prime care TECHNOLOGIES

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Aggregator

for

Electronic Visit Verification

Solicitation Number RFP 6113 Z1

Prepared by

Prime Care Technologies, Inc.

6650 Sugarloaf Parkway, Suite 400

Duluth, GA 30097

www.PrimeCareTech.com

Joe Brown, VP Customer Success

October 4, 2019

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October 4, 2019

Ms. Julie Schiltz & Ms. Annette Walton
State Purchasing Bureau
State of Nebraska
1526 K Street, Suite 130
Lincoln, NE 68505

Dear Ms's Schiltz and Walton,

Prime Care Technologies, Inc. (PCT) is proud to reply to your Request for Proposal, Solicitation Number RFP 6113 Z1 for Electronic Visit Verification System (EVV).

We have provided our responses and welcome any questions you may have about our submission.

To reach us, please contact me directly.

Sincerely,

Joseph W. Brown
Vice President, Customer Success
Prime Care Technologies, Inc.
6650 Sugarloaf Parkway, Suite 400
Duluth, GA 30097
770-870-2862 Work number
678-527-2200 Fax number
joe.brown@primecaretech.com
www.primecaretech.com

State of Nebraska State Purchasing Bureau
REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES

RETURN TO:
State Purchasing Bureau
1526 K Street, Suite 130
Lincoln, NE 68508
Phone: (402) 471-6500

SOLICITATION NUMBER	RELEASE DATE
RFP 6113 Z1	August 9, 2019
OPENING DATE AND TIME	**PROCUREMENT CONTACT**
October 07, 2019 at 2:00 p.m. Central Time	Julie Schiltz/Annette Walton

PLEASE READ CAREFULLY!

SCOPE OF SERVICE

The State of Nebraska (State), Department of Administrative Services (DAS), Materiel Division, State Purchasing Bureau (SPB), is issuing this Request for Proposal (RFP) Number 6113 Z1 for the purpose of selecting a qualified bidder to provide Electronic Visit Verification Solution. A more detailed description can be found in Section V. The resulting contract may not be an exclusive contract as the State reserves the right to contract for the same or similar services from other sources now or in the future.

The term of the contract will be five (5) years commencing upon execution of the contract by the State and the bidder. The contract includes the option to renew for three (3) additional two (2) year periods upon mutual agreement of the Parties. The State reserves the right to extend the period of this contract beyond the termination date when mutually agreeable to the Parties.

ALL INFORMATION PERTINENT TO THIS REQUEST FOR PROPOSAL CAN BE FOUND ON THE INTERNET AT: **http://das.nebraska.gov/materiel/purchasing.html**.

IMPORTANT NOTICE: Pursuant to Neb. Rev. Stat. § 84-602.04, State contracts in effect as of January 1, 2014, and contracts entered into thereafter, must be posted to a public website. The resulting contract, the RFP, and the successful bidder's proposal or response will be posted to a public website managed by DAS, which can be found at http://statecontracts.nebraska.gov.

In addition and in furtherance of the State's public records Statute (Neb. Rev. Stat. § 84-712 et seq.), all proposals or responses received regarding this RFP will be posted to the State Purchasing Bureau public website.

These postings will include the entire proposal or response. Bidders must request that proprietary information be excluded from the posting. The bidder must identify the proprietary information, mark the proprietary information according to state law, and submit the proprietary information in a separate container or envelope marked conspicuously in black ink with the words "PROPRIETARY INFORMATION". The bidder must submit a detailed written document showing that the release of the proprietary information would give a business advantage to named business competitor(s) and explain how the named business competitor(s) will gain an actual business advantage by disclosure of information. The mere assertion that information is proprietary or that a speculative business advantage might be gained is not sufficient. (See Attorney General Opinion No. 92068, April 27, 1992) THE BIDDER MAY NOT ASSERT THAT THE ENTIRE PROPOSAL IS PROPRIETARY. COST PROPOSALS WILL NOT BE CONSIDERED PROPRIETARY AND ARE A PUBLIC RECORD IN THE STATE OF NEBRASKA. The State will then determine, in its discretion, if the interests served by nondisclosure outweighs any public purpose served by disclosure. (See Neb. Rev. Stat. § 84-712.05(3)) The Bidder will be notified of the agency's decision. Absent a State determination that information is proprietary, the State will consider all information a public record subject to release regardless of any assertion that the information is proprietary.

If the agency determines it is required to release proprietary information, the bidder will be informed. It will be the bidder's responsibility to defend the bidder's asserted interest in non-disclosure.

To facilitate such public postings, with the exception of proprietary information, the State of Nebraska reserves a royalty-free, nonexclusive, and irrevocable right to copy, reproduce, publish, post to a website, or otherwise use any contract, proposal, or response to this RFP for any purpose, and to authorize others to use the documents. Any individual or entity awarded a contract, or who submits a proposal or response to this RFP, specifically waives any copyright or other protection the contract, proposal, or response to the RFP may have; and, acknowledges that they have the ability and authority to enter into such waiver. This reservation and waiver is a prerequisite for submitting a proposal or response to this RFP, and award of a contract. Failure to agree to the reservation and waiver will result in the proposal or response to the RFP being found non-responsive and rejected.

Any entity awarded a contract or submitting a proposal or response to the RFP agrees not to sue, file a claim, or make a demand of any kind, and will indemnify and hold harmless the State and its employees, volunteers, agents, and its elected and appointed officials from and against any and all 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, sustained or asserted against the State, arising out of, resulting from, or attributable to the posting of the contract or the proposals and responses to the RFP, awards, and other documents.

1	Proposal
2	Attachment A RTM
3	Attachment B
4	Attachment C BAA
5	Cost Proposal
6	Request for Proposal
7	
8	
9	
10	

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www.PrimeCareTech.com

Joe Brown, VP Customer Success

October 4, 2019

I. REQUEST FOR PROPOSAL FORM

This requirement is met via the attached and signed RFP for Contractual Services Form

II. CORPORATE OVERVIEW

A. BIDDER IDENTIFICATION AND IINFORMATION

www.primecaretech.com
Prime Care Technologies, Inc.
6650 Sugarloaf Parkway, Suite 400
Duluth, Georgia 30097
A State of Georgia Incorporation, established March 26, 2003

Since 2003, Prime Care Technologies, Inc. ("PCT") has equipped healthcare providers, payers, and state agencies with flexible hosting, managed services and cloud-based software solutions that continue to evolve based on the ongoing needs of healthcare related service delivery. PCT has deep experience in multi-vendor interoperability and data integration:

- Data integrated from over 160 healthcare applications into the leading data warehouse in Post-Acute Care
- Industry shaping experience gaining access to required data from closed systems
- 3,500+ Electronic Data Interchange ("EDI") payer integrations
- State of the art Electronic Medical Records ("EMR") recognition technologies for managed care

More about PCT:

- 175+ yrs. Healthcare IT experience across executive team
- 150 employees with more than 50% dedicated to customer success
- Technology-driven solutions based on 6,500+ facility base in 48 states
- 200+ healthcare/IT partnerships
- Completed hundreds of third party development projects
- Completed hundreds of application development projects internally and for customers

B. FINANCIAL STATEMENTS

Upon award of Bid from the State of Nebraska DHHS, PCT will provide financial statements applicable to the firm as required by the RFP.

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.
PCT accepts this requirement.

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.
Prime Care Technologies, Inc.
6650 Sugarloaf Parkway, Suite 400

Duluth, Georgia 30097

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.
PCT declares no such relationship.

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.
PCT declares no such relationship.

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.
PCT declares no such relationship.

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.
PCT declares no such action has occurred.

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.

Currently, as of October 4, 2019, PCT is working directly with four (4) enterprise Electronic Visit Verification Vendors, five (5) States, and several Care Providers/Agencies on certifications in those States. Our VNA will connect those entities together through our VNA and provide an alternative route, supported by States, to use an alternate EVV system and our VNA to submit per the requirements of the Cures Act.

Additionally, we have enterprise class customers for whom we provide interface and integration expertise. A partial list is provided below for your convenience.

PCT Summary Matrix of Client References and Case Studies

PCT Interface References:

Customer:	Gordon Food Service
Case Study:	Customer needed their vendors to work with another 3rd party system to get data integrated in a format that the vendors were not able to deliver. Modifying the vendor data to integrate directly 3rd party system would have taken up to twelve months to complete. primeCONNECT was able to modify the data formats to meet specifications required for full or complete integration in less than 60 days.
Individual to Contact:	Eric Kaniewski
Title:	eBusiness Technical Specialist
Office:	616-717-6227
Email:	eric.kaniewski@gfs.com
Individual to Contact:	Bryan Vaughn
Title:	National Account Manager- Healthcare
Office:	616-717-7553
Email:	bryan.vaughn@gfs.com

PCT Interface References:

Customer:	Medline Industries, Inc.
Case Study:	Customer needed their vendors to work with another 3rd party system to get data integrated in a format that the vendors were not able to deliver. Modifying the vendor data to integrate directly 3rd party system would have taken up to twelve months to complete. primeCONNECT was able to modify the data formats to meet specifications required for full or complete integration in less than 60 days.
Individual to Contact:	Christopher Lucas
Title:	Partner Integration
Office:	847-837-2741
Email:	clucas@medline.com
Customer:	US Foods
Case Study	Customer needed their vendors to work with another 3rd party system to get data integrated in a format that the vendors were not able to deliver. Modifying the vendor data to integrate directly 3rd party system would have taken up to twelve months to complete. primeCONNECT was able to modify the data formats to meet specifications required for full or complete integration in less than 60 days.
Individual to Contact:	Ken Heilman
Title:	Manager, Solution Development
Office:	480-766-5287

Email:	ken.heilman@usfoods.com

PCT Portal References:

Customer:	Mission Health Communities
Case Study:	Customer uses primeVIEW (Portal) to analyze daily Census, Cash Flow, Labor, Five Star, and Quality Metrics for day to day decision making in staffing and reporting. Customer integrated with multiple EMR, billing, time and attendance, and other vendors.
Individual to Contact:	Stuart Lindeman
Title:	President
Office:	813-397-1773
Email:	slindeman@missionhealthcommunities.com

Customer:	Administrative Systems, Inc.
Case Study:	If needed
Individual to Contact:	Ms. Toni Parkinson
Title:	President
Telephone:	(601) 709-1408
Email:	tparkinson@asimgt.com

PCT Hosting References:

Customer:	DND Mobile Care Solutions
Case Study:	EVV Provider required High Availability solution to provide highest level of performance for their Customers. PCT architected, staged, tested, built, then deployed successful High Availability solution now in tact for DND Mobile Care Solutions.
Individual to Contact:	Donald O' Rourke
Title:	President
Office:	561-615-1564
Email:	dorourke@dndmcs.com

Customer:	Blue Summit Software
Case Study	Newly formed EVV, billing, case management software company needed secure data center and Managed IT Services along with Tier 1-2-3 support. PCT onboarded within 60 days and now provides Help desk and IT infrastructure support.
Individual to Contact:	David Schauer
Title:	Chief Executive Officer
Office:	417-986-5258
Email:	dschaeur@bluesummit.io

I. SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH

Prime Care Technologies was founded upon two guiding principles: 1) provide exceptional service to forge long lasting relationships, and 2) use technology to enhance and support the operations of the people and organizations it serves. We are organized to deliver on these two principles. The principle owner of PCT is the President and CEO, Jim Hoey, and the remaining ownership is spread across various members of the executive team.

PCT Leadership:

Jim Hoey - Co-Founder, President and Chief Executive Officer

Carl Mickiewicz – Chief Operating Officer
William Layfield - Co-Founder, Chief Technical Officer
Cheryl Fields – Chief Product Officer
Peter Teichert – Chief Information Security Officer
Russ Hertzberg – Vice President, Technology Solutions
Steve Baugh - Senior Architect, Data Interoperability
Joe Brown - Vice President, Customer Success

PCT is organized by department as follows:

- Customer Success Management
- Network / Data Center Architect
- Systems Engineering, which includes specialist engineers in Active Directory, Citrix, Storage Area Networking, MS Exchange, VM Ware, Anti-virus, Backups,
- Operations Engineering which includes Systems, Network and Field Engineering
- Technical Support Services which include help desk
- Office of Risk Management which includes Compliance and Kronos services
- Sales and Marketing
- Software Development which includes our primeVIEW software development team

Certifications and training that Prime Care Technologies' engineers and technicians hold include:

- Certified Wireless Network Administrator
- CSA
- Cisco Certified Network Associate
- Cisco Certified Network Professional
- Cisco Certified Design Associate
- Microsoft Certified Professional
- UNIX System 5 Certification
- ANSI SQL Certification
- Microsoft NT Certification
- AS/400 Certification
- COMP TIA A+
- COMP TIA Network +
- Associate in Computer Science
- Shoretel Certified Engineer and Architect
- VMware-VCP5-Data Center virtualization 2015 certification, Nutanix Certification.
- Fortinet NSE
- CCA - Citrix Access Gateway 4.5 Advanced Edition
- CCA - XenDesktop 5.0
- CCA - XenApp 6.5
- CSSA - SonicWall Network Security Administration

The average number of years of experience for our system engineering team is 12, for our network engineering team is 7, and for our service desk team is 6.

III. TECHNICAL APPROACH

i. General EVV Solution Requirements

DHHS is seeking a solution that is comprehensive, configurable and supports consumer preferences for communication and training options. DHHS expects Contractor to bring industry experience and best practices to the Nebraska EVV implementation and operation to improve efficiencies and simplify operations. Solution should be easily accessible, minimally burdensome and system and browser agnostic.

PCT Response

The VNA is a Prime Care Technologies (PCT) Open System solution that supports the collection of any valid electronic visit verification (EVV) vendor data format and electronic medical record (EMR) format for transformation / aggregation into any state Medicaid repository. A valid EVV vendor format is one that contains the minimum required data elements for each data type for a specific state Medicaid system. The PCT interface for 3rd party EVV vendors includes data type support for providers (businesses), employees (staff/direct care workers), patients (individuals), and visits (plus the associated calls, modifications, and adjustments). The EMR interface support includes the standard transaction sets such as orders, treatments, progress, claims, eligibility, remittances, etc. The VNA vendor connections run over secure (HTTPS) public internet connections. The front end portal applications and analytics are browser agnostic. The backend runs on industry standard servers, operating systems, and databases.

ii. Electronic Visit Verification Requirements

DHHS serves a very diverse population in varied geographical settings: urban, rural and frontier. The proposed solution must have primary and alternate methods for verification which will provide options for the caregivers in any area of the State. Since each participant may have multiple services, provided by different caregivers, the solution must support each service and allow for different service providers to deliver services as authorized in approved locations. It is expected that the solution will provide capabilities to support caregivers, participants, State staff, agency providers and others as designated and approved. Solution must also be configurable and flexible enough to handle services from multiple agencies, programs and following diverse program policies.

PCT Response

The VNA support multiple 3rd party EVV solutions in use by state MCOs. Each of these solutions supports a range of tracking, maintenance, and auditing technologies for visit data collection including Fixed Visit Verification Devices (FVVD), telephony based, and mobile application/GPS. Current supported vendors include Caretime, Dial N Document, Shoshana, Ankota, with two dozen more in various stages of interface.

