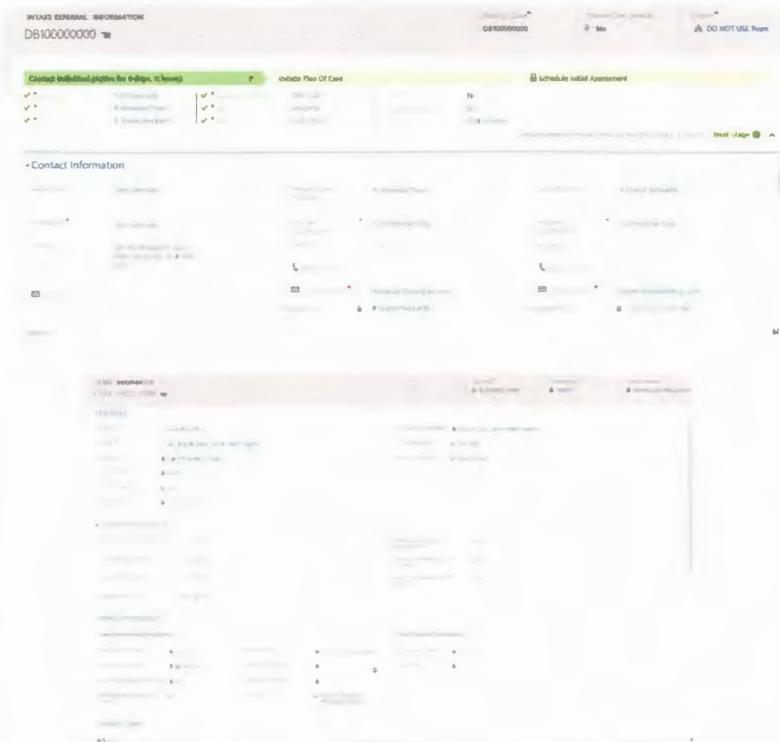
Business intelligence

Delivers insight and analytics to provide real-time, historical, predictive and proactive information useful for making better decisions, achieving goals and continuing to improve operations.



Schedule

Provides service providers and teams with flexible scheduling options that enable precise appointment scheduling, tracking and billing, including alerts that provide the service provider and state agency with immediate status updates



Visit and case management

Case management, both in the office and in the field, that enhances visibility and control over beneficiary/family information with the ability to view history and easily make updates and capture electronic signatures while in the field and that, over time, can increase service consistency and decrease costs

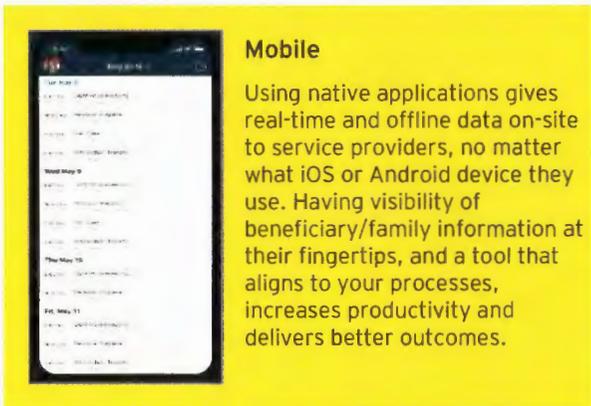
Claims/encounter processing and payment

Captures, verifies and automatically transmits the required claim information to the MMIS or MCO platform to allow the provider to be paid for electronically verified services

EY EVV mobile application

The EY EVV mobile application is used by service providers to electronically capture and verify each of the data points required by the 21st Century Cures Act. Additionally, it allows service providers to access scheduled and past appointments, view check-in and checkout for appointments, document the services delivered, and capture additional notes as needed. The beneficiaries (or their authorized agent) receiving services will provide an electronic signature at checkout to confirm the visit occurred and the services were provided. During each visit, the mobile application will use GPS technology to capture the location where services were delivered, along with date and time stamps for these services. Time sheet data is then calculated within Microsoft Dynamics 365 according to check-in/checkout dates and times captured and is available via interface to timekeeping or payroll systems, standard reports and dashboards.

We recommend using GPS-enabled mobile devices to accurately capture the service location and allow service providers to bring their own device. This limits the hardware investment by the state, while at the same time meeting the 21st Century Cures Act requirements. Our EY EVV mobile application supports iOS and Android mobile devices.



Mobile

Using native applications gives real-time and offline data on-site to service providers, no matter what iOS or Android device they use. Having visibility of beneficiary/family information at their fingertips, and a tool that aligns to your processes, increases productivity and delivers better outcomes.

Beneficiary Portal

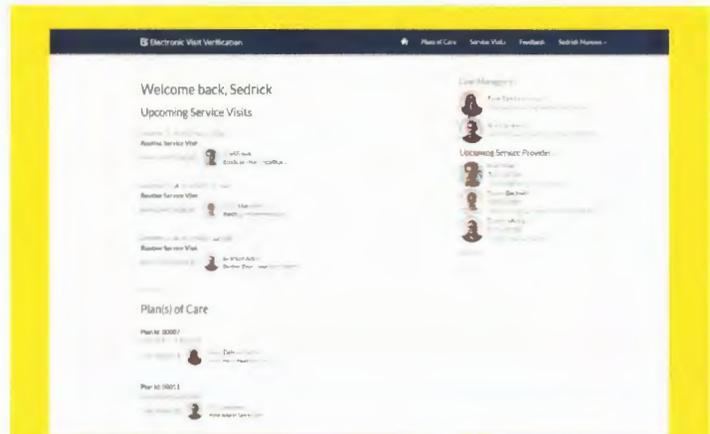
The self-service beneficiary portal is available for the beneficiaries and families receiving services to actively manage their services, allowing for self-directed care and greater engagement of all parties involved. The portal provides historical and current views into the planned services, upcoming visits and scheduled service providers. The portal also provides the functionality to maintain contact information, update preferences, submit feedback about past visits or submit requests to reschedule a visit.

Information integration

The Dynamics 365 application platform leverages Microsoft Flow and Logic Apps to integrate data with external systems in real time or at scheduled intervals.

Microsoft Flow allows for the configuration of workflow processes across applications using existing connectors, including, but not limited to, SQL Server, SharePoint, Azure and Oracle, to transmit data to external systems. If an existing connector does not exist, the Logic Apps and Dynamics 365 API are easily extensible for external systems to use.

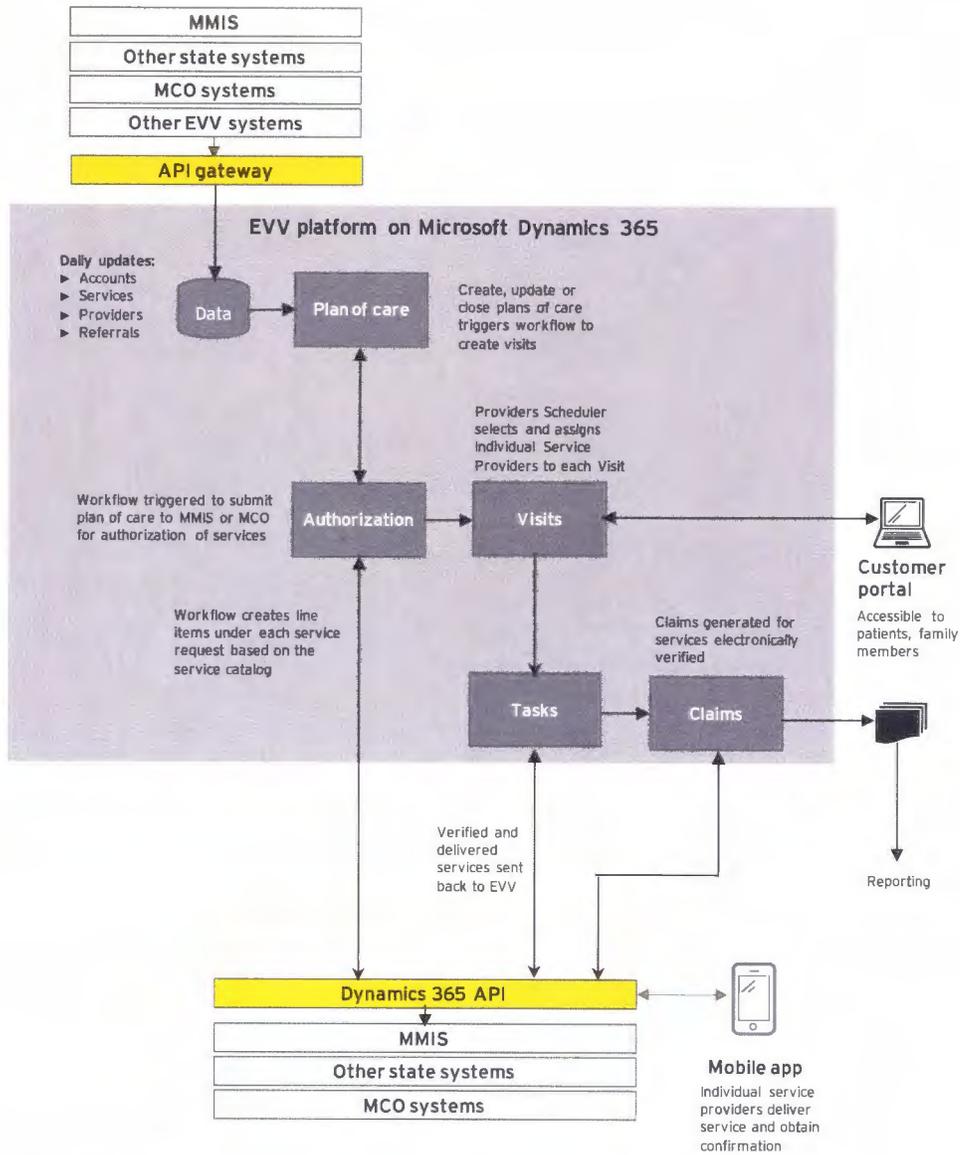
This approach will allow our EY EVV solution to integrate with the MI DHHS systems, including MMIS, MCO, timekeeping, payroll, case management, other EVV systems or any other legacy systems. For example, MMIS can use the Microsoft Dynamics API to update as part of the case management process, and Microsoft Flow and Logic Apps can be used to send data from Dynamics 365 to MMIS. Similarly, if enrolled providers use different systems for case management, they can leverage the Microsoft API, Logic and Flow Apps for integration as well.



Beneficiary Portal

This allows the individual member or family to review all service visits. It provides a view into the planned services, upcoming visits and scheduled service providers and supports self-directed care.

The following graphic provides an overview of information integration with EVV:



EY EVV managed service

We offer EVV as a managed service (SaaS), which provides Nebraska with a turnkey solution. The EY EVV solution uses the Microsoft Dynamics 365 Government Cloud and underlying .NET framework. The maintenance and enhancement of the software would be the responsibility of EY Managed Services. The EY Cloud Services Solution Center provides the following services:

- ▶ Technology delivery:
- ▶ Cloud application operations
- ▶ Regulatory updates
- ▶ New functionality
- ▶ Minor enhancement resource pool

The EY EVV solution has customer care support seven days a week by a customer support service desk. The DHHS will have access to a client portal to view real-time dashboards for status and metrics for all incidents addressed by the customer support service desk. Our EVV customer care includes support via voice, email, fax, web, app and chat.

The EY customer support service desk is staffed with English and Spanish capabilities. In addition, there is capability to access a translation and interpreter service, typically within two minutes depending on the language requested, and in operation 24 hours by 7 days a week.

- ▶ Customer support service desk:
- ▶ How to process/functions/business support
- ▶ Technical/functional support
- ▶ Data-related issue resolution
- ▶ Basic troubleshooting
- ▶ Break fix and patches

EY Managed Services will manage ongoing enhancements and maintenance of the EVV solution via the following:

- ▶ Alignment with change management and governance for prioritization of releases
- ▶ Release cadence definition for enhancements and bug fixes
- ▶ Requirements prioritization
- ▶ New feature definition
- ▶ Continued development and quality assurance of approved features
- ▶ Ongoing user training and documentation updates
- ▶ Multi-tiered support for escalated support issues and coordination with Microsoft support platform issues
- ▶ Leveraging EY Microsoft Dynamics acumen and direct access to the Microsoft product teams for early build access and troubleshooting support
- ▶ Testing in a sandbox environment and planned releases to the production environment

Microsoft delivers two major releases for Dynamics 365 per year to enable new capabilities and functionalities. These major updates will be backward compatible. To verify this, Microsoft and EY US will perform a coordinated upgrade test in a sandbox environment, allowing for full regression testing and bug resolution. Once all bugs are resolved, the EY Managed Services team will work with DHHS to coordinate a production update. This coordination will include communication activities that align with the communication plan, which is one component of our holistic approach to change management. Stakeholders will be informed with consistent, timely, accurate information and dates aligned with program timing to eliminate confusion and promote a common understanding of the changes throughout the solution.

Reports

The EY EVV system provides a standard suite of reports to the DHHS and provider agencies. In addition, the system allows the use of data elements to query and generate ad hoc reports.

A standard set of reports is included with the EY EVV solution, including, but not limited to:



Service provider workload – service visits by provider



Schedule deviation alerts – late service visits



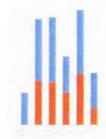
Missed visits by provider – service visits that have been missed by provider



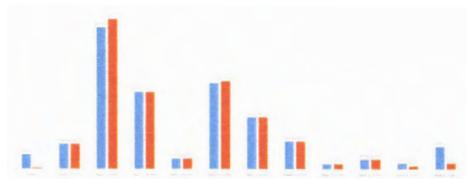
Authorization requests – plans of care pending approval



Auto-verified requests – service visits that have been auto-verified



Verified versus unverified service visits with prior authorizations and plans of care



Paid/unpaid claims – with total amount paid versus unpaid



Claim totals by provider and waiver program



Performance of provider organizations and individual providers, including errors and noncompliance with EVV use

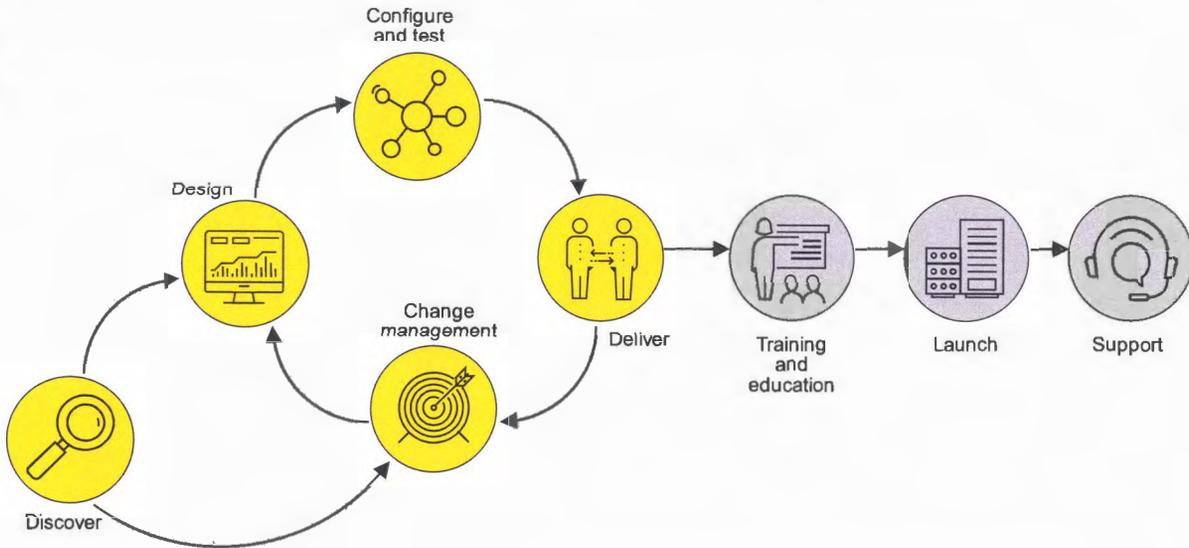
In addition, the EY EVV solution contains configurable record views, reports (both pre-built and ad hoc) and dashboards. The built-in reporting engine and wizard allow administrators and end users to configure personal reports in real time and save those reports for future use. The advanced find tool allows for ad hoc querying of data across system objects.

Reports will leverage the defined security model and can be consumed via the EVV web application. In addition to the native reporting options, the Dynamics 365 API allows third-party reporting tools to consume data from the EY EVV solution.

Approach

We have developed a hybrid delivery methodology that takes the best of Agile, Waterfall and lessons learned to deliver successful projects, reduce risk, realize positive business outcomes and increase user adoption. Throughout the implementation, we will coordinate with Nebraska DHHS and the independent validation and verification (IV&V) vendor to provide accurate and timely project status reporting and support the preparation activities for the project initiation and operational milestone reviews. Once the EVV solution transitions to operations and maintenance, we will support the activities for the MMIS certification final review. We also provide IV&V services for MMIS modularization, so we understand the programmatic and functional-critical success factors that must be met for certification.

The following graphic depicts an overview of the implementation approach for our EVV solution:



Discover

During this stage, we will initiate the project and complete the project planning. Activities include:

- ▶ Provide EVV solution overviews to familiarize DHHS with the EVV architecture and functionality
- ▶ Review current system(s), including user scenarios, database schemas, data quality and data objects, and gain an understanding of the DHHS systems
- ▶ Review technical and system specifications (e.g., expected peak and average usage, reporting needs, service-level agreements)
- ▶ Review existing operations management reports and identify net new KPIs to be measured going forward
- ▶ Interview key stakeholders to refine EVV requirements
- ▶ Understand current as-is business processes and establish work groups for DHHS and the providers to define desired to-be business processes
- ▶ Work jointly with DHHS to prioritize features
- ▶ Review and verify contract requirements
- ▶ Finalize the master project schedule
- ▶ Identify project risks and develop the risk management plan
- ▶ Provide support for the CMS Certification team

Design

During this stage, we will develop the detailed specifications for any functional changes and required system integration. System configuration requirements and decisions will be documented. Activities include:

- ▶ Document and detail the features for the current iteration, which includes developer notes, screen mockups, use cases, exception handling, and workflow designs where appropriate
- ▶ Identify business processes that will be affected and assign work groups to define desired to-be business processes
- ▶ Document and deliver technical documentation, including:
 - ▶ Database schema
 - ▶ Data dictionaries
 - ▶ Entity-relationship diagrams
 - ▶ Interface standards
- ▶ Define all reports to be included in the project phase
- ▶ Record system integrations to determine what data will be passed between the applications, which systems will be the source of record for the data, and how to handle conflicting updates

Configure and test

During this stage, we will establish the system environments and complete the system configuration according to the functional specifications defined in the previous phase. Once the configuration is complete, we will complete the unit and functional testing in the development environment. To-be business processes will be used for the functional testing. Activities include:

- ▶ Configure forms, entities, relationships and views
- ▶ Create process automation and workflow rules, as needed
- ▶ Create custom entities, as needed
- ▶ Create reports and analysis tools
- ▶ Create scripts to migrate data
- ▶ Install and configure the appropriate development and staging environments
- ▶ Incorporate to-be business processes in test plans
- ▶ Create test plan and test steps
- ▶ Conduct configuration reviews and walkthroughs with DHHS (technical resources)
- ▶ Conduct demonstrations and validation sessions with DHHS and providers (functional resources)
- ▶ Generate or load test data
- ▶ Create release notes detailing the steps required to install the custom features
- ▶ Perform unit and functional testing in the development environment
- ▶ Correct and update any issues that arise during testing or demonstrations
- ▶ Provide support for the CMS Certification team and repair defects discovered as part of the system certification process

Deliver

During this stage, we will move the EVV solution to the test environment and complete user acceptance testing. UAT provides the opportunity to validate the to-be business processes and to secure acceptance that the EVV solution meets the functional requirements. Activities include:

- ▶ Deploy the EY EVV solution to the staging/test environment
- ▶ Test and evaluate the EVV solution per the written test specification document
- ▶ Perform user acceptance testing (UAT) and feedback loop
- ▶ Collect and document feedback to fix immediately or for iteration assignment
- ▶ Receive business acceptance that the EVV solution conforms to functional specification document

Change management

During this stage, our efforts will focus on the business owners and end users for the EVV solution and developing a communication strategy that will position DHHS users to adopt their EVV solution. Activities include:

- ▶ Build a communications plan:
 - ▶ Key milestones
 - ▶ Audience
 - ▶ Medium
 - ▶ Frequency
 - ▶ Key messages
- ▶ Work jointly with DHHS to execute the communication plan

Training and education

During this stage, we will develop a comprehensive training strategy that focuses on creating self-sufficient users from DHHS and the providers. Content options include self-paced e-learning modules, custom quick-start guides, user guides, training slides, demos, videos and knowledge skills assessment. We will evaluate the overall effectiveness of the training to inform future training. Activities include:

- ▶ Leverage our learning design framework to develop the training and education strategy:
 - ▶ Analyze needs
 - ▶ Design and develop curriculum and content:
 - ▶ Medium and audience
 - ▶ Implement and deliver training:
 - ▶ SMR access
 - ▶ Trainers
 - ▶ Training environment
 - ▶ Resource availability
 - ▶ Evaluation and support

Launch

During this stage, all activities will focus on the EVV solution go-live. Activities include:

- ▶ Move fully configured EVV solution to production environment
- ▶ Complete final data migration/data conversion
- ▶ Jointly work with DHHS to finalize the go-live schedule and monitor completion of go-live preparation activities
- ▶ Provide follow-up assistance on any open issues

The following timeline represents a six-month EVV implementation. An example of an implementation schedule is attached to this document as Appendix A.

Stages	Electronic visit verification implementation timeline																								
	Weeks	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Initial on-site discovery	■																								
Project planning	■	■	■	■	■	■																			
Project management plan		■	■	■	■																				
Risk management plan			■	■	■	■																			
Project kickoff meeting						■																			
Requirements review							■	■	■	■															
Fit-gap analysis								■	■	■	■	■	■	■	■	■									
Process redesign workshops									■	■	■	■	■	■	■	■	■	■							
Redesigned business processes										■	■	■	■	■	■	■	■	■	■	■					
Policy and procedures											■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Configuration											■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Functional specifications											■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Configure Nebraska-specific requirements											■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Test												■	■	■	■	■	■	■	■	■	■	■	■	■	■
User acceptance test																									
Data migration and integration																									
Migration and integration design																									
Migration and integration build																									
Migration and integration test																									
Change management strategy and vision																									
Stakeholder engagement																									
Change impact analysis																									
Communications strategy and plan																									
Execute communications plan																									
Training needs assessment																									
Curriculum																									
Training plan																									
E-learning content																									
ILT/TTT/proficiency training content																									
Train the trainers																									
Deploy training program																									
Solution to production																									
Migrate data from MMIS																									
Enable integration with MMIS																									
End-to-end testing and data validation																									
Program management																									

Our training strategy is closely coupled with our organizational change program. We focus on critical success factors to mitigate organizational risk across the project life cycle. In conjunction with the implementation plan, which includes identifying key stakeholders and desired system features, we employ an adoption framework for training and managing change. The implementation of EVV will fundamentally change how service providers conduct personal support and home health visits. This also impacts how beneficiaries, families and caregivers will interact with DHHS, their MCOs and service providers. We offer a holistic training and change management approach to help seamlessly manage this digital transformation both during and after implementation.

It's our goal for all learner to effectively interact with the eLearning modules. We follow the Section 508 accessibility guidelines of the Rehabilitation Act of 1973 to accommodate the deaf and the blind. For example, the e-learning courses allow the use of assistive technologies such as screen readers. We will also enable closed captioning for any videos we embed in the courses for those who are deaf.

The EY EVV solution includes a comprehensive role-based training program that equips stakeholders with the knowledge and the skills to perform their responsibilities in EVV. This program includes instructor-led education that focuses on conceptual changes

such as redesigned processes and workflows, role- and scenario-based e-learning that focuses on system processes, and operations labs where learners can build their proficiency through hands-on practice in a simulated environment.

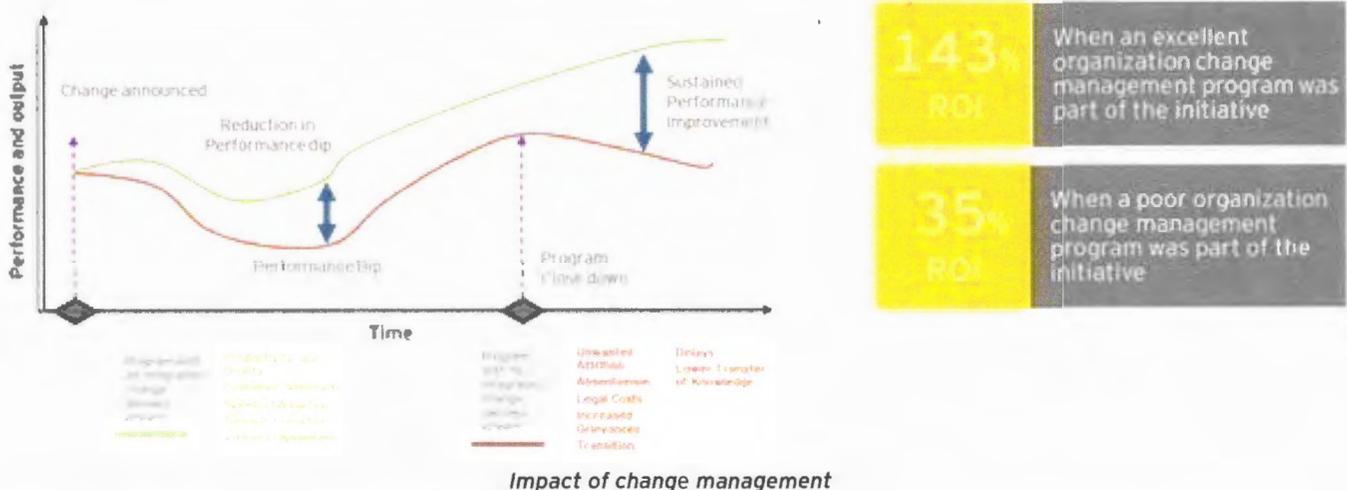
Through frequent and meaningful communication with key stakeholders, we will provide timely and accurate information aligned with the program timeline and messaging to users. We will focus on the critical changes that need to be managed and key risks to be mitigated to facilitate a successful transition to the EVV solution.

For post-implementation support, the EY EVV solution includes ongoing learner support. This includes short procedural videos, how-to guides and an embedded adoption aid called Learning Path, a Microsoft technology that provides role-based guidance for users directly within the system as they execute tasks.

We will leverage a customized approach for DHHS, which includes four focus areas: stakeholder management, communication, change impacts and training.

Experience and research show that change management is critical to the success of a transformation. The so-called “soft stuff” has hard value. An effective change delivery approach focuses as much effort on sustaining the change as it does on implementing it. For DHHS to successfully transform with the EVV solution, it is critical to address people and business issues through a robust change management program that prepares the organization to own and accept the change – organizationally, behaviorally, functionally and technically.

Impact of change management



1. Develop change strategy and vision

The change strategy is informed by the change risk and readiness assessments and outlines the recommended approach around a formal change management program to confirm successful user adoption of EVV.

2. Stakeholder management

Develop sponsor road map and focus on sponsor coaching and leadership alignment, engagement and behavior reinforcement.

Assessments include an analysis of survey and interview results to identify EVV program change risk to the state department and the providers, as well as the degree of influence, impact, engagement and required actions of the key stakeholders to confirm success of the change.

User groups are assessed by degree of change, type of change, key drivers and specific change tactics to facilitate adoption.

3. Communicate effectively

Develop and communicate change vision.

Build a communications plan to document the key milestones, audience, medium, frequency, key messages and senders of the communications throughout each phase of the project and leverage existing state department outreach programs as much as possible.

4. Identify change impacts

Document change impacts (people, process and technology) on the organization and individual roles.

Determine the scale of change impacts (complexity, number of people/roles, etc.).

5. Develop and execute training strategy

We propose a holistic learning program that includes many innovative training strategies as is shown and described below.

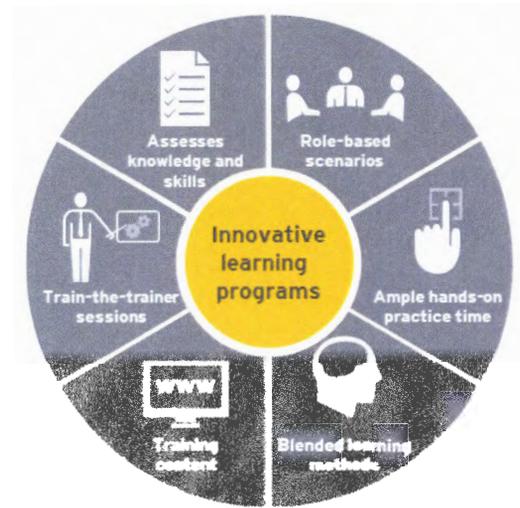
Our end-user training approach is focused on creating self-sufficient users (e.g., providers, department representatives and individuals receiving services) by deploying blended learning approach with just-in-time and targeted role-based training. The training will be designed to present manageable pieces of learning, focused on clear objectives related to the roles. End-user training will focus on educating providers (e.g., business manager, case manager and service providers) on process changes, as well as system functionality.

Our training approach deploys different activities at each phase of the project using our learning design framework (needs analysis, design and development of curriculum and content, implementation and delivery of training, evaluation and support).

We develop content and plan training activities to close knowledge/skills gaps based on training needs (content, mediums, audiences, subject-matter resource access, trainers, resource availability, training environment and training maturity) and overall strategy.