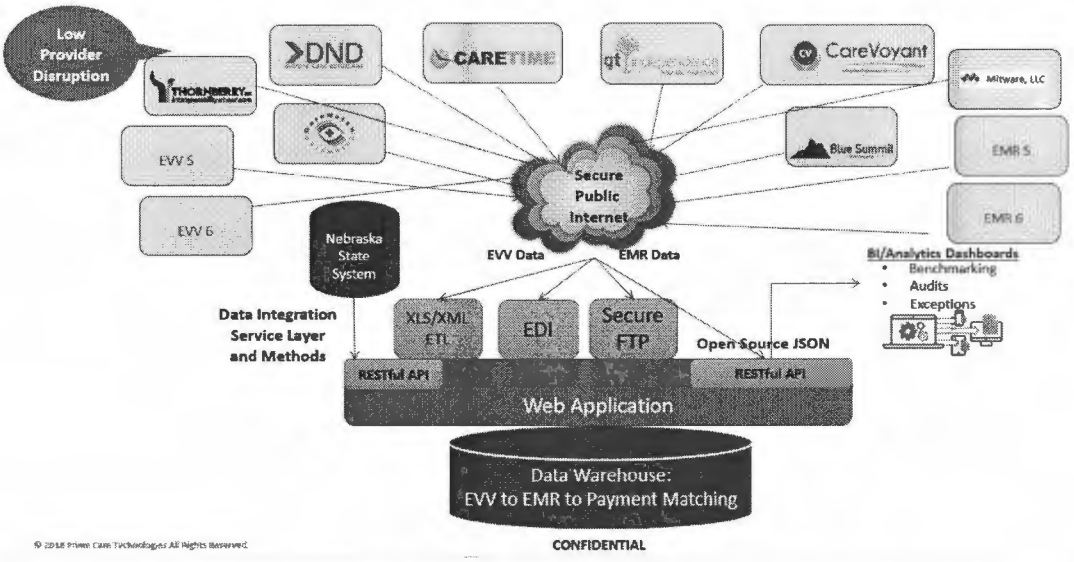
iii. Aggregator Requirements

In order to ensure comprehensive EVV data management and reporting, all data captured by the state EVV solution should be combined with data consolidated from any provider agency EVV solutions. In this open vendor model, the state EVV Solution will provide aggregator functions to ensure the appropriate consolidation, processing and tracking of all EVV Services covered within the DHHS programs. DHHS is also open to alternative solutions and Contractor suggestions that have proven successful in other implementations.

To meet the requirement for EVV system use, providers must either (1) use the state-contracted EVV solution resulting from this RFP or (2) at the provider's own expense and sole responsibility, use an alternative EVV system that meets the requirements defined by DHHS. Any such certified alternative EVV system must transmit all EVV data to the state-contracted EVV solution on a secure, seamless, real-time basis consistent with DHHS-approved specifications.

PCT Response

A key value of the VNA is that it is an Open System. Open System should not be confused with Open Source. Open System refers to our deliberate effort to provide any and all 3rd party EVV and EMR vendors with easy, standardized access to the VNA data aggregation services. Open System refers to providing continuous, full documentation of the API interface, data formats, and access methods to the platform, in a fully transparent and vendor neutral fashion.



The VNA includes the primeCONNECT (PCN) data integration platform, which is a mature data integration engine used in production for a wide range of EDI, XML, CSV, web service, and RESTFUL API production interfaces between applications and systems. The platform will operate in two modes for the state of Nebraska solution:

- As an API and integration service provider for the 3rd party EVV and EMR vendor data
- As an API consumer for the integration of VNA data with the Nebraska MMIS

The data integration platform supports multiple interfaces (web service, RESTful, secure FTP, database, etc.), protocols (TCP/IP, Soap, etc.), and data formats (XML, X12, proprietary, etc.).

iv. Privacy and Security Requirements

Because the EVV solution will contain sensitive information such as PII and PHI, privacy and security are critical. Each user must have individual access credentials and be allowed access to only the data and functions required to do that user's specific task responsibilities. The environment and the sensitive data must be secured in transit and storage from a logical and physical basis.

The solution must comply with all applicable laws and regulations regarding privacy, including but not limited to the Health Insurance Portability and Accountability Act (HIPAA), and the provisions contained in the Business Associate Agreement Provisions – Attachment C.

In the provision of any service under this contract, the Contractor must comply with all applicable laws, including but not limited to federal and state: statutes, rules and regulations, and guidance documents. Compliance includes, but is not limited to: The Health Information Protection and Portability Act (HIPAA), as set forth in Attachment D and the Medicaid-specific, above-and-beyond-HIPAA privacy protections found at 42 CFR Part 431, Subpart F.

PCT Response

The VNA is hosted in our Tier III data center located in Suwanee, Georgia. Our data center includes 9 locations in the United States, including our disaster recovery site in Dallas, Texas. These facilities are SOC 2 Type 2-compliant, with N+1 redundancy for all ping, pipe, and power services. This redundancy level can be extended to all of the storage, database servers, and application servers of the VNA. The VNA server cluster can also be load balanced to allow for a higher number of users simultaneously accessing the system. The system will be delivered with a minimum of 99.9 % uptime.

The VNA identity and access management (IDAM) services are based upon the Microsoft Active Directory Federated Services (ADFS). Server side of VNA will implement ADFS 2016 including token authorization manager and application group manager. Client side will implement ADAL and

OWIN. All code developed is built using a commercial secure coding toolset that promotes software development practice adherence to OWASP benchmarks. The SaaS hosting for the VNA uses a defense in depth approach, including firewalls, VPN, Intrusion Detection Systems (IDS), and email filtering. During development stage, real recipient data is automatically anonymized at high speed to create accurate test data sets where the PHI is de-identified. As a result, no one sees the actual PHI of any patients during development and integration.

The VNA achieves HIPAA, HITECH act, and Related NIST compliance using defense in depth methods. This includes Firewalls, Web Proxy Services, Email Filtering, Physical Access Security Systems, VPN Services, Identity and Access Management Services, and Penetration Testing. PHI data is anonymized for purposes of software development and testing. Employees are continuously trained and tested on HIPAA compliance rules.

v. Reporting Requirements

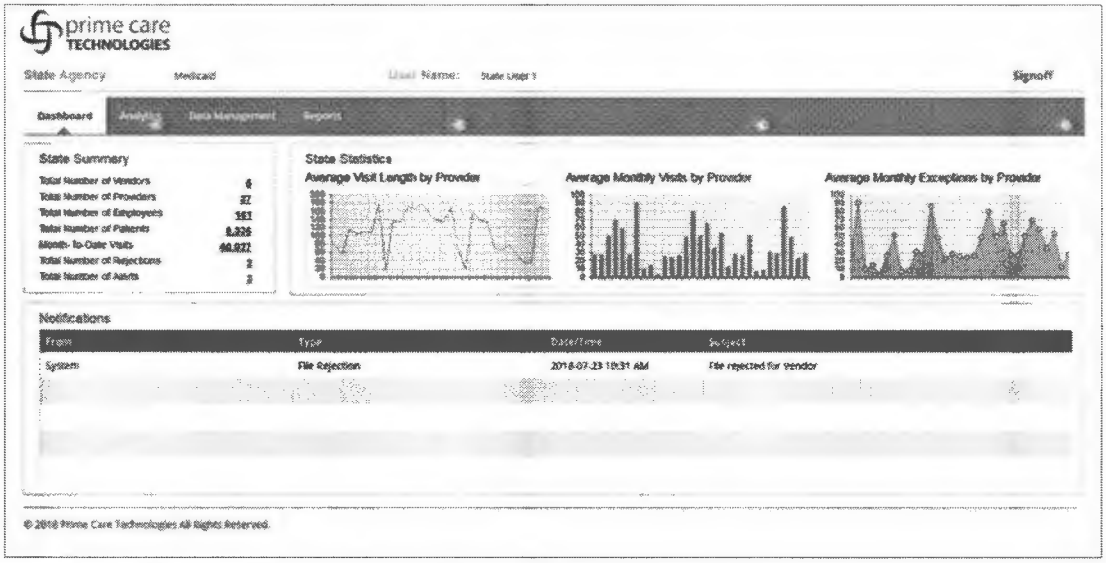
DHHS must meet all federal reporting requirements, as well as those imposed by Nebraska regulations and policies. In addition, program integrity efforts will depend heavily on reporting capabilities from the EVV visit and claim data. The EVV Solution must have the flexibility to provide reporting for multiple perspectives: state staff, providers, participants and eventually Managed Care Organizations (MCOs). A standard library of reports should be provided with the proposal and will be finalized after reviews with DHHS to determine what additional reporting may be required to meet DHHS needs. Reporting capabilities need to be flexible enough for printing, transfer via multiple output formats and methods, and be customizable by the end user to meet that user's individual needs.

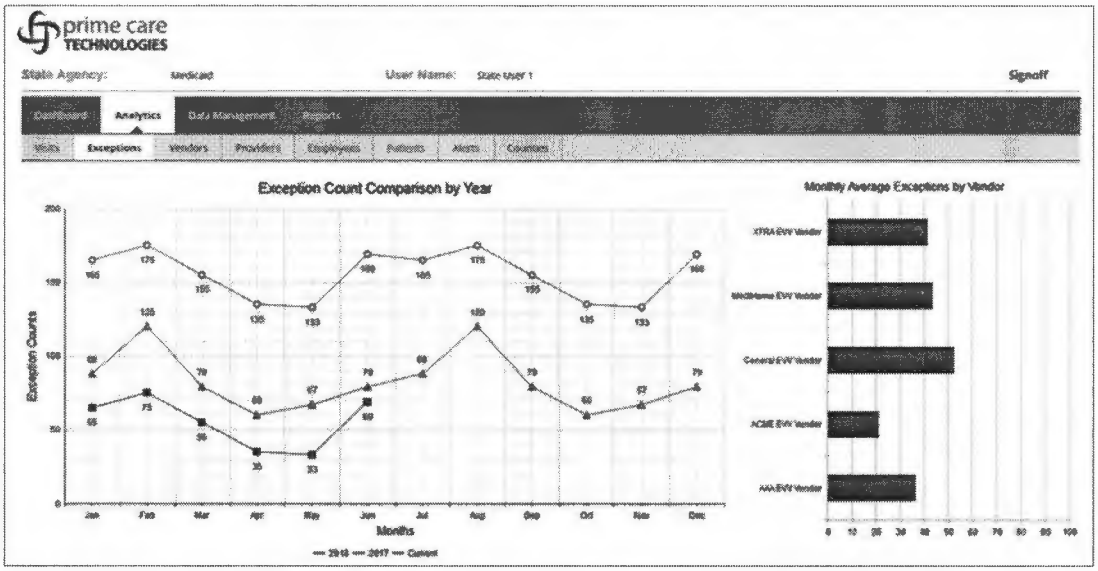
The EVV solution must provide a variety of reports, with the capability for generating ad hoc reports as necessary for purposes of program operations management, program integrity, oversight and planning.

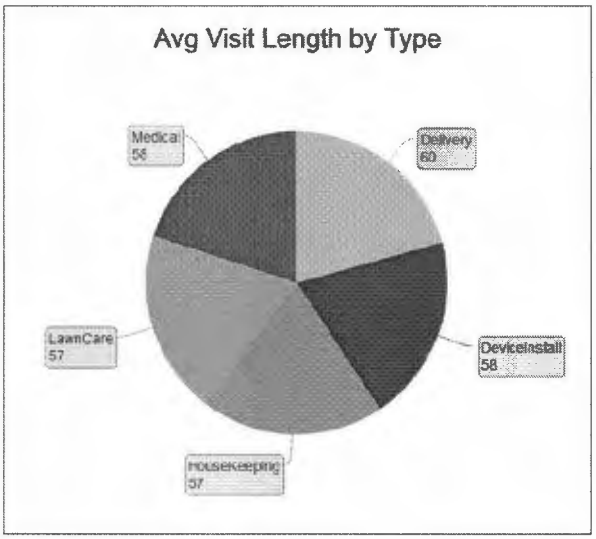
PCT Response

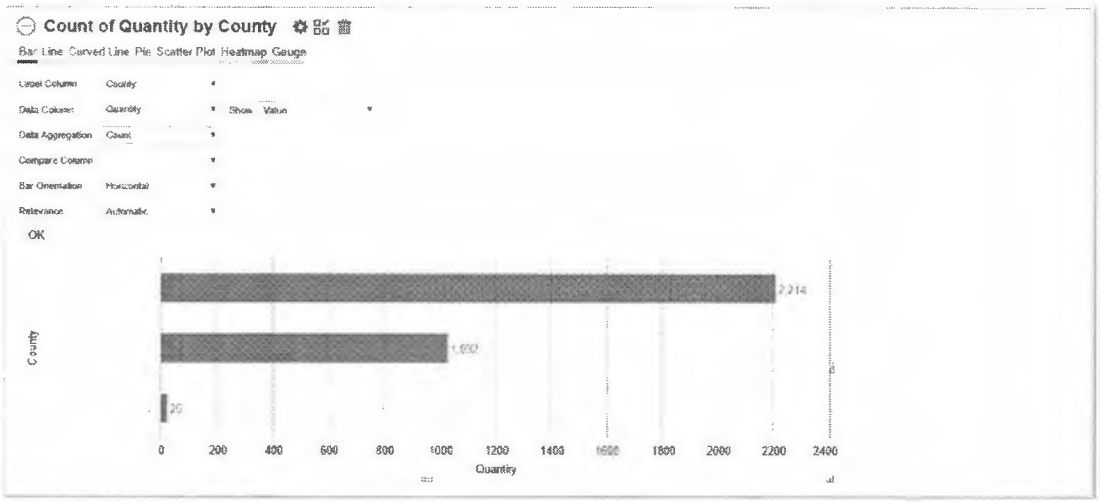
The VNA portal offers specific dashboards and reports that provide admin and functional users with insight into Agency performance, exceptions, trends, and more. The dashboard, analytics, and reporting subsystem is rapidly developed to the specifications of user personas within the Nebraska Medicaid agencies, the EVV vendor community, and as requested...within the Provider community. Should additional reports be required, or if the State or the MMIS department require additional reports, PCT will submit a Statement of Work for the expanded scope including hours, cost, and deliverables.

Ad hoc reports and dashboard types can also be created and re-used by New Jersey staff of business analysts, using a set of tools and functions for examining the data model structures dynamically, selecting specific columns for analysis, and saving results for re-use in named reports or widgets. The following is an example of the ad hoc dashboard and reporting services:

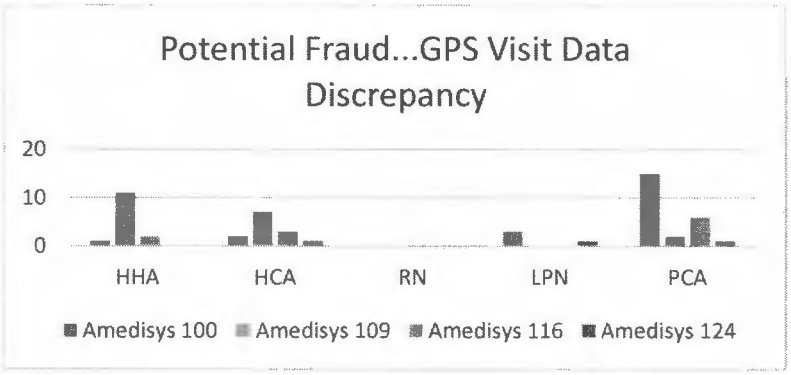

prime care TECHNOLOGIES
State Agency
Medicaid
Signoff
Dashboard
Analytics
Data Management
Reports
State Summary
Total Number of Vendors
Total Number of Providers
Total Number of Employees
Total Number of Patients
Month- To-Date Visits
Total Number of Rejections
Total Number of Alerts
State Statistics
Average Visit Length by Provider
Average Monthly Visits by Provider
Average Monthly Exceptions by Provider
Notifications
From
Type
Date/Time
Subject
System
File Rejection
2018-07-23 10:31 AM
File rejected for vendor
© 2018 Prime Care Technologies All Rights Reserved.

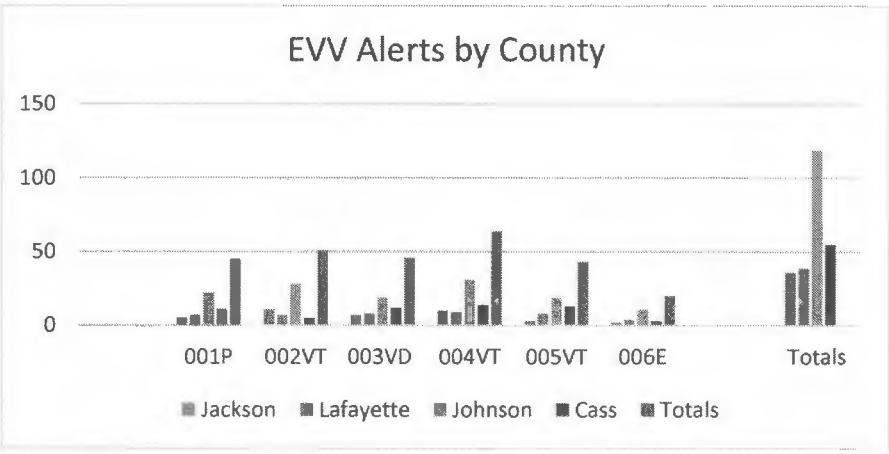

prime care TECHNOLOGIES
State Agency:
Medicaid
User Name:
State User 1
Signoff
Dashboard
Analytics
Data Management
Reports
Visits
Exceptions
Vendors
Providers
Employees
Patients
Alerts
Counters
Exception Count Comparison by Year
Exception Counts
Months
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
Monthly Average Exceptions by Vendor


Avg Visit Length by Type
Medical 56
Delivery 60
LawnCare 57
DeviceInstall 58
Housekeeping 57



The VNA offers a rules engine and alert processing subsystem that can automatically notify admin and functional users of a variety of data anomalies. The rules engine is continuously monitoring all data transactions against configured data element rules and relationships using high performance T-SQL. Any discrepancies can generate alerts. The state IT organizations can participate in the selection of alerts which can be presented to specific users and/or forwarded across the API, by PCN, to the Nebraska MMIS. The following are examples of rules engine functions and alert results. The platform is extensible, and new use cases are often requested by users and delivered with great dev team agility, to meet emerging needs.





Analytics and Business Intelligence ("BI"): Such as Care Gaps, Provider Performance, Member Satisfaction, etc.

The following are examples of rules engine functions and alert results. The platform is extensible, and new use cases are often requested by users and delivered with great dev team agility, to meet emerging needs.

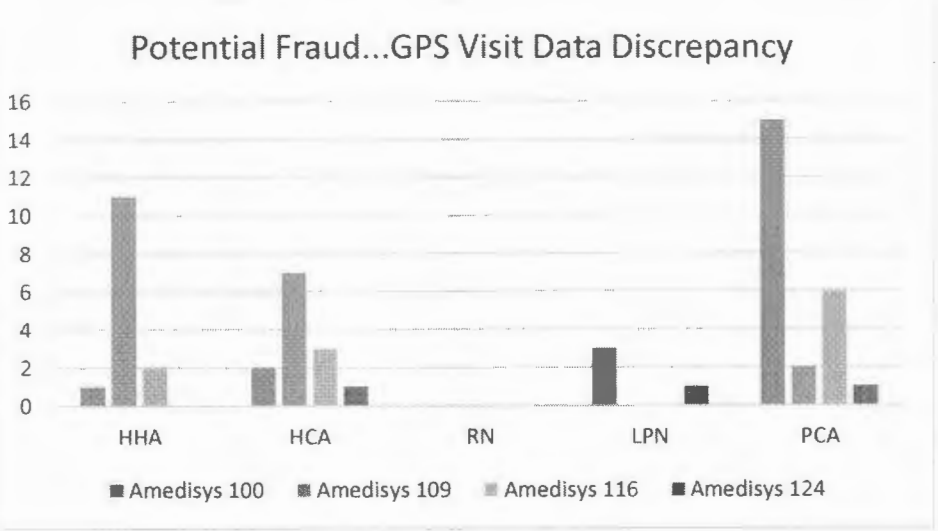


Chart 5- Alerts –Visit Data Discrepancy

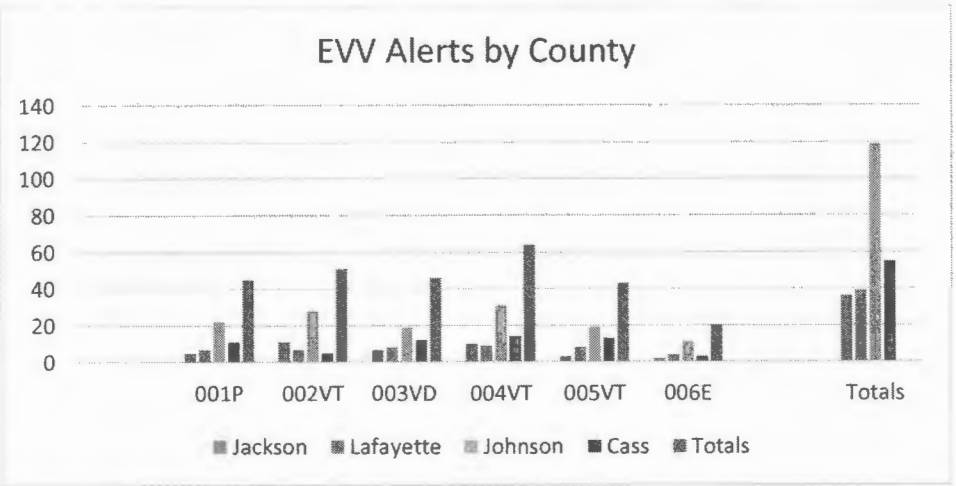


Chart 6- Alerts –Notified by County

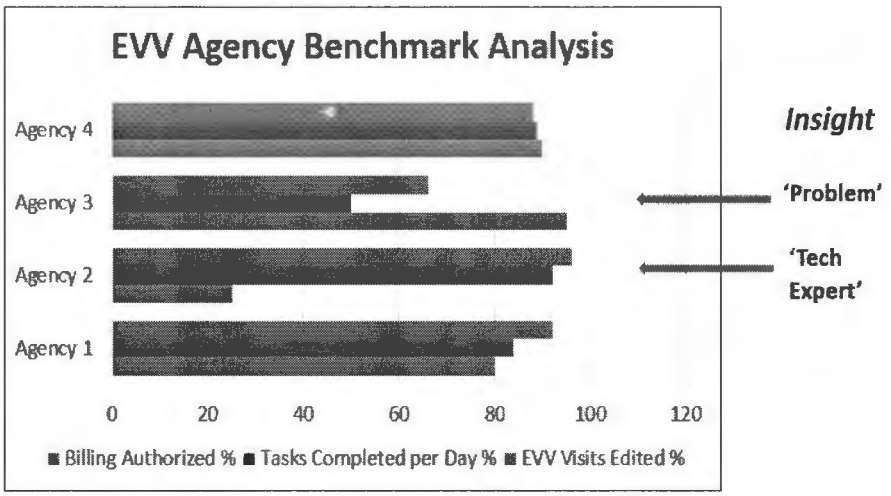


Chart 7 – Reports – Agency Benchmark Analysis

API interface for integration to MMIS

Based on our understanding of the State of Nebraska, we plan to consume an MMIS API to write only the alert and exception data to the MMIS system in near real time. Standard EVV and EMR visit data may not be provided in near real time over this API in order to optimize integration data processing efficiency. Upon receipt of details on this interface, we can quickly design and develop a suitable integration adapter using the PCN.

Batch interface for Enterprise Data Warehouse Integration

The transfer of daily EVV and EMR data to the MMIS can happen across the Batch Interface. This would be a bulk transfer process, perhaps 2 or 3 times per day. Upon receipt of details on this interface we can quickly design and develop a suitable integration adapter using the PCN.

Our platform is designed and used as a customizable tool that is inclusive, active, and participative. We are planning for the rollout of the VNA portal to Nebraska MMIS with an end to end solution built for a continuously iterative process.

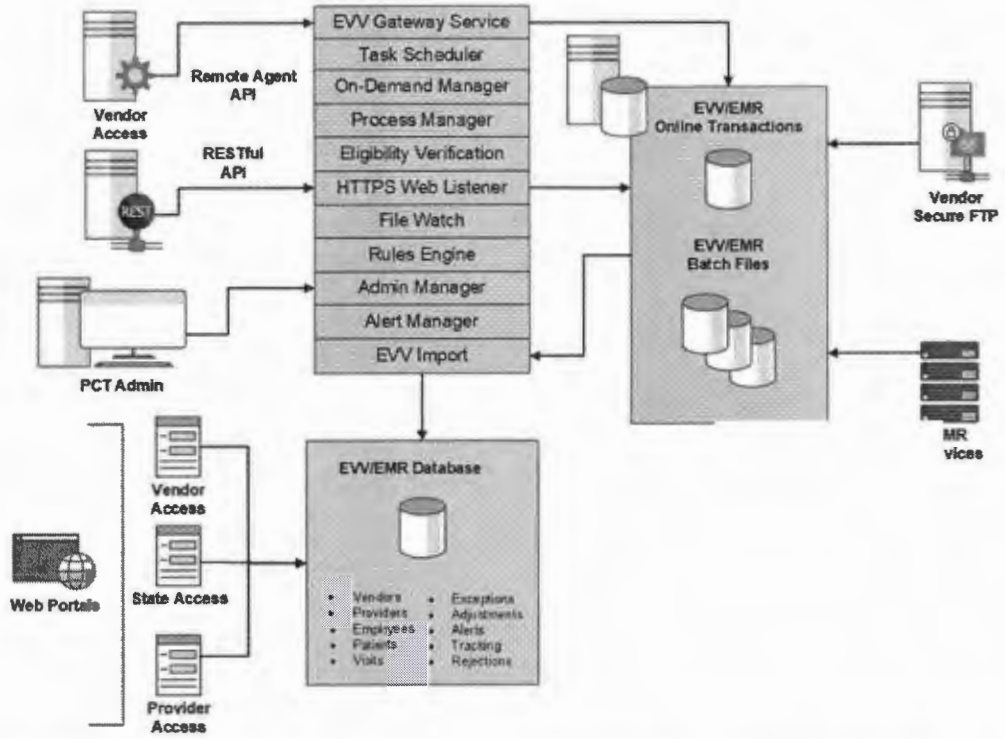
vi. Technical Requirements

The EVV Solution must have the capacity, scalability and flexibility to meet current and future needs of the DHHS participant population and their associated services. The EVV Solution must have cadenced, controlled enhancement processes to maintain currency from an architectural and industry perspective. Appropriate levels of logging and audit controls must be in place to support all audit and contingency requirements noted. The EVV Solution should be designed and maintained with current Medicaid Information Technology Architecture (MITA) guidelines. See https://www.medicaid.gov/medicaid/data-and-systems/mita/index.html.

PCT Response

The VNA is based on open systems principles and a logical separation of concerns between database, data access, web applications, and mobile EVV users. The architecture supports a high level of maturity within the MITA model:

primeCONNECT



The VNA software is designed and developed using Agile/Scrum methodology. Twice a month sprints and weekly deployments mean that new features, fixes, and functional extensions can be deployed with maximum speed. The data warehouse model includes code first principles and Microsoft Entity Framework based separation of concerns. This allows for rapid data model and web application changes without re-factoring. The dashboard, reporting, and analytics subsystem includes the ability to quickly expose new SQL views for ad hoc analytics and new dashboard widget creation and installation.

vii. Hosting and Environments

DHHS requires the Contractor to host the proposed solution or subcontract for hosting the solution. The delivery of the solution should be seamless with the hosting solution providing the flexibility to integrate other solutions for security and regulatory purposes in the future and be cost-effective and scalable. The hosting environment for all solution components must have a Federal Risk and

Authorization Management Program (FedRAMP) Certification, a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a "moderate" system risk assessment designation. In addition, the Contractor is required to demonstrate that their hosting solution is Statement on Standards for Attestation Engagements (SSAE-16) SOC 1 Type 2 and SOC 2 Type 2 compliant.

In the response, the Bidder must describe their approach to solutions and services that meets State and Federal regulations, security and performance requirements detailed in Attachment A - RTM. Prior to payment milestone 2, and before 'go live' Contractor must complete and state must accept completed Attachment D, System Security Plan.

PCT Response

The VNA infrastructure server farm runs in our data center partner, QualityTechnolgoy Services. QTS was chosen to develop and host a compliant, cloud-based solution that could accommodate multiple states with the expectation of achieving high levels of commonality. QTS's FedRAMP-compliant Government cloud and colocation services are located in QTS' Dulles, VA and Phoenix, AZ data centers.

The VNA is built on the next generation SAN architecture provided within the primeCLOUD platform from PCT. All SAN storage is mirrored continuously. High speed storage capacity is effectively unlimited. The VNA also implements an online and archived data organization. All data one year old and less is effectively online at all times. Data over one year old is archived and still available for analytics or reprocessing, in the event it is needed for adjudication, adjustment, or electronic discovery.

viii. Data Management Requirements

EVV Solution must accept, manage and protect data in a manner that ensures accuracy, allows ease of use while meeting requirements for security, privacy and retention, and integrates well with data from other DHHS systems. Data will be exported at cadenced schedules to the DHHS DMA for consolidated business intelligence and reporting.

PCT Response

The guidelines and processing requirements for inbound EVV data into the VNA for EVV are as follows:

- When vendors are on-boarded, they receive a unique system identifier that is used with every transmission.
- The on-boarding process defines the vendor data format and transmission protocol. Customizations such as non-standard data formats and augmentation are defined then as well.
- Vendors submit transmissions using the agreed upon formats and protocols.
- All data types (provider, employee, patient, visit, etc.) are cross-referenced using external identifiers provided by the submitting vendor.
- The external identifiers are unique only within the scope of the submitting vendor.
- A transmission can contain one or more transactions of only one data type. Each transmission contains header information (vendor Id, transmission id, and data type).
- Each transaction contains the vendor defined external identifiers for that data type - Provider Id, Employee Id, Patient Id, Visit Id, etc.
- A transaction contains all the required data elements for that data type and any optional ones that are relevant or available.
- Each transaction contains a unique sequence number (independent per data type per entry) used to ensure that subsequent updates were received and are applied in the proper order.
- Provider/business entries are transmitted via the interface prior to any subsequent data types that reference those providers (employee, patient, and visit).
- Employee entries are transmitted prior to sending any related visit transactions.

- Patient entries are transmitted prior to sending any related visit transactions.
- Resending entries are an implicit update to the data type entry.
- Visit data must reference the external identifiers for all the related data types previously transmitted. Visit adjustments (changes) are sent as updates to previously submitted visit data.
- All data types are edited for required content, valid content, and referential integrity.
- Rejections can occur at the transmission or transaction level.
- Transmission level errors cause the entire set of transactions within the transmission to reject. The vendor is required to correct the problem and resubmit. Transaction level errors reject only the individual entries and continue processing.
- All required field errors (missing or invalid) cause a transaction level rejection. Optional fields can cause a rejection or may be simply omitted in some cases.
- Transmission acknowledgements are returned in response to a web service request. Transmission summaries are retrieved with separate requests.
- For secure FTP, the vendor pushes transmissions for processing and pulls responses when they are available.
- The transmission summary response contains information regarding the overall outcome of the transmission and the transactions. All responses are available in XML, JSON, or plain text formats.

ix. Integration and Interoperability Requirements

In recent years, CMS started to view the MMIS through the lens of the Medicaid Information Technology Architecture (MITA) framework. In 2010, Congress passed the Affordable Care Act (ACA). Part of the ACA included the legal foundation for CMS to implement new requirements for MMIS enhanced funding. The view of an MMIS as a singular system that performs all of the necessary functionality has transitioned to modular solutions where components are connected in an interoperable architecture. This vision enables the replacement of a component module with a new one with less impact on the overall enterprise system. MLTC has undertaken a strategic transformation journey with its vision of a new Medicaid enterprise.

The driving force behind this journey for MLTC enterprise transformation is to result in improvements to member's health and quality of life through streamlining business processes, taking effective program decisions via a data driven mindset and reducing the overall administrative cost of operations through a modular approach.

MLTC's approach to modularity is focused around business capabilities and process realization instead of seeing it as system modules. This business focused approach to modularity provides the State greater flexibility to modernize its processes and realize the goal to increase quality and speed of services while also reducing costs.

The EVV Solution selected must fit within the overall DHHS Concept of Operations and participate fully in Integration activities as the rest of the DHHS environment continues to evolve.