Content options include self-paced e-learning modules, custom quick-start guides, user guides, training slides, demos and videos, and knowledge/skill assessment. We recognize that service provider organizations are dispersed across a significant geographic area, so we have developed delivery options that include live and remote train-the-trainer (TTT) and end-user training. Educational content will be available to DHHS and the service provider organizations to use to train new end users when employee turnover occurs.

Training is evaluated to assess overall training effectiveness, administration, trainee experience, additional training needed and content/delivery quality. This feedback informs future training.



Innovative learning programs

Form A

Bidder Contact Sheet

Request for Proposal Number 6113 Z1

Form A should be completed and submitted with each response to this RFP. This is intended to provide the State with information on the bidder's name and address, and the specific person(s) who are responsible for preparation of the bidder's response.

Preparation of Response Contact Information	
Bidder Name:	Ernst & Young LLP
Bidder Address:	55 Ivan Allen Jr Boulevard Suite 1000 Atlanta, GA 30308
Contact Person & Title:	Julia A Kenney, Managing Director
E-mail Address:	julia.kenney@ey.com
Telephone Number (Office):	+1 404 817 8715
Telephone Number (Cellular):	+1 678 429 5820
Fax Number:	+1 844 317 5659

Each bidder should also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Bidder Name:	Ernst & Young LLP
Bidder Address:	55 Ivan Allen Jr Boulevard Suite 1000 Atlanta, GA 30308
Contact Person & Title:	Julia A Kenney, Managing Director
E-mail Address:	julia.kenney@ey.com
Telephone Number (Office):	+1 404 817 8715
Telephone Number (Cellular):	+1 678 429 5820
Fax Number:	+1 844 317 5659

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	S	

Bidder's Response:
 The EY EVV solution is highly flexible and supports multiple programs or services with different policies and procedures, reimbursement rates, business rules and benefit packages. During the implementation, EY will work with you to define the programs and services and information access that is required to operate each of the programs. The users will be set up with the appropriate role-based security that will allow them to manage their specific programs and have visibility into the various providers that are delivering services to the beneficiaries covered by their programs. The state Medicaid agency will have visibility into all the programs and the provider agencies. We will configure the record views, reports and dashboards to support the daily operations of each program. As changes occur, new configuration will be tested in a sandbox environment with pre-planned releases to the production environment.

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	S	

Bidder's Response:
 The EY EVV solution supports a phased approach to deployment. It can be deployed by program, provider group or services. We will follow our implementation approach in an interactive fashion for each phase of the implementation.

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
3	GS.3	<p>Solution should allow Nebraska to take full advantage of national best practices and technological advances in:</p> <ul style="list-style-type: none"> a) EVV systems; b) Uses of EVV data; c) Functionality; d) Mobile technology; e) Interoperability. 	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	S	

Bidder's Response:
 The EY EVV solution leverages Microsoft's platform technologies to create a modern, configurable solution built on the significant investments Microsoft is making in applications, infrastructure and future-facing technology like artificial intelligence, cognitive services and machine learning. Because we had the advantage of building a solution from the ground up and leveraging capabilities inherent in modern technology, our solution is architected to not only be capable today but to remain on the cutting edge as technology advances. It provides DHHS with technology that can be used for other business cases within DHHS and other State of Nebraska agencies. Our approach to EVV using Microsoft's technology creates a difference in terms of security, reliability, scalability and performance that is proven across millions of users. In today's world of "technology risk," it is comforting to know that DHHS can have confidence in this progressive investment for the future.

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	S	

Bidder's Response: The EY EVV solution can be configured to accommodate communication via email, text, mobile device or phone.

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	S	

Bidder's Response:
 The EY EVV solution incorporates functionality to support the complete home care services journey from initial intake to care planning, pre-authorization of services, service delivery and electronic verification of services, claims generation, timekeeping to information sharing. Increased efficiency and effectiveness of service delivery is supported with the EY EVV automated workflows that automate steps and avoid the need for user interaction. This provides for more efficient handling of plans of care, service visits and claims, reducing the time to complete each step and the number of errors with each step. Workflows also provide the functionality to send notifications at key steps in the process, keeping the appropriate individuals informed of progress and any actions that need to be taken.

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	S	

Bidder's Response:
 All electronic transactions within EY EVV are HIPAA compliant. The EVV solution configuration includes profiles for each care provider that details their provider identifier, licenses, certifications, current status (active, suspended, expired), languages, qualified services, etc.

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	S	

Bidder's Response:
 The EY EVV mobile application is used by service providers to electronically capture and verify each of the data points required by the 21st Century Cures Act and it allows service providers to access scheduled and past appointments, view check-in and checkout for appointments, document the services delivered, and capture additional notes as needed.
 The self-service beneficiary portal is available for the beneficiaries and families receiving services to actively manage their services. It provides historical and current views into the planned services, upcoming visits and service providers and provides the functionality to maintain contact information, update preferences, submit feedback about past visits or submit requests to reschedule a visit.

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. www.section508.gov	Describe how the solution fully complies with Section 508 accessibility requirements.	TA.CS.18	S	
<p>Bidder's Response:</p> <p>EY EVV is architected on Microsoft Dynamics 365. Microsoft is committed to ensuring that its products and services are designed for everyone, including the approximately 1.2 billion people with disabilities in the world. Accessibility makes it easier for people to see, hear, and use technology, and to personalize technology to meet their own needs and preferences.</p> <p>The Microsoft Accessibility Standards support leading global accessibility standards, including:</p> <ul style="list-style-type: none"> • EN 301 549 • U.S. Section 508 • WCAG 2.0 (ISO/IEC 40500) <p>Microsoft also works with governments and organizations around the world to deliver the benefits of digital technology to people with disabilities. For example, Microsoft is a signatory to the Global Initiative for Inclusive Information and Communications Technology (G3ict) Charter, which encourages governments to increase digital inclusion for citizens by incorporating accessibility criteria into their procurement policies.</p> <p>We also follow the Section 508 accessibility guidelines of the Rehabilitation Act of 1973 to accommodate the deaf and the blind in our eLearning programs. For example, the e-learning courses allow the use of assistive technologies such as screen readers. We also enable closed captioning for any videos we embed in the courses for those who are deaf.</p>						

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	S	
<p>Bidder's Response: Our EY EVV solution utilizes the Microsoft Dynamics 365 Government Cloud and underlying .NET framework. Within this architecture, the EY EVV solution leverages the Field Service module, Microsoft Dynamics Customer Portal and a custom EY EVV mobile application built on the Xamarin framework for iOS and Android devices. In the event a service provider is going into an area that does not have mobile coverage, they can take advantage of the mobile app's offline mode. This mode leverages the built-in data sync, which includes data for the next 7 days and the last 7 days, allowing the user to always have that data available to them. When the user is offline, they can continue with the service visit, including check ins, check outs, notes, etc., while the mobile app stores each update. Once they regain network connectivity, they can then sync their updates back to the Microsoft Dynamics system. Additionally, the workflow engine within Dynamics allows for exceptions in these situations, to prevent unnecessary alerts from being triggered before the mobile app is back online to sync the visit.</p>						

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 technology will meet the requirements to ensure accurate data collection.	PE.PI1.27	S	
<p>Bidder's Response: In the event a smart phone or tablet cannot be used, an Interactive Voice Response (IVR) system will allow providers and individuals to manage appointments and verify the required visit information. The data in the IVR system will be integrated with the EY EVV system, allowing authorized users to manage and report on this data as needed</p>						

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	W	

Bidder's Response:
 The EY EVV solution provides the functionality for authorized users to update visit information and generate a claim based on hard copy documentation for manual visit verification. The system maintains an audit trail of each of these transactions. The configuration would need to be modified to allow the provider agency authorized user to attest to the presence of the documentation.

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	S	

Bidder's Response:
 The EY EVV mobile application is used by service providers to electronically capture and verify each of the data points required by the 21st Century Cures Act and allows service providers to access scheduled and past appointments, initiate check in, view each of the scheduled services and document the delivery of services, check out and document observations as needed. The beneficiaries (or their authorized agent) receiving services will provide an electronic signature at checkout to confirm the visit occurred and the services were provided.

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	S	

Bidder's Response:

- ▶ The EY EVV solution is configured so that each agency is an entity within the system. Each entity will have the ability to schedule and provide services. The security model enforces data integrity and data privacy, while at the same time allowing for necessary data sharing so that users and teams can be granted access to records they do not own for specified collaborative efforts.

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	S	

Bidder's Response:
 The EY EVV mobile app allows the service provider to provide multiple services and to multiple beneficiaries at the same time. During the visit, the mobile app captures the required EVV data as defined by CMS.

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	W	

Bidder's Response:
 EY's EVV solution geocodes each beneficiary's record with latitude and longitude values when services are scheduled. The mobile app is used throughout the visit to validate that the service provider is at the expected location at the beginning, during and at the end of each visit. The EVV solution would be configured to capture the visit validation data for each service rather than the visit.

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	S	

Bidder's Response:
 The EY EVV mobile app allows the service provider to provide multiple services and to multiple beneficiaries at the same time. During the visit, the mobile app captures the required EVV data as defined by CMS.

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	S	
Bidder's Response: The EY EVV solution has an advanced scheduling capability which will allow for visits to members to span over multiple calendar days.						

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	S	
Bidder's Response: The EY EVV beneficiary portal supports self-directed arrangements. It provides the beneficiary with functionality to request and schedule services and access the scheduled visits and service providers. The EVV functionality of the service providers will capture the core visit data and will be available for claims processing and reporting for DHHS.						

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	S	
Bidder's Response: The EY EVV solution assigns a single, unique identifier to each EVV visit.						

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. Solution must provide alternative options available for those who cannot access the 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 solution for those who cannot access the web portal to verify visits.	N/A	S	

Bidder's Response:
 The EY EVV self-service beneficiary portal is available for the beneficiaries and families receiving services to actively manage their services, allowing for greater engagement of all parties involved. The portal provides historical and current views into the planned services, upcoming visits and service providers. The portal also provides the functionality to maintain contact information, update preferences, submit feedback about past visits or submit requests to reschedule a visit.

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	S	

Bidder's Response:
 The EY EVV solution has been designed and configured to allow authorized users enhanced security privileges to update records. Any service that is not electronically verified is flagged for review. If the authorized user manually verifies that the service was provided, they can update the service record or perform a manual override. This functionality is strictly controlled through the security privileges.

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	S	

Bidder's Response:
 The EY EVV solution maintains an audit for all data modification which includes date, time, reason and authorized user.

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 parameters may vary between programs and services.	Solution must allow authorized users the ability to modify verification data understanding that manual verification parameters may vary between programs and services.	N/A	S	
<p>Bidder's Response: Our EVV solution has been designed and configured to allow authorized users enhanced security privileges to update records to correct for bad or incorrect data.</p>						

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	S	
<p>Bidder's Response: The EY EVV solution client profile allows authorized users to enter approved service locations. The advanced scheduling capabilities will use the approved service locations when scheduling the visit.</p>						

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	S	
<p>Bidder's Response: Once the plan of care is developed and approved by the provider, the services are submitted for pre-authorization. When authorization is received, the services are scheduled. The service provider in the home cannot verify a service that has not been authorized without prior approval from their provider agency. Claims will automatically be generated for verified services but any service not pre-authorized will be flagged for manual review and submission.</p>						

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	S	
<p>Bidder's Response: The EY EVV solution stores this information in the client demographic information.</p>						

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	S	
<p>Bidder's Response: The EVV solution geocodes each beneficiary's record with latitude and longitude values when a visit is scheduled, for verification when the EY EVV mobile app is used throughout a visit. The mobile app validates that the service provider is at the expected location at the beginning, during and at the end of each visit. If the validation fails, configurable alerts can be sent immediately to the appropriate case or business managers to take the appropriate actions. For situations where the individual is in a rural area or has poor network connectivity, our EVV solution allows for configurable variance, to avoid unnecessary alerts as mentioned above.</p>						

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; 5. Individual providing the service; and 6. Time the service begins and ends.	Describe how solution will capture all the data elements necessary to verify a visit, including all elements listed.	PE.PI1.22	S	

Bidder's Response:
 The EY EVV mobile application is used by service providers to electronically capture and verify each of the data points required by the 21st Century Cures Act. Additionally, it allows service providers to access scheduled and past appointments, view check-in and checkout for appointments, document the services delivered, and capture additional notes as needed. The beneficiaries receiving services will provide an electronic signature at checkout to confirm the visit occurred and the services were provided. During each visit, the mobile application will use GPS technology to capture the location where services were delivered, along with date and time stamps for these services. Time sheet data is then calculated within Microsoft Dynamics 365 according to check-in/out dates and times captured and is available via standard reports and dashboards.

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	S	

Bidder's Response:
 The EY EVV solution client profile captures the home and the service locations. The advanced scheduling application uses the service location information in scheduling the visit and the mobile app captures the visit location when the services are provided. If the captured visit location and the scheduled visit location do not match, a configurable alert is sent to the appropriate case or business manager for follow up.

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	W	

Bidder's Response:
 The EY EVV solution is currently captures the service location at the start, during and at the end of the visit. The configuration would need to permit each service to be assigned a location that would be validated when the services are provided.

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	S	

The EY EVV solution is highly configurable and extensible. Additional data elements can be added as needed. These would be fully tested in a sandbox environment prior to deployment.

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	S	

Bidder's Response:

The EY EVV solution will flag a record for review when the information captured during the visit does not match the authorized, scheduled visit information. The appropriate business or case manager will need to review and update these records before they can be processed for claim submission.

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	S	

Bidder's Response:

The EY EVV solution will flag a record for review when the information captured during the visit does not match the authorized, scheduled visit information. The appropriate business or case manager will need to review and update these records before they can be processed for claim submission.

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	Describe how solution includes the ability to collect and store a list of approved service locations to be associated to each member	N/A	S	

		ensure previous approved locations are retained when updated locations are added.	for verification purposes. Describe how previous approved locations are retained when updated locations are added.			
<p>Bidder's Response: The EY EVV solution client profile captures the home and the service locations. Previous locations are maintained within the client profile.</p>						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
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.P11.1	S	
<p>Bidder's Response: The EY EVV beneficiary portal would be used to capture information for participant services.</p>						

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	S	
<p>Bidder's Response: Our EVV solution has been designed and configured to allow authorized users enhanced security privileges to update records to correct for bad or incorrect data. The EVV solution maintains a record and field level audit history that contains details for every change to information such as who made the change, when the change was made, the previous value for each field, the new value for each field, and reason for the change.</p>						

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	W	
<p>Bidder's Response: Unscheduled visits required prior approval by the business or case manager. If the unscheduled visit is approved, a visit record will be created that the mobile app will use to capture the visit information. The unscheduled visit would be flagged for manual review prior to claim generation.</p>						

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 determines the alert levels and notifications.	N/A	S	

Bidder's Response:

The EY EVV solution is designed to generate HIPAA compliant real-time alerts for gaps in care and provides real-time, multi-level alerts of pending, late and missed visits. These alerts, when triggered, are configured to be sent to the appropriate case or business manager to take necessary actions. Additionally, the workflow engine within Dynamics 365 allows for exceptions, to prevent unnecessary alerts from being triggered.

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	S	

Bidder's Response:

Our EVV solution allows for configurable variance, to avoid unnecessary alerts.

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
40	EVV.32	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	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	N/A	S	

		<p>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 provider organization or individual provider.</p>	<p>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.</p>			
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Bidder's Response:

The EY EVV mobile application is used by service providers to electronically capture and verify each of the data points required by the 21st Century Cures Act and allows service providers to access scheduled and past appointments, view check in and check out for appointments, document the services delivered and capture additional notes as needed. The beneficiaries receiving services will provide an electronic signature at checkout to confirm the visit occurred and the services were provided. During each visit, the mobile application will use GPS technology to capture the location where services were delivered, along with date and time stamps for these services. We recommend the use of GPS-enabled mobile devices. Our EY EVV mobile application supports iOS and Android mobile devices.

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	S	

Bidder's Response:

The EY EVV mobile application is used by service providers to electronically capture and verify each of the data points required by the 21st Century Cures Act and allows service providers to access scheduled and past appointments, view check in and check out for appointments, document the services delivered and capture additional notes as needed. The beneficiaries receiving services will provide an electronic signature at checkout to confirm the visit occurred and the services were provided. During each visit, the mobile application will use GPS technology to capture the location where services were delivered, along with date and time stamps for these services.

Our EY EVV solution uses the Microsoft Dynamics 365 Government Cloud and underlying .NET framework. Within this architecture, the EY EVV solution leverages the Field Service module, Microsoft Dynamics Customer Portal and a custom EY EVV mobile application built on the Xamarin framework for iOS and Android devices. In the event a service provider is going into an area that does not have mobile coverage, the service provider can take advantage of the mobile app's offline mode. This mode leverages the built-in data sync, which includes data for the next seven days and the last seven days, allowing the user to always have that data available. When the user is offline, the person can continue with the service visit, including check-ins, checkouts, notes, etc., while the mobile app stores each update. Once the service provider regains network connectivity, the user can then sync updates back to the Microsoft Dynamics system.

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	S	

Bidder's Response:
 The EY EVV solution has been designed for ease of use by the end-user community. Our mobile application requires as few keystrokes as possible to capture the visit verification data. Our web application provides functionality that supports the day-to-day operations of the Medicaid agencies and the service providers. Our portal provides the information that helps the beneficiaries and their families actively engage in their care and promotes better outcomes.

The EY EVV solution includes a comprehensive role-based training program that equips stakeholders with the knowledge and the skills to perform their responsibilities in EVV. This program includes instructor-led education that focuses on conceptual changes such as redesigned processes and workflows, role- and scenario-based e-learning that focuses on system processes, and operations labs where learners can build their proficiency through hands-on practice in a simulated environment.

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 has been verified and the services are within Medicaid limit rules must be sent to the Payer's payment system.	Describe how solution will provide for a consistent rules-based billing and scheduling software platform across all 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.	N/A	S	

Bidder's Response:
 Service Visits are scheduled using the Dynamics 365 Field Service Schedule Board. Service Visits contain all the tasks that need to be completed when a visit is conducted at a beneficiary's care location. Service Visit management includes scheduling an Initial Assessment, scheduling, rescheduling, and reassigning Routine Service Visits, and scheduling Discharge Visits at the end of the Plan of Care.

The EY EVV solution only submits claims for pre-authorized services that have been electronically verified at time of delivery. The EVV solution alerts, reports and data analytics will flag suspicious activity for further review.

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	S	

Bidder's Response:

The EY EVV solution is highly flexible; allowing for the configuration of additional features, support for multiple programs or services with different policies and procedures, reimbursement rates and business rules.

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	S	

Bidder's Response:

The EY EVV solution leverages the configurable Microsoft Dynamics 365 security model to enforce data integrity and data privacy, while at the same time allowing for necessary collaboration among system users. The infrastructure provides a variety of options to manage identity and access, including multifactor authentication, password policy enforcement and role-based access control. The security model is as follows:

- Provides users with access only to the appropriate information required to do their jobs. This applies to all entities in the system, including, but not limited to, plans of care, service visits, claims and related records
- Categorizes users by role and restricts access based on those roles, including, but not limited to, state administrators, provider business managers, case managers, physicians and external service providers
- Supports data sharing so that users and teams can be granted access to records that they do not own for a specified collaborative effort
- Prevents users from accessing records to which the user does not own or have permission to share

Provider organizations will supply a list or feed of users who require access. Those users will be provisioned licenses by the system administrator team via the Office 365 Admin Center. Within the EY EVV application, a user role will be provided which includes additional security options such as the following:

- Role-based security in Microsoft Dynamics 365, which focuses on grouping a set of privileges together that describe the responsibilities (or tasks that can be performed) for a user. EY EVV security roles aggregate a set of user rights to make user security management easier. Also, each application deployment can define its own roles to meet the needs of different users.
- Record-based security in Microsoft Dynamics 365 which focuses on access rights to specific records.
- Field-level security in Microsoft Dynamics 365, which restricts access to an entity's specific high business impact fields only to specified users or teams.

The combination of role-based security, record-level security and field-level security will drive the overall security rights that users have within your custom Microsoft Dynamics 365 application.

The EY EVV solution leverages Microsoft Dynamics Access teams to allow individuals to receive services from different service providers. Access teams are an extension of the documented security model, which allows for strict control over access to information, while providing flexibility to share information with additional service providers when it is appropriate and authorized to do so.

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	S	

Bidder's Response:
 The EY EVV solution maintain a profile for each care provider that details provider IDs, licenses, certifications, current status (active, suspended, expired), languages, qualified services, etc. Only authorized service visits can be scheduled to approved care providers.

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	S	

Bidder's Response:
 The EY EVV solution is highly flexible and allows for configuration of additional features, program and service changes.

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	S	

Bidder's Response:

Our EVV solution has been designed and configured to allow authorized users enhanced security privileges for manual overrides to update records to correct for bad or incorrect data.

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 state agencies: i.e., allow viewing, dashboards and reporting for specific programs, agencies, geographical locations, etc.	Describe how solution will provide real time jurisdictional views for DHHS and other state agencies.	N/A	S	

Bidder's Response:

During the implementation of the EY EVV solution, we will configure DHHS and other state agencies as entities and associate the various programs they manage. We would work with you to define the system capabilities and information access that is required and set up the appropriate role-based security that will allow them to manage their specific programs and have visibility into the various providers that are delivering services to the beneficiaries covered by their programs.

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	S	

Bidder's Response:

The EY EVV solution provides real times alerts, exception reports, and dashboards to notify the proider when EVV data is incomplete or invalid.

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	W	

Bidder's Response:

Our EVV solutions provide the ability to manage service providers and teams with flexible scheduling options that enable precise appointment scheduling, tracking and billing. The system includes alerts that provide the service provider and agency immediate status updates. The solution can be configured to turn the scheduling functionality off however we would not recommend this approach. It will require manual processes that will impact the accuracy of the information and efficiency of the provider agencies.

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
52	EVV.44	<p>Solution should have the ability to prevent any individual from electronic sign-in for work shift, or otherwise attempting to electronically verify and document a service, under the following conditions:</p> <ul style="list-style-type: none"> 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; 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; 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; 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 e) The individual provider is not physically present at the beneficiary's location. 	<p>Describe how solution prevents any individual from electronic sign-in for work shift, or otherwise attempting to electronically verify and document a service, under the following conditions:</p> <ul style="list-style-type: none"> 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; 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; 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; 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 e) The individual provider is not physically present at the beneficiary's location. 	N/A	S	

Bidder's Response:

The EVV solution configuration includes profiles for each care provider that details licenses, certifications, current status (active, suspended, expired), languages, qualified services, etc. Only authorized service visits can be scheduled to approved care providers. The EY EVV solution leverages the configurable Microsoft Dynamics 365 security model to enforce data integrity and data privacy. The infrastructure provides a variety of options to manage identity and access, including multifactor authentication, password policy enforcement and role-based access control. The security model is as follows:

- Provides users with access only to the appropriate information required to do their jobs. This applies to all entities in the system, including, but not limited to, plans of care, service visits, claims and related records
- Categorizes users by role and restricts access based on those roles, including, but not limited to, state administrators, provider business managers, case managers, physicians and external service providers
- Supports data sharing so that users and teams can be granted access to records that they do not own for a specified collaborative effort
- Prevents users from accessing records to which the user does not own or have permission to share

If the individual provider is not physically present at the beneficiary's location at time of check in, a real time alert is sent to the case manager or business manager so that they can take the appropriate action.

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	S	

Bidder's Response:

The EY EVV solution is designed to flag and report inconsistent or incorrect date for further review. In addition to the solution capabilities, EY Forensic & Integrity Services would be available to DHHS. They are a team of 1,000 resources focused on conducting forensic investigations of suspected fraud, waste, and abuse. The team is comprised of former regulators, compliance officers, auditors, data analysts, health care operations and medical coding resources. They can assist with investigation and dispute resolution when suspicious conduct is identified. We apply sophisticated data analytics and investigative techniques, leveraging the depth of our team's experience, to efficiently understand the fact pattern and drive toward a resolution.

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	S	

Bidder's Response:

The EY EVV system provides a standard suite of reports and dashboards. In addition, the system will allow DHHS to use data elements to query and generate additional reports which can be saved for later use.

The EY EVV solution also contains configurable record views, reports (both pre-built and ad hoc) and dashboards. The built-in reporting engine and wizard allow administrators and end users to configure personal reports in real time and save those reports for future use. The Advanced Find tool allows for ad hoc querying of data across system objects.

Reports will leverage the defined security model and can be consumed via the EVV web application. In addition to the native reporting options, the Dynamics 365 API allows third-party reporting tools to consume data from the EY EVV solution.

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	S	

Bidder's Response:

Once the plan of care of approved by the provider agency, the services are submitted for pre-authorization. The services are submitted individually to accommodate multiple programs, services types and funding sources.

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 complete verification and documentation of each visit.	N/A	S	

Bidder's Response:

Data captured using the EY EVV solution is edited and audited real time. Data that is imported into the EY EVV solution is subject to the same edits and audits once it is received.

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	S	

Bidder's Response:
 The EY EVV solution contains configurable record views, reports (both pre-built and ad hoc) and dashboards. This provides real time visibility into the performance of the provider agencies and the program expenditures and utilization. The beneficiary portal provides the beneficiary and the family with access to their plan of care and scheduled visits and allows them to communicate directly with their provider agencies. The EY EVV solution security enables collaboration and sharing of information as needed to support care coordination and transitions.

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	S	

Bidder's Response:
 The plan of care (service plan) is developed by the case manager and approved by the provider. These services are then submitted for authorization. Once authorization is received, the services are scheduled. If these service visits are not conducted timely, missed, or incomplete the EY EVV solution will notify the case manager and the business manager using real time alerts so that immediate corrective action can be taken.

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

Bidder's Response:
 The EY EVV solution is designed to support DHHS, the provider agencies, and the beneficiaries. DHHS and the provider agencies will use the web application to support their daily operations. The solution guides each user through an end-to-end process beginning with intake of referrals and continuing through plan of care management, visit scheduling, visit completion, resource time capture and claim submission. The EY EVV mobile application is used by service providers in the home to electronically capture and verify each of the data points required by the 21st Century Cures Act and allows service providers to access scheduled and past appointments, view check-in and checkout for appointments, document the services delivered, and capture additional notes as needed.

Configurable real time alerts, reports(both pre-built and adhoc) and dashboards provide views into the information in the EVV solution. The built-in reporting engine and wizard allow administrators and end users to configure personal reports in real time and save those reports for future use. The Advanced Find tool allows for ad hoc querying of data across system objects.

Reports will leverage the defined security model and can be consumed via the EVV web application. In addition to the native reporting options, the Dynamics 365 API allows third-party reporting tools to consume data from the EY EVV solution.

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	S	

Bidder's Response:

The EY EVV solution leverages the configurable Microsoft Dynamics 365 security model to enforce data integrity and data privacy, while at the same time allowing for necessary collaboration among system users. The infrastructure provides a variety of options to manage identity and access, including multifactor authentication, password policy enforcement and role-based access control. The security model is as follows:

- Provides users with access only to the appropriate information required to do their jobs. This applies to all entities in the system, including, but not limited to, plans of care, service visits, claims and related records
- Categorizes users by role and restricts access based on those roles, including, but not limited to, state administrators, provider business managers, case managers, physicians and external service providers
- Supports data sharing so that users and teams can be granted access to records that they do not own for a specified collaborative effort
- Prevents users from accessing records to which the user does not own or have permission to share

Provider organizations will supply a list or feed of users who require access. Those users will be provisioned licenses by the system administrator team via the Office 365 Admin Center. Within the EY EVV application, a user role will be provided which includes additional security options such as the following:

- Role-based security in Microsoft Dynamics 365, which focuses on grouping a set of privileges together that describe the responsibilities (or tasks that can be performed) for a user. EY EVV security roles aggregate a set of user rights to make user security management easier. Also, each application deployment can define its own roles to meet the needs of different users.
- Record-based security in Microsoft Dynamics 365 which focuses on access rights to specific records.
- Field-level security in Microsoft Dynamics 365, which restricts access to an entity's specific high business impact fields only to specified users or teams.

The combination of role-based security, record-level security and field-level security will drive the overall security rights that users have within your custom Microsoft Dynamics 365 application.

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 schedules with notification of changes.	N/A	S	

Bidder's Response:

The EY EVV mobile application is used by service providers to electronically capture and verify each of the data points required by the 21st Century Cures Act. Additionally, it allows service providers to access scheduled and past appointments, view check-in and checkout for appointments, document the services delivered, and capture additional notes as needed. The beneficiaries receiving services will provide an electronic signature at checkout to confirm the visit occurred and the services were provided. During each visit, the mobile application will use GPS technology to capture the location where services were delivered, along with date and time stamps for these services. Time sheet data is then calculated within Microsoft Dynamics 365 according to check-in/out dates and times captured and is available via standard reports and dashboards.

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	S	

Bidder's Response:

The EY EVV mobile application is used by service providers to electronically capture and verify each of the data points required by the 21st Century Cures Act. Additionally, it allows service providers to access scheduled and past appointments, view check-in and checkout for appointments, document the services delivered, and capture additional notes as needed. The beneficiaries receiving services will provide an electronic signature at checkout to confirm the visit occurred and the services were provided. During each visit, the mobile application will use GPS technology to capture the location where services were delivered, along with date and time stamps for these services. Time sheet data is then calculated within Microsoft Dynamics 365 according to check-in/out dates and times captured and is available via standard reports and dashboards.