Below is a business context diagram, noting how EVV will fit into the overall DHHS Integration approach:

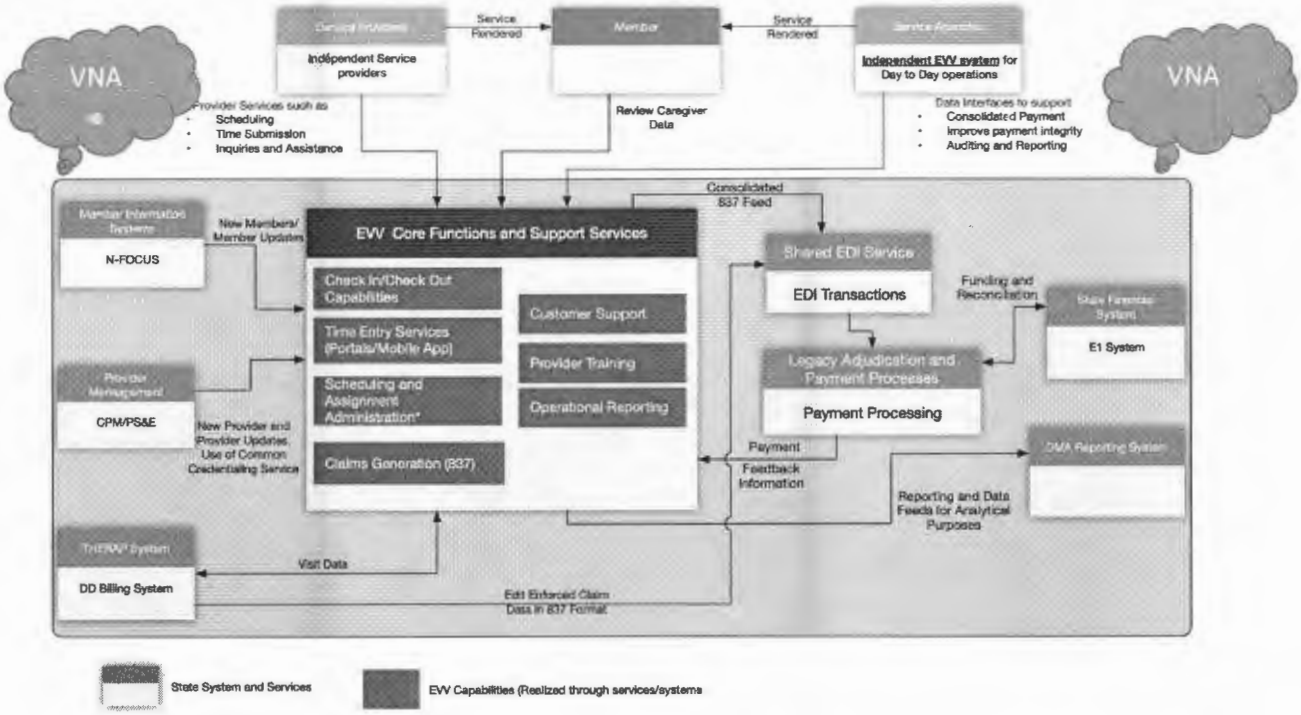


Figure 1- Business Context Diagram

PCT Response

The VNA includes the primeCONNECT data integration platform (pCN), which is a mature data integration engine used in production for a wide range of EDI, XML, CSV, web service, and RESTFUL API production interfaces between applications and systems. The pCN will operate in two modes for the state of Nebraska solution:

- As an API and integration service provider for the 3rd party EVV and EMR vendor data
- As an API consumer for the integration of VNA data with the Nebraska MMIS and existing application infrastructure

The pCN data integration supports multiple interfaces (web service, RESTful, secure FTP, database, etc.), protocols (TCP/IP, Soap, etc.), and data formats (XML, X12, proprietary, etc.).

x. Business Continuity and Disaster Recovery Requirements

Services delivered through the DHHS programs support Nebraska's most vulnerable citizens. To ensure that authorized services are delivered and tracked consistently, the EVV Solution must have an established Business Continuity and Disaster Recovery (BCDR) plan that is maintained, updated, and tested as enhancements or changes are made to the systems. The BCDR plan must include contingency planning for business and staffing updates as programs evolve.

The plan must be approved by DHHS and implemented prior to the start of operations. The approach must integrate with DHHS's overall Disaster Recovery Plan and describe in detail the procedures necessary to recover the operational system within no more than 48 hours.

Backup and retention processes must be noted and meet with detail requirements identified in Attachment A – RTM.

PCT Response
The Infrastructure server farm running the VNA runs in a 376,000 square foot primary data center in Suwanee, Georgia, USA. That primary data center is in Dulles, VA, backed up by Phoenix, AZ. All of the server, network, and storage elements of the Infrastructure for the VNA have N+1 redundancy.

The collection of recovery procedures for the data center, the infrastructure running Neutral Cloud Repository, the databases, and the storage area networks are consolidated into a single system wide contingency planning document.

Some triggers for the plan are automatic. For example, the failure of one of the processors on the multiprocessor database or web application servers takes that processor out of the active code processing path automatically. For other trigger events, like the failure of the entire Tier 3 data center due to a national disaster, the procedure for rolling over all processing into the Disaster recovery Data Center is documented in the system wide contingency planning document.

The VNA is built on the next generation SAN architecture provided within the primeCLOUD platform from PCT. All SAN storage is mirrored continuously. High speed storage capacity is effectively unlimited. The VNA also implements an online and archived data organization. All data one year old and less is effectively online at all times. Data over one year old is archived and still available for analytics or reprocessing, in the event it is needed for adjudication, adjustment, or electronic discovery.

In most cases of system maintenance or an actual outage, our Infrastructure monitoring teams and systems will detect the problem before there are any reports from end users, other vendors, or state and outsourcing staff. Many of these routine maintenance outages are recovered automatically during off hours. For any working hours outages, reporting them to the help desk is the standard start to recover procedure.

The EVV transactional portion of the VNA will implement standard MS SQL 2014 feature set to support database transaction integrity. In general there will be no shutdowns of the transactional database without checkpoint completion first. T-SQL automatic check pointing will be used.

The initial deployment server farm will be a multi-processor web application server with a multiprocessor database server. The failure of any processor will simply result in that processor being taken out of the active processing path.

xi. Change Control
Before any Change Order or any amendment may be completed to change any requirement of this contract, the following process must be completed and approvals received.

As shown in 11.b, the Change Control Board (CCB) is the governing body of the change control process. The review of all change requests will be a standard agenda item for the Operating Committee (OC) and Steering Committee meetings. The members of the Change Control Board include, but are not limited to:

a.	EVV Project Lead	Russ Hertzberg, VP Technology
b.	EVV IS&T Project Manager	Frederick Kelley, Project Manager
c.	EVV MLTC Business Lead	Joe Brown, VP Customer Success
d.	EVV Technical Lead	Steve Baugh, Senior Architect

Input may be solicited from other affected parties by the CCB before finalizing a decision. The OC can approve a change request that is within scope, without escalating to the CCB.

Additional SMEs, Steering Committee Members, Project team members, change originators, etc., may attend meetings at the request of the CCB. The CCB will meet as needed to review changes.

The CCB can approve, deny or suspend change requests.

Effective change control is necessary for scope management. Table 3 contains the types of changes based on impact to the project, the necessary actions to address the change, and the entity with authority to approve the change.

Change Type	Description	Impact	Approval Authority
Out-of-scope	Work that cannot be perceived or considered to be applicable to an identified or updated scope.	This type of change requires an update to the scope statement and schedule. Potential changes to the budget, and resources may be necessary.	Executive Steering Committee Requires amendment
Missed Scope	A significant package of work that is applicable and necessary to achieve the identified or updated scope.	This type of change requires updates to the scheduled end date and may have potential changes to the budget and resources.	Project Executive Requires amendment
Missed Activities	Work activities within existing work packages determined applicable and necessary to achieve the identified or updated scope.	This type of change requires additional activities within the schedule but does not impact the scheduled end date. Activities can be absorbed within the existing budget and resources.	Project Lead
Scope Conflicts	A disagreement between Divisions or programs on the definition or details of what is necessary to achieve the identified scope	This type of change may have potential impact to requirements	Project Executive
Activity Rescheduling	Existing work activities that need to be rescheduled due to resource conflicts, incorrect task relationships, etc.	This type of change does not require additional activities, resources, or budget. The change also does not impact the scheduled end date.	Business Lead

Table 1- Types of Changes

PCT Response

All members of the change control board will be part of the Agile development/test/release process for Nebraska as VNA is tested and then deployed. They will be able to red (not yet), yellow light (stage deploy), and green light (production deploy) all changes and enhancements to VNA.

The VNA software is designed and developed using Agile/Scrum methodology. Twice a month sprints and weekly deployments mean that new features, fixes, and functional extensions can be deployed with maximum speed and full control of the Nebraska OC and Steering Committee. The data warehouse model includes code first principles and Microsoft Entity Framework based separation of concerns. This allows for rapid data model and web application changes without re-factoring. The dashboard, reporting, and analytics subsystem includes the ability to quickly expose new SQL views for ad hoc analytics and new dashboard widget creation and installation.

xii. Communication and Training

1. Communication

Implementation of a project of this complexity requires daily collaboration and communication among all project stakeholders. Time is critical in communicating issues, solutions and decisions among the contractor, the DHHS's programmatic, technical and management staff, and other stakeholders and the IV&V Contractor. Effective communication among DHHS, the contractor, clients, the provider community and other stakeholders is essential to encourage continued participation in the Nebraska public assistance programs and effective adoption of the new EVV solution.

2. Training

EVV Training for the Nebraska EVV implementation will take considerable planning, focus and commitment. Due to the large percentage of individual providers, a key differentiator to a successful implementation will be the ability to provide multiple types and levels of training, with multiple delivery modes to meet the needs of urban, rural and frontier areas. Most participants and caregivers will not have the ability to travel to centralized training locations, so contractor must provide appropriate options to keep communication and training available to all users. State staff and State contractors are located in multiple cities and towns across Nebraska. Contractor is responsible for working with DHHS to deliver appropriate targeted information to each stakeholder group in ways that allow them to participate.

User Training involves more than delivery and establishes a foundation for all details relating to scope, methodology, business process changes, curriculum, development, delivery, and project tracking. Training includes required knowledge incorporated into its overall organizational environment, development and on-going support of innovative training materials. The results of early and ongoing staff education needs assessment via readiness assessments and stakeholder discussion allows training to be targeted to the user needs of the EVV solution. Delivery of role-based education materials such as skill competency lists, job role descriptions, job evaluation criteria and ample time to practice using the EVV solution ensures that users will institutionalize the competencies necessary to perform their jobs.

DHHS views training and knowledge management as a vital means to assuring that users adopt and fully embrace the EVV solution, thereby mitigating risk.

Bidders should assume that DHHS users are qualified and capable of performing their assigned duties; therefore, the training requirements are specific to the EVV solution, impacts, features and benefits for their programs and impacted business processes. The courseware and curriculum must be competency-based and assess the knowledge and skills learned. Training needs identified in the staff and stakeholder Readiness Assessment must be included in the course curriculum and updated with each new assessment results. The contractor must continually assess the training materials, and the training delivery staff, to ensure a minimum of 95% competency rate for each course. Courseware, whether in the format of quick reference, user guides, training modules, or a combination of all services, should include a combination of training tools and types.

In order to successfully accomplish training goals and specific objectives, a Contractor Training Coordinator will identify the different training audiences within DHHS, providers and participants, and their associated stakeholders. The identification of training audiences will be incorporated in the Training Plan. It will include each targeted audience's roles and responsibilities with regard to the operation and/or support of the EVV solution as well as each audience's unique training requirements.

Specific communication and training requirements are noted in Attachment A – RTM. Please provide detailed responses to all requirements in that document.
PCT provided extensive training detail in Attachment A

xiii. Operations Requirements

The Operations Phase begins immediately after implementation of the EVV solution, when the production is underway and all daily business operations are operational. The Contractor must provide full Operational support from Go-Live through completion of the contract.

Operational planning is an essential mechanism for managing the operations phase of the system life cycle. The operational planning process needs to be established early in the implementation

process in order to guide the right configuration and implementation strategy for the system. The operational planning needs to take into account some important considerations such as:

1. Maximizing system availability to meet the operational requirements. This leads to a focus on designing-in reliability and maintainability of the system and resources in use.
2. Preserving system operating potential through proper planning of system scheduled maintenance. This warrants a reliability-centered maintenance strategy that incorporates preventive maintenance in order to preempt failures and address security issues, thereby extending the mean time between corrective maintenance, as well as enhancing the availability of the system.
3. Harnessing IT technology for maintenance management. This requires systematic capturing and tracking of operating and maintenance data to facilitate analysis planning and forecasting.

   DHHS requires that all agreed maintenance planning artifacts be developed early in the implementation life cycle to ensure that the operational needs are clearly understood and are incorporated into the decisions and choices in the final specifications of the system. Similarly plans such as transition plans need to be documented during the implementation phase to ensure a measurable way to monitor and manage operational readiness.

Operations, Maintenance, and Configuration
The Contractor shall provide Operations support, Maintenance, and ongoing Configuration of the provided solution throughout the life of the Contract. This includes providing Operations support as well as providing Maintenance and Enhancements to the provided Solution(s). The Contractor will follow project management and system development processes throughout the life of the Contract. **PCT accepts this responsibility.**

Maintenance and System Enhancements
There are two distinct classifications of work that all Solution Module Contractors will perform: maintenance and system enhancements.

PCT Response
The VNA for EVV lives in the primeCLOUD hosted environment and is operationally managed 24 x7 by a team of network, security, and systems engineers. Outage notifications are managed according to low activity time windows. Notifications are generated automatically for all systems maintenance.

The VNA for EVV software is designed and developed using Agile/Scrum methodology. Twice a month sprints and weekly deployments mean that new features, fixes, and functional extensions can be deployed with maximum speed and full control of the Nebraska OC and Steering Committee. The software dev and release process is based around an issue and item tracking platform (JIRA). Every new dev item for the VNA for EVV is identified as bug/maintenance vs enhancement. Each release candidate is deployed to both a stage and test environment, stage for smoke testing by power uses, test for regression. Pure maintenance releases can be applied to the production environment after smoke/regression testing in a matter of minutes or hours. Enhancement release testing is typically a minimum of one day...but longer for complex new features and capabilities.

xiv. Certification Support Requirements
The EVV solution will be deployed in alignment with the current MECT CMS criteria to achieve an effective, efficient MMIS modular environment, while leveraging FMAP through CMS certification. The Contractor must provide support throughout the project to ensure that all requirements identified to meet DHHS, CMS or IV&V deliverables, artifacts and traceability activities are completed in a quality manner and meeting project schedule dates as agreed.

Detailed Certification Support requirements are noted in Attachment A – RTM. Please provide detailed responses to all requirements in that document and demonstrate how Contractor will develop and track all required artifacts.

PCT Response
The PCT dev and project management team will meet and exceed all certification support requirements of the state of Nebraska for development and deployment of the VNA for EVV. JIRA

system gathers and manages detailed records of all artifacts, releases, and release history automatically, and is a huge asset for meeting all these requirements with automated reports.

PCT Staff members will be re-engaged as the iterative process opens new project phases.

PCT uses strict project management principles and uses commercially available web-based software to track projects. PCT will assign a dedicated Project Manager that will oversee the project. From initial scope discussion with the MMIS project members, internal resource assignment, task and sub-task creation, internal and customer deliverables, establishment of milestones and deadlines, the PCT Project Manager will work directly with the team member(s) responsible for a successful implementation. A phased implementation plan for the installed Agency Provider EVV systems can be completed in less than one year. This model can support existing 3rd party EVV systems. Our methodology will be to divide implementation into a set of chunks that combine specific software features with support for targeted user functions and services.

xv. Service Level Requirements

Services to be included in EVV are delivered around the clock, depending on the participant needs. It is important to have high availability, ease of use, and consistent tracking and reporting of any periods of unavailability. Since capture and tracking of these services will affect provider billing and payments, periods of planned unavailability must be kept to a minimum. Specific service level requirements, and Service Level Measures are detailed in Attachment B – Performance Guarantees. Penalties for not meeting expected service levels are also noted in Attachment B – Performance Guarantees.

PCT Response

The VNA for EVV hosting environment can meet and exceed all service level requirements for availability as defined by the state of Nebraska.

PCT will support the VNA and the Portal using our help desk ticket logging and creation and with dedicated 800 phone service. PCT provides multiple means for our customers to contact the help desk. They can call or email the help desk. The technical support staff for VNA are trained and knowledgeable technicians who assess issues and provide solutions for problems that cannot be handled by end users or help desks. For properly documented trouble and issue tickets, the dedicated personnel can interact with the VNA software developers directly to help resolve problems.

The staff is equipped with various tools and software to identify, isolate, and recreate issues and problems. This includes a fully functional stage/test environment of the VNA, including anonymized production data and the latest production deployed and new test versions of the software. The Tier 1 staff uses the Atlassian JIRA platform to manage all defects and tasks.

Help Desk Services includes:

- Dedicated 800 phone service.
- Tier I Help Desk. Escalation as necessary to appropriate State of Nebraska personnel, personnel, EVV Personnel.
- Resetting User ID's and Passwords, based on pre-defined authorization protocols, where PCT is given authority and access to do so.
- Set up and manage user accounts where given authority and access to do so.
- Customer Satisfaction Surveys offered.
- Remote Help Desk technology used to support end users via TurboMeeting, our remote sharing tool, if subscribed to.
- Response Service Level Agreement ("SLA's") for Call Treatment Time, Resolution and Escalation time, Average Wait time.

Incident Severity

The severity of an incident is determined by the following criteria:

- User – Only one user is affected.

- Site – All users at a customer site are affected.
- Customer – All users at more than one customer site are affected.
- Global – Multiple or all sites for all customers are affected.

The Help Desk Analysts will handle all issues that come to them. If an Analyst determines that the issue requires more expertise, the incident is escalated through the Escalation path, if Escalations is unable to resolve they seek assistance from Engineering.

Customer call backs are handled by the levels of Priority to ensure ongoing communication with the customer. Customer Call Backs are also recorded in the same ticket. Call Backs are performed at or prior to the times indicated below:

Incident Tracking
Help Desk Analyst (Tier 1)

1. Customer contacts Customer Help Desk via phone or email.
2. The Help Desk Analyst gathers information, opens ticket and logs incident.
3. The Help Desk Analyst determines if the incident is a supported issue.
4. If the issue is not supported, customer is advised who to contact in order to resolve their issue.
5. If the issue is supported, the Help Desk Analyst troubleshoots ticket.
6. If the issue is resolved, the log is updated, and after confirming with the customer, the incident is closed.
7. If this is not a vendor issue and the Engineer cannot resolve, issue is escalated to Senior Management
8. If it is a vendor issue, the Engineer works with vendor support to resolve.
9. If the issue is resolved by the Engineer, the log is updated, and after confirming with the customer, the incident is closed.

Support Responsibility Matrix for VNA and Portal Shareholders

Support requestor	System	Responsible Party Primary, Secondary, Tertiary	Availability
1. Care giver	EMR and EVV	P- EVV; S- NE; T- PCT	24 x 7 x 365
2. Care receiver	MMIS	P – NE; S – Vendor; T -PCT	24 x 7 x 365
3. Nebraska	Portal	P- PCT; S – Vendor; T – NE IT	8 – 5 Central Time M - F
4. Nebraska/MMIS	Data Warehouse	P – PCT; S – NE; T- Vendors	8-5 Central Time M - F
5. EVV Providers	EVV	P – PCT; S – NE; T- NE IT	24 x 7 x 365

SCOPE OF WORK

The bidder should understand and respond to the requirements herein and in Attachments A RTM, B Performance Guarantees, C BAA and D System Security Plan. After the contract award, the contractor must review, validate and further define the requirements with DHHS. In addition, the contractor is required to develop a requirements crosswalk to the RTM to validate and ensure that all requirements are met as defined.

Contractor must understand and provide the most effective and efficient approach to meet each requirement. Contractor is responsible for ensuring all configuration items are identified and defined, documented and implemented. Contractor will ensure thorough testing is supported and completed as per agreed project plan and schedule. All Operational preparation must be completed and requirements for CMS MECT Certification R2 must be completed in time for review before scheduled go live 'go/no-go' decision milestones. As part of the implementation and operational activities, Contractor will cooperate and collaborate with state staff, IV&V team members and other designees as designated to ensure that deliverables and certification artifacts and evidence are comprehensively completed and documented.

Contractor must provide competent and experienced staff to meet all key personnel positions for both implementation and EVV operations, and ensure full compliance with project requirements as solution is implemented and deployed. Contractor's Account Executive and Project Manager must ensure all detail tasks are tracked, executed and reported accurately. Documented risk and issue processes will be followed, and escalations handled as agreed.

Regular reporting and status meetings will be completed as scheduled, with collaboration from the DHHS team to ensure a transparent, integrated set of activities are being reported accurately. Critical path and high level risks and issues will be tracked and communicated clearly.

DHHS requires Contractor to bring EVV best practices experience and leverage that in the DHHS deployment to ensure quality and improve efficiencies. As program and policy changes are identified and deployed, each item will be reviewed to determine impact to systems and processes. All required documentation, training, artifacts and deliverables will be detailed on the project schedule, developed to agreed standards and reviewed by both Contractor and DHHS.

Contractor will provide skilled resources to develop and deliver customized communication and training to meet DHHS needs for State staff, other contractors, participants, providers and program stakeholders.

Once implementation is completed, ongoing operational tasks will be handled using approved, documented methodology, with monthly reports identifying full service level compliance and any gaps or failures.

DELIVERABLES

Percentages for Implementation Milestones would include below billing milestones, with specified deliverables tied to each milestone:

Design Milestone:	20% of Implementation fees.
Development Milestone:	20% of Implementation fees.
Production Milestone:	30% of Implementation fees
R3 Milestone Completion:	30% of Implementation fees.

PCT Response

An acceptance process for the state control board will be incorporated in the Agile process. Part of the daily standup meetings will be dedicated to formally reviewing and accepting deliverables at each milestone. The review and acceptance of milestone deliverables will be under the full and detailed control of the state.

Implementation Deliverables:

The implementation deliverables will be tracked within four milestones. As deliverables are completed, they will be provided to DHHS for review and approval. Once all deliverables are completed for that milestone, that milestone payment, based on the percent of the total implementation cost noted on the Cost Proposal, can be billed. The first milestone should be within the first few months after Contract Award, as several of the deliverables have specific requirements noted in Attachment A – RTM. Milestone 2 must be completed prior to Go Live, with all required deliverables completed, reviewed and accepted by DHHS. Milestone 3 will occur after Go Live, when all Go Live activities are completed, and other Milestone 3 deliverables have been signed off by DHHS. Milestone 4 will occur not less than 6 months after Go Live when all CMS R2 and R3 certification items are completed and CMS has signed off on the solution and project.

Below are the specific deliverables for each milestone:

Milestone 1: Design Milestone, includes creation, review and acceptance of the following:

Project Management Plan, to include but not limited to:

a) Work Breakdown Structure
b) Communications Plan
c) Change Management Plan
d) Staffing Management Plan
e) Risk Management Plan
f) Issue Management Plan
g) Quality Management Plan

Detailed Project Work Plan / Schedule
Project Kickoff Meeting & Presentation
Project Deliverable and Acceptance Process
Design and Configuration Deliverables

Milestone 2: Development Milestone, includes but not limited to creation, review and acceptance of the following:

Implementation Plan with detailed 'Go Live' Plan
Design and Implementation Deliverable Work Products

h) Updated Configuration & Design Documents
i) User Manuals

Completion of System and Artifact Deliverables, including updated RTM
Completion of Artifact and Milestone Walkthroughs
Delivery of production ready system & solution
Successful Completion of all System and UAT Testing
Successful completion of all user training (includes state staff, providers, caregivers, participants and representatives)
Completion of all required R2 Artifacts
Successful completion and acceptance of Attachment D - System Security Plan
Review and Acceptance of all agreed pre-production activities and artifacts required for 'Go Live' approval.

Milestone 3: Production Milestone, includes the following:

Successful completion of all Go Live activities
Fully operational production EVV solution providing all agreed functionality
Fully functional customer support
Transition to Account Management
Successful completion and approval by CMS of all required R2 artifacts

Milestone 4: R3 Milestone Completion, includes the following:

Completion of any agreed post-production functionality
Completion and acceptance from CMS of all required R3 functionality and artifacts.

PCT Response

PCT accepts the Milestones as presented in the RFP and will complete all Milestones on time, within budget and as agreed to with the State of Nebraska. In addition, we have already been working with a number of EVV vendors on interfacing with our VNA.

Implementation and MMIS Integration

PCT will provide all of the following development and integration services during the delivery of this solution to the state of Nebraska:

- Development of standard and custom integration adapters in the PCN to support the integration of 3rd party EVV and EMR data
- Development of extensions to the VNA database for new or modified data types
- Development of standard and custom reports and dashboard widgets for Nebraska Medicaid and other state agency users
- Development of standard and custom reports and dashboard widgets for vendor users
- Development of new alerts for the VNA admin users

The VNA portal is designed and developed using Agile/Scrum methodology. Twice a month sprints and weekly deployments mean that new features, fixes, and functional extensions can be deployed with maximum speed. The data warehouse model includes code first principles and Microsoft Entity Framework based separation of concerns. This allows for rapid data model and web application changes without re-factoring. The dashboard, reporting, and analytics subsystem includes the ability to quickly expose new SQL views for ad hoc analytics and new dashboard widget creation and installation.

Vendor Adoption Timeline Overview

Our timeline overview is based on requirements of Nebraska. Dates and responsibilities are subject to change based on further discussion.

Action	Responsibility	Target Completion Date
1. Master Services Agreement executed, billing established	Nebraska/PCT	Dec 2019
2. Specifications- vendor qualifications, data warehouse elements	Nebraska/PCT/CG	Jan 2020
3. Population confirmed- vendors, members, users	Nebraska/CG/CR	Jan 2020
4. Build – Vendor connections, MMIS interface, Portal, Tiles	Nebraska/PCT	Feb-Apr 2020
5. Communication- stakeholder engagement	Nebraska/PCT/CR/CG	Feb 2020
6. Data testing- quality, quantity, exceptions, spec changes	Nebraska/PCT	Apr 2020
7. Alerts – MMIS, VNA portal tiles, email	Nebraska/PCT	Apr 2020
8. Adoption – Vendor rollout, training	Nebraska/PCT/CP	May 2020
9. Milestone Meetings- Success Plan Updates	Nebraska/PCT	Weekly

Table 3- Vendor Adoption Timeline: CG- Care Giver; CR- Care Receiver

Vendor Interface Status

PCT has shared our Interface Spec Document ("ISD") with some of the vendors listed below. The recipient, i.e. Electronic Visit Verification ("Vendor") reviews the ISD. The second step is for the Vendor to send PCT a de-identified data set for mapping purposes. PCT normalizes the inbound data and completes the mapping. Vendor exports that do not match the PCT ISD are mapped by the PCN. The table below shows the current state of interface for this extensive vendor list gathered over the last two years.

EVV Vendor	Status
Adacare	Contact initiated
WellSky	Contact initiated
Alora Healthcare systems	Contact initiated
VisitCall	Contact initiated
ANKOTA	Interface complete
August System Inc.	Contact initiated
Axicare	Contact initiated
Axxess Home Healthcare Software	Contact initiated
Blue Summit	Interface complete
Callcenterenterprises	Contact initiated
Capterra	Contact initiated
Care Watch Inc.	In process
CareBOS EVV	Contact initiated
Caretime Inc	Interface complete
CareTraxx	Contact initiated
CellTrak	In process
Cashe Software	In process
Chronotek	Contact initiated
ClearCareOnline	Contact initiated
Clock In Clock Out	In process
Delta Health Tech	Contact initiated
Dial-N-Document	Interface completed
EZ electronic CDS timekeeping	Contact initiated
Generations Homecare Software	Contact initiated
GT Independence	In process
Healthnetix	Contact initiated
HHA Exchange	In process
Home Track	Contact initiated
Homecare Software Solutions	Contact initiated
HomeTrak Inc.	Contact initiated
Kaleida Systems, eRSP software	Contact initiated
Kantime	Excluded due to non-conformance of EVV
Kihnser ADL	Contact initiated
Kinder	Contact initiated
Kinnser - Adlnare	Contact initiated
Labor Time Tracker	Contact initiated

EVV Vendor	Status
Matrix Care /ERSP	Contact initiated
McKesson	Contact initiated
Medsys	Contact initiated
MITC	Contact initiated
Mitware	In process
MTCC	Contact initiated
Patti Phoneworks	Contact initiated
Paychex	Contact initiated
Procura	Contact initiated
Riversoft	Contact initiated
Rosemark	Interface completed
Sandata	Contact initiated
Santhrax	Contact initiated
Shepherd Communication System	Contact initiated
Spectrum Voice Tech/Teletrack	In process
Stratis Inc.	Contact initiated
Tellus	In process
Timeclock Plus	Contact initiated
timetractor365	Contact initiated
Tsheets Quickbooks	Contact initiated
Visitcall	Contact initiated
Visitwizard	Contact initiated

Table 1- Status of inclusive vendor interface completion

EVV Vendors	Spec Share and Selection	Connection Type- Data and Method	Data Ware-house Dev Work	Data Ware-house Testing, QA	primeVIEW Dev	primeVIEW Test	primeVIEW Prod
Vendor 1	PCT	CSV, FTP	Complete	In process	In process	Pending	
Vendor 2	Vendor	XML, Web					
Continued	Vendor						
Vendor 57	PCT						

Table 2 – Vendor Implementation Milestones (SAMPLE DATA ONLY)

3. **Operational Deliverables:**
After Go Live, when the EVV system and services are in production mode, ongoing deliverables will include the following, as well as other services as agreed. Billing for the ongoing service delivery will be based on the PMPM fees agreed in the Cost Proposal for production service delivery. Ongoing deliverables include, but may not be limited to:

   a. Daily delivery of EVV visit verification services through agreed capture methods
   b. Daily delivery of management and oversight functions within solution
   c. Daily delivery of reporting and dashboards as agreed
   d. Full customer support activities as agreed

e. Successful delivery of services as per Service Level Agreements
f. Monthly status reporting as agreed
g. Ongoing training development and delivery
h. Updated documentation as maintenance and enhancements are identified and delivered
i. Delivery of all security, privacy and audit activities as agreed.

PCT Response

The state control board monitoring of the production mode system performance and operation will be incorporated into the daily Agile process. A formal ceremony related to operational deliverables and performance will examine all operating metrics of the VNA for EVV, note any anomalies, and take action to correct as appropriate. Any security, privacy, and general audit activities will be managed thru the same process.

COST PROPOSAL

RFP 6113 Z1

Bidder Name: Prime Care Technologies, Inc

Bidder to complete the following cost proposal, including all costs associated with each section. Implementation costs will be proposed as fixed bid, with the breakout of costs noted below. Implementation costs will be paid, based on 4 milestones, each with associated deliverables:

- Design Milestone: 20% of Implementation fees;
- Development Milestone 20% of Implementation fees;
- Production Milestone: 30% of Implementation fees;
- R3 Milestone Completion: 30% of Implementation fees.

Milestone deliverables are elaborated in RFP Section VII.A.

Implementation Costs*

*Pricing provided by Prime Care Technologies, Inc. is for our Vendor Neutral Aggregator.

Description	Cost
Milestone 1: Design Milestone, includes creation, review and acceptance of the following:	
a. Project Management Plan, to include but not limited to:	
1) Work Breakdown Structure	
2.) Communication Plan	
3) Change Management Plan	
4) Staffing Management Plan	
5) Risk Management Plan	
6) Issue Management Plan	
7) Quality Management Plan	
b. Detailed Project Work Plan/Schedule	
c. Project Kickoff Meeting & Presentation	
d. Project Deliverable and Acceptance Process	
e.. Design and Configuration Deliverables	
Milestone 1 Payment (20% of Fixed Bid Implementation Fee)	**$30,000**

Milestone 2: Development Milestone, includes, but not limited to creation, review and acceptance of the following:	
a. Implementation Plan with detailed 'Go Live' Plan	
b. Design and Implementation Deliverable Work Products	
c. Updated Configuration & Design Documents	
1) User Manuals	
2) Completion of System and Artifact Deliverables, including updated RTM	
d. Completion of Artifact and Milestone Walk-throughs	
e. Delivery of Production-Ready System & Solution/Services	
f. Successful Completion of all System and UAT Testing	

g. Successful completion of all User Training:	
h. Training for Providers, Caregivers, Participants and Representatives	
1) *Training for State Staff	$
2) Completion of all Required R2 Artifacts	
i. Successful completion and acceptance of Attachment D – System Security Plan	
j. Review and Acceptance of all agreed pre-production activities and artifacts required for 'Go Live' Approval	
Milestone 2 Payment (20% of Fixed Bid Implementation Fee)	**$30,000**

*To support DHHS' ability to identify which cost(s) will apply to each FMAP allocation, provide specific cost for "Training for State Staff", and include the cost in the Milestone 2 Payment.