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	S	

Bidder's Response:

The EY EVV mobile application is used by service providers to electronically capture and verify each of the data points required by the 21st Century Cures Act. Additionally, it allows service providers to access scheduled and past appointments, view check-in and checkout for appointments, document the services delivered, and capture additional notes as needed. The beneficiaries receiving services will provide an electronic signature at checkout to confirm the visit occurred and the services were provided. During each visit, the mobile application will use GPS technology to capture the location where services were delivered, along with date and time stamps for these services. Time sheet data is then calculated within Microsoft Dynamics 365 according to check-in/out dates and times captured and is available via standard reports and dashboards.

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	S	

Bidder's Response:

The EY EVV mobile application is used by service providers to electronically capture and verify each of the data points required by the 21st Century Cures Act. Additionally, it allows service providers to access scheduled and past appointments, view check-in and checkout for appointments, document the services delivered, and capture additional notes as needed. The beneficiaries receiving services will provide an electronic signature at checkout to confirm the visit occurred and the services were provided. During each visit, the mobile application will use GPS technology to capture the location where services were delivered, along with date and time stamps for these services. Time sheet data is then calculated within Microsoft Dynamics 365 according to check-in/out dates and times captured and is available via standard reports and dashboards.

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	S	

Bidder's Response:
 The EVV solution configuration includes profiles for each care provider that details licenses, certifications, current status (active, suspended, expired), languages, qualified services, etc. Only authorized service visits can be scheduled to approved care providers. The EVV solution can be configured to query the current status of a provider's license and approval to provide services to validate the profiles prior to service visits being scheduled and on the date of service.

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	S	

Bidder's Response:
 This information is kept in the provider profiles and solution data stores and is capable of being added to, deleted from and updated by those with the proper administration permissions.

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	S	

Bidder's Response:
 HHS mandated code sets and edit data is kept in the solution data stores and is capable of being added to, deleted from and updated by those with the proper administration permissions.

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	W	

Bidder’s Response:
 The Dynamics 365 API follows open standards and can be used across a wide variety of programming languages, platforms and devices, including, but not limited to MMIS. The EY EVV solution includes a standard MMIS integration, which can be modified as needed to meet requirements for Nebraska.

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	S	

Bidder's Response:

Our EVV Customer Care support is available to the providers seven days a week 7 a.m. to 11:00 p.m. by a customer support service desk. Nebraska will have access to a client portal to view real-time dashboards for status and metrics for all incidents addressed by the customer support service desk. Our EVV customer care includes support via voice, email, fax, web, app, and chat and provides the following:

- How to: process/functions/business support
- Technical/functional support
- Data-related issue resolution
- Basic troubleshooting

Break-fix and patches

The EY EVV solution also includes a comprehensive role-based training program that equips stakeholders with the knowledge and the skills to perform their responsibilities in EVV. This program includes instructor-led education that focuses on conceptual changes such as redesigned processes and workflows, role- and scenario-based e-learning that focuses on system processes, and operations labs where learners can build their proficiency through hands-on practice in a simulated environment.

Through frequent and meaningful communication with key stakeholders, we will provide timely and accurate information aligned with the program timeline and messaging to users. We will focus on the critical changes that need to be managed and key risks to be mitigated to facilitate a successful transition to the EVV solution.

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	S	

Bidder's Response:
 The EY EVV solution provides a standard report that meets and exceeds this requirement.

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	S	

Bidder's Response:

When service providers check in and check out of their visits using the Mobile App, the EY EVV solution will capture and maintain a file with hours worked per day per week by service provider. Hours works that are received from other EVV systems will be aggregated across programs, providers and members when it is received by EVV.

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	S	

Bidder's Response:

The EY EVV solution captures the time logged for each visit according to check in and check out. The rounding rules applied and the increments of time are configurable within the EVV solution.

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	W	

Bidder's Response:

The Dynamics 365 web API follows open standards and can be used across a wide variety of programming languages, platforms, and devices, including but not limited to: MMIS, MCO prior authorization systems and claims systems and other EVV systems. The Dynamics 365 API allows third-party reporting tools to consume data from the EY EVV solution. The Dynamics 365 application platform leverages Microsoft Flow and Logic Apps to allow for data to be integrated with external systems, including prior authorization and claims management systems, in real time or scheduled intervals. Microsoft Flow allows for the configuration of workflow processes across applications using existing connectors, including but not limited to SQL Server, SharePoint, Azure, Oracle, to transmit data to external systems. If an existing connector does not exist, the Logic Apps and Dynamics 365 API is easily extensible for external systems to utilize.

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	W	

Bidder's Response:

The EY EVV solution leverages the configurable Microsoft Dynamics 365 security model to enforce data integrity and data privacy, while at the same time allowing for necessary collaboration among system users. The infrastructure provides a variety of options to manage identity and access, including multifactor authentication, password policy enforcement and role-based access control. The security model:

- Provides users with access only to the appropriate information required to do their jobs, which applies to all entities in the system, including, but not limited to, plans of care, service visits, claims and related records
- Categorizes users by role and restricts access based on those roles, including, but not limited to, state administrators, provider business managers, case managers, physicians and external service providers
- Supports data sharing so that users and teams can be granted access to records that they do not own for a specified collaborative effort
- Prevents users from accessing records to which they do not own or have permission to share
- Enables the beneficiaries receiving services to provide an electronic signature at checkout to confirm the visit occurred and the services were provided

Provider organizations will supply a list or feed of users who require access. Those users will be provisioned licenses by the system administrator team via the Office 365 admin center. Within the EY EVV application, a user role will be provided that includes additional security options such as:

- Role-based security in Microsoft Dynamics 365, which focuses on grouping a set of privileges together that describe the responsibilities (or tasks that can be performed) for a user:
 - EY EVV security roles aggregate a set of user rights to make user security management easier.
 - Also, each application deployment can define its own roles to meet the needs of different users.
 - Record-based security in Microsoft Dynamics 365 which focuses on access rights to specific records
 - Field-level security in Microsoft Dynamics 365, which restricts access to an entity's specific high business impact fields only to specified users or teams
- The combination of role-based security, record-level security and field-level security will drive the overall security rights that users have within your custom Microsoft Dynamics 365 application.

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
75	PS.2	<p>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 and Milestones (POA&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>	Describe how solution will meet the guidelines.	N/A	S	

Bidder's Response:

CJIS

The Criminal Justice Information Services (CJIS) Division of the US Federal Bureau of Investigation (FBI) gives state, local, and federal law enforcement and criminal justice agencies access to criminal justice information (CJI) — for example, fingerprint records and criminal histories. Law enforcement and other government agencies in the United States must ensure that their use of cloud services for the transmission, storage or processing of CJI complies with the CJIS Security Policy, which establishes minimum security requirements and controls to safeguard CJI.

The CJIS Security Policy integrates presidential and FBI directives, federal laws and the criminal justice community's Advisory Policy Board decisions, along with guidance from the National Institute of Standards and Technology (NIST). The policy is periodically updated to reflect evolving security requirements.

FIPS

NIST publishes a list of vendors and their cryptographic modules validated for FIPS 140-2. Rather than validate individual components and products, Microsoft certifies the underlying cryptographic modules used in Microsoft products, including Microsoft business cloud services, with each new release of the Windows operating system. This enables customers to configure and use those services in a way that helps meet their information encryption and compliance requirements. Validated Microsoft business cloud services include Azure, Azure Government, Dynamics 365, Dynamics 365 Government, Office 365, Office 365 U.S. Government, Office 365 U.S. Government Defense, Windows and Windows Server. Certification goes into effect when Microsoft receives validation from NIST; it does not expire.

NIST Cybersecurity Framework (CSF)

NIST promotes and maintains measurement standards and guidance to help organizations assess risk. In response to Executive Order 13636 on strengthening the cybersecurity of federal networks and critical infrastructure, NIST released the framework for Improving Critical Infrastructure Cybersecurity (FICIC) in February 2014. The main priorities of the FICIC were to establish a set of standards and practices to help organizations manage cybersecurity risk, while enabling business efficiency. The NIST Framework addresses cybersecurity risk without imposing additional regulatory requirements for both government and private sector organizations. The FICIC references globally recognized standards, including NIST SP 800-53 found in Appendix A of the NIST 2014 Framework for Improving Critical Infrastructure Cybersecurity. Each control within the FICIC framework is mapped to corresponding NIST 800-53 controls within the FedRAMP Moderate Baseline. As the framework was designed to be voluntary, NIST has not formalized an accreditation process. However, Microsoft Cloud services have undergone independent, third-party FedRAMP Moderate and High Baseline audits and are certified according to the FedRAMP standards.

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 DHHS Information Security Policy	Describe how solution complies with the DHHS Information Security Policy.	N/A	S	
<p>Bidder's Response:</p> <p>The EY EVV solution is architected on Microsoft Dynamics, SQL Server, Azure and additional supporting cloud-based services. Microsoft Azure takes its obligations under the General Data Protection Regulation (GDPR) seriously. Microsoft Azure takes extensive security measures to protect against data breaches. These include both physical and logical security controls, as well as automated security processes, comprehensive information security and privacy policies, and security and privacy training for all personnel.</p>						

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 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.	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 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.	N/A	S	

Bidder's Response:

The EY EVV solution leverages the configurable Microsoft Dynamics 365 security model to enforce data integrity and data privacy, while at the same time allowing for necessary collaboration among system users. The infrastructure provides a variety of options to manage identity and access, including multifactor authentication, password policy enforcement and role-based access control. The security model:

- Provides users with access only to the appropriate information required to do their jobs, which applies to all entities in the system, including, but not limited to, plans of care, service visits, claims and related records
- Categorizes users by role and restricts access based on those roles, including, but not limited to, state administrators, provider business managers, case managers, physicians and external service providers
- Supports data sharing so that users and teams can be granted access to records that they do not own for a specified collaborative effort
- Prevents users from accessing records to which they do not own or have permission to share
- Enables the beneficiaries receiving services to provide an electronic signature at checkout to confirm the visit occurred and the services were provided
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Provider organizations will supply a list or feed of users who require access. Those users will be provisioned licenses by the system administrator team via the Office 365 admin center. Within the EY EVV application, a user role will be provided that includes additional security options such as:

- Role-based security in Microsoft Dynamics 365, which focuses on grouping a set of privileges together that describe the responsibilities (or tasks that can be performed) for a user:
 - EY EVV security roles aggregate a set of user rights to make user security management easier.
 - Also, each application deployment can define its own roles to meet the needs of different users.
 - Record-based security in Microsoft Dynamics 365 which focuses on access rights to specific records
 - Field-level security in Microsoft Dynamics 365, which restricts access to an entity's specific high business impact fields only to specified users or teams

The combination of role-based security, record-level security and field-level security will drive the overall security rights that users have within your custom Microsoft Dynamics 365 application.

The EY EVV solution leverages Microsoft Dynamics Access teams to allow individuals to receive services from different service providers. Access teams are an extension of the documented security model, which allows for strict control over access to information, while providing flexibility to share information with additional service providers when it is appropriate and authorized to do so.

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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	S	

Bidder's Response:

Health Insurance Portability and Accountability Act (HIPAA) regulations require that covered entities and their business associates — in this case, Microsoft when it provides services, including cloud services, to covered entities — enter into contracts to confirm that those business associates will adequately protect Protected Health Information (PHI). These contracts, or business associate agreements (BAAs), clarify and limit how the business associate can handle PHI, and set forth each party's adherence to the security and privacy provisions set forth in HIPAA and the Health Information Technology for Economic and Clinical Health (HITECH) Act. Once a BAA is in place, Microsoft customers — covered entities — can use its services to process and store PHI.

Currently there is no official certification for HIPAA or HITECH Act compliance. However, those Microsoft services covered under the BAA have undergone audits conducted by accredited independent auditors for the Microsoft International Organization for Standardization (ISO)/International Electrotechnical Commission (IEC) 27001 certification.

EY data centers are kept secure to ISO 27001 standards, and industry-leading practices. The data center(s) are locked with controlled access limited to personnel who need access; and have access logs that are audited periodically. If State of Nebraska data is kept on SharePoint sites established specifically to support NE work efforts, that SharePoint site would be hosted in an EY data center.

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	N/A	S	

			remediation approach to be coordinated with DHHS.			
<p>Bidder's Response:</p> <p>Dynamics 365 components are provisioned in the Microsoft Government Cloud; in addition to providing the robust services and features of Microsoft's public cloud, Dynamics 365 for Government provides many features to assure US Government entities that their data is secure by maintaining two data centers over 500 miles apart (Virginia and Iowa). All customer managed data is stored within the Continental United States (CONUS) data centers.</p> <p>Microsoft Azure takes its obligations under the General Data Protection Regulation (GDPR) seriously. Microsoft Azure takes extensive security measures to protect against data breaches. These include both physical and logical security controls, as well as automated security processes, comprehensive information security and privacy policies, and security and privacy training for all personnel.</p> <p>Security is built into Microsoft Azure from the ground up, starting with the security development life cycle, a mandatory development process that incorporates privacy-by-design and privacy-by-default methodologies. The guiding principle of Microsoft's security strategy is to "assume breach," which is an extension of the defense-in-depth strategy. By constantly challenging the security capabilities of Azure, Microsoft can stay ahead of emerging threats. For more information on Azure security, please review these resources.</p> <p>Microsoft has a global, 24x7 incident response service that works to mitigate the effects of attacks against Microsoft Azure. Attested by multiple security and compliance audits (e.g., ISO/IEC 27018), Microsoft employs rigorous operations and processes at its data centers to prevent unauthorized access, including 24x7 video monitoring, trained security personnel, smart cards and biometric controls.</p> <p>Information security aspects of business continuity management are covered under the ISO 27001 standards. For more information, we suggest a review of the publicly available ISO standards for which we are certified. Recovery plans are validated on a regular basis per industry-leading practices so that solutions are viable at time of event.</p> <p>Azure responds to a potential data breach according to the security incident response process, which is a subset of the Microsoft Azure incident management plan. Azure's security incident response is implemented using a five-stage process: Detect, Assess, Diagnose, Stabilize and Close. The Security Incident Response team may alternate between the diagnose and stabilize stages as the investigation progresses. An overview of the security incident response process is below.</p> <ol style="list-style-type: none"> 1. Detect: First indication of a potential incident. 2. Access: An on-call incident response team member assesses the impact and severity of the event. Based on evidence, the assessment may or may not result in further escalation to the security response team. 3. Diagnose: Security response resources conduct the technical or forensic investigation and identify containment, mitigation and workaround strategies. If the security team believes that customer data may have become exposed to an unlawful or unauthorized individual, execution of the Customer Incident Notification process begins in parallel. 4. Stabilize and Recover: The incident response team creates a recovery plan to mitigate the issue. Crisis containment steps such as quarantining impacted systems may occur immediately and in parallel with diagnosis. Longer-term mitigations may be planned, which occur after the immediate risk has passed. 5. Close and Post-Mortem: The incident response team creates a post-mortem that outlines the details of the incident, with the intention to revise policies, procedures and processes to prevent a reoccurrence of the event. 						

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	S	

Bidder's Response:

The EY EVV solution is architected to submit claims for services that have been electronically verified at time of delivery. The EVV solution alerts, reports and data analytics will flag suspicious activity for further review. As part of the EVV implementation, our Forensic & Integrity Services will review the reports and analytics available with Nebraska DHHS and provide recommendations for governance and a compliance monitoring program.

EY Forensic & Integrity Services is a team of 1,000 resources focused on conducting forensic investigations of suspected fraud, waste, abuse and corruption, as well as helping organizations reduce risk through implementation of effective compliance oversight. The team dedicated to health care organizations includes former regulators, compliance officers, auditors, data analysts, health care operations and medical coding resources.

Our EY EVV managed services will include a pool of resources to assist with investigation and dispute resolution when suspicious conduct is identified. We apply sophisticated data analytics and investigative techniques, leveraging the depth of our team's experience, to efficiently understand the fact pattern and drive toward a resolution.

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	S	

Bidder's Response:

The EVV solution maintains a record and field level audit history that contains details for every change to information such as who made the change, when the change was made, the previous value for each field, the new value for each field and reason for the change.

The EVV solution configuration includes profiles for each care provider that details licenses, certifications, current status (active, suspended, expired), languages, qualified services, etc. Only authorized service visits can be scheduled to approved care providers. The EVV solution can be configured to query the current status of a provider's license and approval to provide services to validate the profiles prior to service visits being scheduled.

The EVV solution will alert the appropriate management representative (case manager, business manager) if the care provider attempts to provide unauthorized services or to initiate a visit with a geographic location that does not match the scheduled visit location. These visits will not be electronically verified and claims will not be generated without management approval. The security model will only allow authorized users to modify data elements. The audit trail within the EVV solution will track all modifications to data. Alerts, dashboards and reports can be configured to report data changes.

When service providers check in and check out of their visits using the Mobile App, the EY EVV solution will capture and maintain a file with hours worked per day per week by service provider. The geographic location where this time is captured will be captured at the start of the visit, during the visit and after the visit. The beneficiary or their authorized representative will confirm that the visit and services were provided by affixing their electronic signature to their visit record.

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 manual service entries a provider is allowed to enter.	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 the number or percentage of manual service entries a provider is allowed to enter.	N/A	S	

Bidder's Response:
 Azure Identity Governance allows you to balance your organization's need for security and employee productivity with the right processes and visibility. It provides you with capabilities to ensure that the right users have the right access to the right resources, and it allows you to protect, monitor, and audit access to critical assets -- while ensuring employee productivity.
 Identity Governance give organizations the ability to do the following tasks across employees, business partners and vendors, and services and applications:

- Govern the identity lifecycle
- Govern access lifecycle
- Secure administration

Specifically, it is intended to help you address these four key questions:

- Which users should have access to which resources?
- What are those users doing with that access?
- Are there effective organizational controls for managing access?
- Can auditors verify that the controls are working?

Identity lifecycle

Identity Governance helps organizations achieve a balance between *productivity* - How quickly can a person have access to the resources they need, such as when they join my organization? And *security* - How should their access change over time, such as due to changes to that person's employment status? Identity lifecycle management is the foundation for Identity Governance, and effective governance at scale requires modernizing the identity lifecycle management infrastructure for applications

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	S	

Bidder's Response:

NIST publishes a list of vendors and their cryptographic modules validated for FIPS 140-2. Rather than validate individual components and products, Microsoft certifies the underlying cryptographic modules used in Microsoft products, including Microsoft business cloud services, with each new release of the Windows operating system. This enables customers to configure and use those services in a way that helps meet their information encryption and compliance requirements.

Validated Microsoft business cloud services include Azure, Azure Government, Dynamics 365, Dynamics 365 Government, Office 365, Office 365 U.S. Government, Office 365 U.S. Government Defense, Windows, and Windows Server.

Certification goes into effect when Microsoft receives validation from NIST; it does not expire.

The NIST promotes and maintains measurement standards and guidance to help organizations assess risk. In response to Executive Order 13636 on strengthening the cybersecurity of federal networks and critical infrastructure, NIST released the Framework for Improving Critical Infrastructure Cybersecurity (FICIC) in February 2014.

The main priorities of the FICIC were to establish a set of standards and practices to help organizations manage cybersecurity risk, while enabling business efficiency. The NIST Framework addresses cybersecurity risk without imposing additional regulatory requirements for both government and private sector organizations.

The FICIC references globally-recognized standards including NIST SP 800-53 found in Appendix A of the NIST's 2014 Framework for Improving Critical Infrastructure Cybersecurity. Each control within the FICIC framework is mapped to corresponding NIST 800-53 controls within the FedRAMP Moderate Baseline.

As the framework was designed to be voluntary, the NIST has not formalized an accreditation process. However, Microsoft Cloud services have undergone independent, third-party FedRAMP Moderate and High Baseline audits and are certified according to the FedRAMP standards.

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	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	S	

	<p>which they are billing, the individual beneficiaries they are serving, and consistent with the applicable approved prior authorizations and service plans.</p>				
<p>Bidder's Response:</p> <p>Dynamics 365 components are provisioned in the Microsoft Government Cloud; in addition to providing the robust services and features of Microsoft's public cloud, Dynamics 365 for Government provides many features to assure US Government entities that their data is secure by maintaining two data centers over 500 miles apart (Virginia and Iowa). All customer managed data is stored within the Continental United States (CONUS) data centers.</p> <p>Microsoft Azure takes its obligations under the General Data Protection Regulation (GDPR) seriously. Microsoft Azure takes extensive security measures to protect against data breaches. These include both physical and logical security controls, as well as automated security processes, comprehensive information security and privacy policies, and security and privacy training for all personnel.</p> <p>Security is built into Microsoft Azure from the ground up, starting with the security development life cycle, a mandatory development process that incorporates privacy-by-design and privacy-by-default methodologies. The guiding principle of Microsoft's security strategy is to "assume breach," which is an extension of the defense-in-depth strategy. By constantly challenging the security capabilities of Azure, Microsoft can stay ahead of emerging threats. For more information on Azure security, please review these resources.</p>					

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	S	

<p>Bidder's Response:</p> <p>The EY EVV solution leverages the configurable Microsoft Dynamics 365 security model to enforce data integrity and data privacy, while at the same time allowing for necessary collaboration among system users. The infrastructure provides a variety of options to manage identity and access, including multifactor authentication, password policy enforcement and role-based access control. The security model:</p> <ul style="list-style-type: none"> • Provides users with access only to the appropriate information required to do their jobs, which applies to all entities in the system, including, but not limited to, plans of care, service visits, claims and related records • Categorizes users by role and restricts access based on those roles, including, but not limited to, state administrators, provider business managers, case managers, physicians and external service providers • Supports data sharing so that users and teams can be granted access to records that they do not own for a specified collaborative effort • Prevents users from accessing records to which they do not own or have permission to share • Enables the beneficiaries receiving services to provide an electronic signature at checkout to confirm the visit occurred and the services were provided <p>Provider organizations will supply a list or feed of users who require access. Those users will be provisioned licenses by the system administrator team via the Office 365 admin center. Within the EY EVV application, a user role will be provided that includes additional security options such as:</p> <ul style="list-style-type: none"> • Role-based security in Microsoft Dynamics 365, which focuses on grouping a set of privileges together that describe the responsibilities (or tasks that can be performed) for a user: • EY EVV security roles aggregate a set of user rights to make user security management easier. • Also, each application deployment can define its own roles to meet the needs of different users. • Record-based security in Microsoft Dynamics 365 which focuses on access rights to specific records 						
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- Field-level security in Microsoft Dynamics 365, which restricts access to an entity’s specific high business impact fields only to specified users or teams

The combination of role-based security, record-level security and field-level security will drive the overall security rights that users have within your custom Microsoft Dynamics 365 application.

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	S	

Bidder’s Response:

The EY EVV solution leverages the configurable Microsoft Dynamics 365 security model to enforce data integrity and data privacy, while at the same time allowing for necessary collaboration among system users. The infrastructure provides a variety of options to manage identity and access, including multifactor authentication, password policy enforcement and role-based access control. The security model:

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The EY EVV solution leverages Microsoft Dynamics Access teams to allow individuals to receive services from different service providers. Access teams are an extension of the documented security model, which allows for strict control over access to information, while providing flexibility to share information with additional service providers when it is appropriate and authorized to do so.

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 protected health information (ePHI), PII or FTI is the one claimed.	Describe how solution verifies that a person or entity seeking access to electronic protected health information (ePHI), PII or FTI is the one claimed.	TA.SP.11	S	

Bidder's Response:

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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	S	

Bidder's Response:

Health Insurance Portability and Accountability Act (HIPAA) regulations require that covered entities and their business associates — in this case, Microsoft when it provides services, including cloud services, to covered entities — enter into contracts to confirm that those business associates will adequately protect Protected Health Information (PHI). These contracts, or business associate agreements (BAAs), clarify and limit how the business associate can handle PHI, and set forth each party's adherence to the security and privacy provisions set forth in HIPAA and the Health Information Technology for Economic and Clinical Health (HITECH) Act. Once a BAA is in place, Microsoft customers — covered entities — can use its services to process and store PHI.

Currently there is no official certification for HIPAA or HITECH Act compliance. However, those Microsoft services covered under the BAA have undergone audits conducted by accredited independent auditors for the Microsoft International Organization for Standardization (ISO)/International Electrotechnical Commission (IEC) 27001 certification.

EY data centers are kept secure to ISO 27001 standards, and industry-leading practices. The data center(s) are locked with controlled access limited to personnel who need access; and have access logs that are audited periodically. If State of Nebraska data is kept on SharePoint sites established specifically to support NE work efforts, that SharePoint site would be hosted in an EY data center.

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: HIPPA Privacy Rule</p> <ul style="list-style-type: none"> • Provide safeguards as described in the October 22, 1998 State Medicaid Director letter, Collaborations for Data Sharing between State Medicaid and Health Agencies; • Performs regular audits; and • Supports incident monitoring and reporting. 	<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	S	

Bidder's Response:

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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"> • Requires unique sign-on credentials (ID and password) • Requires authentication of the receiving entity prior to a system initiated session, such as transmitting responses to eligibility inquiries. 	<p>Describe how solution verifies identity of all users, and denies access to invalid users.</p>	TA.SP.22	W	

Bidder's Response:

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

Bidder's Response:

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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	S	

Bidder's Response:

The EY EVV solution leverages the configurable Microsoft Dynamics 365 security model to enforce data integrity and data privacy, while at the same time allowing for necessary collaboration among system users. The infrastructure provides a variety of options to manage identity and access, including multifactor authentication, password policy enforcement and role-based access control.

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	S	

Bidder's Response:

The EY EVV solution leverages the configurable Microsoft Dynamics 365 security model to enforce data integrity and data privacy, while at the same time allowing for necessary collaboration among system users. The infrastructure provides a variety of options to manage identity and access, including multifactor authentication, password policy enforcement and role-based access control.

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	W	

Bidder's Response:

At the start of the project, EVV would develop a NE DHHS EVV system disaster recovery plan (SDRP) and business continuity plans BCPs to help prevent events that disrupt the organization's EVV business applications and to limit the potential impact of any unavoidable disruption by containing it to a predictable and predetermined acceptable period. We recognize and acknowledge that reinstating the critical business applications is a major responsibility to safeguard the interests of NE DHHS's employees, providers and other communities that you serve.

Microsoft is committed to providing facility recovery efforts at fail-over facilities, if required. Microsoft also supports the existence of an SDRP and BCP that fully support the philosophy of providing and maintaining the highest quality of services to its customers.

The plan includes:

- A structured plan that will help in an efficient, effective and timely recovery and resumption of the interrupted EVV application
- Recovery of EVV system within the time frames specified by the various business units
- Minimization reduction in the inconvenience and potential disruption to customers and employees
- Preventing systems from sustaining major financial and operational impacts that could seriously jeopardize the business continuity
- Aversion of potential damage to DHHS's reputation or image and to protect the public
- Means to resume and maintain adequate service levels to customers

The disaster recovery plan seeks to decrease the following:

- The number and frequency of ad hoc decisions made following a disaster
- DHHS's dependence on the participation of any specific person or group of persons
- Loss of data and information, recognizing that the loss of some data and information is inevitable
- Confusion and exposure to errors and unnecessary duplication of effort
- The extent of losses associated with an extended recovery operation
- The total elapsed time required for completing the recovery

Business continuity is the activity performed to validate that critical business functions will be available to DHHS, provider agencies and other EVV entities that must have access to those functions. These activities include many daily tasks such as project management, system backups, change control and help desk.

Business continuity, a plan of action implemented long before the time of a disaster, refers to those activities performed daily to maintain service, consistency and recoverability. The foundation of business continuity is the standards, program development and supporting policies, guidelines and procedures needed to validate and to continue without stoppage, irrespective of the EVV solution adverse circumstances or events. All system design, implementation, support and maintenance will be based on this foundation to have any hope of achieving business continuity, disaster recovery or, in some cases, system support. Business continuity is sometimes confused with disaster recovery, but they are separate entities. Disaster recovery is a small subset of business continuity.

The entire concept of business continuity is based on identifying all business functions within DHHS and then assigning a level of importance to each. A business impact analysis is the primary tool for gathering this information and assigning criticality, recovery point objectives and recovery time objectives and is therefore part of the foundation of business continuity. During the initiation phase, the project team will work with DHHS to identify some of these objectives.

This business impact analysis can be used to identify the extent and time scale of the impact on different levels to the agency. For instance, it can examine the effect of disruption on operational, functional and strategic activities for DHHS; not only the current activities but the effect of disruption on major business changes for EVV solution can be determined by business impact analysis.

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>	<p>Describe solution's standard security management processes, including all items noted in the requirements.</p>	TA.SP.3	S	

Bidder's Response:

Data Integrity:

File Integrity Monitoring (FIM), also known as change monitoring, examines files and registries of operating system, application software and others for changes that might indicate an attack. A comparison method is used to determine if the current state of the file is different from the last scan of the file. You can leverage this comparison to determine if valid or suspicious modifications have been made to your files.

Security Center's File Integrity Monitoring validates the integrity of Windows files, Windows registry and Linux files. You select the files that you want monitored by enabling FIM. Security Center monitors files with FIM enabled for activity such as:

- File and Registry creation and removal
- File modifications (changes in file size, access control lists and hash of the content)

- Registry modifications (changes in size, access control lists, type and the content)

Security Center recommends entities to monitor, which you can easily enable FIM on. You can also define your own FIM policies or entities to monitor.

Incident Management:

Azure Security Center partners with Microsoft Cloud App Security to bring you alerts based on user and entity behavioural analytics (UEBA) for your Azure resources and users (Azure activity). These alerts detect anomalies in user behaviour and are based on user and entity behavioural analytics and machine learning (ML) so that you can immediately run advanced threat detection across your users' activities. Because they are automatically enabled, the new anomaly detections provide immediate results by providing immediate detections, targeting numerous behavioural anomalies across the users and resources associated with your subscription. In addition, these alerts leverage additional data that already exists in the Microsoft Cloud App Security detection engine, to help you speed up the investigation process and contain ongoing threats.