Milestone 3: Production Milestone, includes but not limited to the following:	
a. Successful Completion of all 'Go-Live' Activities	
b. Fully operational production EVV solution providing all agreed functionality	
c. Fully functional Customer Support Services	
d. Transition to Account Management	
e. Successful Completion and Acceptance/Approval from CMS of all required R2 Artifacts	
Milestone 3 Payment (30% of Fixed Bid Implementation Fee)	**$45,000**

Milestone 4: R3 Milestone Completion, includes but not limited to the following:	
a. Completion of any agreed post-production functionality	
b. Completion and Acceptance by CMS of all Required R3 Functionality and Artifacts	
Milestone 4 Payment (30% of Fixed Bid Implementation Fee)	**$45,000**

Ongoing operational costs will be paid on a PMPM (Per Member Per Month) fee, based on number of active clients receiving service visits each month as per the definition in the glossary.

Operational Costs*

*Pricing is for Prime Care Technologies Vendor Neutral Aggregator

For initial implementation, Personal Care Services are included across PAS, AD Waiver and DD Waiver. The number of clients included in these services were noted in the RFP body. To provide consistent pricing comparisons, please use the number 10,000 Active Clients to provide pricing costs. Using a volume of 10,000 to create consistent cost proposals does not guarantee that volume. When we prepare to add Home Health services, those estimated participant numbers will be provided (prior to 2023).

For ongoing operational costs, provide a PMPM (Per Member Per Month) fee which relates to each 'Active Client' for that month. An 'Active Client' is defined as any client who has services which have utilized the EVV check-in and/or check-out process in the state EVV system during that month, and as such, would be considered an 'Active Client' or member for that month for billing purposes.

Projected Operational Costs	Year 1	Year 2	Year 3	Year 4	Year 5
PMPM Operational Costs	$1.31	$1.31	$1.31	$1.28	$1.28
Implementation	$150,000				

Optional Renewal Years	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11
PMPM Operational Costs	$1.25	$1.25	$1.25	$1.25	$1.25	$1.22

Optional Costs

RFP requirements and ongoing regulatory/statutory or privacy changes should be included in the PMPM costs. However, there may be new functionality that DHHS requests via the Change Control process that may require development beyond what's covered in the stated requirements. The fees below relate to the contracted expense for Approved Change Control activities and deliverables.

Contractor - Resource Hourly Rates		
Type of Resource	Phases	
	DDI and Certification	Operations
Project Manager	$75.00	$75.00
Contract Manager	$85.00	$85.00
Integration Lead	$75.00	$75.00
Security Lead	$75.00	$75.00
Security Analyst	$95.00	$95.00
Architecture Lead	$75.00	$75.00
System Architect	$100.00	$100.00
Sr. System Architect	$100.00	$100.00
Configuration Lead	$75.00	$75.00
Configuration Specialist	$70.00	$70.00
Sr. Configuration Specialist	$75.00	$75.00
Infrastructure Lead	$75.00	$75.00
Infrastructure Analyst	$95.00	$95.00
Developer	$80.00	$80.00
Sr. Developer	$90.00	$90.00
Database Lead	$75.00	$75.00
Database Administrator	$75.00	$75.00
Database Analyst	$95.00	$95.00
Sr. Database Administrator	$75.00	$75.00
Testing Lead	$75.00	$75.00
Tester	$45.00	$45.00
Technical Writer	$75.00	$75.00
Sr. Data Scientist	$75.00	$75.00
Data Scientist	$75.00	$75.00
System Analyst	$95.00	$95.00
Sr. System Analyst	$105.00	$105.00
Business Analyst	$95.00	$95.00
Sr. Business Analyst	$105.00	$105.00
Certification Lead	$75.00	$75.00
Training Lead	$75.00	$75.00
Trainer	$75.00	$75.00
Add others as needed	$75.00	$75.00

This schedule represents the hourly rates for resources in the Certification and Operations phases.

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:	Prime Care Technologies, Inc.
Bidder Address:	6650 Sugarloaf Parkway, Suite 400 Duluth, Georgia 30097
Contact Person & Title:	Joseph W. Brown, Vice President Customer Success
E-mail Address:	joe.brown@primecaretech.com
Telephone Number (Office):	770-870-2862
Telephone Number (Cellular):	770-490-4630
Fax Number:	678-527-2200

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:	Prime Care Technologies, Inc.
Bidder Address:	6650 Sugarloaf Parkway, Suite 400 Duluth, Georgia 30097
Contact Person & Title:	Joseph W. Brown, Vice President Customer Success
E-mail Address:	joe.brown@primecaretech.com
Telephone Number (Office):	770-870-2862
Telephone Number (Cellular):	770-490-4630
Fax Number:	678-527-2200

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: PCT is responding as an Aggregator.
Our Vendor Neutral Aggregator for EVV (VNA) is designed specifically for Requirement # 1, ID GS.1.
PCT developed the VNA data warehouse solution for EVV at the request of multiple EVV vendors who support and advocate for neutrality. PCT is a managed hosting provider for a few EVV providers, including a national EVV provider with a transaction rate exceeding **100 EVV visits processed per second** during busy daytime hours. This provider is also a member of the EVV Workgroup. This national EVV provider serves approximately 500 Agency locations in 45 States, processing **multiple millions of visits for recipients** of in-home services. PCT develops data analytics and reporting solutions for this national EVV provider; and provides database performance and optimization services for the same provider. The VNA features an extensible and configurable software architecture that allows for the addition of new entity types including services, eligibility groups, payors, and payer programs. All of these entities can also be configured to support contract driven changes.

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: PCT is responding as an Aggregator.
4.2 Product/Solution Overview
A key value of the VNA portal is that it is built on an Open System. Open System should not be confused with Open Source. Open System refers to our deliberate effort to provide any and all 3rd party EVV and EMR vendors with easy, standardized access to the **VNA for EVV** data aggregation services. Open System refers to providing continuous, full

documentation of the API interface, data formats, and access methods to the platform, in a fully transparent and vendor neutral fashion. Open System, by definition, promotes **inclusion rather than exclusion**. Our goal is for Missouri to have 100% adoption of the VNA for EVV portal for all Care Providers and recipients.

Solution Overview
PCT's VNA is a PCT Open System solution that supports the collection of any valid EVV vendor data format and electronic medical record (EMR) format for transformation / aggregation into any state Medicaid repository. A valid EVV vendor format is one that contains the minimum required data elements for each data type for a specific state Medicaid system. The PCT interface for 3rd party EVV vendors includes data type support for providers (businesses), employees (staff/direct care workers), patients (individuals), and visits (plus the associated calls, modifications, and adjustments). The EMR interface support includes the standard transaction sets such as orders, treatments, progress, claims, eligibility, remittances, etc. The VNA vendor connections run over secure Hypertext Transfer Protocol Security ("HTTPS") public internet connections. The front end portal elements use commercial off the shelf browser software. The backend runs on industry standard servers, operating systems, and databases.

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
3	GS.3	Solution should allow Nebraska to take full advantage of national best practices and technological advances in: 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: PCT is responding as an Aggregator.
The VNA includes the primeCONNECT data integration platform (PCN), which is a mature data integration engine used in production for a wide range of Electronic Data Interchange ("EDI"), Extensible Markup Language ("XML"), Comma Separated Value ("CSV"), web service, and RESTFUL Application Programming Interface ("API") production interfaces between applications and systems. The PCN will operate in two modes for the state of Missouri solution:

- As an API and integration service provider for the 3rd party EVV and EMR vendor data
- As an API consumer for the integration of VNA data with the Nebraska MMIS

The **PCN** data integration supports multiple interfaces (web service, RESTful, Secure File Transfer Protocol ("SFTP", database, etc.), protocols (Transmission Control Protocol/Internet **Protocol ("TCP /IP"),** Simple Object Access Protocol "Soap", etc.), and data formats (XML, X12, proprietary, etc.).

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: PCT is responding as an Aggregator. PCT utilizes email, text, mobile phone, land line, conference bridge, screen sharing, and ticket management systems to communicate with Customers. Our Aggregator portals will have links to phone numbers and support email addresses for Customer access.

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 VNA for EVV automates real time data collection from multiple 3rd party EVV solutions. The data loading is a constant automated process.						

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: National provider identifier is used and supported throughout VNA for EVV platform.						

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: VNA for EVV browser access is fully supported for various roles and entities. EVV data collection and access Is provided by 3rd party EVV solutions						

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	Choose an item.	
Bidder's Response:						

G.2 Electronic Visit Verification Requirements

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

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
10	EVV.2	Solution should provide capability for providers to submit the necessary	Describe the alternate method that will be used to collect visit	PE.PI1.27	Choose an item.	

		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.)	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.			
Bidder's Response:						

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

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

Bidder's Response:

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

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

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

Bidder's Response:

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

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

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

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

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
20	EVV.12	Solution must allow participants or their personal representatives access to a web portal to verify visits. 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	Choose an item.	
Bidder's Response:						

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

Bidder's Response:

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

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

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

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

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

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

			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.			
Bidder's Response:						

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

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

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

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

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

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

			is not on a participant's list of approved locations.			
Bidder's Response:						

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

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist 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.PI1.1	Choose an item.	
Bidder's Response:						

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

Bidder's Response:

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

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

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

Bidder's Response:

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

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

			given remote and or unusual terrain.			
Bidder's Response:						

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

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

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
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.	Describe how solution is capable of supporting the business rules / procedures noted, based on provider types, services and program needs and rules.	N/A	Choose an item.	

		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.				
Bidder's Response:						

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

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

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
47	EVV.39	Solution should utilize a flexible business rules engine to allow for customization and	Describe how solution utilizes a flexible business rules engine to	N/A	Choose an item.	

		modification when program or service changes occur.	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.			
Bidder's Response:						

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

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
49	EVV.41	Solution should provide real time jurisdictional views for DHHS and other state agencies: ie., 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	Choose an item.	
Bidder's Response:						

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

Bidder's Response:

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

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
52	EVV.44	Solution should have the ability to prevent any individual from electronic sign-in for work shift, or otherwise attempting to electronically verify and document a service, under the following conditions: 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	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: 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	N/A	Choose an item.	

		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.	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.			
Bidder's Response:						

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

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

Bidder's Response:

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

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

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
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,	N/A	Choose an item.	

			and program expenditures and utilization.			
Bidder's Response:						

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

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

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
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)	Describe in detail how solution enables each provider of Medicaid home-based services with real-time access to and use	N/A	Choose an item.	

		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.	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.			
Bidder's Response:						

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

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

62	EVV.54	Solution should enable each provider of Medicaid home-based services with real-time access to and use of the solution and the EVV data they (or their employees) submit, with electronic data interchange capabilities to support different types of visits and workflows, including unscheduled visits.	Describe in detail how solution enables each provider of Medicaid home-based services with real-time access to and use of the solution and the EVV data they (or their employees) submit, with electronic data interchange capabilities to support different types of visits and workflows, including unscheduled visits.	N/A	Choose an item.	
Bidder's Response:						

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

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

64	EVV.56	Solution should enable each provider of Medicaid home-based services with real-time access to and use of the solution and the EVV data they (or their employees) submit, with electronic data interchange capabilities to support alerts when scheduled visits are not performed, completed, or verified.	Describe in detail how solution enables each provider of Medicaid home-based services with real-time access to and use of the solution and the EVV data they (or their employees) submit, with electronic data interchange capabilities to support alerts when scheduled visits are not performed, completed, or verified.	N/A	Choose an item.	
Bidder's Response:						

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

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

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

G.3 Aggregator Requirements

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

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
68	AG.1	DHHS is implementing an open vendor EVV solution that must aggregate data from its own system, as well as data from individual providers' systems, to be submitted in a format approved by DHHS. The Contractor must use this aggregated data to conduct all appropriate EVV editing and reporting operations. DHHS is open to alternative solutions that have proven successful in other implementations.	Describe how solution's aggregator function works, and how it uses this aggregated data to conduct all appropriate EVV editing and reporting operations. Provide a description of how the state Solution will receive the aggregated data, and how the solution will handle and manage that data. Describe any alternative solutions that have proven successful in other implementations.	N/A	S	
Bidder's Response: The Prime Care Technologies ("PCT") Vendor Neutral Aggregator ("**VNA**") is an Open System solution that supports the collection of any valid electronic visit verification (EVV) vendor data format and electronic medical record (EMR) format for transformation / aggregation into any state Medicaid repository. A valid EVV vendor format is one that contains the minimum required data elements for each data type for a specific state Medicaid system. The PCT interface for 3rd party EVV vendors includes data type support for providers (businesses), employees (staff/direct care workers), patients (individuals), and visits (plus the associated calls, modifications, and adjustments).						

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: The VNA includes a multi-persona web application and related analytics for users. Training, customer support, and communicated platform changes and enhancements are part of the offering.						

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 VNA offers a rules engine and alert processing subsystem that can automatically notify admin and functional users of a variety of data anomalies. The rules engine is continuously monitoring all data transactions against configured data element rules and relationships using high performance T-SQL. Any discrepancies can generate alerts. The state IT organizations can participate in the selection of alerts which can be presented to specific users and/or forwarded across the API to other Nebraska MMIS applications. The alerts subsystem is extensible, and new use cases are often requested by users and delivered with great dev team agility, to meet emerging needs.						

Req.#		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: Caregiver hours by agency can be calculated daily, weekly, monthly, quarterly, and annually. These hours can also be summarized by program, provider, and recipient.						

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	M	State to specify exact rounding requirement. This is a minor code change done quickly and easily once rounding rules are provided
Bidder's Response: PCT's VNA is configurable across all platform services including visit data types, alerts, roles, reports, and dashboards. Visit time data is collected as part of each EVV vendor integration. Rounding rules can be quickly and easily added based on specified requirements of Nebraska						

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	S	
Bidder's Response: The open API enables existing vendor EVV solutions to have near real time data integration with the VNA for EVV aggregation solution.						

G.4 Privacy & Security Requirements:

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

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

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

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

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

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

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

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

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

Bidder's Response:

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

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

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

		manual service entries a provider is allowed to enter.	the number or percentage of manual service entries a provider is allowed to enter.			
Bidder's Response:						

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

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

		beneficiaries they are serving, and consistent with the applicable approved prior authorizations and service plans.				
Bidder's Response:						

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

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

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

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

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

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

89	PS.16	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 • 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.	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.	TA.SP.18	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
90	PS.17	Solution must verify identity of all users, and deny access to invalid users. For example: • 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.	Describe how solution verifies identity of all users, and denies access to invalid users.	TA.SP.22	Choose an item.	
Bidder's Response:						

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
91	PS.18	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	Choose an item.	
Bidder's Response:						

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

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

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

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

95	PS.22	Solution should support the SMA (the covered entity) in its responsibility for: (i) Standard security management processes by implementing policies and procedures to prevent, detect, contain, and correct security violations. (ii) Implementation specifications, which are all required of the contractor: (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. (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). (C) Sanction policy: Apply appropriate sanctions against workforce members who fail to comply with the security policies and procedures of the covered entity. (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.	Describe solution's standard security management processes, including all items noted in the requirements.	TA.SP.3	Choose an item.	
Bidder's Response:						

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

			inappropriate access to confidential information.			
Bidder's Response:						

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

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
98	PS.25	Solution should contain verification mechanisms that are capable of authenticating authority (as well as identity) for the use or disclosure requested. For example: • 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	Choose an item.	
Bidder's Response:						

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

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

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

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

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

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

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

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

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

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

Bidder's Response:

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

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

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

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

		(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.				
Bidder's Response:						

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

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

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

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

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

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

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

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

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

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

Bidder's Response:

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

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

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

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

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

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

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

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

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

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

Bidder's Response:

G.5 Reporting Requirements:

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

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

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.	N/A	S	

			Provide a complete list of data elements available for purposes of reporting.			
Bidder's Response: Data model and API includes support for all 14 of these elements plus more. Data model is extensible. Various visit date/time discrepancy cases can be configured and executed as alert rules as well.						