Security Center automatically collects, analyzes, and integrates log data from your Azure resources, the network, and connected partner solutions, like firewall and endpoint protection solutions, to detect real threats and reduce false positives. A list of prioritized security alerts is shown in Security Center along with the information you need to quickly investigate the problem and recommendations for how to remediate an attack.

Triaging and investigating security alerts can be time consuming for even the most skilled security analysts, and for many it is hard to even know where to begin. By using analytics to connect the information between distinct security alerts, Security Center can provide you with a single view of an attack campaign and all of the related alerts - you can quickly understand what actions the attacker took and what resources were impacted.

Security Center uses advanced analytics to identify compromised resources based on analysis of virtual machine event logs. For example, Process Creation Events and Login Events. In addition, there is correlation with other signals to check for supporting evidence of a widespread campaign.

Vulnerability / Security Assessment:

Microsoft Azure runs in datacenters managed and operated by Microsoft. These geographically dispersed datacenters comply with key industry standards, such as ISO/IEC 27001:2013 and NIST SP 800-53, for security and reliability. The datacenters are managed, monitored, and administered by Microsoft operations staff. The operations staff has years of experience in delivering the world's largest online services with 24 x 7 continuity.

Vulnerability management

Security update management helps protect systems from known vulnerabilities. Azure uses integrated deployment systems to manage the distribution and installation of security updates for Microsoft software. Azure is also able to draw on the resources of the Microsoft Security Response Center (MSRC). The MSRC identifies, monitors, responds to, and resolves security incidents and cloud vulnerabilities around the clock, every day of the year.

Vulnerability scanning

Vulnerability scanning is performed on server operating systems, databases, and network devices. The vulnerability scans are performed on a quarterly basis at minimum. Azure contracts with independent assessors to perform penetration testing of the Azure boundary. Red-team exercises are also routinely performed and the results are used to make security improvements.

Protective monitoring

Azure security has defined requirements for active monitoring. Service teams configure active monitoring tools in accordance with these requirements. Active monitoring tools include the Microsoft Monitoring Agent (MMA) and System Center Operations Manager. These tools are configured to provide timely alerts to Azure security personnel in situations that require immediate action.

Incident management

Microsoft implements a security incident management process to facilitate a coordinated response to incidents, should one occur.

If Microsoft becomes aware of unauthorized access to customer data that's stored on its equipment or in its facilities, or it becomes aware of unauthorized access to such equipment or facilities resulting in loss, disclosure, or alteration of customer data, Microsoft takes the following actions:

Promptly notifies the customer of the security incident.

- Promptly investigates the security incident and provides customers detailed information about the security incident.
- Takes reasonable and prompt steps to mitigate the effects and minimize any damage resulting from the security incident.

An incident management framework has been established that defines roles and allocates responsibilities. The Azure security incident management team is responsible for managing security incidents, including escalation, and ensuring the involvement of specialist teams when necessary. Azure operations managers are responsible for overseeing the investigation and resolution of security and privacy incidents.

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 inappropriate access to confidential information.	TA.SP.30	S	

Bidder's Response:

The EVV solution will alert the appropriate management representative. The security model will only allow authorized users to modify data elements. The audit trail within the EVV solution will track all modifications to data. Alerts, dashboards and reports can be configured to report data changes.

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	S	

Bidder's Response:

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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"> • Denies general practitioner inquiry for recipient eligibility for mental health services • Permits inquiries on claim status only for claims submitted by the inquiring provider. 	Describe solution's verification mechanisms that are capable of authenticating authority (as well as identity) for the use or disclosure requested.	TA.SP.32	S	

Bidder's Response:

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Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMG 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 FTI or an equivalent alternative protection mechanism.	TA.SP.33	S	

Bidder's Response:

The EY EVV solution leverages the configurable Microsoft Dynamics 365 security model to enforce data integrity and data privacy, while at the same time allowing for necessary collaboration among system users. The infrastructure provides a variety of options to manage identity and access, including multifactor authentication, password policy enforcement and role-based access control. The security model:

- Provides users with access only to the appropriate information required to do their jobs, which applies to all entities in the system, including, but not limited to, plans of care, service visits, claims and related records
- Categorizes users by role and restricts access based on those roles, including, but not limited to, state administrators, provider business managers, case managers, physicians and external service providers
- Supports data sharing so that users and teams can be granted access to records that they do not own for a specified collaborative effort
- Prevents users from accessing records to which they do not own or have permission to share
- Enables the beneficiaries receiving services to provide an electronic signature at checkout to confirm the visit occurred and the services were provided

Provider organizations will supply a list or feed of users who require access. Those users will be provisioned licenses by the system administrator team via the Office 365 admin center. Within the EY EVV application, a user role will be provided that includes additional security options such as:

- Role-based security in Microsoft Dynamics 365, which focuses on grouping a set of privileges together that describe the responsibilities (or tasks that can be performed) for a user:
- EY EVV security roles aggregate a set of user rights to make user security management easier.
- Also, each application deployment can define its own roles to meet the needs of different users.

- Record-based security in Microsoft Dynamics 365 which focuses on access rights to specific records
- Field-level security in Microsoft Dynamics 365, which restricts access to an entity's specific high business impact fields only to specified users or teams

The combination of role-based security, record-level security and field-level security will drive the overall security rights that users have within your custom Microsoft Dynamics 365 application.

The EY EVV solution leverages Microsoft Dynamics Access teams to allow individuals to receive services from different service providers. Access teams are an extension of the documented security model, which allows for strict control over access to information, while providing flexibility to share information with additional service providers when it is appropriate and authorized to do so.

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	S	

Bidder's Response:
 Microsoft uses encryption technology to protect customer data in Dynamics 365 while at rest in a Microsoft database and while it is in transit between user devices and our datacenters. Connections established between customers and Microsoft datacenters are encrypted, and all public endpoints are secured using industry-standard TLS. TLS effectively establishes a security-enhanced browser-to-server connection to help ensure data confidentiality and integrity between desktops and datacenters. After data encryption is activated, it cannot be turned off.

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	S	

Bidder's Response:
 Microsoft uses encryption technology to protect customer data in Dynamics 365 while at rest in a Microsoft database and while it is in transit between user devices and our datacenters. Connections established between customers and Microsoft datacenters are encrypted, and all public endpoints are secured using industry-standard TLS. TLS effectively establishes a security-enhanced browser-to-server connection to help ensure data confidentiality and integrity between desktops and datacenters. After data encryption is activated, it cannot be turned off.

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	Describe solution's capability to provide data integrity of ePHI, PII and FTI by preventing and	TA.SP.36	S	

		authentication, digital signature, check sums etc.).	detecting improper alteration or destruction.			
<p>Bidder's Response:</p> <p>The EY EVV solution leverages the configurable Microsoft Dynamics 365 security model to enforce data integrity and data privacy, while at the same time allowing for necessary collaboration among system users. The infrastructure provides a variety of options to manage identity and access, including multifactor authentication, password policy enforcement and role-based access control. The security model is as follows:</p> <ul style="list-style-type: none"> • Provides users with access only to the appropriate information required to do their jobs. This applies to all entities in the system, including, but not limited to, plans of care, service visits, claims and related records • Categorizes users by role and restricts access based on those roles, including, but not limited to, state administrators, provider business managers, case managers, physicians and external service providers • Supports data sharing so that users and teams can be granted access to records that they do not own for a specified collaborative effort • Prevents users from accessing records to which the user does not own or have permission to share <p>Provider organizations will supply a list or feed of users who require access. Those users will be provisioned licenses by the system administrator team via the Office 365 Admin Center. Within the EY EVV application, a user role will be provided which includes additional security options such as the following:</p> <ul style="list-style-type: none"> • Role-based security in Microsoft Dynamics 365, which focuses on grouping a set of privileges together that describe the responsibilities (or tasks that can be performed) for a user. EY EVV security roles aggregate a set of user rights to make user security management easier. Also, each application deployment can define its own roles to meet the needs of different users. • Record-based security in Microsoft Dynamics 365 which focuses on access rights to specific records. • Field-level security in Microsoft Dynamics 365, which restricts access to an entity's specific high business impact fields only to specified users or teams. <p>The combination of role-based security, record-level security and field-level security will drive the overall security rights that users have within your custom Microsoft Dynamics 365 application.</p> <p>The EY EVV solution leverages Microsoft Dynamics Access teams to allow individuals to receive services from different service providers. Access teams are an extension of the documented security model, which allows for strict control over access to information, while providing flexibility to share information with additional service providers when it is appropriate and authorized to do so.</p>						

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	S	

Bidder's Response:
 The EVV solution maintains a record and field level audit history with detail such as the source of information, when the information was received, the previous value of each field and the new value of each field.

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	Describe how solution identifies and responds to suspected or known security and privacy incidents; mitigates any harmful effects of security and privacy	TA.SP.38	S	

		associate; and document security incidents and their outcomes. (Such as exceed maximum number of logon attempts.)	incidents that are known to the covered entity or business associate; and document security incidents and their outcomes.			
<p>Bidder's Response:</p> <p>Microsoft has a global, 24x7 incident response service that works to mitigate the effects of attacks against Microsoft Azure. Attested by multiple security and compliance audits (e.g., ISO/IEC 27018), Microsoft employs rigorous operations and processes at its data centers to prevent unauthorized access, including 24x7 video monitoring, trained security personnel, smart cards and biometric controls.</p> <p>Information security aspects of business continuity management are covered under the ISO 27001 standards, specifically addressed in Annex A, domain 14.1. For more information, we suggest a review of the publicly available ISO standards for which we are certified. Recovery plans are validated on a regular basis per industry-leading practices so that solutions are viable at time of event.</p> <p>Azure responds to a potential data breach according to the security incident response process, which is a subset of the Microsoft Azure incident management plan. Azure's security incident response is implemented using a five-stage process: Detect, Assess, Diagnose, Stabilize and Close. The Security Incident Response team may alternate between the diagnose and stabilize stages as the investigation progresses. An overview of the security incident response process is below.</p> <ol style="list-style-type: none"> 1. Detect - First indication of a potential incident. 2. Assess - An on-call incident response team member assesses the impact and severity of the event. Based on evidence, the assessment may or may not result in further escalation to the security response team. 3. Diagnose - Security response resources conduct the technical or forensic investigation and identify containment, mitigation and workaround strategies. If the security team believes that customer data may have become exposed to an unlawful or unauthorized individual, execution of the Customer Incident Notification process begins in parallel. 4. Stabilize and Recover - The incident response team creates a recovery plan to mitigate the issue. Crisis containment steps such as quarantining impacted systems may occur immediately and in parallel with diagnosis. Longer-term mitigations may be planned, which occur after the immediate risk has passed. 5. Close and Post-Mortem - The incident response team creates a post-mortem that outlines the details of the incident, with the intention to revise policies, procedures and processes to prevent a reoccurrence of the event. 						

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	S	
<p>Bidder's Response:</p> <p>The EVV solution maintains a record and field level audit history with detail such as the source of information, when the information was received, the previous value of each field and the new value of each field.</p>						

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	S	

Bidder's Response:
 Microsoft has a global, 24x7 incident response service that works to mitigate the effects of attacks against Microsoft Azure. Attested by multiple security and compliance audits (e.g., ISO/IEC 27018), Microsoft employs rigorous operations and processes at its data centers to prevent unauthorized access, including 24x7 video monitoring, trained security personnel, smart cards and biometric controls.
 Information security aspects of business continuity management are covered under the ISO 27001 standards, specifically addressed in Annex A, domain 14.1. For more information, we suggest a review of the publicly available ISO standards for which we are certified. Recovery plans are validated on a regular basis per industry-leading practices so that solutions are viable at time of event.
 Azure responds to a potential data breach according to the security incident response process, which is a subset of the Microsoft Azure incident management plan. Azure's security incident response is implemented using a five-stage process: Detect, Assess, Diagnose, Stabilize and Close. The Security Incident Response team may alternate between the diagnose and stabilize stages as the investigation progresses. An overview of the security incident response process is below.

1. Detect - First indication of a potential incident.
2. Assess - An on-call incident response team member assesses the impact and severity of the event. Based on evidence, the assessment may or may not result in further escalation to the security response team.
3. Diagnose - Security response resources conduct the technical or forensic investigation and identify containment, mitigation and workaround strategies. If the security team believes that customer data may have become exposed to an unlawful or unauthorized individual, execution of the Customer Incident Notification process begins in parallel.
4. Stabilize and Recover - The incident response team creates a recovery plan to mitigate the issue. Crisis containment steps such as quarantining impacted systems may occur immediately and in parallel with diagnosis. Longer-term mitigations may be planned, which occur after the immediate risk has passed.
5. Close and Post-Mortem - The incident response team creates a post-mortem that outlines the details of the incident, with the intention to revise policies, procedures and processes to prevent a reoccurrence of the event.

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	S	

Bidder's Response:
 Provider organizations will supply a list or feed of users who require access. Those users will be provisioned licenses by the system administrator team via the Office 365 Admin Center. Within the EY EVV application, a user role will be provided which includes additional security options.

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	S	

Bidder's Response:
 The EY EVV solution leverages the configurable Microsoft Dynamics 365 security model to enforce data integrity and data privacy, while at the same time allowing for necessary collaboration among system users. The infrastructure provides a variety of options to manage identity and access, including multifactor authentication, password policy enforcement and role-based access control. The security model is as follows:

- Provides users with access only to the appropriate information required to do their jobs. This applies to all entities in the system, including, but not limited to, plans of care, service visits, claims and related records
- Categorizes users by role and restricts access based on those roles, including, but not limited to, state administrators, provider business managers, case managers, physicians and external service providers
- Supports data sharing so that users and teams can be granted access to records that they do not own for a specified collaborative effort
- Prevents users from accessing records to which the user does not own or have permission to share

Provider organizations will supply a list or feed of users who require access. Those users will be provisioned licenses by the system administrator team via the Office 365 Admin Center. Within the EY EVV application, a user role will be provided which includes additional security options such as the following:

- Role-based security in Microsoft Dynamics 365, which focuses on grouping a set of privileges together that describe the responsibilities (or tasks that can be performed) for a user. EY EVV security roles aggregate a set of user rights to make user security management easier. Also, each application deployment can define its own roles to meet the needs of different users.
- Record-based security in Microsoft Dynamics 365 which focuses on access rights to specific records.
- Field-level security in Microsoft Dynamics 365, which restricts access to an entity's specific high business impact fields only to specified users or teams.

The combination of role-based security, record-level security and field-level security will drive the overall security rights that users have within your custom Microsoft Dynamics 365 application.

The EY EVV solution leverages Microsoft Dynamics Access teams to allow individuals to receive services from different service providers. Access teams are an extension of the documented security model, which allows for strict control over access to information, while providing flexibility to share information with additional service providers when it is appropriate and authorized to do so.

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	W	

Bidder's Response:
 The EY EVV solution can be configured to report disclosures of ePHI, PII and FTI. Access to the reports and the disclosures would be subject to the security profile for the user.

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: (i) Assigning a unique name and/or number for identifying and tracking user identity. (ii) Establishing and implementing, as needed, emergency access procedures for obtaining necessary electronic protected health information (ePHI), PII, and FTI during an emergency. (iii) Implementing electronic procedures that terminate an electronic session after a predetermined time of inactivity. (iv) Implementing a mechanism to encrypt and decrypt electronic protected health information (ePHI), PII, and FTI.	Describe solution's capability for standard Access Control specifications, including all identified items i through iv.	TA.SP.5	S	

Bidder's Response:

The infrastructure provides a variety of options to manage identity and access, including multifactor authentication, password policy enforcement and role-based access control. The security model:

- Provides users with access only to the appropriate information required to do their jobs, which applies to all entities in the system, including, but not limited to, plans of care, service visits, claims and related records
- Categorizes users by role and restricts access based on those roles, including, but not limited to, state administrators, provider business managers, case managers, physicians and external service providers
- Supports data sharing so that users and teams can be granted access to records that they do not own for a specified collaborative effort
- Prevents users from accessing records to which they do not own or have permission to share
- Enables the beneficiaries receiving services to provide an electronic signature at checkout to confirm the visit occurred and the services were provided

Provider organizations will supply a list or feed of users who require access. Those users will be provisioned licenses by the system administrator team via the Office 365 admin center. Within the EY EVV application, a user role will be provided that includes additional security options such as:

- Role-based security in Microsoft Dynamics 365, which focuses on grouping a set of privileges together that describe the responsibilities (or tasks that can be performed) for a user:
 - EY EVV security roles aggregate a set of user rights to make user security management easier.
 - Also, each application deployment can define its own roles to meet the needs of different users.
- Record-based security in Microsoft Dynamics 365 which focuses on access rights to specific records
- Field-level security in Microsoft Dynamics 365, which restricts access to an entity's specific high business impact fields only to specified users or teams

The combination of role-based security, record-level security and field-level security will drive the overall security rights that users have within your custom Microsoft Dynamics 365 application.

The EY EVV solution leverages Microsoft Dynamics Access teams to allow individuals to receive services from different service providers. Access teams are an extension of the documented security model, which allows for strict control over access to information, while providing flexibility to share information with additional service providers when it is appropriate and authorized to do so.

Our EVV solution has been designed and configured to allow authorized users enhanced security privileges to update records to correct for bad or incorrect data. An example is that authorized users will be able to run system workflows to reset a service visit if a service provider has accidentally checked in to the incorrect service visit record from the mobile application.

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	S	

Bidder's Response:

Within the EY EVV application, a user role will be provided that includes additional security options such as:

- Role-based security in Microsoft Dynamics 365, which focuses on grouping a set of privileges together that describe the responsibilities (or tasks that can be performed) for a user:
 - EY EVV security roles aggregate a set of user rights to make user security management easier.
 - Also, each application deployment can define its own roles to meet the needs of different users.
- Record-based security in Microsoft Dynamics 365 which focuses on access rights to specific records
- Field-level security in Microsoft Dynamics 365, which restricts access to an entity's specific high business impact fields only to specified users or teams

The combination of role-based security, record-level security and field-level security will drive the overall security rights that users have within your custom Microsoft Dynamics 365 application.

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	S	

Bidder's Response:

Within the EY EVV application, a user role will be provided that includes additional security options such as:

- Role-based security in Microsoft Dynamics 365, which focuses on grouping a set of privileges together that describe the responsibilities (or tasks that can be performed) for a user:
 - EY EVV security roles aggregate a set of user rights to make user security management easier.

- Also, each application deployment can define its own roles to meet the needs of different users.
 - Record-based security in Microsoft Dynamics 365 which focuses on access rights to specific records
 - Field-level security in Microsoft Dynamics 365, which restricts access to an entity's specific high business impact fields only to specified users or teams
- The combination of role-based security, record-level security and field-level security will drive the overall security rights that users have within your custom Microsoft Dynamics 365 application.

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	S	

Bidder's Response:
 The EY EVV solution does disable accounts after multiple consecutive invalid login attempts. In addition:
EY EVV Solution Security

The EY EVV solution leverages the configurable Microsoft Dynamics 365 security model to enforce data integrity and data privacy, while at the same time allowing for necessary collaboration among system users. The infrastructure provides a variety of options to manage identity and access, including multi-factor authentication, password policy enforcement and role-based access control. The security model is as follows:

- Provides users with access only to the appropriate information required to do their jobs. This applies to all entities in the system, including but not limited to, plans of care, service visits, claims and related records.
- Categorizes users by role and restricts access based on those roles, including but not limited to state administrators, provider business managers, case managers, physicians and external service providers.
- Supports data sharing so that users and teams can be granted access to records that they do not own for a specified collaborative effort.
- Prevents users from accessing records to which the user does not own or cannot share.

Provider organizations will supply a list or feed of users who require access. Those users will be provisioned licenses by the system administrator team via the Office 365 Admin Center. Within the EY EVV application, a user role will be provided which includes additional security options such as:

- Role-based security in Microsoft Dynamics 365, which focuses on grouping a set of privileges together that describe the responsibilities (or tasks that can be performed) for a user. EY EVV security roles aggregate a set of user rights to make user security management easier. Also, each application deployment can define its own roles to meet the needs of different users.
- Record-based security in Microsoft Dynamics 365 which focuses on access rights to specific records.
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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	S	

Bidder's Response:
 Access to customer data by Microsoft operations and support personnel is denied by default. When access to customer data is granted, leadership approval is required and then access is carefully managed and logged. The access-control requirements are established by the following Azure Security Policy:

- No access to customer data, by default.
- No user or administrator accounts on customer virtual machines (VMs).
- Grant the least privilege thats required to complete task; audit and log access requests.

Azure support personnel are assigned unique corporate Active Directory accounts by Microsoft. Azure relies on Microsoft corporate Active Directory, managed by Microsoft Information Technology (MSIT), to control access to key information systems. Multi-factor authentication is required, and access is granted only from secure consoles. All access attempts are monitored and can be displayed via a basic set of reports.

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	S	

Bidder's Response:
 The EY EVV solution does automatically lock the system after 5 minutes of system inactivity. In addition to that the solutions password management solution This layer of security governs who can see what within your Dynamics 365 service. These controls and processes will be critically important to your information security, because many data breaches originate from within an organization.

- Customizable security roles govern user access and the actions they can perform.
- Business data auditing allows organizations to maintain an audit trail that demonstrates accountability from beginning to end.
- Field-level security controls permission rights to read, create, or write in data fields, allowing enterprises to restrict access to specific high-business/
- -impact fields in an entity to specified users or team.
- Role-based forms control the visibility of data for a specific record type.

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	S	

Bidder's Response:
 EY data centers are kept secure to ISO 27001 standards, and industry-leading practices. The data center(s) are locked with controlled access limited to personnel who need access; and have access logs that are audited periodically. If State of Nebraska data is kept on SharePoint sites established specifically to support NE work efforts, that SharePoint site would be hosted in an EY data center.

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	S	

Bidder's Response:
 EY data centers are kept secure to ISO 27001 standards, and industry-leading practices. The data center(s) are locked with controlled access limited to personnel who need access; and have access logs that are audited periodically. If State of Nebraska data is kept on SharePoint sites established specifically to support NE work efforts, that SharePoint site would be hosted in an EY data center.

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	S	

Bidder's Response:
 We are proposing EVV as a managed service (software as a service) which operates in the Microsoft Government Cloud. Microsoft designs, builds, and operates datacenters in a way that strictly controls physical access to the areas where your data is stored. Microsoft understands the importance of protecting your data, and is committed to helping secure the datacenters that contain your data. We have an entire division at Microsoft devoted to designing, building, and operating the physical facilities supporting Azure. This team is invested in maintaining state-of-the-art physical security. Microsoft takes a layered approach to physical security, to reduce the risk of unauthorized users gaining physical access to data and the datacenter resources. Datacenters managed by Microsoft have extensive layers of protection: access approval at the facility's perimeter, at the building's perimeter, inside the building, and on the datacenter floor. Layers of physical security are:

- **Access request and approval.** Authorized personnel must request access prior to arriving at the datacenter. They required to provide a valid business justification for your visit, such as compliance or auditing purposes. All requests are approved on a need-to-access basis by Microsoft employees. A need-to-access basis helps keep the number of individuals needed to complete a task in the datacenters to the bare minimum.
- On a quarterly basis, the Microsoft Security Officer sends reports to the authorized personnel with authority to approve data center access. The reports contain the list of persons who currently have access to the data centers. The authorized personnel audit the list to ensure all persons still require access and have the least privileged access level necessary to perform their job function.
- After Microsoft grants permission, an individual only has access to the discrete area of the datacenter required, based on the approved business justification. Permissions are limited to a certain period of time, and then expire.
- **Facility's perimeter.** When arriving at a datacenter, authorized visitors are required to go through a well-defined access point. Typically, tall fences made of steel and concrete encompass every inch of the perimeter. There are cameras around the datacenters, with a security team monitoring their videos at all times.
- **Building entrance.** The datacenter entrance is staffed with professional security officers who have undergone rigorous training and background checks. These security officers also routinely patrol the datacenter, and monitor the videos of cameras inside the datacenter at all times.
- **Inside the building.** After you enter the building, authorized visitors must pass two-factor authentication with proxy card access readers (card access badge required) and hand geometry biometric readers to continue moving through the datacenter. If an identity is validated, the authorized visitors can enter only the portion of the datacenter that has been approved for access. Authorized visitors can stay there only for the duration of the time approved.
- **Datacenter floor.** Authorized visitors are only allowed onto the floor that has been approved for entry. Authorized visitors are required to pass a full body metal detection screening. To reduce the risk of unauthorized data entering or leaving the datacenter without our knowledge, only approved devices can make their way into the datacenter floor. Additionally, video cameras monitor the front and back of every server rack. When an authorized visitor exits the datacenter floor, the visitor again must pass through full body metal detection screening. To leave the datacenter, any visitor is required to pass through an additional security scan.

Microsoft requires visitors to surrender badges upon departure from any Microsoft facility.

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	S	

Bidder's Response:

Microsoft uses encryption technology to protect customer data in Dynamics 365 while at rest in a Microsoft database and while it is in transit between user devices and our datacenters. Connections established between customers and Microsoft datacenters are encrypted, and all public endpoints are secured using industry-standard TLS. TLS effectively establishes a security-enhanced browser-to-server connection to help ensure data confidentiality and integrity between desktops and datacenters. After data encryption is activated, it cannot be turned off.

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	Describe solution's policies and procedures that govern the receipt and removal of hardware and electronic media that contain	TA.SP.7	S	

		that contain electronic protected health information (ePHI), PII or FTI).	ePHI, PII or FTI, and the process for maintaining policies and procedures.			
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Bidder's Response:
 Microsoft uses best practice procedures and a wiping solution that is NIST 800-88 compliant. For hard drives that can't be wiped, we use a destruction process that destroys it and renders the recovery of information impossible. This destruction process can be to disintegrate, shred, pulverize, or incinerate. We determine the means of disposal according to the asset type. Microsoft retains records of the destruction.
 Upon a system's end-of-life, Microsoft operational personnel follow rigorous data handling and hardware disposal procedures to assure that hardware containing your data is not made available to untrusted parties. Microsoft uses a secure erase approach for hard drives that support it. For hard drives that can't be wiped, Microsoft uses a destruction process that destroys the drive and renders the recovery of information impossible. This destruction process can be to disintegrate, shred, pulverize, or incinerate. Microsoft determines the means of disposal according to the asset type. Microsoft retains records of the destruction. All Azure services use approved media storage and disposal management services.

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	S	

Bidder's Response:
 The infrastructure provides a variety of options to manage identity and access, including multifactor authentication, password policy enforcement and role-based access control.

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	S	

Bidder's Response:
 Microsoft uses encryption technology to protect customer data in Dynamics 365 while at rest in a Microsoft database and while it is in transit between user devices and our datacenters. Connections established between customers and Microsoft datacenters are encrypted, and all public endpoints are secured using industry-standard TLS. TLS effectively establishes a security-enhanced browser-to-server connection to help ensure data confidentiality and integrity between desktops and datacenters. After data encryption is activated, it cannot be turned off.

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	S	
<p>Bidder's Response: NIST publishes a list of vendors and their cryptographic modules validated for Federal Information Processing Standard Publication 140-2 (FIPS 140-2). Rather than validate individual components and products, Microsoft certifies the underlying cryptographic modules used in Microsoft products, including Microsoft business cloud services, with each new release of the Windows operating system. This enables customers to configure and use those services in a way that helps meet their information encryption and compliance requirements.</p> <p>Validated Microsoft business cloud services include Azure, Azure Government, Dynamics 365, Dynamics 365 Government, Office 365, Office 365 US Government, Office 365 US Government Defense, Windows and Windows Server.</p> <p>Certification goes into effect when Microsoft receives validation from NIST; it does not expire.</p>						

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	S	
<p>Bidder's Response: Microsoft security researchers are constantly on the lookout for threats. They have access to an expansive set of telemetry gained from Microsoft's global presence in the cloud and on-premises. This wide-reaching and diverse collection of datasets enables Microsoft to discover new attack patterns and trends across its on-premises consumer and enterprise products, as well as its online services. As a result, Security Center can rapidly update its detection algorithms as attackers release new and increasingly sophisticated exploits. This approach helps you keep pace with a fast-moving threat environment.</p> <p>Security Center threat detection works by automatically collecting security information from your Azure resources, the network, and connected partner solutions. It analyzes this information, often correlating information from multiple sources, to identify threats. Security alerts are prioritized in Security Center along with recommendations on how to remediate the threat.</p> <p>Security Center employs advanced security analytics, which go far beyond signature-based approaches. Breakthroughs in big data and machine learning technologies are leveraged to evaluate events across the entire cloud fabric – detecting threats that would be impossible to identify using manual approaches and predicting the evolution of attacks. These security analytics include:</p> <ul style="list-style-type: none"> • Integrated threat intelligence: looks for known bad actors by leveraging global threat intelligence from Microsoft products and services, the Microsoft Digital Crimes Unit (DCU), the Microsoft Security Response Center (MSRC), and external feeds. • Behavioral analytics: applies known patterns to discover malicious behavior. • Anomaly detection: uses statistical profiling to build a historical baseline. It alerts on deviations from established baselines that conform to a potential attack vector. 						

Threat intelligence

Microsoft has an immense amount of global threat intelligence. Telemetry flows in from multiple sources, such as Azure, Office 365, Microsoft CRM online, Microsoft Dynamics AX, outlook.com, MSN.com, the Microsoft Digital Crimes Unit (DCU) and Microsoft Security Response Center (MSRC). Researchers also receive threat intelligence information that is shared among major cloud service providers and subscribes to threat intelligence feeds from third parties. Azure Security Center can use this information to alert you to threats from known bad actors.

- **Outbound communication to a malicious IP address:** outbound traffic to a known botnet or darknet likely indicates that your resource has been compromised and an attacker is attempting to execute commands on that system or exfiltrate data. Azure Security Center compares network traffic to Microsoft's global threat database and alerts you if it detects communication to a malicious IP address.

Behavioral analytics

Behavioural analytics is a technique that analyzes and compares data to a collection of known patterns. However, these patterns are not simple signatures. They are determined through complex machine learning algorithms that are applied to massive datasets. They are also determined through careful analysis of malicious behaviours by expert analysts. Azure Security Center can use behavioural analytics to identify compromised resources based on analysis of virtual machine logs, virtual network device logs, fabric logs, crash dumps and other sources.

In addition, there is correlation with other signals to check for supporting evidence of a widespread campaign. This correlation helps to identify events that are consistent with established indicators of compromise. Some examples include:

- **Suspicious process execution:** Attackers employ several techniques to execute malicious software without detection. For example, an attacker might give malware the same names as legitimate system files but place these files in an alternate location, use a name that is very similar to a benign file, or mask the file's true extension. Security Center models processes behaviors and monitors process executions to detect outliers such as these.
- **Hidden malware and exploitation attempts:** Sophisticated malware is able to evade traditional antimalware products by either never writing to disk or encrypting software components stored on disk. However, such malware can be detected using memory analysis, as the malware must leave traces in memory in order to function. When software crashes, a crash dump captures a portion of memory at the time of the crash. By analyzing the memory in the crash dump, Azure Security Center can detect techniques used to exploit vulnerabilities in software, access confidential data, and surreptitiously persist with-in a compromised machine without impacting the performance of your machine.
- **Lateral movement and internal reconnaissance:** To persist in a compromised network and locate/harvest valuable data, attackers often attempt to move laterally from the compromised machine to others within the same network. Security Center monitors process and login activities in order to discover attempts to expand an attacker's foothold within the network, such as remote command execution network probing, and account enumeration.
- **Malicious PowerShell Scripts:** PowerShell is being used by attackers to execute malicious code on target virtual machines for a variety of purposes. Security Center inspects PowerShell activity for evidence of suspicious activity.
- **Outgoing attacks:** Attackers often target cloud resources with the goal of using those resources to mount additional attacks. Compromised virtual machines, for example, might be used to launch brute force attacks against other virtual machines, send SPAM, or scan open ports and other devices on the internet. By applying machine learning to network traffic, Security Center can detect when outbound network communications exceed the norm. In the case of SPAM, Security Center also correlates unusual email traffic with intelligence from Office 365 to determine whether the mail is likely nefarious or the result of a legitimate email campaign.

Anomaly detection

Azure Security Center also uses anomaly detection to identify threats. In contrast to behavioural analytics (which depends on known patterns derived from large data sets), anomaly detection is more "personalized" and focuses on baselines that are specific to your deployments. Machine learning is applied to determine normal activity for your deployments and then rules are generated to define outlier conditions that could represent a security event. Here's an example:

- **Inbound RDP/SSH brute force attacks:** Your deployments may have busy virtual machines with a lot of logins each day and other virtual machines that have very few or logins. Azure Security Center can determine baseline login activity for these virtual machines and use machine learning to define what is outside of normal login activity. If the number of logins, or the time of day of the logins, or the location from which the logins are requested, or other login-related characteristics are significantly different from the baseline, then an alert may be generated. Again, machine learning determines what is significant.

Continuous threat intelligence monitoring

Azure Security Center operates security research and data science teams that continuously monitor for changes in the threat landscape. This includes the following initiatives:

- **Threat intelligence monitoring:** Threat intelligence includes mechanisms, indicators, implications and actionable advice about existing or emerging threats. This information is shared in the security community and Microsoft continuously monitors threat intelligence feeds from internal and external sources.
- **Signal sharing:** Insights from security teams across Microsoft's broad portfolio of cloud and on-premises services, servers, and client endpoint devices are shared and analyzed.
- **Microsoft security specialists:** Ongoing engagement with teams across Microsoft that work in specialized security fields, like forensics and web attack detection.
- **Detection tuning:** Algorithms are run against real customer data sets and security researchers work with customers to validate the results. True and false positives are used to refine machine learning algorithms.

These combined efforts culminate in new and improved detections, which you can benefit from instantly – there's no action for you to take.

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	S	

Bidder's Response:

Microsoft security researchers are constantly on the lookout for threats. They have access to an expansive set of telemetry gained from Microsoft's global presence in the cloud and on-premises. This wide-reaching and diverse collection of datasets enables Microsoft to discover new attack patterns and trends across its on-premises consumer and enterprise products, as well as its online services. As a result, Security Center can rapidly update its detection algorithms as attackers release new and increasingly sophisticated exploits. This approach helps you keep pace with a fast-moving threat environment.

Security Center threat detection works by automatically collecting security information from your Azure resources, the network, and connected partner solutions. It analyzes this information, often correlating information from multiple sources, to identify threats. Security alerts are prioritized in Security Center along with recommendations on how to remediate the threat.

Security Center employs advanced security analytics, which go far beyond signature-based approaches. Breakthroughs in big data and machine learning technologies are leveraged to evaluate events across the entire cloud fabric – detecting threats that would be impossible to identify using manual approaches and predicting the evolution of attacks. These security analytics include:

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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	Describe solution's capabilities for implementing and maintaining	TA.SP.77	S	

		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.	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.			
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Bidder's Response:

The NIST promotes and maintains measurement standards and guidance to help organizations assess risk. In response to Executive Order 13636 on strengthening the cybersecurity of federal networks and critical infrastructure, NIST released the Framework for Improving Critical Infrastructure Cybersecurity (FICIC) in February 2014.

The main priority of the FICIC is to establish a set of standards and practices to help organizations manage cybersecurity risk, while enabling business efficiency. The NIST CSF addresses cybersecurity risk without imposing additional regulatory requirements for both government and private sector organizations.

The FICIC references globally recognized standards including NIST SP 800-53 found in Appendix A of the NIST's 2014 Framework for Improving Critical Infrastructure Cybersecurity. Each control within the FICIC framework is mapped to corresponding NIST 800-53 controls within the FedRAMP Moderate Baseline.

As the framework was designed to be voluntary, the NIST has not formalized an accreditation process. However, Microsoft cloud services have undergone independent, third-party FedRAMP Moderate and High Baseline audits and are certified according to the FedRAMP standards.

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	S	

Bidder's Response:

The EVV solution maintains a record and field level audit history with detail such as the source of information, when the information was received, the previous value of each field and the new value of each field.

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	S	
<p>Bidder's Response:</p> <p>NIST promotes and maintains measurement standards and guidance to help organizations assess risk. In response to Executive Order 13636 on strengthening the cybersecurity of federal networks and critical infrastructure, NIST released the Framework for Improving Critical Infrastructure Cybersecurity (FICIC) in February 2014.</p> <p>The main priority of the FICIC is to establish a set of standards and practices to help organizations manage cybersecurity risk, while enabling business efficiency. The NIST CSF addresses cybersecurity risk without imposing additional regulatory requirements for both government and private sector organizations.</p> <p>The FICIC references globally recognized standards including NIST SP 800-53 found in Appendix A of the NIST's 2014 Framework for Improving Critical Infrastructure Cybersecurity. Each control within the FICIC framework is mapped to corresponding NIST 800-53 controls within the FedRAMP Moderate Baseline.</p> <p>As the framework was designed to be voluntary, the NIST has not formalized an accreditation process. However, Microsoft cloud services have undergone independent, third-party FedRAMP Moderate and High Baseline audits and are certified according to the FedRAMP standards.</p>						

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	S	

Bidder's Response:
 The EY EVV solution comes with a set of 10 standard reports and the capability to run ad hoc reporting at will.

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
130	RR.2	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: 1. Individual receiving services 2. Direct care worker 3. Provider 4. Location of visit 5. Date of visit 6. Start time of visit 7. End time of visit 8. Services delivered (e.g., respite, chore, personal assistance services) 9. Manual or electronic verification 10. Missed visits 11. Late visits 12. Independent verification by individual receiving services 13. Payer (like an MCO) 14. System which captured the visit data	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: 1. Individual receiving services 2. Direct care worker 3. Provider 4. Location of visit 5. Date of visit 6. Start time of visit 7. End time of visit 8. Services delivered (e.g., respite, chore, personal assistance services) 9. Manual or electronic verification 10. Missed visits 11. Late visits 12. Independent verification by individual receiving services 13. Payer (like an MCO) 14. System which captured the visit data. Provide a complete list of data elements available for purposes of reporting.	N/A	S	

Bidder's Response:
 The EY EVV system provides a standard suite of reports to MI DHHS, provider agencies and managed care organizations. In addition, the system allows the use data elements to query and generate ad hoc reports.
 A standard set of reports is included with the EY EVV solution, including, but not limited to:

- Service provider workload – service visits by provider
- Schedule deviation alerts – late service visits
- Missed visits by provider – service visits that have been missed by provider
- Authorization requests – plans of care pending approval
- Auto-verified requests – service visits that have been auto-verified
- Verified versus unverified service visits with prior authorizations and plans of care
- Paid/unpaid claims – with total amount paid versus unpaid
- Claim totals by provider and waiver program
- Performance of provider organizations and individual providers, including errors and noncompliance with EVV use

In addition, the EY EVV solution contains configurable record views, reports (both pre-built and ad hoc) and dashboards. The built-in reporting engine and wizard allow administrators and end users to configure personal reports in real time and save those reports for future use. The advanced find tool allows for ad hoc querying of data across system objects.
 Reports will leverage the defined security model and can be consumed via the EVV web application. In addition to the native reporting options, the Dynamics 365 API allows third-party reporting tools to consume data from the EY EVV solution.

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	W	

Bidder's Response:
 The EY EVV system provides a standard suite of reports to MI DHHS, provider agencies and managed care organizations. In addition, the system allows the use data elements to query and generate ad hoc reports.
 A standard set of reports is included with the EY EVV solution, including, but not limited to:

- Service provider workload – service visits by provider
- Schedule deviation alerts – late service visits
- Missed visits by provider – service visits that have been missed by provider
- Authorization requests – plans of care pending approval
- Auto-verified requests – service visits that have been auto-verified
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 Reports will leverage the defined security model and can be consumed via the EVV web application. In addition to the native reporting options, the Dynamics 365 API allows third-party reporting tools to consume data from the EY EVV solution.

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	S	

Bidder's Response:
 The built-in reporting engine and wizard allow administrators and end users to configure personal reports in real time and save those reports for future use. The advanced find tool allows for ad hoc querying of data across system objects.

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	S	

Bidder's Response:
 A standard set of reports is included with the EY EVV solution, including, but not limited to:

- Service provider workload – service visits by provider
- Authorization requests – plans of care pending approval
- Auto-verified requests – service visits that have been auto-verified
- Verified versus unverified service visits with prior authorizations and plans of care
- Performance of provider organizations and individual providers, including errors and noncompliance with EVV use

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	S	

Bidder's Response:
 A standard set of reports is included with the EY EVV solution, including, but not limited to:

- Service provider workload – service visits by provider
- Schedule deviation alerts – late service visits
- Missed visits by provider – service visits that have been missed by provider
- Authorization requests – plans of care pending approval
- Verified versus unverified service visits with prior authorizations and plans of care
- Performance of provider organizations and individual providers, including errors and noncompliance with EVV use

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	W	
Bidder's Response:						
The EY EVV solution can be configured to report all daily transactions by type.						

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	S	
Bidder's Response:						
The EY EVV system provides a standard suite of reports for DHHS, provider agencies and MCOs. In addition, the system allows DHHS to use data elements to query and generate additional reports which can be saved for later use.						
The EY EVV solution also contains configurable record views, reports (both pre-built and ad hoc) and dashboards. The built-in reporting engine and wizard allow administrators and end users to configure personal reports in real time and save those reports for future use. The Advanced Find tool allows for ad hoc querying of data across system objects.						

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	S	

Bidder's Response:

Reports will leverage the defined security model and can be consumed via the EVV web application. In addition to the native reporting options, the Dynamics 365 API allows third-party reporting tools to consume data from the EY EVV solution.

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	S	

Bidder's Response:

Reports will leverage the defined security model and can be consumed via the EVV web application. In addition to the native reporting options, the Dynamics 365 API allows third-party reporting tools to consume data from the EY EVV solution. The EY EVV solution also contains configurable record views, reports (both pre-built and ad hoc) and dashboards. The built-in reporting engine and wizard allow administrators and end users to configure personal reports in real time and save those reports for future use. The Advanced Find tool allows for ad hoc querying of data across system objects.

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	S	

Bidder's Response:

The EY EVV solution also contains configurable record views, reports (both pre-built and ad hoc) and dashboards. The built-in reporting engine and wizard allow administrators and end users to configure personal reports in real time and save those reports for future use.

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	S	
Bidder's Response: Reports will leverage the defined security model and can be consumed via the EVV web application.						

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 complete list of tools that will be included in the solution to facilitate the presentation of data.	N/A	S	
Bidder's Response: Once the data is present, it can be summarized into views, charts, reports and dashboards. Throughout this process, the defined security model will continue to be enforced.						

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	S	
Bidder's Response: The Dynamics 365 and Field Service application allows for real-time collection of data, including offline storage, for instances when users do not have network connectivity. Dynamics 365 additionally provides views, reports, dashboards and configurable alerts to monitor and manage data in real time.						

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	S	
Bidder's Response: Reporting drill down is a basic function.						

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	S	
Bidder's Response: The advanced find tool allows for ad hoc querying of data across system objects.						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
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	W	
Bidder's Response: The EY EVV system provides a standard suite of reports to meet requirements of federal agencies, provider agencies and MCOs. In addition, the system allows the use of data elements to query and generate additional reports which can be saved for later use.						

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	S	
Bidder's Response: Reporting is capable of exporting data in all required formats to include Word, Excel, html, Access database and GUI.						

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	S	
Bidder's Response:						
The EY EVV system provides a standard suite of reports for DHHS, provider agencies and MCOs. In addition, the system allows the use of data elements to query and generate additional reports which can be saved for later use.						

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	S	
Bidder's Response:						
The EY EVV solution contains configurable record views, reports (both pre-built and ad hoc) and dashboards. The built-in reporting engine and wizard allow administrators and end users to configure personal reports in real time and save those reports for future use. The Advanced Find tool allows for ad hoc querying of data across system objects.						

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	S	
Bidder's Response:						
The EY EVV solution contains configurable record views, reports (both pre-built and ad hoc) and dashboards. The built-in reporting engine and wizard allow administrators and end users to configure personal reports in real time and save those reports for future use. The Advanced Find tool allows for ad hoc querying of data across system objects.						

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	W	
<p>Bidder's Response:</p> <p>The EY EVV Dynamics 365 platform is highly configurable and extensible. It has been architected to easily expand to support additional populations or services.</p>						

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	S	
<p>Bidder's Response:</p> <p>The Microsoft Government Cloud provides capacity to allow for retention of all data for a period of ten years. The data is fully accessible for reporting. The period of retention whether, it is ten years or longer, will be determined during the system implementation. We will provide the DHHS with advance notice of any upcoming scheduled data destruction so you can decide whether to move this data to alternate storage.</p>						

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.PI1.23	S	
<p>Bidder's Response: The EY EVV Dynamics 365 platform is highly configurable and extensible. It has been architected to easily expand to support multiple programs or services with different policies, procedures and business rules.</p>						

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	S	
<p>Bidder's Response:</p> <p>Our EY EVV solution includes a web application, mobile application, beneficiary portal and a back-end data structure to manage service providers, beneficiaries, cases, appointments, emails, phone calls and additional tables necessary to support personal care and home health Medicaid services being provided. Our solution is architected on the Microsoft Dynamics 365 platform to provide timely, accurate, usable and easily accessible data. The flexible integrated solution allows for access to data that exists via integrations with the MMIS, MCO systems and other EVV systems.</p> <p>The EY EVV solution allows the personal care and home health service providers to verify the following:</p> <ul style="list-style-type: none"> • Type of service(s) performed (unique transaction identifier, specific tasks performed) • Individual receiving the service (Beneficiary ID) • Date of the service • Location of service delivery • Individual providing the service by name (Worker ID, Provider ID) • Time the service begins and ends (tracked in hours and minutes) • Signature approval by the beneficiary or authorized representative • Observations noted <p>The EVV solution maintains a record and field level audit history that contains details for every change to information such as who made the change, when the change was made, the previous value for each field, the new value for each field and reason for the change.</p>						

The EVV solution configuration includes profiles for each care provider that details licenses, certifications, current status (active, suspended, expired), languages, qualified services, etc. Only authorized service visits can be scheduled to approved care providers. The EVV solution can be configured to query the current status of a provider's license and approval to provide services to validate the profiles prior to service visits being scheduled.

The EVV solution will alert the appropriate management representative (case manager, business manager) if the care provider attempts to provide unauthorized services or to initiate a visit with a geographic location that does not match the scheduled visit location. These visits will not be electronically verified and claims will not be generated without management approval. The security model will only allow authorized users to modify data elements. The audit trail within the EVV solution will track all modifications to data. Alerts, dashboards and reports can be configured to report data changes.

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 roadmap should include plans to maintain compatibility with future browser versions.	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	S	

Bidder's Response:

Personal computers running:

- Internet Explorer on Windows
- Microsoft Edge on Windows 10
- Firefox on Windows
- Safari on Mac OS X
- Chrome on Windows or Google Nexus 10

Mobile devices running:

- iOS
- Android

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	S	

Bidder's Response:

The EVV solution is built on Microsoft Dynamics 365. DHHS program administrators, program managers, case managers and provider agency administrators will require a Microsoft Dynamics license. Service providers using the mobile application will not require Dynamics licenses. We have estimated 1100 licenses will be required and we have incorporated the license fees into the operating costs.

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	W	

Bidder's Response:

Our EY EVV solution utilizes the Microsoft Dynamics 365 Government Cloud and underlying .NET framework. The maintenance and enhancement of the software would be the responsibility of EY Managed Services. EY's Cloud Services Solution Center provides the following services:

- Technology delivery
- Cloud application operations
- Regulatory updates
- New functionality
- Minor enhancement resource pool
- EY's EVV solution has customer care support seven days a week by a customer support service desk. Nebraska will have access to a client portal to view real time dashboards for status and metrics for all incidents addressed by the customer support service desk. Our EVV customer care includes support via voice, email, fax, web, app, and chat.
- EY Customer Support Service Desk is staffed with English and Spanish capabilities. In addition, there is capability to access a translation and interpreter service, typically within two minutes depending on the language requested, and in operation 24 hours by 7 days a week.
- Customer support service desk
- How to: Process/functions/business support
- Technical / Functional Support

- Data related issue resolution
- Basic troubleshooting
- Break fix and patches
- EY Managed Services will manage ongoing enhancements and maintenance of the EVV solution via the following:
- Alignment with change management and governance for prioritization of releases
- Release cadence definition for enhancements and bug fixes
- Requirements prioritization
- New feature definition
- Continued development and quality assurance of approved features
- Ongoing user training and documentation updates
- Multi-tiered support for escalated support issues and coordination with Microsoft support platform issues
- Leveraging EY Microsoft Dynamics expertise and direct access to the Microsoft product teams for early build access and troubleshooting support
- Testing in a sandbox environment and planned releases to the production environment
- Microsoft delivers two major releases for Dynamics 365 per year, to enable new capabilities and functionality. These major updates will be backward compatible. To verify this, Microsoft and EY will perform a coordinated upgrade test in a sandbox environment, allowing for full regression testing and bug resolution. Once all bugs are resolved, the EY Managed Services team will work with NE DHHS to coordinate a production update. This coordination will include communication activities that align with the communication plan, which is one component of our holistic approach to change management. Stakeholders will be informed with consistent, timely, accurate information and dates aligned with program timing to eliminate confusion and promote a common understanding of the changes throughout the solution.

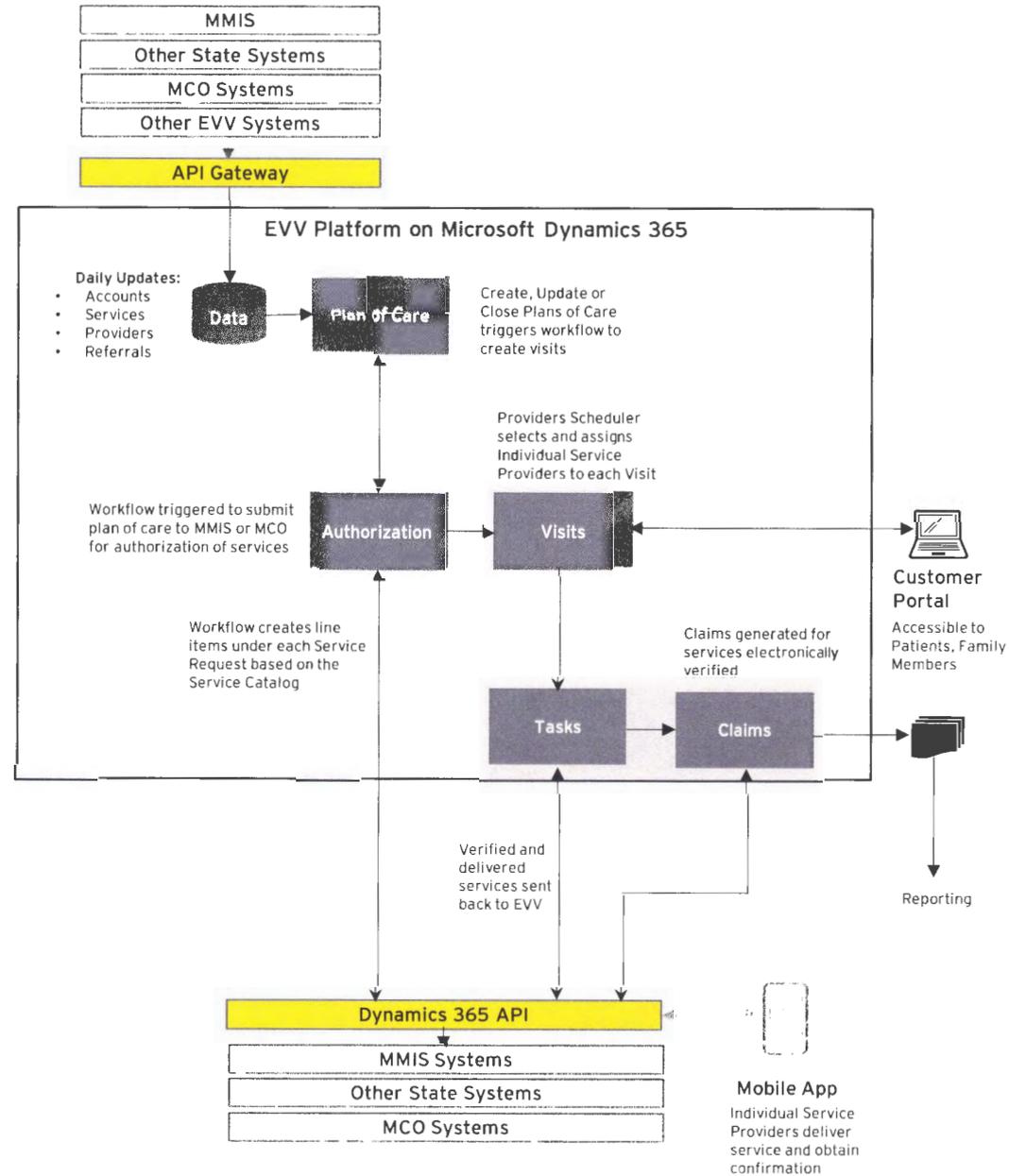
Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
157	TEC.8	Solution should provide an environment where components can be added or replaced quickly and non-disruptively.	Describe how solution shall provide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

Bidder's Response:

The solution is architected on Microsoft Dynamics which is modular applications that are designed to support the business processes. It requires configuration rather than code development so components can be added or replaced quickly and non-disruptively. It also seamlessly connects with information in other systems and is easy to tailor and extend to meet the State's needs.

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	S	

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	S	
<p>Bidder's Response:</p> <p>The EY EVV solution is architected on Microsoft Dynamics 365. It will be compatible with the State's currently supported version of Microsoft Operating System, Microsoft Office Suite and Internet Explorer; and current technologies for data interchange.</p>						

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	S	
<p>Bidder's Response:</p> <p>The EY EVV solution provides online context sensitive help in the web application. In addition, our customer support service desk will provide live content sensitive help to all end users:</p> <ul style="list-style-type: none"> • Customer care support seven days a week • How to: Process/functions/business support • Technical / Functional Support • Data related issue resolution • Basic troubleshooting • Break fix and patches 						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist	Bidding Ability	Gap Description and Recommendation for Closure
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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.	ID N/A	Code S	
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Bidder's Response:

Throughout the implementation, we will coordinate with DHHS and the IV&V vendor to provide accurate and timely project status reporting and support the preparation activities for the Project Initiation and Operational Milestone Reviews. Once the EVV system transitions to operations and maintenance, we will support the activities for the MMIS Certification Final Review. EY also provides IV&V services for MMIS modularization so we understand the programmatic and functional critical success factors that must be met for certification.

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	S	

Bidder's Response:

The Dynamics 365 web application support multiple web services standard including web services, specifications and adapters.

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	C	

Bidder's Response:

The Dynamics 365 API follows open standards and can be used across a wide variety of programming languages, platforms and devices. The EY EVV solution includes a standard MMIS integration, which can be modified as needed to meet requirements for DHHS or other Nebraska agency services as needed..

The EY EVV solution leverages Microsoft's platform technologies to create a modern, configurable solution built on the significant investments Microsoft is making in applications, infrastructure and future-facing technology like artificial intelligence, cognitive services and machine learning. Because we had the advantage of building a solution from the ground up and leveraging capabilities inherent in modern technology, our solution is architected to not only be capable today, but to remain on the cutting edge as technology advances. It provides technology that can be utilized for other business cases within NE DHHS and other state agencies. Our approach to EVV using Microsoft's technology creates a difference in terms of security, reliability, scalability and performance that is proven across millions of users.

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	W	

Bidder's Response:

The Dynamics 365 application platform leverages Microsoft Flow and Logic Apps to allow for data to be integrated with external systems in real time or scheduled intervals. Microsoft Flow allows for the configuration of workflow processes across applications using existing connectors, including but not limited to SQL Server, SharePoint, Azure, Oracle, to transmit data to external systems. If an existing connector does not exist, the Logic Apps and Dynamics 365 API is easily extensible for external systems to utilize.

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	S	

Bidder's Response:

If multiple systems have information that is being consolidated, we will specify how to handle collisions and conflicts between data. Depending on the complexity, we can use one of the following tools:

1. Native Microsoft Dynamics Import tool for simple data imports
2. EY EVV data import tool in Azure for more complex imports, assuming they are transformed to match a predefined format
3. Microsoft SQL Server Integration Services utilizing the Microsoft Dynamics API

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	W	

Bidder's Response:

The EY EVV solution uses business rules and workflows within Dynamics 365.

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	W	
<p>Bidder's Response: The EY EVV solution leverages the business rules functionality within Microsoft Dynamics 365.</p>						

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	S	

Bidder's Response:

The EY EVV solution leverages the configurable Microsoft Dynamics 365 security model to enforce data integrity and data privacy, while at the same time allowing for necessary collaboration among system users. The infrastructure provides a variety of options to manage identity and access, including multifactor authentication, password policy enforcement and role-based access control. The security model:

- Provides users with access only to the appropriate information required to do their jobs, which applies to all entities in the system, including, but not limited to, plans of care, service visits, claims and related records
- Categorizes users by role and restricts access based on those roles, including, but not limited to, state administrators, provider business managers, case managers, physicians and external service providers
- Supports data sharing so that users and teams can be granted access to records that they do not own for a specified collaborative effort
- Prevents users from accessing records to which they do not own or have permission to share
- Enables the beneficiaries receiving services to provide an electronic signature at checkout to confirm the visit occurred and the services were provided

Provider organizations will supply a list or feed of users who require access. Those users will be provisioned licenses by the system administrator team via the Office 365 admin center. Within the EY EVV application, a user role will be provided that includes additional security options such as:

- Role-based security in Microsoft Dynamics 365, which focuses on grouping a set of privileges together that describe the responsibilities (or tasks that can be performed) for a user:
- EY EVV security roles aggregate a set of user rights to make user security management easier.
- Also, each application deployment can define its own roles to meet the needs of different users.
- Record-based security in Microsoft Dynamics 365 which focuses on access rights to specific records
- Field-level security in Microsoft Dynamics 365, which restricts access to an entity's specific high business impact fields only to specified users or teams

The combination of role-based security, record-level security and field-level security will drive the overall security rights that users have within your custom Microsoft Dynamics 365 application.

The EY EVV solution leverages Microsoft Dynamics Access teams to allow individuals to receive services from different service providers. Access teams are an extension of the documented security model, which allows for strict control over access to information, while providing flexibility to share information with additional service providers when it is appropriate and authorized to do so.

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	S	

Bidder's Response:

The EY EVV solution delivers two updates per year. New regulatory requirements will be delivered within the mandated timeframe. The EY EVV is highly configurable. Most changes for additional features, new programs, new services, new business rules do not require a new release. New configuration of features will be tested in a sandbox environment with pre-planned releases to the production environment.

Additionally, Microsoft delivers two major releases for Dynamics 365 per year, to enable new capabilities and functionality. These major updates will be backward compatible. To verify this, Microsoft and EY US will perform a coordinated upgrade test in a sandbox environment, allowing for full regression testing and bug resolution. Once all bugs are resolved, the EY Managed Services team will work with NJ DHS to coordinate a production update. This coordination will include communication activities that align with the communication plan, which is one component of our holistic approach to change management. Stakeholders will be informed with consistent, timely, accurate information and dates aligned with program timing to eliminate confusion and promote a common understanding of the changes throughout the solution.