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	S	
Bidder's Response: The VNA for EVV includes an ad hoc report toolset. DHHA can define/specifiy new report requirements based on existing and new data elements in the data warehouse. New reports against such data and requirements can be developed rapidly. All report capabilities, frequencies, secure access, and output methods can be specified by DHHS						

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 VNA for EVV includes an ad hoc report toolset. DHHA can define/specifiy new report requirements based on existing and new data elements in the data warehouse. New reports against such data and requirements can be developed rapidly. All report capabilities, frequencies, secure access, and output methods can be specified by DHHS						

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: This is a standard report and a dashboard widget. It can also be customized with filters.						

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: This is a standard report and a dashboard widget. It can also be customized with filters.						

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	S	
Bidder's Response: This is a standard report and a dashboard widget. It can also be customized with filters.						

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: Standard reports and dashboard widgets can be be customized and saved with filters. They can also be changed using new SQL data views and new report logic.						

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: Role based security is fully implemented for all reports and dashboard widgets. Access to each and every report is under control of role based access security.						

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: Ad hoc reporting also exposes multiple data views and provides a tool to construct new dashboards and reports from these data views by power business analyst personas.						

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: All reports and dashboard widgets provide these filters.						

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: Role based security is fully implemented for all reports and dashboard widgets. Access to each and every report is under control of role based access security.						

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

			complete list of tools that will be included in the solution to facilitate the presentation of data.			
Bidder's Response: Embedded analytic and reporting engine provides visualization elements including bars, lines, 3d, pie, tables, graphs, scatter maps, and more.						

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: Data model provides full support.						

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: Reports and dashboards are all 'drillable'.						

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: State, county, and zip code filters and sorting provided.						

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

				ID	Code	
145	RR.17	Solution should support federal reporting requirements when these requirements are met through the decision support services (DSS).	Describe how solution supports federal reporting requirements.	TA.FR.2	S	
Bidder's Response: Known and future requirements meant with the embedded engine.						

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: PDF, Excel, HTML output formats fully supported.						

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: VNA Data model fully supports and provides multiple reports based upon request of State.						

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: Ad hoc and standard reports provide sum and summaries in all cases						

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: Fully supported.						

G.6 Technical Requirements:

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

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

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

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
152	TEC.3	Solution must be configurable to support multiple programs or services which have different policies, procedures and business rules, all of which are subject to change during the contract.	Explain how solution will be scalable and configurable to add new functional features and support more users and service types in the future without affecting the underlying system architecture or system performance.	PE.PI1.23	Choose an item.	
Bidder's Response:						

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

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

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

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

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

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

Bidder's Response:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Bidder's Response:

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

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

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

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

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

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

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

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

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

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

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

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

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

G.7 Data Management Requirements:

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

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	
Bidder's Response: Confirmed all alphabetic fields only alphabetic						

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	
Bidder's Response: API delivers precise verification processing of all inbound EVV data. Software changes and promotions are regression tested in test environment and end user smoke tested in stage environment.						

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: Security properties and treatments of all fields can be managed and configured on a field by field basis

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	
Bidder's Response: We handle all such workflow, rules, and metadata clarification as collaborative agile process						

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	
Bidder's Response: Add data internal structure is XML. All API based exchange can be XML or JSON						

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	
Bidder's Response: Service and endpoint API's can be exposed to any and all authorized test functions and services of DHHS.						

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	S	
Bidder's Response: HIPPA EDI transaction sets and types fully supported by underlying PCN data integration tool and platform						

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	S	
Bidder's Response: Error message responses are defined and structure part of API for external source systems						

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	
Bidder's Response: Support is provided for XML, JSON, HL7, Secure FTP, .XLS, .CSV.						

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

		must maintain currency and integration points as DHHS Systems evolve.				
Bidder's Response: Underlying PCN data integration platform supports fast dev of new integrations using Agile process, in full collaboration with DHHS						

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	S	
Bidder's Response: We have sophisticated scheduling services and use HTTPS and/or Secure FTP						

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 (electronic claims) to the DHHS systems for adjudication. b) The system architecture must be flexible enough to add future desired populations, programs, and services, which have different policies and procedures. c) 837 file format must be customized to meet DHHS requirements. d) Solution must have the capability to consolidate and submit claims on a weekly basis.	Describe how solution will interface with the DHHS system modules and HCBS providers to authorize payment of claims based on verified delivery of services and compliance with the rules and regulations associated with the service. Describe how standard and custom 837 files can be used for claims submission. Describe how the system architecture is flexible enough to add future desired populations, programs, and services, which have different policies and procedures. Describe how 837 file format will be customized to meet DHHS requirements.	N/A	S	
Bidder's Response: 837 is fully supported. System architecture supports adding new programs and services. Consolidation and submission of claims fully supported						

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	S	
Bidder's Response: DHHS file formats and integrations supported by new PCN integration adapters as defined during project implementation						

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
200	IIO.11	Solution should take advantage of best practices for Medicaid EVV systems and electronic data interchange with Medicaid Management Information Systems and eligibility and enrollment systems.	Describe how solution takes advantage of best practices for Medicaid EVV systems and electronic data interchange with Medicaid Management Information Systems and eligibility and enrollment systems.	N/A	S	
Bidder's Response: VNA has been working successfully in best practices with EDI for over 15 years including applications such as submitting claims, providing data interface with State, Healthcare, and commercial enterprise.						

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: ICD and API reference documents available

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

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: Support is provided for 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: X12 278 is supported for auth information						

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: Eligibility systems integration is supported						

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: VNA works with 49 states and their respective contractors.						

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: System architecture meets MITA criteria						

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: Fully supported

Req.#	ID	Contractor / Solution Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
209	IIO.20	Solution architecture must preserve the ability to efficiently, effectively, and appropriately exchange data with other participants in the health and human services enterprise.	Describe how solution architecture preserves the ability to efficiently, effectively and appropriately exchange data with other participants in the health and human services enterprise.	S&C.IC.6	S	
Bidder's Response: VNA can submit or receive approved date exchange in multipler formats based on our proprietary middleware (PCN).						

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	
Bidder's Response: All key interfaces are open and documented						

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	
Bidder's Response: Fully supported.						

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

		arrangement, coordination, and management of system.	coordination and management of systems.			
Bidder's Response: Multiple 3rd party ESBs supported						

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: API supports SOAP and RESTful						

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: Support for coordination provided as needed						

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: Underlying PCN system is used for claims submission and management and is HIPAA compliant						

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

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

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: LDM based on MS SQL and supports classes, attributes, entity relationships, code sets.						

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: Fully supported.						

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

219	IIO.30	To minimize the amount of data being transferred across the State's commodity internet connections to cloud provider data centers, the State of Nebraska has established point-to-point private network connections to Microsoft Azure and Amazon AWS. Describe how the proposed solultion utilizes one of these connections, or something similar, to transfer data to/from the State's on premise systems.	Describe how the proposed solultion 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 PCT primeCLOUD provides VPN services including connections as needed to AWS and Azure						

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	
Bidder's Response: Systems availability procedures will be developed collaboratively with all contractors						

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

		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; 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.	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; 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.			
Bidder's Response: This plan and document exists and is updated continuously						

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

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

Bidder's Response: The Infrastructure server farm running the VNA for EVV runs in a 376,000 square foot primary data center in Suwanee, Georgia, USA. That primary data center is backed by a Disaster Recovery data center in Dallas, TX USA; and by regional standby data centers throughout the USA. All of the server, network, and storage elements of the Infrastructure for the VNA for EVV have N+1 redundancy.

The collection of recovery procedures for the data center, the infrastructure running Neutral Cloud Repository, the databases, and the storage area networks are consolidated into a single system wide contingency planning document.

Some triggers for the plan are automatic. For example, the failure of one of the processors on the multiprocessor database or web application servers takes that processor out of the active code processing path automatically. For other trigger events, like the failure of the entire Tier 3 data center due to a national disaster, the procedure for rolling over all processing into the Disaster recovery Data Center is documented in the system wide contingency planning document.

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: The VNA for EVV is built on the next generation SAN architecture provided within the primeCLOUD platform from PCT. All SAN storage is mirrored continuously. High speed storage capacity is effectively unlimited. The VNA for EVV also implements an online and archived data organization. All data one year old and less is effectively online at all times. Data over one year old is archived and still available for analytics or reprocessing, in the event it is needed for adjudication, adjustment, or electronic discovery.

In most cases of system maintenance or an actual outage, our Infrastructure monitoring teams and systems will detect the problem before there are any reports from end users, other vendors, or state and outsourcing staff. Many of these routine maintenance outages are recovered automatically during off hours. For any working hours outages, reporting them to the help desk is the standard start to recover procedure.

The EVV transactional portion of the VNS for EVV will implement standard MS SQL 2014 feature set to support database transaction integrity. In general there will be no shutdowns of the transactional database without checkpoint completion first. T-SQL automatic check pointing will be used.

The initial deployment server farm will be a multi-processor web application server with a multiprocessor database server. The failure of any processor will simply result in that processor being taken out of the active processing path.

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: Fully supported. The Infrastructure server farm running the VNA for EVV runs in a 376,000 square foot primary data center in Suwanee, Georgia, USA. That primary data center is backed by a Disaster Recovery data center in Dallas, TX USA; and by regional standby data centers throughout the USA. All of the server, network, and storage elements of the Infrastructure for the VNA for EVV have N+1 redundancy.

The collection of recovery procedures for the data center, the infrastructure running Neutral Cloud Repository, the databases, and the storage area networks are consolidated into a single system wide contingency planning document.

Some triggers for the plan are automatic. For example, the failure of one of the processors on the multiprocessor database or web application servers takes that processor out of the active code processing path automatically. For other trigger events, like the failure of the entire Tier 3 data center due to a national disaster, the procedure for rolling over all processing into the Disaster recovery Data Center is documented in the system wide contingency planning document.

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	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	TA.SP.48	S	

		system operations for essential business functions.	alternate telecommunications services including necessary agreements to permit the resumption of information system operations for essential business functions.			

Bidder's Response: Fully supported. The Infrastructure server farm running the VNA for EVV runs in a 376,000 square foot primary data center in Suwanee, Georgia, USA. That primary data center is backed by a Disaster Recovery data center in Dallas, TX USA; and by regional standby data centers throughout the USA. All of the server, network, and storage elements of the Infrastructure for the VNA for EVV have N+1 redundancy.

The collection of recovery procedures for the data center, the infrastructure running Neutral Cloud Repository, the databases, and the storage area networks are consolidated into a single system wide contingency planning document.

Some triggers for the plan are automatic. For example, the failure of one of the processors on the multiprocessor database or web application servers takes that processor out of the active code processing path automatically. For other trigger events, like the failure of the entire Tier 3 data center due to a national disaster, the procedure for rolling over all processing into the Disaster recovery Data Center is documented in the system wide contingency planning document.

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

Bidder's Response: Fully supported. The Infrastructure server farm running the VNA for EVV runs in a 376,000 square foot primary data center in Suwanee, Georgia, USA. That primary data center is backed by a Disaster Recovery data center in Dallas, TX USA; and by regional standby data centers throughout the USA. All of the server, network, and storage elements of the Infrastructure for the VNA for EVV have N+1 redundancy.

The collection of recovery procedures for the data center, the infrastructure running Neutral Cloud Repository, the databases, and the storage area networks are consolidated into a single system wide contingency planning document.

Some triggers for the plan are automatic. For example, the failure of one of the processors on the multiprocessor database or web application servers takes that processor out of the active code processing path automatically. For other trigger events, like the failure of the entire Tier 3 data center due to a national disaster, the procedure for rolling over all processing into the Disaster recovery Data Center is documented in the system wide contingency planning document.

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	Describe how the facilities hosting the solution are	TA.SP.61	S	

		shutdown of the information system in the event of a primary power source loss.	designed to be resilient during a power source loss.			

Bidder's Response: Fully supported. The Infrastructure server farm running the VNA for EVV runs in a 376,000 square foot primary data center in Suwanee, Georgia, USA. That primary data center is backed by a Disaster Recovery data center in Dallas, TX USA; and by regional standby data centers throughout the USA. All of the server, network, and storage elements of the Infrastructure for the VNA for EVV have N+1 redundancy.

The collection of recovery procedures for the data center, the infrastructure running Neutral Cloud Repository, the databases, and the storage area networks are consolidated into a single system wide contingency planning document.

Some triggers for the plan are automatic. For example, the failure of one of the processors on the multiprocessor database or web application servers takes that processor out of the active code processing path automatically. For other trigger events, like the failure of the entire Tier 3 data center due to a national disaster, the procedure for rolling over all processing into the Disaster recovery Data Center is documented in the system wide contingency planning document.

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	

Bidder's Response: PCT is responding as an Aggregator.
Project Management- PCT will assign dedicated staff to this project. PCT continually trains employees and may rotate employees throughout its duration of this project based upon need. Our Consortium of EVV providers provide continual training to their employees to enable flexibility in assignment and customer requirements.

PCT will assign the following personnel for this Project (design, implementation, setup, training, hand-off to production):

One (1) Project Manager- full time through set up phase
One (1) Executive Sponsor- full time through length of relationship
One (1) Customer Success Manager- full time through length of relationship
One (1) Technical Lead (Application Engineer) - full time through length of relationship
One (1) Network Engineer- full time through length of relationship
Four (4) Support Team Members- full time through length of relationship
Two (2) Developers- full time through length of relationship
Two (2) Quality Assurance Representatives – full time through testing phase of relationship

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 Management Plan	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.	N/A	S	

		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 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.			

Bidder's Response: PCT is responding as an Aggregator.
PCT uses strict project management principles and uses commercially available web-based software to track projects. PCT will assign a dedicated Project Manager that will oversee the project. From initial scope discussion with the MMIS project members, internal resource assignment, task and sub-task creation, internal and customer deliverables, establishment of milestones and deadlines, the PCT Project Manager will work directly with the team member(s) responsible for a successful implementation. A phased implementation plan for the installed Agency Provider EVV systems can be completed in less than one year. This model can support existing 3rd party EVV systems. Our methodology will be to divide implementation into a set of chunks that combine specific software features with support for targeted user functions and services.

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: PCT is responding as an Aggregator.
PCT uses Manage Engine's Project Management Module for our 6,500 location customer base projects. Manage Engine is a premier commercially available SaaS solution that tracks projects, items, decisions, issues, risks, dependencies, defects and resolutions.

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: PCT is responding as an Aggregator.
PCT will assign the following personnel for this Project (design, implementation, setup, training, hand-off to production):

One (1) Project Manager- full time through set up phase
One (1) Executive Sponsor- full time through length of relationship
One (1) Customer Success Manager- full time through length of relationship
One (1) Technical Lead (Application Engineer) - full time through length of relationship
One (1) Network Engineer- full time through length of relationship
Four (4) Support Team Members- full time through length of relationship
Two (2) Developers- full time through length of relationship
Two (2) Quality Assurance Representatives – full time through testing phase of relationship

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
232	PMI.5	Contractor must participate in and capture notes from all necessary project meetings. Contractor shall be responsible for creation and dissemination of all project meeting agendas, minutes, and necessary documentation.	Describe how Contractor staff shall participate in and capture notes from all necessary project meetings, and will be responsible for creation and dissemination of all project meeting agendas, minutes, and necessary documentation.	N/A	S	
Bidder's Response: Customer Success Manager chairs all calls with State and provides minutes to all participantas and stakeholders as requested by State.						

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	
Bidder's Response: PCT is responding as an Aggregator.						

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	N/A	S	

			reviewed within Contractor's team prior to submission to DHHS for review and approval.			

Bidder's Response: PCT is responding as an Aggregator.
Manage Engine allows for export of all documentation used during project plan. PCT provides access for Project Team

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

Bidder's Response:

Provider Onboarding and Training (EVV)

EVV Providers will train Care Givers on the specific requirements of using their software. EVV providers will be responsible for implementation, rollout and ongoing support of their user base.

DHHS and Fiscal Agent Staff Training

PCT will train Nebraska personnel on all elements of getting set up with access, logging into the portal, using the tiles and data elements, and the analytics and reporting capabilities in the VNA portal. PCT utilizes self-paced video vignettes for training personnel on use of our portals. The training curriculum may include, but will not be limited to the following:

1. User Administration
2. Log-in
3. File Selection
4. Data Management
5. Visits and Exceptions
6. Tile adds, changes, and modifications
7. Reports
   a. Type
   b. Search
   c. Execute report
8. Analytics

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

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: Customer Success Manager chairs all calls with State and provides minutes to all participantas and stakeholders as requested by State.						