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	S	

Bidder's Response:

The EY EVV solution leverages the business rules functionality within Microsoft Dynamics 365.

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist	Bidding Ability	Gap Description and Recommendation for Closure
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				ID	Code	
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	S	
<p>Bidder's Response:</p> <p>The solution is architected on Microsoft Dynamics 365 which is based on modular applications that are designed to support the business processes. It requires configuration rather than code development or major system design.</p>						

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	S	
<p>Bidder's Response:</p> <p>The EY EVV solution leverages the business rules functionality within Microsoft Dynamics 365.</p>						

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	W	
<p>Bidder's Response:</p> <p>EY uses a proprietary system design modeling language that is based on current industry standards. Model artifacts could be imported into the Sparx EA tool if required.</p>						

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	S	

Bidder's Response:

The EVV Detailed Test Strategy document will be maintained throughout the project and will include hyperlinks to all relevant documents (Test Cases, Test Plans, etc.) to eliminate redundancy and to have a single view of project sign-off. It is a vehicle to inform key stakeholders such as business sponsors, project managers, business analysts, testers, and developers about the key objectives, risks, planned test stages, and test types that will take place for the project. It is designed to document the overarching, unified testing strategy to be applied throughout the lifecycle and will be used to gain acceptance and commitment to the approach. Integration testing makes certain that data that is getting sent to and from EVV remains intact and is not corrupted. It also verifies all data elements are captured so that when records are accessed in EVV, we identify defects with missing data elements or bad data early. Use cases will be developed for each of the key modules including intake, plan of care management, scheduling, service and visit management, mobile application, claims management, beneficiary portal and reporting. Predefined entry and exit criteria will be complied with when testing is executed in the test environment. We will document the progress of testing using a defect management system.

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	S	

Bidder's Response:

The EY EVV solution uses the messaging capabilities within Microsoft Dynamics 365 and also uses functionality to generate email notifications to the users. The system tracks all communication sent and the status of the communication (delivered, undeliverable)

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 data entities, attributes, data models, and relationships sufficiently to convey the overall meaning and use of data and information.	Describe how solution will provide metadata information that defines 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.	IA.DMS.2	S	
<p>Bidder's Response: Technical documentation will include the following for the EY EVV solution:</p> <ul style="list-style-type: none"> • Database schema • Data dictionaries • Entity-relationship diagrams • Interface standards 						

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	W	
<p>Bidder's Response: WE will work with DHHS and state of Nebraska to incorporate statewide standard data definitions, data semantic and harmonization strategies into our technical documentation.</p>						

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	W	

Bidder's Response:

Our solution is architected on the Microsoft Dynamics 365 platform to provide timely, accurate, usable and easily accessible data. The flexible integrated solution allows for access to data that exists via integrations with the MMIS, MCO, timekeeping, payroll, case management and other EVV systems.

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	S	
<p>Bidder's Response: The EY EVV Solution built on Microsoft Dynamics 365 which plans for and identifies data input into fields and is capable of detecting information which isn't intended to be entered into the data field.</p>						

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	S	
<p>Bidder's Response: The EY EVV Solution built on Microsoft Dynamics 365 which plans for and identifies data input into fields and is capable of detecting information which isn't intended to be entered into the data field.</p>						

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	S	
<p>Bidder's Response: File Integrity Monitoring (FIM), also known as change monitoring, examines files and registries of operating system, application software and others for changes. A comparison method is used to determine if the current state of the file is different from the last scan of the file. You can leverage this comparison to determine if valid or suspicious modifications have been made to your files.</p>						

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	S	

Bidder's Response:
 The EY EVV solution would allow authorized users to manage amendments to ePHI, PII and FTI. The EVV solution maintains a record and field level audit history that contains details for every change to information such as who made the change, when the change was made, the previous value for each field, the new value for each field and reason for the change.

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	S	
<p>Bidder's Response: The EY EVV implementation approach has a significant change management component. We will analyze the impact on DHHS and provider business processes, coordinate process redesign workshops, document the to be processes and incorporate these new processes into the system configuration and the training content.</p>						

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	S	
<p>Bidder's Response: The EY EVV solution supports the use of XML standard messaging format.</p>						

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	S	
<p>Bidder's Response: The Dynamics 365 web API follows open standards and can be used across a wide variety of programming languages, platforms, and devices, including but not limited to: the Translator, MMIS, MCO prior authorization systems and claims systems and other EVV systems.</p>						

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	W	
<p>Bidder's Response: The EY EVV solution includes preconfigured standard HIPAA EDI transactions. We will work with the State enterprise contractors to understand all transactions that are required and we will configure any additional transactions. All HIPAA EDI transactions will be thoroughly tested prior to the move into production.</p>						

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	W	
<p>Bidder's Response: The EY EVV solution utilizes the Microsoft Dynamics API and the Microsoft SQL Server Integration Services to immediately identify data or transaction errors.</p>						

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	S	
<p>Bidder's Response: Secure Socket Tunneling Protocol (SSTP), a proprietary SSL-based VPN protocol. An SSL VPN solution can penetrate firewalls, since most firewalls open TCP port 443, which SSL uses. SSTP is only supported on Windows devices. Azure supports all versions of Windows that have SSTP (Windows 7 and later). IKEv2 VPN, a standards-based IPsec VPN solution. IKEv2 VPN can be used to connect from Mac devices (OSX versions 10.11 and above).</p>						

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	Describe how the solution integrates with the Nebraska DHHS systems, and will continue	N/A	W	

		includes numerous in-process and upcoming system changes. Solution must maintain currency and integration points as DHHS Systems evolve.	to align and integrate with new systems as they evolve.			
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Bidder's Response:

The Dynamics 365 web API follows open standards and can be used across a wide variety of programming languages, platforms, and devices. This will support integration with existing and planned Nebraska DHHS systems. The Dynamics 365 application platform leverages Microsoft Flow and Logic Apps to allow for data to be integrated with external systems, including case management systems, in real time or scheduled intervals. Microsoft Flow allows for the configuration of workflow processes across applications using existing connectors, including but not limited to SQL Server, SharePoint, Azure, Oracle, to transmit data to external systems. If an existing connector does not exist, the Logic Apps and Dynamics 365 API is easily extensible for external systems to utilize.

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	W	

Bidder's Response:

The Dynamics 365 application platform leverages Microsoft Flow and Logic Apps to allow for data to be integrated with external systems, including case management systems, in real time or scheduled intervals. Microsoft Flow allows for the configuration of workflow processes across applications using existing connectors, including but not limited to SQL Server, SharePoint, Azure, Oracle, to transmit data to external systems. If an existing connector does not exist, the Logic Apps and Dynamics 365 API is easily extensible for external systems to utilize.

This approach will allow our EY EVV solution to integrate with DHHS systems. For example, MMIS can utilize the Microsoft Dynamics API to pass in updates as part of the case management process, and Microsoft Logic Apps & Flow can be used to send data from Dynamics 365 to MMIS. Similarly, if enrolled providers utilize different systems for case management, they can leverage the Microsoft API, Logic Apps and Flow for integration as well.

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
198	IIO.9	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. a) Contractor will work with DHHS and their billing agents and providers to establish a means for sending customized electronic 837s	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	N/A	W	

		<p>(electronic claims) to the DHHS systems for adjudication.</p> <p>b) The system architecture must be flexible enough to add future desired populations, programs, and services, which have different policies and procedures.</p> <p>c) 837 file format must be customized to meet DHHS requirements.</p> <p>d) Solution must have the capability to consolidate and submit claims on a weekly basis.</p>	<p>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.</p>			
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Bidder's Response:

The workflow within the EVV solution requires the Plan of Care be developed and approved by the agency provider. Once the care plan is approved, the request for preauthorization of the services is sent to DHHS. When authorization is received from DHHS, the services will be scheduled. When scheduled visits are completed in the mobile application, details about the completed Service Visits are synced back to Dynamics 365. If the electronic visit verification is complete and accurate, the claim is generated up to the authorized amount on the approved plan of care and submitted to MMIS or MCO systems as soon as the service visit is complete. Each claim will be submitted in the EDI 837 format. Payment information is received from MMIS and MCO systems and returned to Dynamics 365 to update the Claim. The pre-billing claims engine has built-in mechanisms that prevent providers from submitting claims that are not 100% compliant.

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	W	

Bidder's Response:

The Dynamics 365 application platform leverages Microsoft Flow and Logic Apps to allow for data to be integrated with external systems in real time or scheduled intervals. Microsoft Flow allows for the configuration of workflow processes across applications using existing connectors, including but not limited to SQL Server, SharePoint, Azure, Oracle, to transmit data to external systems. If an existing connector does not exist, the Logic Apps and Dynamics 365 API is easily extensible for external systems to utilize.

This approach will allow our EY EVV solution to integrate with DHHS systems.

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	Describe how solution takes advantage of best practices for Medicaid EVV systems and	N/A	S	

		Medicaid Management Information Systems and eligibility and enrollment systems.	electronic data interchange with Medicaid Management Information Systems and eligibility and enrollment systems.			
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Bidder's Response:
 The Dynamics 365 application platform leverages Microsoft Flow and Logic Apps to allow for data to be integrated with external systems in real time or scheduled intervals. Microsoft Flow allows for the configuration of workflow processes across applications using existing connectors, including but not limited to SQL Server, SharePoint, Azure, Oracle, to transmit data to external systems. If an existing connector does not exist, the Logic Apps and Dynamics 365 API is easily extensible for external systems to utilize.

The EVV solution is architected to support the daily operations of the provider agencies. With the electronic exchange of information, DHHS will real time visibility in the performance of their service providers. They will have to late visits, missed visits, incomplete visits and will have the information needed to impact the quality of services being provided to their beneficiaries.

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	S	

Bidder's Response:
 Interface Control Documents will be maintained using our proprietary system design modeling language.

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 design, develop and maintain interfaces, keep them current, and include new APIs and interfaces as developed.	N/A	S	

Bidder's Response:

The Dynamics 365 web API follows open standards and can be used across a wide variety of programming languages, platforms and devices, including, but not limited to, MMIS, MCO prior authorization systems and claims systems, and other EVV systems. The EY EVV solution includes standard MMIS integration, which can be modified as needed to meet requirements for DHHS, including MMIS, MCOs prior authorization systems and other EVV systems.

The Dynamics 365 application platform leverages Microsoft Flow and Logic Apps to allow for data to be integrated with external systems, including prior authorization and claims management systems, in real time or at scheduled intervals. Microsoft Flow allows for the configuration of workflow processes across applications using existing connectors, including, but not limited to, SQL Server, SharePoint, Azure and Oracle, to transmit data to external systems. If an existing connector does not exist, the Logic Apps and Dynamics 365 API is easily extensible for external systems to utilize.

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.PI1.24	S	

Bidder's Response:
 The solution is capable of receiving batch and individual transactions.

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	S	

Bidder's Response:
 The EY EVV solution is configured to utilize the EDI 278 to exchange and track service authorization.

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	S	

Bidder's Response:

The Dynamics 365 application platform leverages Microsoft Flow and Logic Apps to allow for data to be integrated with external systems in real time or scheduled intervals. Microsoft Flow allows for the configuration of workflow processes across applications using existing connectors, including but not limited to SQL Server, SharePoint, Azure, Oracle, to transmit data to external systems. If an existing connector does not exist, the Logic Apps and Dynamics 365 API is easily extensible for external systems to utilize.

The EVV solution is architected to support the daily operations of the provider agencies. With the electronic exchange of information, DHHS will have real time visibility in the performance of their service providers. They will have to late visits, missed visits, incomplete visits and will have the information needed to impact the quality of services being provided to their beneficiaries.

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	S	

Bidder's Response:
EY has a history of taking a highly collaborative approach to working w/ other vendors as it relates to EVV and IV&V.

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	S	

Bidder's Response:
Given the complexity around the EVV implementation to address not only project management but also industry processes and standards, our methodology incorporates elements of the Systems Development Life Cycle (SDLC) and Medicaid Information Technology Architecture (MITA) Standards.

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	S	

Bidder's Response:
The EY EVV solution supports data sharing so that users and teams can be granted access to records that they do not own for a specified collaborative effort. Dynamics 365 additionally provides views, reports, dashboards and configurable alerts to monitor and manage data in real time.

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist	Bidding Ability	Gap Description and Recommendation for Closure
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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.	ID S&C.IC.6	Code S	
<p>Bidder's Response: The EY EVV solution leverages the configurable Microsoft Dynamics 365 security model to enforce data integrity and data privacy, while at the same time allowing for necessary collaboration among system users. The EY EVV solution supports data sharing so that users and teams can be granted access to records that they do not own for a specified collaborative effort.</p>						

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	S	
<p>Bidder's Response: The Dynamics 365 API follows open standards and can be used across a wide variety of programming languages, platforms and devices, including, but not limited to, MMIS and MIAIMS. The EY EVV solution includes a standard MMIS integration, which can be modified as needed to meet requirements for the DHHS, including MMIS and MIAIMS.</p>						

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	S	
<p>Bidder's Response: Microsoft uses encryption technology to protect customer data in Dynamics 365 while at rest in a Microsoft database and while it is in transit between user devices and our datacenters. Connections established between customers and Microsoft datacenters are encrypted, and all public endpoints are secured using industry-standard TLS. TLS effectively establishes a security-enhanced browser-to-server connection to help ensure data confidentiality and integrity between desktops and datacenters. After data encryption is activated, it cannot be turned off.</p>						

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 arrangement, coordination, and management of system.	Describe how solution utilizes a MITA-recommended ESB, automated arrangement, coordination and management of systems.	TA.SOA.1	S	

Bidder's Response:
 The Dynamics 365 application platform leverages Microsoft Flow and Logic Apps to allow for data to be integrated with external systems in real time or scheduled intervals. Microsoft Flow allows for the configuration of workflow processes across applications using existing connectors, including but not limited to SQL Server, SharePoint, Azure, Oracle, to transmit data to external systems. If an existing connector does not exist, the Logic Apps and Dynamics 365 API is easily extensible for external systems to utilize.

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	S	

Bidder's Response:
 The EY EVV solution provides Representational state transfer (REST) and Simple Object Access Protocol (SOAP) based API that represents the data model.

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	S	

Bidder's Response:
 EY has a proven track record of working collaboratively with our clients. The intrastate agencies and external entities will be identified as stakeholders for the project. Our approach to implementation focuses on frequent interaction with our stakeholders.

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	S	

Bidder's Response:
 Health Insurance Portability and Accountability Act (HIPAA) regulations require that covered entities and their business associates – in this case, Microsoft when it provides services, including cloud services, to covered entities – enter into contracts to confirm that those business associates will adequately protect protected health information (PHI). These contracts, or business associate agreements (BAAs), clarify and limit how the business associate can handle PHI and set forth each party's adherence to the security and privacy provisions set forth in HIPAA and the Health Information Technology for Economic and Clinical Health (HITECH) Act. Once a BAA is in place, Microsoft customers – covered entities – can use Microsoft services to process and store PHI.

Microsoft services covered under the BAA have undergone audits conducted by accredited independent auditors for the Microsoft International Organization for Standardization (ISO)/International Electrotechnical Commission (IEC) 27001 certification.

For State data kept on SharePoint sites established specifically to support the EVV work efforts, the SharePoint sites are hosted in an EY data center. Our data centers are kept secure to ISO 27001 standards and industry-leading practices. The data centers are locked with controlled access limited to personnel who need access and have access logs that are audited periodically.

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

Bidder's Response:
 The Dynamics 365 application platform leverages Microsoft Flow and Logic Apps to allow for data to comply with the SMA's standardized structure and vocabulary data for interchanges and interoperability.

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	S	

Bidder's Response:
 The EY EVV Logical Data Model supports identification of data classes, attributes, relationships, standards and code sets for intrastate exchange. The Logical Data Model is documented in our proprietary system design modeling language.

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	S	

Bidder's Response:
 Microsoft Dynamics supports the Interconnection Security Agreements.

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMC 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	S	

Bidder's Response:
 The Dynamics 365 application platform leverages Microsoft Flow and Logic Apps to allow for data to be integrated with external systems, including case management systems, in real time or at scheduled intervals. Microsoft Flow allows for the configuration of workflow processes across applications using existing connectors, including, but not limited to, SQL Server, SharePoint, Azure and Oracle, to transmit data to external systems.

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	S	
<p>Bidder's Response: At the start of the project, EVV would develop an EVV system disaster recovery plan (SDRP) and business continuity plans BCPs. Microsoft is committed to providing facility recovery efforts at fail-over facilities. Microsoft also supports the existence of an SDRP and BCP that fully support the philosophy of providing and maintaining the highest quality of services to its customers. Business continuity is the activity performed to validate that critical business functions will be available to DHHS, provider agencies and other EVV entities that must have access to those functions. These activities include many daily tasks such as project management, system backups, change control and help desk. The foundation of business continuity is the standards, program development and supporting policies, guidelines and procedures needed to validate and to continue without stoppage, irrespective of the EVV solution adverse circumstances or events. All system design, implementation, support and maintenance will be based on this foundation to have any hope of achieving business continuity, disaster recovery or, in some cases, system support. We will work with DHHS to conduct a business impact analysis during the initiation phase of the project. It will be used to identify the extent and time scale of the impact on different levels to the agency.</p>						

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. C. Be compliant with Federal Guidelines identifying every resource that requires backup and to what extent backup is required. The EVV System Disaster Recovery and Business Continuity Plan must, at a minimum, address the following elements: A. Establish the purpose and scope of the Disaster Recovery and Business Continuity 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: A. Establish the purpose and scope of the Disaster Recovery and Business Continuity Plan; B. Acknowledge and ensure compliance with applicable HIPAA and HITECH standards; C. Describe the approach and strategy to disaster recovery and business continuity;	N/A	S	

	<p>B. Acknowledge and ensure compliance with applicable HIPAA and HITECH standards; C. Describe the approach and strategy to disaster recovery and business continuity; D. Describe recovery point performance specifications and RTO of no more than 48 hours; 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. F. Establish roles and responsibilities for managing disaster recovery and business continuity; G. Identify risk areas; H. Describe protocols for managing disaster recovery and business continuity (during and after); I. Describe the approach to ongoing testing and validation of the EVV System Disaster Recovery and Business Continuity Plan; J. Describe the frequency of updates. At a minimum, the plan shall be updated annually, or as needed more frequently.</p>	<p>D. Describe recovery point performance specifications and RTO of no more than 48 hours; 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. F. Establish roles and responsibilities for managing disaster recovery and business continuity; G. Identify risk areas; H. Describe protocols for managing disaster recovery and business continuity (during and after); I. Describe the approach to ongoing testing and validation of the EVV System Disaster Recovery and Business Continuity Plan; J. Describe the frequency of updates. At a minimum, the plan shall be updated annually, or as needed more frequently.</p>			
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Bidder's Response:

At the start of the project, EVV would develop an DHHS EVV system disaster recovery plan (SDRP) and business continuity plans BCPs to help prevent events that disrupt the organization's EVV business applications and to limit the potential impact of any unavoidable disruption by containing it to a predictable and predetermined acceptable period. We recognize and acknowledge that reinstating the critical business applications is a major responsibility to safeguard the interests of DHHS's employees, providers and other communities that you serve.

Microsoft is committed to providing facility recovery efforts at fail-over facilities, if required. Microsoft also supports the existence of an SDRP and BCP that fully support the philosophy of providing and maintaining the highest quality of services to its customers.

The plan includes:

- A structured plan that will help in an efficient, effective and timely recovery and resumption of the interrupted EVV application
- Recovery of EVV system within the time frames specified by the various business units
- Minimization reduction in the inconvenience and potential disruption to customers and employees
- Preventing systems from sustaining major financial and operational impacts that could seriously jeopardize the business continuity
- Aversion of potential damage to DHHS's reputation or image and to protect the public
- Means to resume and maintain adequate service levels to customers

The disaster recovery plan seeks to decrease the following:

- The number and frequency of ad hoc decisions made following a disaster
- DHHS's dependence on the participation of any specific person or group of persons
- Loss of data and information, recognizing that the loss of some data and information is inevitable

- Confusion and exposure to errors and unnecessary duplication of effort
- The extent of losses associated with an extended recovery operation
- The total elapsed time required for completing the recovery

Business continuity is the activity performed to validate that critical business functions will be available to DHHS, provider agencies and other EVV entities that must have access to those functions. These activities include many daily tasks such as project management, system backups, change control and help desk.

Business continuity, a plan of action implemented long before the time of a disaster, refers to those activities performed daily to maintain service, consistency and recoverability. The foundation of business continuity is the standards, program development and supporting policies, guidelines and procedures needed to validate and to continue without stoppage, irrespective of the EVV solution adverse circumstances or events. All system design, implementation, support and maintenance will be based on this foundation to have any hope of achieving business continuity, disaster recovery or, in some cases, system support. Business continuity is sometimes confused with disaster recovery, but they are separate entities. Disaster recovery is a small subset of business continuity.

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 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.	Describe the backup and recovery processes in the event of a system malfunction or 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.	N/A	S	

Bidder's Response:

At the start of the project, EVV would develop an EVV system disaster recovery plan (SDRP) and business continuity plans BCPs. Microsoft is committed to providing facility recovery efforts at fail-over facilities. Microsoft also supports the existence of an SDRP and BCP that fully support the philosophy of providing and maintaining the highest quality of services to its customers.

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	S	

Bidder's Response:
 Microsoft provides the fail over facility to maintain operations.

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 maintenance, review and update processes.	TA.SP.46	S	

Bidder's Response:

At the start of the project, EVV would develop DHHS EVV system disaster recovery plan (SDRP) and business continuity plans BCPs to help prevent events that disrupt the organization's EVV business applications and to limit the potential impact of any unavoidable disruption by containing it to a predictable and predetermined acceptable period. We recognize and acknowledge that reinstating the critical business applications is a major responsibility to safeguard the interests of MI DHHS's employees, providers and other communities that you serve.

Microsoft is committed to providing facility recovery efforts at fail-over facilities, if required. Microsoft also supports the existence of an SDRP and BCP that fully support the philosophy of providing and maintaining the highest quality of services to its customers.

The plan includes:

- A structured plan that will help in an efficient, effective and timely recovery and resumption of the interrupted EVV application
- Recovery of EVV system within the time frames specified by the various business units
- Minimization reduction in the inconvenience and potential disruption to customers and employees
- Preventing systems from sustaining major financial and operational impacts that could seriously jeopardize the business continuity
- Aversion of potential damage to DHHS's reputation or image and to protect the public
- Means to resume and maintain adequate service levels to customers

The disaster recovery plan seeks to decrease the following:

- The number and frequency of ad hoc decisions made following a disaster
- DHHS's dependence on the participation of any specific person or group of persons
- Loss of data and information, recognizing that the loss of some data and information is inevitable
- Confusion and exposure to errors and unnecessary duplication of effort
- The extent of losses associated with an extended recovery operation
- The total elapsed time required for completing the recovery

Business continuity is the activity performed to validate that critical business functions will be available to DHHS, provider agencies and other EVV entities that must have access to those functions. These activities include many daily tasks such as project management, system backups, change control and help desk. Business continuity, a plan of action implemented long before the time of a disaster, refers to those activities performed daily to maintain service, consistency and recoverability. The foundation of business continuity is the standards, program development and supporting policies, guidelines and procedures needed to validate and to continue without stoppage, irrespective of the EVV solution adverse circumstances or events. All system design, implementation, support and maintenance will be based on this foundation to have any hope of achieving business continuity, disaster recovery or, in some cases, system support. Business continuity is sometimes confused with disaster recovery, but they are separate entities. Disaster recovery is a small subset of business continuity. The entire concept of business continuity is based on identifying all business functions within DHHS and then assigning a level of importance to each. A business impact analysis is the primary tool for gathering this information and assigning criticality, recovery point objectives and recovery time objectives and is therefore part of the foundation of business continuity. During the initiation phase, the project team will work with DHHS to identify some of these objectives. This business impact analysis can be used to identify the extent and time scale of the impact on different levels to the agency. For instance, it can examine the effect of disruption on operational, functional and strategic activities for DHHS; not only the current activities but the effect of disruption on major business changes for EVV solution can be determined by business impact analysis.

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	S	

Bidder's Response:
 Microsoft provides the fail over facility for storage and recovery of system backup.

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist	Bidding Ability	Gap Description and Recommendation for Closure
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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.	ID TA.SP.49	Code S	
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Bidder's Response:
 The recovery and reconstitution will be accomplished according to the disaster recovery plan.

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	S	

Bidder's Response:
 The EY and Microsoft data centers employ uninterruptible power supplies.

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	S	
<p>Bidder's Response:</p> <p>The PMP embeds Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK®) Guide and Centers for Medicare and Medicaid Services (CMS) standards throughout the approach to complete all project management activities. Specifically, it incorporates the five project management process groups (i.e., initiate, plan, execute, monitor and control, and closing) and associated knowledge areas (e.g., scope, time, cost, program, quality, communications, risk) to effectively apply consistent project management discipline to the execution of this project's life cycle.</p>						

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: 1. Communications Plan 2. Change Management Plan 3. Staffing Management Plan 4. Quality Management Plan 5. Risk Management Plan 6. Issue Management Plan 7. Work Breakdown Structure. 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: 1. Communications Plan 2. Change Management Plan 3. Staffing Management Plan 4. Quality Management Plan 5. Risk Management Plan 6. Issue Management Plan 7. Work Breakdown Structure. 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	S	

Bidder's Response:

- **Initiate:** First is the setting of the vision and direction. In addition to executing all required legal and administrative requirements to support the project, we will work with DHS staff to verify the organizational vision regarding the outcomes, as well as any particular direction or approach to be used in designing the high-level road map to achieve the end state. Stakeholder identification and integration process occur in this phase.
- **Plan:** Next, we will begin detailed project planning. This includes defining a framework for how the work is accomplished; defining the project scope, risks, communication channels and stakeholders, and a detailed work breakdown structure; and identifying schedule milestones, key resources, and performance metrics. We will provide an overview of our understanding of DHS's organization and operations, cycle memorandums of our understanding, begin the process of drafting specific control evaluations, and prepare a preliminary account risk assessment.
- **Execute:** During project execution, our team will use the PMP to direct and manage the completion of each task, activity and deliverable. We will follow defined processes for change management; risk and issues management; quality, resource, schedule, and budget management; as well as status reporting and information distribution. Communication plans will be executed with the focus on integration activities to support the synchronized execution of interdependent tasks.
- **Monitor and Control:** Controlling activities begin upon the commencement of the project and are focused on overseeing the task order execution and evaluating the success of the implementation effort and performance measures, address change requests, recommend corrective and preventive actions, and implement corrective actions. Processes include integrated change control (scope, cost, schedule and quality) as well as risk monitoring and performance reporting.
- **Closing:** Upon completion of each major task, deliverable and/or milestone, we will verify the contract terms and conditions are present in the product to request client formal acceptance. As part of this process, the team will catalog program records, document program successes and lessons learned, and store project documentation and measures.

There are key elements that we effectively manage to increase the opportunity for success. These elements include communications, risk and issue management, resource management, cost, time, schedule, quality, reporting and communications. Details regarding management of each category are presented throughout this plan.

- **Change management plan:** Outlines the strategy for user adoption that will position DHHS to effectively use the EVV solution. Addresses stakeholder management, communications, training, and change impact.
- **Communications management plan:** Outlines the key milestones, mediums, audiences, frequency and key messages that will be used throughout the project. It provides a unified communication framework for sharing accurate information.
- **Cost management plan:** Outlines the approach, methodology and tools used to identify and estimate costs, analyze expenditures and variances, track and reconcile estimates to invoices, monitor, control and report actual cost/budget expenditures.
- **Document management plan:** Outlines the standardized processes and procedures used to manage document repositories and artifacts or work products, internal and external to DHHS. This includes the management of historical information and confirms a consistent style and approach to document development, format, version control, library structure and archiving.
- **Issue management plan:** Outlines the approach, methodology and tools used to identify, analyze, escalate, communicate, resolve, monitor, control and report the issues that could impact DHHS projects in the PMO portfolio.
- **Quality management plan:** Provides the approach, method and tools the QM team uses or plans to use within DHHS in order to proactively monitor, measure and report on the following areas:
 - Quality of work being performed as it relates to requirements, deliverables and/or milestones
 - Compliance to approved policy, process(es) and/or procedure(s)
 - Identification of potential risk
 - Status of corrective actions
- **Risk management plan:** Outlines the risk management approach, methodology and tools used to identify, analyze, communicate, mitigate, monitor, control and report the risks that could impact the DHHS EVV project.
- **Schedule management plan:** Guides both project execution and project control and serves as a road map for managing activities throughout the life of the project. The primary functions of the project schedule are to document planning assumptions and decisions, facilitate communication among stakeholders, and document approved scope, cost, resource and schedule baselines.

- **Scope management plan:** Outlines the approach, methodology and tools used to monitor, control and report project scope and to identify new or additional scope that could impact DHHS EVV solution implementation and/or projects in the portfolio.

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	S	

Bidder's Response:
 The EY project team will use SharePoint and Microsoft Project to communicate project tasks, deliverables, milestones and all other project related documents or updates to DHHS.

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	S	

Bidder's Response:
 The EY Account Executive and Project Manager will participate in all key governance meetings. The EY implementation team will participate in weekly operating committee meetings.

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	N/A	S	

			meeting agendas, minutes, and necessary documentation.			
<p>Bidder's Response: All materials for internal EY team meetings, DHHS Status Meetings, Weekly Status Reports, other project related meetings and project executive discussions with DHHS will include preparation of agendas and documentation. Minutes will be recorded by the EY team and disseminated back to DHHS via email for their review.</p>						

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	S	

<p>Bidder's Response:</p> <p>The EVV project kickoff meeting will be held with representatives from DHHS and their designees within 10 calendar days after contract approval or a mutually agreed-upon date in writing. The meeting will allow the team an opportunity to confirm scope, work plan, schedule and teams for design, implementation and maintenance of the EY EVV solution. Our team will draft a formal agenda which may include the following:</p> <ul style="list-style-type: none"> • Review of project scope statement • Review of the project mission • Review of the EVV draft project work plan and schedule • Introduction to project teams • Review of the EVV proposed project management plan and schedule • Review lines of communication and reporting relationships • Initial identification of high-risk or problem areas • Review DHHS's deliverable review process • Discuss the issue resolution process 						
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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	N/A	S	

			team prior to submission to DHHS for review and approval.			
<p>Bidder's Response:</p> <p>We will provide all of the deliverables and/or documentation as identified in the project work plan. The development of the deliverables will be a team effort in collaboration with DHHS and the provider agencies.</p>						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
235	PMI.8	<p>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:</p> <ol style="list-style-type: none"> 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. 4. Simultaneous review of numerous deliverables will not be permitted without approval. 	Describe the deliverable review and acceptance process to be approved by DHHS. Note how items 1-4 will be considered and addressed.	N/A	S	

<p>Bidder's Response:</p> <p>EY will work collaboratively on the development of our deliverables so that the final review process can be streamlined. We will conduct reviews of draft deliverables to seek feedback. We will update the deliverables to reflect DHHS input. We will establish a formal review process where the final draft is presented and DHHS has adequate time to review and provide feedback. We will incorporate any required changes to the final draft and deliver the final deliverable. We will not schedule review of numerous deliverables in the same timeframe.</p>						
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Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
236	PMI.9	<p>Contractor must submit a monthly status report. The report must contain the following at a minimum:</p> <ol style="list-style-type: none"> 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. 	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	S	

		<p>4. Planned tasks and activities for the next 30 days.</p> <p>5. Identification of any staffing issues or changes.</p> <p>6. Current status on all identified issues.</p> <p>7. Current status on all identified risks.</p> <p>8. Current status on testing and metrics.</p> <p>9. Current status on any service level agreements.</p>				
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Bidder's Response:

Upon contract award, we will collaborate with DHHS to jointly agree upon the final format for the monthly status report.

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	S	

Bidder's Response:

A draft EVV project workplan is included in Appendix A to the Technical Proposal. The final project workplan will be submitted to DHHS for approval within 30 days of contract award.

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 EVV implementation.	N/A	S	

Bidder's Response:

Project Work Plan, WBS, Project Schedule and Milestone List are attached as Appendix A to the Technial 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	S	

Bidder's Response:
 The SharePoint site will provides a central repository for project management and project delivery activities and to promote knowledge sharing and continuous communication with DHHS and other contractors.

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	S	

Bidder's Response:
 The project work plan will be updated weekly and posted to the SharePoint site at week end.

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	S	

Bidder's Response:
 Our approach to project management includes the development of the implementation plan and the communications plan. During the Discovery phase of the project, we will work with DHHS to finalize these plans.

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	N/A	S	

			DHHS staff for approval before acceptance.			
<p>Bidder's Response:</p> <p>Upon contract execution, we will collaborate with DHHS to establish task specific entrance and exit criteria tasks or decision gates. Upon addressing the approved criteria for each decision gate, we will request written approval from DHHS to:</p> <ul style="list-style-type: none"> • Begin work on tasks associated within that specific work stream • Formally document completion of the work stream via the decision gate documentation <p>For the duration of the project, these criteria will be enforced for each decision gate to obtain DHHS approval prior to proceeding to the next task (work stream). Entrance criteria for each decision gates will be identified in the beginning of the project to outline what activities need to be completed prior to advancing to the next work stream</p>						

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	S	

<p>Bidder's Response:</p> <p>EY will work collaboratively on the development of our deliverables so that the final review process can be streamlined. We will conduct reviews of draft deliverables to seek feedback. We will update the deliverables to reflect DHHS input. We will establish a formal review process where the final draft is presented and DHHS has adequate time to review and provide feedback. We will incorporate any required changes to the final draft and deliver the final deliverable. We will not schedule review of numerous deliverables in the same timeframe. The review of deliverables may take the form of an overview presentation of the key information within the deliverable. The milestone review process will be a recap of the completion of all work streams within the milestone, any issues, risks, project schedule changes or resource changes that were encountered during the completion of the milestone.</p>						
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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	S	

<p>Bidder's Response:</p> <p>The Test Management Plan will detail the overall system testing process that will be followed to ensure the successful delivery of the EVV implementation for DHHS. This document will list out the types of testing that will take place during this project. The EVV Details Test Strategy document will be maintained throughout the project and will include hyperlinks to all relevant documents (Test Cases, Test Plans, etc.) to eliminate redundancy and to have a single view of project sign-off. It is a vehicle to inform key stakeholders such as business sponsors, project managers, business analysts, testers, and developers about the key objectives, risks, planned test stages, and test types that will take place</p>						
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for the project. It is designed to document the overarching, unified testing strategy to be applied throughout the lifecycle and will be used to gain acceptance and commitment to the approach.

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	S	

Bidder's Response:

EY has a proven track record of working collaboratively with our clients. We periodically conduct assessments of service quality (ASQ) to review our performance and impact on our client's organizations. This serves as a leading practice in evaluating our actual performance against your expectations. Functioning independently from your account team, ASQ provides you with the opportunity to offer candid comments and feedback regarding your EY relationship and the services we are providing. While we like to hear what is working well, we also want to know if there is anything we could do to improve our relationship with you. Results of the ASQ will be shared with you directly following the review. Since 2013, we have conducted roughly 75 client ASQ interviews across the state of Georgia agencies. Average overall recommendation from Georgia ASQ interviews: 9.16 out of 10 which reflects their level of client satisfaction. We would bring the same level of commitment to DHHS to work with you on the development of your integration plan.

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	S	

Bidder's Response:

By utilizing our Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK®)-based project management standards, methods and tools, we will help DHHS to enhance the transparency, predictability and accountability of this initiative. Specifically, our project management framework will establish a clear operating rhythm; specific communication guidelines and mechanisms; defined processes aligned with program objectives; and procedures to monitor cost, schedule, risk and resources. Given the complexity around the EHV implementation to address not only project management but also industry processes and standards, our methodology also incorporates elements of the Systems Development Life Cycle (SDLC) and Medicaid Information Technology Architecture (MITA) Standards.

We will work closely with DHHS during the Discover phase to establish project initiation, project management, and management processes and procedures. We will provide weekly and monthly project updates to the DHHS IV&V vendor. We will upload our project documentation to the document repository. We will utilize the strategic and tactical guidance provided in accordance with the Master Project Schedule.

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	S	
Bidder's Response:						

We offer a holistic training and change management approach to help seamlessly manage this digital transformation both during and after implementation.

The EY EVV solution includes a comprehensive role-based training program that equips stakeholders with the knowledge and the skills to perform their responsibilities in EVV. This program includes instructor-led education that focuses on conceptual changes such as redesigned processes and workflows, role- and scenario-based e-learning that focuses on system processes, and operations labs where learners can build their proficiency through hands-on practice in a simulated environment.

We develop content and plan training activities to close knowledge/skills gaps based on training needs (content, mediums, audiences, subject-matter resource access, trainers, resource availability, training environment and training maturity) and overall strategy. Content options include self-paced e-learning modules, custom quick-start guides, user guides, training slides, demos and videos, and knowledge/skill assessment

For post-implementation support, the EY EVV solution includes ongoing learner support. This includes short procedural videos, how-to guides and an embedded adoption aid called Learning Path, a Microsoft technology that provides role-based guidance for users directly within the system as they execute tasks.

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	S	

Bidder's Response:

The training schedule will be one component of the overall training plan. We will work with DHHS to develop and finalize a schedule that works for the end users and can realistically be accomplished prior to go live.

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	S	

Bidder's Response:

We propose a holistic learning program that includes many innovative training strategies as is shown and described below.

Our end-user training approach is focused on creating self-sufficient users (e.g., providers, department representatives and individuals receiving services) by deploying blended learning approach with just-in-time and targeted role-based training. The training will be designed to present manageable pieces of learning, focused on clear objectives related to the roles.

End-user training will focus on educating providers (e.g., business manager, case manager and service providers) on process changes, as well as system functionality. Our training approach deploys different activities at each phase of the project using our learning design framework (needs analysis, design and development of curriculum and content, implementation and delivery of training, evaluation and support).

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	S	

Bidder's Response:

We offer a holistic training and change management approach to help seamlessly manage this digital transformation both during and after implementation.

The EY EVV solution includes a comprehensive role-based training program that equips stakeholders with the knowledge and the skills to perform their responsibilities in EVV. This program includes instructor-led education that focuses on conceptual changes such as redesigned processes and workflows, role- and scenario-based e-learning that focuses on system processes, and operations labs where learners can build their proficiency through hands-on practice in a simulated environment.

We develop content and plan training activities to close knowledge/skills gaps based on training needs (content, mediums, audiences, subject-matter resource access, trainers, resource availability, training environment and training maturity) and overall strategy. Content options include self-paced e-learning modules, custom quick-start guides, user guides, training slides, demos and videos, and knowledge/skill assessment

For post-implementation support, the EY EVV solution includes ongoing learner support. This includes short procedural videos, how-to guides and an embedded adoption aid called Learning Path, a Microsoft technology that provides role-based guidance for users directly within the system as they execute tasks.

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	S	

Bidder's Response:

We have developed delivery options that include live and remote train-the-trainer (TTT) and end-user training. Educational content will be available to DHHS and the service provider organizations to use to train new end users when employee turnover occurs.

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	N/A	S	

			based on agreement with DHHS.			
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Bidder's Response:
 We will work DHHS to determine the appropriate locations for the in-person training. These training sessions will be incorporated into the training schedule.

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	S	

Bidder's Response:
 Our training approach deploys different activities at each phase of the project using our learning design framework (needs analysis, design and development of curriculum and content, implementation and delivery of training, evaluation and support).
 We develop content and plan training activities to close knowledge/skills gaps based on training needs (content, mediums, audiences, subject-matter resource access, trainers, resource availability, training environment and training maturity) and overall strategy.
 Content options include self-paced e-learning modules, custom quick-start guides, user guides, training slides, demos and videos, and knowledge/skill assessment. We recognize that service provider organizations are dispersed across a significant geographic area, so we have developed delivery options that include live and remote train-the-trainer (TTT) and end-user training. Educational content will be available to DHHS and the service provider organizations to use to train new end users when employee turnover occurs.

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	S	

Bidder's Response:
 It's our goal for all learners interact as fully as possible with the learning solutions we deliver. We follow the Section 508 accessibility guidelines of the Rehabilitation Act of 1973 to accommodate the deaf and the blind. For example, the e-learning courses allow the use of assistive technologies such as screen readers. We will also enable closed captioning for any videos we embed in the courses for those who are deaf.

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 environment with training data to use during user training.	Describe the training environment available to DHHS and how Contractor shall maintain and update the training environment with training data to use during user training.	N/A	S	
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Bidder's Response:
 The Microsoft Dynamics license fees included in our pricing proposal provide for a training environment for DHHS.

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	S	

Bidder's Response:
 The training records will be available for reporting.

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	S	

Bidder's Response:

The project status reports and the ongoing operations reports will be used to document any sanctions, corrective action plans or audit findings. We will communicate with DHHS directly to advise if any of these situations were to occur.

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	S	

Bidder's Response:

Microsoft delivers two major releases for Dynamics 365 per year to enable new capabilities and functionalities. These major updates will be backward compatible. To verify this, Microsoft and EY US will perform a coordinated upgrade test in a sandbox environment, allowing for full regression testing and bug resolution. Once all bugs are resolved, the EY Managed Services team will work with DHHS to coordinate a production update. This coordination will include communication activities that align with the communication plan, which is one component of our holistic approach to change management. Stakeholders will be informed with consistent, timely, accurate information and dates aligned with program timing to eliminate confusion and promote a common understanding of the changes throughout the solution.

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	S	

Bidder's Response:

The EY EVV solution is designed to generate real-time alerts for gaps in care and provides real-time, multi-level alerts of pending, late and missed visits. These alerts, when triggered, are configured to be sent to the appropriate case or business manager to take necessary actions. Additionally, the workflow engine within Dynamics 365 allows for exceptions, to prevent unnecessary alerts from being triggered.

The EVV solution alerts, reports and data analytics will flag suspicious activity for further review. In addition to functionality, our support for EVV includes our Forensic & Integrity Services practice.

The EVV solution will alert the appropriate management representative (case manager, business manager) if the care provider attempts to provide unauthorized services or to initiate a visit with a geographic location that does not match the scheduled visit location. These visits will not be electronically verified and claims will not be generated without management approval. The security model will only allow authorized users to modify data elements. The audit trail within the EVV solution will track all modifications to data. Alerts, dashboards and reports can be configured to report data changes.

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	S	

Bidder's Response:
 The EY EVV solution is capable of providing sample data for use in audits based on state established selection criteria.

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	S	

Bidder's Response:

We are proposing EVV as a managed service (software as a service) which provides NE DHHS with a turnkey solution. We will maintain responsibility for daily operations of EVV in the Microsoft Government Cloud. Our Cloud Services Solution Center provides the following services:

- Technology delivery
- Cloud application operations
- Regulatory updates
- New functionality
- Minor enhancement resource pool

Our EVV Customer Care support is available seven days a week 24 hours a day by a customer support service desk. The NE DHHS will have access to a client portal to view real-time dashboards for status and metrics for all incidents addressed by the customer support service desk. Our EVV customer care includes support via voice, email, fax, web, app, and chat and provides the following:

- How to: process/functions/business support
- Technical/functional support
- Data-related issue resolution
- Basic troubleshooting
- Break-fix and patches

We will provide a dedicated toll-free number to access the Customer Support Service Desk 24 hours, 7 days a week. We will leverage our existing telephony infrastructure to create your own toll-free number. We will provide a dedicated fax line(s) and number(s), however we recommend avoiding the use of fax or email. There tends to be missing information and in some cases Personally Identifiable Information (PII) is transmitted in an unsecured manner.

EY Customer Support Service Desk logs, tracks, monitors and returns any type of contact (i.e., voice, web, app, chat) using EY Synapse. EY Synapse is our digital platform powered by several different cloud-based technology capabilities (e.g., customer service management, workflow management, analytical modeling, visualization and reporting, robotic process automation, big data, public/private cloud) to enhance EY Customer Support Service Desk. During onboarding, we will tailor our specific software and technical solutions to streamline EY Customer Support Service Desk processes to your unique requirements that provide agents with tools for accelerating problem resolution. Our focus is always on first-time call resolution and transaction accuracy to service levels.

Any type of contact (i.e., voice, web, app, chat) to EY Customer Support Service Desk will be logged as an incident. All incidents will be assigned a severity level (e.g., 1: life threatening, 2: urgent, 3: normal, 4: low). Based on the severity level and incident type the incident will notify the participants and caregivers within the following notification time frame.

Severity level	Notification time
Severity 1	15 minutes
Severity 2	1 hour
Severity 3	24 hours
Severity 4	48 hours

EY Customer Support Service Desk is staffed with English and Spanish capabilities. In addition, there is capability to access a translation and interpreter service, typically within 2 minutes depending on the language requested, and in operation 24 hours, 7 days a week.

EY Customer Support Service Desk maintains a customer satisfaction focus. We regularly provide users with the options to participate in a customer satisfaction survey immediately following their contact. We also automatically send a customer survey once the incident is deemed complete by EY US. We would also conduct periodically scheduled Assessments of Service Quality (ASQs) with NE DHHS to review our performance and impact on your organization. This serves as a leading practice in evaluating our actual performance against your expectations. Functioning independently from your account team, ASQ provides you with the opportunity to offer candid comments and feedback regarding your relationship with EY US and the services we are providing. While we like to hear what is working well, we also want to know if there is anything we could do to improve our relationship with you. The results of the ASQ are shared with you directly following the review.

The EY EVV Customer Support Service Desk is modeled after our EY Financial Planner Line® (dedicated phone line staffed with experienced, credentialed financial counselors), Work Opportunity Tax Credit (WOTC) and other client-facing call centers.

Our Workforce Services Call Center supports multiple programs with stringent legislative dependencies and guidelines across many industries supporting more than 150 clients and handling more than 250,000 calls per year. The programs we support include the Work Opportunity Tax Credit, Affordable Care Act (ACA), Marketplace Support, Government Screening Services, Unclaimed Property and Unemployment Insurance.

WOTC is one of the programs the call center supports for both inbound screening as well as outbound follow-up. WOTC is a federal program that provides employers with opportunities for qualifying individuals and incentivizes employers who hire qualifying individuals in the form of a tax credit. Our EY Call Center is one of the screening methods used to support this program. We offer a seamless candidate experience in the screening process with qualified agents confirming a quality and timely screening while responding to questions. The team also assists our clients in our general survey method through our Help Desk line. Another program we support is the Affordable Care Act. The ACA is a US federal state statute enacted in 2010 to increase health insurance quality and affordability, reduce the costs of health care and lower the uninsured rate by expanding insurance coverage.

We provide consultative/analytical support and annual reporting services necessary to comply with the employer shared responsibility provisions of the ACA. Our call center supports ACA inquiries, which include employees calling about their form received and what it means, marketplace support and government screening services for employers. Our EY Call Center team is composed of high-performing client service agents who are cross-skilled on multiple platforms to confirm timely and quality service.

Since 1978 the EY Employee Financial Services has provided financial wellness services to approximately 5 million employees in more than 250 organizations. While the majority are long-running programs focused on providing comprehensive financial wellness support to the full employee population, some engagements are short term, event-driven (i.e., benefit choice or change, new hire assistance, severance counseling, relocation assistance, late career support). Eligible employees have unlimited, toll-free telephonic access to highly trained and credentialed financial planners of the Employee Financial Planner Line (EYFPL). EY financial planners provide objective, personalized financial counseling on any imaginable financial planning issue and assist eligible employees in improving their general financial well-being. Eligible participants may call the EYFPL on an ad hoc basis by calling with specific financial questions as they arise, or on a pre-scheduled and/or ongoing basis, as desired, to work toward personal financial goals.

Service offering	Annual call volume	Number of customers/clients supported	Description of typical caller	Any other key comments
ACA	46,362	82	Employees calling in to inquire about marketplace options, inquire about their form received or general ACA questions	Multiple programs are supported. Associates need to know up to five different platforms and are skilled across all programs.

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
265	CSR.2	<p>Contractor must provide a help desk function. The help desk shall provide:</p> <p>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.</p> <p>B. Technical support by phone and online in accordance with DHHS's regular business hours (8 a.m. to 6 p.m. CT) for 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>	Describe help desk functions to be provided, including all requirements noted.	N/A	S	

Bidder's Response:

Our EVV Customer Care support is available seven days a week 24 hours a day by a customer support service desk. DHHS will have access to a client portal to view real-time dashboards for status and metrics for all incidents addressed by the customer support service desk. Our EVV customer care includes support via voice, email, fax, web, app, and chat and provides the following:

- How to: process/functions/business support
- Technical/functional support
- Data-related issue resolution
- Basic troubleshooting
- Break-fix and patches

We will provide a dedicated toll-free number to access the Customer Support Service Desk 24 hours, 7 days a week. We will leverage our existing telephony infrastructure to create your own toll-free number. We will provide a dedicated fax line(s) and number(s), however we recommend avoiding the use of fax or email. There tends to be missing information and in some cases Personally Identifiable Information (PII) is transmitted in an unsecured manner.

EY Customer Support Service Desk logs, tracks, monitors and returns any type of contact (i.e., voice, web, app, chat) using EY Synapse. EY Synapse is our digital platform powered by several different cloud-based technology capabilities (e.g., customer service management, workflow management, analytical modeling, visualization and reporting, robotic process automation, big data, public/private cloud) to enhance EY Customer Support Service Desk. During onboarding, we will tailor our specific software and technical solutions to streamline EY Customer Support Service Desk processes to your unique requirements that provide agents with tools for accelerating problem resolution. Our focus is always on first-time call resolution and transaction accuracy to service levels.

Any type of contact (i.e., voice, web, app, chat) to EY Customer Support Service Desk will be logged as an incident. All incidents will be assigned a severity level (e.g., 1: life threatening, 2: urgent, 3: normal, 4: low). Based on the severity level and incident type the incident will notify the participants and caregivers within the following notification time frame.

Severity level	Notification time
Severity 1	15 minutes
Severity 2	1 hour
Severity 3	24 hours
Severity 4	48 hours

EY Customer Support Service Desk is staffed with English and Spanish capabilities. In addition, there is capability to access a translation and interpreter service, typically within 2 minutes depending on the language requested, and in operation 24 hours, 7 days a week.

EY Customer Support Service Desk maintains a customer satisfaction focus. We regularly provide users with the options to participate in a customer satisfaction survey immediately following their contact. We also automatically send a customer survey once the incident is deemed complete by EY US. We would also conduct periodically scheduled Assessments of Service Quality (ASQs) with NE DHHS to review our performance and impact on your organization. This serves as a leading practice in evaluating our actual performance against your expectations. Functioning independently from your account team, ASQ provides you with the opportunity to offer candid comments and feedback regarding your relationship with EY US and the services we are providing. While we like to hear what is working well, we also want to know if there is anything we could do to improve our relationship with you. The results of the ASQ are shared with you directly following the review.

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
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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	S	
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Bidder's Response:
 The EY EVV User manual will be updated as required based on solution updates. The user manual will be reviewed, updated and distributed annually to all solution users. Additionally, the solution user manual will be updated within 30 days of implementing major system upgrades that occur outside of regularly scheduled updates.

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	S	

Bidder's Response:
 Our EVV Customer Care support is available to answer questions from system users seven days a week 24 hours a day. Our EVV customer care includes support via voice, email, fax, web, app, and chat.

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	S	
<p>Bidder's Response:</p> <p>DHHS will have access to a client portal to view real time dashboards for status and metrics for all incidents addressed by the customer support service desk.</p>						

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	S	
<p>Bidder's Response:</p> <p>A service quality executive is assigned to every EY client. In the event of a grievance, the service quality executive would immediately become involved to understand the situation and work with DHHS to bring it to an amicable resolution.</p>						

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	S	
<p>Bidder's Response:</p> <p>A service quality executive is assigned to every EY client. In the event of a grievance, the service quality executive would immediately become involved to understand the situation and work with DHHS to bring it to an amicable resolution. All discussions related to the grievance would be documented and reported to DHHS.</p>						

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	S	

Bidder's Response:
The customer support desk will return calls within four business hours.

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	S	

Bidder's Response:

The EY EVV approach to implementation is comprehensive of DHHS, the provider agencies their service providers and the beneficiaries. All of these constituents will receive timely communications, training and technical support during the implementation and the ongoing operation of the solution.

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"> • Call Center Calls Received by Month • Calls Abandoned • Calls Answered • Average Handle Time • Calls Held • Average Hold Time • Calls Abandoned % • Call back statistics • Average Speed of Answer • Calls transferred to Voicemail • Callers who left Voicemail • Time to return Voicemail • Dropped Calls. 	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	S	

Bidder's Response:

Monthly reports typically include ticket volume, number of tickets by ticket type, change requests, compliance reports, additional requests, highlights, risk assessment, incident inflow, average cycle times, aging of open requests, call volumes, call response time, average call length, and call abandonment rate. We will work with DHHS to define the reporting template that provides the most value and we will implement that report.

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	<p>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.</p> <p>The Department may request the removal of staff for disqualifying offenses.</p>	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	S	
<p>Bidder's Response:</p> <p>EY will not have any non US citizens working on this project.</p>						

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	S	
<p>Bidder's Response:</p> <p>The EY Project Manager will be on site for all key activities.</p>						

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	S	
<p>Bidder's Response:</p> <p>The EY project team will be available onsite for all key functions necessary to support the implementation of EVV, When the project team works remotely they will communicate with DHHS using email, Skype, conference bridge, SharePoint, etc.</p>						

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	CMG 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	S	

Bidder's Response:
 As each implementation with a client is unique, we work with our clients to determine the appropriate turnover procedures. Typically, turnover includes EY providing both documentation and joint discussions on the following topics:

- Up to date procedure manual
- Current project status and any outstanding issues
- Project correspondence
- Data integrations
- Plugins/custom development
- Workflows and business process flows
- Configurations
- JavaScript customizations
- Environments
- Deployment process

We would seek to involve DHHS's technical and business resources throughout the process, so that they are knowledgeable about the EVV solution being deployed. We don't view Turnover as a point-in-time event, or even a 90-day window. Rather, the knowledge sharing would happen throughout the duration of the project. In an ideal scenario, formal Turnover activities should be redundant and simply for safety's sake, owing to the side-by-side efforts throughout the course of the project.

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	S	
<p>Bidder's Response:</p> <p>EY also provides IV&V services for MMIS modularization, so we understand the programmatic and functional-critical success factors that must be met for certification. We will use our industry experience with CMS certification to validate the requirements for the MECT milestones within 120 days of the execution of the contract.</p>						

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	S	
<p>Bidder's Response:</p> <p>EY also provides IV&V services for MMIS modularization, so we understand the programmatic and functional-critical success factors that must be met for certification. We will use our industry experience with CMS certification to support the design, implementation and documentation requirements.</p>						

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	S	

Bidder's Response:

EY also provides IV&V services for MMIS modularization, so we understand the programmatic and functional-critical success factors that must be met for certification. We will use our industry experience with CMS certification to develop the necessary checklist documentation and artifacts for each requirement.

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	S	

Bidder's Response:

System documentation will be kept current and will reflect any changes that have been made during the certification process. User documentation and training content will be updated when we have verified that the required changes have met the certification requirements.

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	S	

Bidder's Response:

The project Certification lead will participate in the milestone reviews and the certification meetings. The project manager and project executive can also be available to participate in these meetings as required.

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	S	

Bidder's Response:

Throughout the implementation, we will coordinate with DHHS and the IV&V vendor to provide accurate and timely project status reporting and support the preparation activities for the Project Initiation and Operational Milestone Reviews. Once the EVV system transitions to operations and maintenance, we will support the activities for the MMIS Certification Final Review. EY also provides IV&V services for MMIS modularization so we understand the programmatic and functional critical success factors that must be met for certification.

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

Bidder's Response:

To promote full transparency, we will establish a SharePoint site (a secure, electronic, web-enabled collaboration platform) to post required artifacts that have been completed and approved.

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	S	

Bidder's Response:

Throughout the implementation, we will coordinate with DHHS and the IV&V vendor to provide accurate and timely project status reporting and support the preparation activities for the project initiation and operational milestone reviews. Once the EVV system transitions to operations and maintenance, we will support the activities for the MMIS certification final review. We also provide IV&V services for MMIS modularization, so we understand the programmatic and functional-critical success factors that must be met for certification.

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	S	
<p>Bidder's Response:</p> <p>We will use agreed upon testing methodologies, configuration and change control measures to support the certification and operational processes. During the Discover phase of the project, we will review the proposed methodologies and incorporate them into the testing strategy and plan, the system design and change control processes.</p>						

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	S	
<p>Bidder's Response:</p> <p>Throughout the implementation, we will coordinate with DHHS and the IV&V vendor to support CMS certification of associated modules.</p>						
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	S	
<p>Bidder's Response:</p> <p>The implementation team and our EVV solution team will manage and provide the resources to complete the remediation activities.</p>						

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	S	

Bidder's Response:
 The EY EVV Solution Team has the responsibility to provide regulatory updates to the solution. They will closely monitor the CMS requirements and implement the solution changes required to meet the regulations. The new functionality will be provided as an update or a scheduled release dependent on the timing of the regulation,

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 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 https://www.medicaid.gov/medicaid/data-and-systems/mita/index.html	Describe how solution adheres 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 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.	N/A	S	

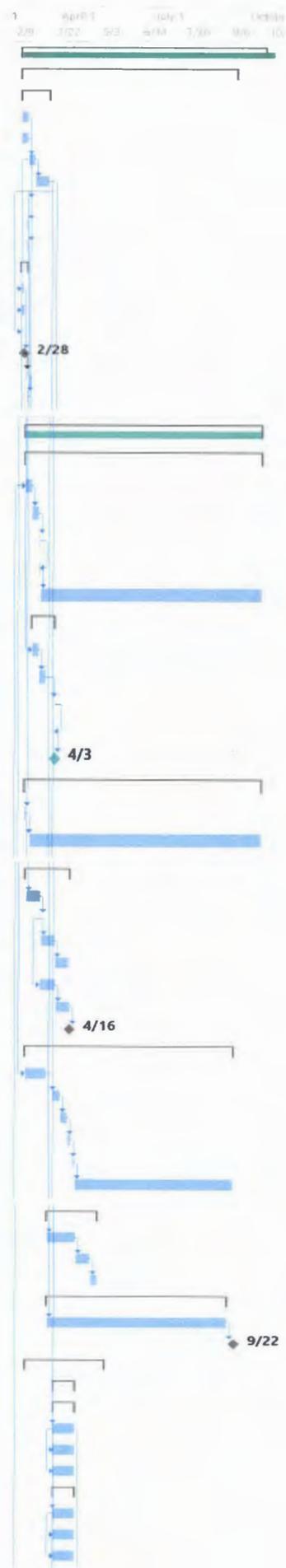
Bidder's Response:
 EVV is architected on a highly configurable, extensible platform with significant capabilities to exchange data with other systems. It fits the modular approach for the new Medicaid systems. Microsoft Dynamics 365 also provides DHHS with a platform that can be used for other business cases within the agency.

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	S	

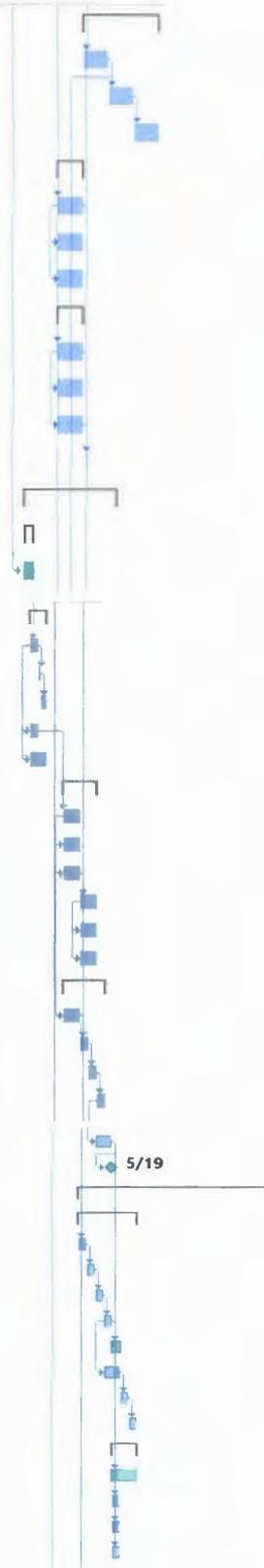
Bidder's Response:

Throughout the implementation, we will coordinate with NE DHHS and the independent validation and verification (IV&V) vendor to provide accurate and timely project status reporting and support the preparation activities for the project initiation and operational milestone reviews. Once the EVV system transitions to operations and maintenance, we will support the activities for the MMIS certification final review. We also provide IV&V services for MMIS modularization, so we understand the programmatic and functional-critical success factors that must be met for certification. We will post all documentation to the SharePoint site established for the certification process.

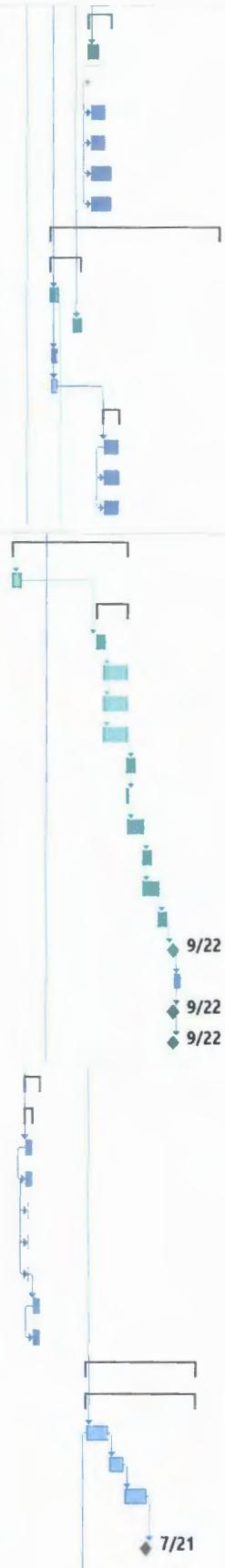
WBS	Task Name	Durati	Start	Finish
1	NE DHHS EVV draft project schedule	170 days	Wed 2/26/20	Tue 10/20/20
1.1	Discover phase begins	150 days	Wed 2/26/20	Tue 9/22/20
1.1.1	Project planning phase	20 days	Wed 2/26/20	Tue 3/24/20
1.1.1.1	Review and verify contract requirements	5 days	Wed 2/26/20	Tue 3/3/20
1.1.1.2	Review current system(s) - MMIS and other EVV systems	5 days	Wed 2/26/20	Tue 3/3/20
1.1.1.3	Review technical and system specifications	5 days	Wed 3/4/20	Tue 3/10/20
1.1.1.4	Finalize project schedule	10 days	Wed 3/11/20	Tue 3/24/20
1.1.1.5	Develop project team contact list	1 day	Fri 2/28/20	Fri 2/28/20
1.1.1.6	Stand up project sharepoint site	1 day	Mon 3/2/20	Mon 3/2/20
1.1.1.7	Validate SharePoint access	1 day	Mon 3/2/20	Mon 3/2/20
1.1.2	Project kickoff meeting	5 days	Wed 2/26/20	Tue 3/3/20
1.1.2.1	Identify project kickoff participants	2 days	Wed 2/26/20	Thu 2/27/20
1.1.2.2	Develop project kickoff meeting agenda and collateral	3 days	Wed 2/26/20	Fri 2/28/20
1.1.2.3	Schedule project kickoff	1 day	Wed 2/26/20	Wed 2/26/20
1.1.2.4	Conduct project kickoff	0 days	Fri 2/28/20	Fri 2/28/20
1.1.2.5	Document project kickoff minutes	1 day	Mon 3/2/20	Mon 3/2/20
1.1.2.6	Distribute project kickoff minutes	1 day	Tue 3/3/20	Tue 3/3/20
1.1.3	EVV project governance	165 days	Wed 3/4/20	Tue 10/20/20
1.1.3.1	Establish EVV steering committee	165 days	Wed 3/4/20	Tue 10/20/20
1.1.3.1.1	Identify participants	5 days	Wed 3/4/20	Tue 3/10/20
1.1.3.1.2	Develop draft charter	5 days	Wed 3/11/20	Tue 3/17/20
1.1.3.1.3	Conduct initial meeting	1 day	Wed 3/18/20	Wed 3/18/20
1.1.3.1.4	Review and finalize committee charter	1 day	Wed 3/18/20	Wed 3/18/20
1.1.3.1.5	Schedule and conduct weekly meetings	154 days	Thu 3/19/20	Tue 10/20/20
1.1.3.2	Establish EVV functional work groups	17 days	Wed 3/11/20	Fri 4/3/20
1.1.3.2.1	Identify participants	5 days	Wed 3/11/20	Tue 3/17/20
1.1.3.2.2	Develop draft charter	5 days	Wed 3/18/20	Tue 3/24/20
1.1.3.2.3	Conduct initial meeting	1 day	Thu 4/2/20	Thu 4/2/20
1.1.3.2.4	Review and finalize functional work groups	1 day	Thu 4/2/20	Thu 4/2/20
1.1.3.2.5	EVV functional specifications complete	0 days	Fri 4/3/20	Fri 4/3/20
1.1.4	Project status reporting	165 days	Wed 3/4/20	Tue 10/20/20
1.1.4.1	Develop project status report template	1 day	Wed 3/4/20	Wed 3/4/20
1.1.4.2	Complete weekly status reports	162 days	Mon 3/9/20	Tue 10/20/20
1.1.5	EVV functional requirements	32 days	Wed 3/4/20	Thu 4/16/20
1.1.5.1	Interview stakeholders	10 days	Wed 3/4/20	Tue 3/17/20
1.1.5.2	Provide EVV solution overviews to NE DHHS	1 day	Wed 3/18/20	Wed 3/18/20
1.1.5.3	Review operations management reports	10 days	Thu 3/19/20	Wed 4/1/20
1.1.5.4	Draft new KPIs for EVV	10 days	Thu 4/2/20	Wed 4/15/20
1.1.5.5	Prioritize EVV requirements	12 days	Wed 3/18/20	Thu 4/2/20
1.1.5.6	Draft EVV solution requirements traceability matrix (RTM)	10 days	Fri 4/3/20	Thu 4/16/20
1.1.5.7	EVV functional requirements complete	0 days	Thu 4/16/20	Thu 4/16/20
1.1.6	Risk management	145 days	Wed 3/4/20	Tue 9/22/20
1.1.6.1	Identify project risks	15 days	Wed 3/4/20	Tue 3/24/20
1.1.6.2	Develop risk management plan	5 days	Wed 4/1/20	Tue 4/7/20
1.1.6.3	Review risk management plan	5 days	Wed 4/8/20	Tue 4/14/20
1.1.6.4	Update risk management plan	3 days	Wed 4/15/20	Fri 4/17/20
1.1.6.5	Finalize risk management plan	2 days	Mon 4/20/20	Tue 4/21/20
1.1.6.6	Update plan as risks are identified	110 days	Wed 4/22/20	Tue 9/22/20
1.1.7	Process redesign	35 days	Wed 3/25/20	Tue 5/12/20
1.1.7.1	Identify processes impacted by EVV	20 days	Wed 3/25/20	Tue 4/21/20
1.1.7.2	Assign process redesign to appropriate work groups	10 days	Wed 4/22/20	Tue 5/5/20
1.1.7.3	Incorporate to-be processes in training plan	5 days	Wed 5/6/20	Tue 5/12/20
1.1.8	CM5 certification	125 days	Wed 3/25/20	Tue 9/15/20
1.1.8.1	Provide project status update	125 days	Wed 3/25/20	Tue 9/15/20
1.1.9	Discover phase is complete	0 days	Tue 9/22/20	Tue 9/22/20
1.2	Define phase begins	55 days	Wed 3/4/20	Tue 5/19/20
1.2.1	Procure environments	15 days	Wed 4/1/20	Tue 4/21/20
1.2.1.1	Dynamics 365 development environments	15 days	Wed 4/1/20	Tue 4/21/20
1.2.1.1.1	Dynamics 365	15 days	Wed 4/1/20	Tue 4/21/20
1.2.1.1.2	Exchange	15 days	Wed 4/1/20	Tue 4/21/20
1.2.1.1.3	Azure Government	15 days	Wed 4/1/20	Tue 4/21/20
1.2.1.2	Dynamics 365 test environment	15 days	Wed 4/1/20	Tue 4/21/20
1.2.1.2.1	Dynamics 365	15 days	Wed 4/1/20	Tue 4/21/20
1.2.1.2.2	Exchange	15 days	Wed 4/1/20	Tue 4/21/20
1.2.1.2.3	Azure Government	15 days	Wed 4/1/20	Tue 4/21/20



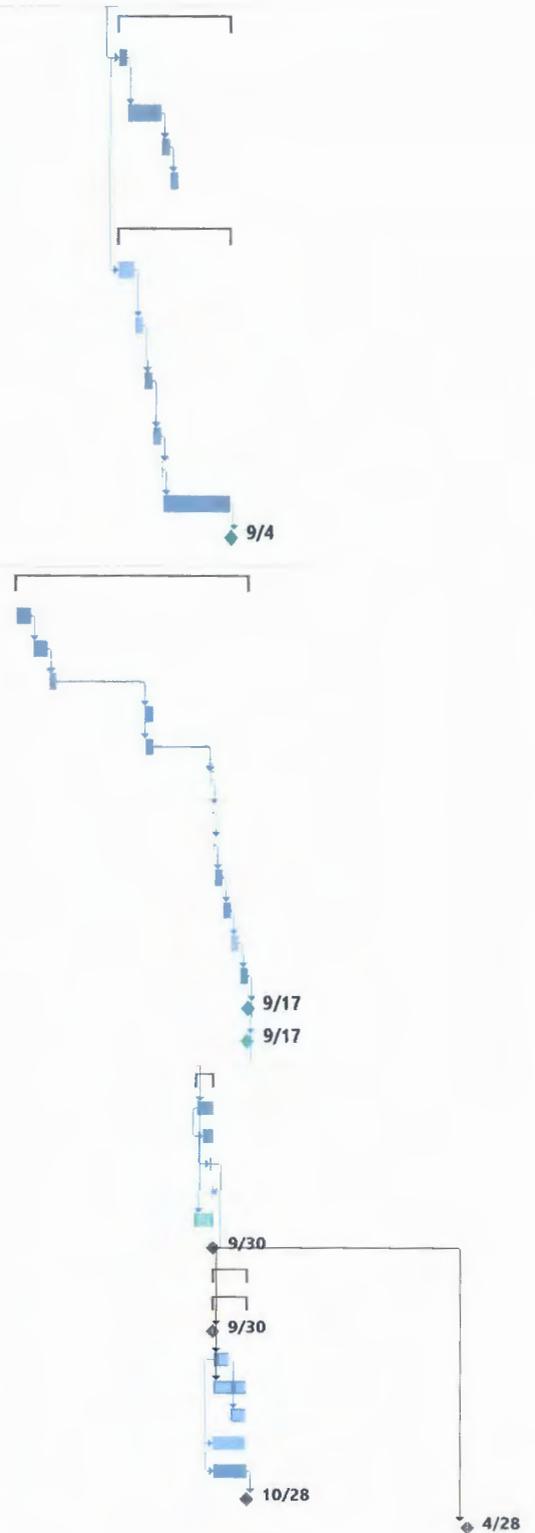
1.2.1.3	• Dynamics 365 user acceptance test (UAT) environment	45 days	Wed 4/22/20	Tue 6/23/20
1.2.1.3.1	Dynamics 365	15 days	Wed 4/22/20	Tue 5/12/20
1.2.1.3.2	Exchange	15 days	Wed 5/13/20	Tue 6/2/20
1.2.1.3.3	Azure Government	15 days	Wed 6/3/20	Tue 6/23/20
1.2.1.4	• Dynamics 365 training environment	15 days	Wed 4/1/20	Tue 4/21/20
1.2.1.4.1	Dynamics 365	15 days	Wed 4/1/20	Tue 4/21/20
1.2.1.4.2	Exchange	15 days	Wed 4/1/20	Tue 4/21/20
1.2.1.4.3	Azure Government	15 days	Wed 4/1/20	Tue 4/21/20
1.2.1.5	• Dynamics 365 production environment	15 days	Wed 4/1/20	Tue 4/21/20
1.2.1.5.1	Dynamics 365	15 days	Wed 4/1/20	Tue 4/21/20
1.2.1.5.2	Exchange	15 days	Wed 4/1/20	Tue 4/21/20
1.2.1.5.3	Azure Government	15 days	Wed 4/1/20	Tue 4/21/20
1.2.2	Enable mobile app distribution	1 day	Fri 4/24/20	Fri 4/24/20
1.2.3	• Functional design	55 days	Wed 3/4/20	Tue 5/19/20
1.2.3.1	• Conduct EVV functional design meetings	5 days	Wed 3/4/20	Tue 3/10/20
1.2.3.1.1	Identify functional gaps	5 days	Wed 3/4/20	Tue 3/10/20
1.2.3.2	• Develop functional specifications	10 days	Wed 3/11/20	Tue 3/24/20
1.2.3.2.1	Developer notes	5 days	Wed 3/11/20	Tue 3/17/20
1.2.3.2.2	Screen mock-ups	2 days	Wed 3/18/20	Thu 3/19/20
1.2.3.2.3	Use cases	3 days	Fri 3/20/20	Tue 3/24/20
1.2.3.2.4	Exception handling	5 days	Wed 3/11/20	Tue 3/17/20
1.2.3.2.5	Workflows	10 days	Wed 3/11/20	Tue 3/24/20
1.2.3.3	• Populate configuration tables	20 days	Wed 4/8/20	Tue 5/5/20
1.2.3.3.1	Forms	10 days	Wed 4/8/20	Tue 4/21/20
1.2.3.3.2	Entities	10 days	Wed 4/8/20	Tue 4/21/20
1.2.3.3.3	Relationships	10 days	Wed 4/8/20	Tue 4/21/20
1.2.3.3.4	Views	10 days	Wed 4/22/20	Tue 5/5/20
1.2.3.3.5	Dashboards	10 days	Wed 4/22/20	Tue 5/5/20
1.2.3.3.6	Reporting	10 days	Wed 4/22/20	Tue 5/5/20
1.2.3.4	• Define system integration requirements	25 days	Wed 4/8/20	Tue 5/12/20
1.2.3.4.1	Document required integration	10 days	Wed 4/8/20	Tue 4/21/20
1.2.3.4.2	Identify data to be shared	5 days	Wed 4/22/20	Tue 4/28/20
1.2.3.4.3	Identify source of record data	5 days	Wed 4/29/20	Tue 5/5/20
1.2.3.4.4	Define conflict handling for updates	5 days	Wed 5/6/20	Tue 5/12/20
1.2.3.5	Review and approve functional designs	10 days	Wed 5/6/20	Tue 5/19/20
1.2.4	Define phase complete	0 days	Tue 5/19/20	Tue 5/19/20
1.3	• Configure and test EVV solution	114 days	Wed 4/22/20	Mon 9/28/20
1.3.1	• Complete configuration	35 days	Wed 4/22/20	Tue 6/9/20
1.3.1.1	Develop custom code if required	5 days	Wed 4/22/20	Tue 4/28/20
1.3.1.2	Creater test plan and test scripts	5 days	Wed 4/29/20	Tue 5/5/20
1.3.1.3	Deploy Configured EVV solution to test environment	5 days	Wed 5/6/20	Tue 5/12/20
1.3.1.4	Execute test plan	5 days	Wed 5/13/20	Tue 5/19/20
1.3.1.5	Log test issues	5 days	Wed 5/20/20	Tue 5/26/20
1.3.1.6	Resolve test issues	10 days	Wed 5/13/20	Tue 5/26/20
1.3.1.7	Finalize testing	5 days	Wed 5/27/20	Tue 6/2/20
1.3.1.8	Deploy configured EVV solution to UAT environment	5 days	Wed 6/3/20	Tue 6/9/20
1.3.2	• Deliver EVV solution documentation	15 days	Wed 5/20/20	Tue 6/9/20
1.3.2.1	Database schema	15 days	Wed 5/20/20	Tue 6/9/20
1.3.2.2	Data dictionaries	5 days	Wed 5/20/20	Tue 5/26/20
1.3.2.3	Entity-relationship diagrams	5 days	Wed 5/20/20	Tue 5/26/20
1.3.2.4	Interface standards	5 days	Wed 5/20/20	Tue 5/26/20



1.3.3	• Complete UAT	15 days	Wed 5/27/20	Tue 6/16/20
1.3.3.1	Demo configured EVV solution to DHHS	6 days	Wed 5/27/20	Wed 6/3/20
1.3.3.2	Kick off UAT	1 day	Thu 5/28/20	Thu 5/28/20
1.3.3.3	Facilitate UAT	10 days	Thu 5/28/20	Wed 6/10/20
1.3.3.4	Review reported issues	10 days	Thu 5/28/20	Wed 6/10/20
1.3.3.5	Resolve test issues	14 days	Thu 5/28/20	Tue 6/16/20
1.3.3.6	Deliver updates as necessary	14 days	Thu 5/28/20	Tue 6/16/20
1.3.4	• Data migration and integration design	110 days	Wed 4/22/20	Tue 9/22/20
1.3.4.1	• Install and enable data migration and integration server	20 days	Wed 4/22/20	Tue 5/19/20
1.3.4.1.1	Development environment	5 days	Wed 4/22/20	Tue 4/28/20
1.3.4.1.2	UAT Environment	5 days	Wed 5/13/20	Tue 5/19/20
1.3.4.1.3	Dynamics 365	5 days	Wed 4/22/20	Tue 4/28/20
1.3.4.1.4	Production environment	5 days	Wed 4/22/20	Tue 4/28/20
1.3.4.2	• Complete migration and integration design	11 days	Tue 6/9/20	Tue 6/23/20
1.3.4.2.1	Deliver MES schema for integration	10 days	Tue 6/9/20	Mon 6/22/20
1.3.4.2.2	Create data mapping document	11 days	Tue 6/9/20	Tue 6/23/20
1.3.4.2.3	Review and finalize data mapping	11 days	Tue 6/9/20	Tue 6/23/20
1.3.4.3	• Complete migration and integration build	75 days	Wed 4/29/20	Tue 8/11/20
1.3.4.3.1	Develop data migration and integratino staging database	5 days	Wed 4/29/20	Tue 5/5/20
1.3.4.3.2	• Develop data migration packages	20 days	Wed 7/15/20	Tue 8/11/20
1.3.4.3.2.1	Develop data integration packages	5 days	Wed 7/15/20	Tue 7/21/20
1.3.4.3.2.2	Execute data migration from MES to staging database	15 days	Wed 7/22/20	Tue 8/11/20
1.3.4.3.2.3	Execute data migration from MES to UAT environment	15 days	Wed 7/22/20	Tue 8/11/20
1.3.4.3.2.4	Enable integration with MES in UAT environment	15 days	Wed 7/22/20	Tue 8/11/20
1.3.4.4	Conduct migration and integration testing	5 days	Tue 8/11/20	Mon 8/17/20
1.3.4.5	Kick off UAT	1 day	Tue 8/11/20	Tue 8/11/20
1.3.4.6	Facilitate UAT	10 days	Wed 8/12/20	Tue 8/25/20
1.3.4.7	Review reported issues	5 days	Wed 8/26/20	Tue 9/1/20
1.3.4.8	Resolve test issues	10 days	Wed 8/26/20	Tue 9/8/20
1.3.4.9	Deliver updates as necessary	5 days	Wed 9/9/20	Tue 9/15/20
1.3.4.10	EVV UAT complete	0 days	Tue 9/22/20	Tue 9/22/20
1.3.5	Repair defects identified for CMS certification process	5 days	Tue 9/22/20	Mon 9/28/20
1.3.6	EVV data migration and integration design complete	0 days	Tue 9/22/20	Tue 9/22/20
1.3.7	Configure and test phase is complete	0 days	Tue 9/22/20	Tue 9/22/20
1.4	• Develop communication strategy	10 days	Wed 4/1/20	Tue 4/14/20
1.4.1	• Develop communication approach	5 days	Wed 4/1/20	Tue 4/7/20
1.4.1.1	Audience	5 days	Wed 4/1/20	Tue 4/7/20
1.4.1.2	Medium	5 days	Wed 4/1/20	Tue 4/7/20
1.4.1.3	Frequency	1 day	Fri 4/3/20	Fri 4/3/20
1.4.1.4	Key messages	1 day	Fri 4/3/20	Fri 4/3/20
1.4.1.5	Key milestones	1 day	Fri 4/3/20	Fri 4/3/20
1.4.2	Develop communication plan	5 days	Wed 4/8/20	Tue 4/14/20
1.4.3	Review and finalize communication plan	5 days	Wed 4/8/20	Tue 4/14/20
1.5	• Training and education	72 days	Wed 5/27/20	Fri 9/4/20
1.5.1	• Training	71 days	Wed 5/27/20	Wed 9/2/20
1.5.1.1	Assess training needs	15 days	Wed 5/27/20	Tue 6/16/20
1.5.1.2	Develop training curriculum	10 days	Wed 6/17/20	Tue 6/30/20
1.5.1.3	Develop training detailed plan (includes type of learning ,e.g., delivery method)	15 days	Wed 7/1/20	Tue 7/21/20
1.5.1.4	Training plan complete	0 days	Tue 7/21/20	Tue 7/21/20



1.5.1.5	• Develop e-learning content	66 days	Wed 6/3/20	Wed 9/2/20
1.5.1.5.1	Work with EY extended team to understand process and system specifications inputs into training content	5 days	Wed 6/3/20	Tue 6/9/20
1.5.1.5.2	Develop e-learning content	20 days	Wed 6/10/20	Tue 7/7/20
1.5.1.5.3	Conduct e-learning content review with EY extended team	5 days	Wed 7/8/20	Tue 7/14/20
1.5.1.5.4	Finalize e-learning material (videos, FAQ, quick reference guides, etc.)	5 days	Wed 7/15/20	Tue 7/21/20
1.5.1.5.5	• Develop ILT/TTT/Proficiency training content	66 days	Wed 6/3/20	Wed 9/2/20
1.5.1.5.5.1	Work with EY extended team to understand overall process and system specifications inputs into training content	10 days	Wed 6/3/20	Tue 6/16/20
1.5.1.5.5.2	Work with IT team to develop training sandbox and sample data	5 days	Wed 6/17/20	Tue 6/23/20
1.5.1.5.5.3	Develop ILT/TTT/Proficiency content (consult with developers as required)	5 days	Wed 6/24/20	Tue 6/30/20
1.5.1.5.5.4	Conduct ILT/TTT/Proficiency review with EY extended team	5 days	Wed 7/1/20	Tue 7/7/20
1.5.1.5.5.5	Finalize ILT/TTT/Proficiency training material	1 day	Wed 7/8/20	Wed 7/8/20
1.5.1.5.5.6	Deploy training program (ILT/TTT/Proficiency)	40 days	Thu 7/9/20	Wed 9/2/20
1.5.2	Training and education phase is complete	0 days	Fri 9/4/20	Fri 9/4/20
1.6	• Launch phase	138 days	Mon 3/9/20	Thu 9/17/20
1.6.1	Define operational processes and procedures	10 days	Mon 3/9/20	Fri 3/20/20
1.6.2	Review and finalize operational processes and procedures	10 days	Mon 3/23/20	Fri 4/3/20
1.6.3	Define SLAs	5 days	Mon 4/6/20	Fri 4/10/20
1.6.4	Develop operations dashboard	5 days	Wed 6/24/20	Tue 6/30/20
1.6.5	Develop operations reports	5 days	Wed 6/24/20	Tue 6/30/20
1.6.6	Deploy EVV solution to production environment	1 day	Mon 8/17/20	Mon 8/17/20
1.6.7	Execute data migration from MMIS	1 day	Tue 8/18/20	Tue 8/18/20
1.6.8	Enable integration with MMIS	1 day	Wed 8/19/20	Wed 8/19/20
1.6.9	End-to-end testing and data validation of EVV solution	5 days	Thu 8/20/20	Wed 8/26/20
1.6.10	Monitor end user training completion	5 days	Thu 8/27/20	Wed 9/2/20
1.6.11	Identify go-live support resources	5 days	Thu 9/3/20	Wed 9/9/20
1.6.12	Develop go-live support schedule	5 days	Thu 9/10/20	Wed 9/16/20
1.6.13	EVV operational complete	0 days	Thu 9/17/20	Thu 9/17/20
1.6.14	Launch phase complete	0 days	Thu 9/17/20	Thu 9/17/20
1.7	• Go-live	10 days	Thu 9/17/20	Wed 9/30/20
1.7.1	Track go-live issues	10 days	Thu 9/17/20	Wed 9/30/20
1.7.2	Resolve go-live issues	7 days	Tue 9/22/20	Wed 9/30/20
1.7.3	Address defects	2 days	Mon 9/28/20	Tue 9/29/20
1.7.4	Deliver updates if necessary	1 day	Wed 9/30/20	Wed 9/30/20
1.7.5	CMS certification - operational task	10 days	Thu 9/17/20	Wed 9/30/20
1.7.6	EVV go-live	0 days	Wed 9/30/20	Wed 9/30/20
1.8	• Post go-live support	20 days	Wed 9/30/20	Wed 10/28/20
1.8.1	• Transition to operations	20 days	Wed 9/30/20	Wed 10/28/20
1.8.1.1	Post go-live support begins	0 days	Wed 9/30/20	Wed 9/30/20
1.8.1.2	Post go-live support	10 days	Thu 10/1/20	Wed 10/14/20
1.8.1.3	Transition from Go-live support to managed care help desk	20 days	Thu 10/1/20	Wed 10/28/20
1.8.1.4	Transition to information technology oversight committee	10 days	Thu 10/15/20	Wed 10/28/20
1.8.1.5	Activate operations processes and procedures	20 days	Thu 10/1/20	Wed 10/28/20
1.8.1.6	Activate operations dashboards and reports	20 days	Thu 10/1/20	Wed 10/28/20
1.8.2	Post go-live activities complete	0 days	Wed 10/28/20	Wed 10/28/20
2	CMS certification complete	151 days	Wed 9/30/20	Wed 4/28/21



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REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance with the procedures stated in this Request for Proposal, and agrees to the terms and conditions unless otherwise indicated in writing and certifies that bidder maintains a drug free work place.

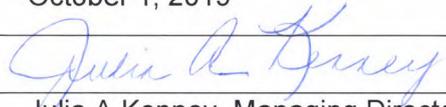
Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603 DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Contractors. This information is for statistical purposes only and will not be considered for contract award purposes.

_____ NEBRASKA CONTRACTOR AFFIDAVIT: Bidder hereby attests that bidder is a Nebraska Contractor. "Nebraska Contractor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the posting date of this RFP.

_____ I hereby certify that I am a Resident disabled veteran or business located in a designated enterprise zone in accordance with Neb. Rev. Stat. § 73-107 and wish to have preference, if applicable, considered in the award of this contract.

_____ I hereby certify that I am a blind person licensed by the Commission for the Blind & Visually Impaired in accordance with Neb. Rev. Stat. §71-8611 and wish to have preference considered in the award of this contract.

FORM MUST BE SIGNED USING AN INDELIBLE METHOD (NOT ELECTRONICALLY)

FIRM:	Ernst & Young LLP
COMPLETE ADDRESS:	55 Ivan Allen Jr Boulevard Suite 1000 Atlanta, GA 30308
TELEPHONE NUMBER:	404 817 8715
FAX NUMBER:	844 317 5659
DATE:	October 1, 2019
SIGNATURE:	
TYPED NAME & TITLE OF SIGNER:	Julia A Kenney, Managing Director

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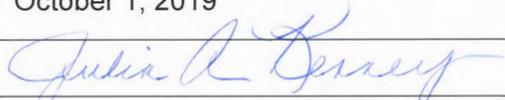
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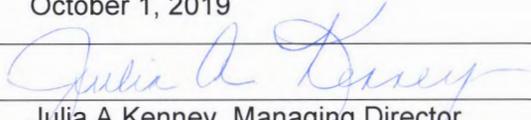
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TYPED NAME & TITLE OF SIGNER:	Julia A Kenney, Managing Director