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	Provide a sample Project Work Plan showing activities and timeframes for a recent successful EVV implementation.	N/A	S	

		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.				
Bidder's Response: CSM and PCT PM will document, prepare and use Gantt chart or similar methodology for realizing Scope of Work.						

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: PCT responding as an Aggregator. PCT hosts Sharepoint like environment ot store documents and deliverables.						

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: Customer Success Manager chairs all calls with State and provides minutes to all participantas and stakeholders as requested by State. CSM stores and shares all pertinent documentation related to Project.						

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: CSM will work with State on necessary implementation and communication 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 DHHS staff for approval before acceptance.	N/A	S	
Bidder's Response: All required documentation will be sent electronically thorugh secured email.						

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	
Bidder's Response: Customer Success Manager (CSM) chairs all calls with State and provides minutes to all participantas and stakeholders as requested by State.						

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	
Bidder's Response: CSM will collaborate wth State project manager to provide test management plan to ensure successful communication, projetct work and outcomes.						

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	Describe how Contractor has worked collaboratively with previously clients and their Integration teams to ensure	N/A	S	

		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.	alignment of technology and resources. Examples may be submitted.			
Bidder's Response: Customer Success Manager chairs all calls with State and provides minutes to all participantas and stakeholders as requested by State.						

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

G.11 Communication and Training Requirements:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

G.12 Operations Requirements:

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

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

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

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

G.13 Customer Support Requirements

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

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

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

		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. C. Contractor shall provide on-call technical support for hours outside production support core business hours. a) Contractor will return contact within fifteen (15) minutes of state contact to Contractor on-call support number. b) Contractor will maintain active and continued resolution activity until problem is resolved for incidents designated severity 1, or the highest severity designation				
Bidder's Response:						

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

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

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

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

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

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

Bidder's Response:

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

Req.#	ID	Contractor / Solution/Requirement	Instructions to Bidder	CMS Checklist ID	Bidding Ability Code	Gap Description and Recommendation for Closure
273	CSR.10	Contractor must provide Customer Support monthly reporting statistics and criteria, and associated reports are to be delivered on a monthly basis. Some of the criteria to be included, but is not limited to are: • 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	Choose an item.	

Bidder's Response:

G.14 Staffing and Resources Requirements:

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

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

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

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

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

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

G.15 Turnover and Contract Closeout Requirements:

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

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

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

G.16 Certification Support Requirements:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

3

Attachment B – Performance Guarantees

Meas. #	Implementation Task Performance Standards	Performance Area	Damages to be Assessed
1	Contractor shall thoroughly test the EVV Solution and demonstrate proof of successful testing for 100% of the specifications and configuration updates presented in the contract in accordance with testing schedule presented in the DHHS-approved Project Management Plan. Critical and high defects must be corrected before go-live. Other defects will be reviewed by Contractor and DHHS and remediation approach will be agreed to.	Testing	$1,250 per calendar day in damages may be assessed for failure to test as specified.
2	Updated training and communication materials shall be received by DHHS for review and approval fifteen (15) state business days prior to a scheduled training or communication event. Changes to previous version must be identified for ease of review of the changes.	Training and Communication	$500 per state business day, per occurrence of failure to produce materials.
3	Solution shall have SIT environment available 90 days prior to UAT availability to facilitate interface testing with DHHS. Solution shall have UAT environment available 15 days before UAT scheduled start date. Solution shall have production environment available for production to facilitate EVV Solution operations no less than fifteen (15) state business days prior to the scheduled EVV Solution go-live date as approved by DHHS. SIT and UAT environments shall be available at least 99% of the time during state business days and core working hours (6am CT to 7pm CT) with access on weekends and holidays as mutually agreed in advance by the parties.	EVV Solution Environments	$500 per state business day, per environment, until required environments are available as per the performance standard.
Meas. #	**Operations and Maintenance Task Performance Standards**	**Performance Area**	**Damages to be Assessed**
4	Contractor shall implement EVV Solution capabilities and services by mutually agreed project implementation dates.	Schedule	$2,000 per calendar day, until completed, in damages may be assessed for failure to implement on agreed dates.
5	Contractor shall provide a written report and an initial assessment to DHHS within twenty-four (24) hours following the identification of any security incident 100% of the time. The report shall detail the incident, initial assessment, including type of incident, the current status, and any potential impact(s).	Security	$1,250 per calendar day, per report in damages may be assessed for failure to produce reports and notification.

	Detail must include time of original incident, time of discovery of incident, and time reported to DHHS.		
6	Contractor shall provide accurate and verifiable monthly performance reports to DHHS demonstrating real-time capture of mandated data elements required to verify a visit. The monthly performance report format shall be defined by DHHS. Performance reports shall be provided to DHHS within five (5) business days of the end of the reporting period, and at least five (5) state business days prior to monthly review meeting.	EVV Data Capture	$200 per state business day, per report, in damages may be assessed for failure to produce reports.
Meas. #	Operations and Maintenance Task Performance Standards	Performance Area	Performance Area
7	Solution application functionality shall be available to end users and integration partners 99.5% of the time, 24 hours a day, seven days a week, excluding DHHS-approved planned downtime. This will be calculated and reported weekly to DHHS and calculated and rolled up to monthly availability for service level delivery tracking and reporting.	Customer Care	$250 per hour of system unavailable time over the required uptime in damages may be assessed for failure to comply with this performance standard.
8	Scheduled EVV Solution downtime notification reminders shall be communicated to all EVV Solution users forty-eight (48) hours prior to the scheduled downtime.	System Downtime	$1,250 per event in damages may be assessed for failure to notify for every scheduled downtime event.
9	Immediate notification shall be communicated to all EVV Solution users when unscheduled system downtime occurs. Notification shall be distributed within an hour of discovery of the event, and a flash on the web application and mobile application will be posted at the time the notification is sent.	System Downtime	$1,250 per event in damages may be assessed for failure to notify for every unscheduled system downtime.
10	Contractor shall ensure availability of accurate data for reporting as follows: A. Current data must be available for ad hoc or scheduled reporting by authorized users 24 hours per day; B. Requests for ad hoc reports shall be fulfilled and available to the end user within forty-eight (48) hours of request submission; and C. Reports generated on occurrence (event based) shall be available within twenty-four (24) hours of the occurrence.	Reports	$500 per calendar day, per report in damages may be assessed for failure to produce reports.

11	Contractor shall provide technical support by phone and online every calendar day (7 days per week during the hours of 8 a.m. to 6 p.m. CT), for all stakeholders through the first ninety (90) days of the Operations following the final implementation Phase in accordance with the DHHS-approved EVV Solution Customer Support Plan. Contractor must also provide callback support for callers who select that option.	Customer Care	$375 per hour may be assessed for failure to provide technical support as specified.
12	Contractor shall provide technical support by phone and online in accordance with DHHS's regular business hours (including 8 a.m. to 6 p.m. CT) for the duration of the contract beginning on the ninety-first (91st) day of the Operations Phase. Support shall be provided in accordance with the DHHS approved EVV Solution Customer Support Plan. Off hours email support must be provided. Telephone support for providers and caregivers must be provided twenty-four (24) hours a day, every calendar day, with a callback option which callers can select.	Customer Care	$375 per hour may be assessed for failure to provide technical support as specified.
13	Customer Support services staffing levels shall be maintained so that no more than ten percent (10%) of the calls placed into the queue remain on hold for more than five (5) minutes, and so that the abandon rate is no greater than five percent (5%). This will be reported weekly, but the SLA shall be calculated monthly.	Customer Care	$375 per calendar day may be assessed for failure to provide customer care support as specified.
14	Customer Support shall respond to all received telephone and email contacts within two (2) working days of receipt of the inquiry for 99.99% of the inquiries. This SLA shall be calculated monthly.	Customer Care	1% of the Monthly Operational Invoice may be assessed as penalties for failure to comply as specified.
Meas. #	Operations and Maintenance Task Performance Standards	Performance Area	Damages to be Assessed
15	Respond to all DHHS inquiries within two (2) state business days.	Customer Care	$375 per state business day may be assessed for failure to comply as specified.
16	Updated training and communication materials shall be submitted to DHHS for review and approval fifteen (15) state business days prior to a scheduled training or communication event. Changes to previous version must be identified for ease of review of the changes.	Training and Outreach	$1,250 per state business day may be assessed for failure to comply as specified.
17	EVV Solution shall have at least ten (10) years of reporting available online to DHHS. In years one (1) through ten (10) all data will be	Report Data	$500 per state business day in damages may be assessed for failure to comply as specified.

	accumulated until ten (10) years' data is available.		
18	The Contractor solution shall provide response times within two (2) seconds 95% of the time and within eight (8) seconds 99% of the time. Response time monitoring shall include all discrete transactions for each user request and associated contractor system response during all uptime hours. Each discrete transaction shall be monitored and captured such that reporting can provide aggregated reporting of the entire transaction population, a variety of subset populations with drill down to individual discrete transactions. Contractor shall only have responsibility to monitor transaction response from the contractor solution incoming endpoint to the contractor solution outgoing endpoint. Response time reporting shall be provided at least weekly. Calendar week is defined as each week of the year, all day (24 hours), every day of the week, Sunday through Saturday.	Production Online System User Responsiveness	$2,500 per calendar week the contractor system does not minimally comply.
19	***Definition*** This is a measure of operational readiness to an incident. The incident can be a security incident, system availability incident, data quality incident or user reported incident. An incident Response to an event is reported to the service desk or detected by a service provider. The Solution will measure the following • Initial Response Time: This is the timeliness of acknowledging the initial reported incident and registering it in the incident response system. • Update Frequency: This is the minimum frequency of communicating updates to a defined set of state stakeholders for the incident resolution progress. • Resolution Time: This is the maximum time to resolve a specific incident. The resolution is an acceptance of the	Incident Response	$2,500 per calendar week the contractor does not minimally comply.

implemented fix by the State stakeholders.

<u>The Solution will measure and report against the following thresholds for service incident response times</u>

Severity Level	Initial Response Time	Update Frequency	Resolution Time
Severity 1	99.5% ≤15 minutes	Every 15 minutes	99.5% ≤ 1 hour
Severity 2	99.5% ≤15 minutes	Every 30 minutes	99.0% ≤ 4 hours
Severity 3	99.5% ≤15 minutes	Every 4 hours	99% ≤ 5 days
Severity 4	99.5% ≤15 minutes	Every day	100% ≤ 10 days

Must be measured and reported weekly.

<u>Calculation</u>
The solution will report monthly the incident resolution and response times.

<u>Additional Notes</u>
The incident response process defines the standard operating procedures for reporting, classifying, managing and resolving incidents. The initial classification of the incident shall be done by the entity reporting the incident.

4

6113 Z1

ATTACHMENT C
Business Associate Agreement

A. BUSINESS ASSOCIATE AGREEMENT PROVISIONS

a. Definitions – For the purposes of this section:

- **i.** BUSINESS ASSOCIATE. "Business Associate" shall generally have the same meaning as the term "business associate" at 45 CFR § 160.103, and in reference to the party in this contract, shall mean Contractor.
- **ii.** COVERED ENTITY. "Covered Entity" shall generally have the same meaning as the term "covered entity" at 45 CFR § 160.103, and in reference to the party to this contract, shall mean DHHS.
- **iii.** HIPAA RULES. "HIPAA Rules" shall mean the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164.
- **iv.** OTHER TERMS. The following terms shall have the same meaning as those terms in the HIPAA Rules: Breach, Data Aggregation, Designated Record Set, Disclosure, Health Care Operations, Individual, Minimum Necessary, Notice of Privacy Practices, Protected Health Information, Required by Law, Secretary, Security Incident, Subcontractor, Unsecured Protected Health Information, and Use.

b. The Contractor Shall do the following:

- **i.** Not use or disclose Protected Health Information other than as permitted or required by this contract or as required by law. Contractor may use Protected Health Information for the purposes of managing its internal business processes relating to its functions and performance under this contract. Use or disclosure must be consistent with DHHS' minimum necessary policies and procedures.
- **ii.** Implement and maintain appropriate administrative, physical, and technical safeguards to prevent access to and the unauthorized use and disclosure of Protected Health Information. Comply with Subpart C of 45 CFR Part 164 with respect to electronic Protected Health Information, to prevent use or disclosure of Protected Health Information other than as provided for in this contract and assess potential risks and vulnerabilities to the individual health data in its care and custody and develop, implement, and maintain reasonable security measures.
- **iii.** To the extent Contractor is to carry out one or more of the DHHS' obligations under Subpart E of 45 CFR Part 164, comply with the requirements of Subpart E that apply to DHHS in the performance of such obligations. Contractor may not use or disclosure Protected Health Information in a manner that would violate Subpart E of 45 CFR Part 164 if done by DHHS.
- **iv.** In accordance with 45 CFR §§ 164.502(E)(1)(ii) and 164.308(b)(2), if applicable, ensure that any agents and subcontractors that create, receive, maintain, or transmit Protected Health Information received from DHHS, or created by or received from the Contractor on behalf of DHHS, agree in writing to the same restrictions, conditions, and requirements relating to the confidentiality, care, custody, and minimum use of Protected Health Information that apply to the Contractor with respect to such information.
- **v.** Obtain reasonable assurances from the person to whom the information is disclosed that the information will remain confidential and used or further disclosed only as required by law or for the purposes for which it was disclosed to the person, and the person notifies the Contractor of any instances of which it is aware that the confidentiality of the information has been breached.
- **vi.** Within fifteen (15) days:
  - **a)** Make available Protected Health Information to DHHS as necessary to satisfy DHHS' obligations under 45 CFR § 164.524;
  - **b)** Make any amendment(s) to Protected Health Information as directed or agreed to by DHHS pursuant to 45 CFR § 164.526, or take other measures as necessary to satisfy DHHS' obligations under 45 CFR § 164.526;
  - **c)** Maintain and make available the information required to provide an accounting of disclosures to DHHS as necessary to satisfy DHHS' obligations under 45 CFR § 164.528.
  - **d)** Make its internal practices, books, and records relating to the use and disclosure of Protected Heath Information received from, or created or received by the Contractor on behalf of the DHHS available to the Secretary for purposes of

determining compliance with the HIPAA rules. Contractor shall provide DHHS with copies of the information it has made available to the Secretary.

e) Report to DHHS within fifteen (15) days, any unauthorized use or disclosure of Protected Health Information made in violation of this contract, or the HIPAA rules, including any security incident that may put electronic Protected Health Information at risk. Contractor shall, as instructed by DHHS, take immediate steps to mitigate any harmful effect of such unauthorized disclosure of Protected Health Information pursuant to the conditions of this contract through the preparation and completion of a written Corrective Action Plan subject to the review and approval by DHHS. The Contractor shall report any breach to the individuals affected and to the Secretary as required by the HIPAA rules.

c. TERMINATION.

i. Within thirty (30) days of expiration or termination of this contract, or as agreed, unless Contractor requests and DHHS authorizes a longer period of time, Contractor shall return or at the written direction of DHHS destroy all Protected Health Information received from DHHS (or created or received by Contractor on behalf of DHHS) that Contractor still maintains in any form and retain no copies of such Protected Health Information. Contractor shall provide a written certification to DHHS that all such Protected Health Information has been returned or destroyed (if so instructed), whichever is deemed appropriate. If such return or destruction is determined by the DHHS be infeasible, Contractor shall use such Protected Health Information only for purposes that makes such return or destruction infeasible and the provisions of this contract shall survive with respect to such Protected Health Information.

ii. The obligations of the Contractor under the Termination Section shall survive the termination of this contract.

5

COST PROPOSAL

RFP 6113 Z1

Bidder Name: Prime Care Technologies, Inc

Bidder to complete the following cost proposal, including all costs associated with each section. Implementation costs will be proposed as fixed bid, with the breakout of costs noted below. Implementation costs will be paid, based on 4 milestones, each with associated deliverables:

- Design Milestone: 20% of Implementation fees;
- Development Milestone 20% of Implementation fees;
- Production Milestone: 30% of Implementation fees;
- R3 Milestone Completion: 30% of Implementation fees.

Milestone deliverables are elaborated in RFP Section VII.A.

Implementation Costs*

*Pricing provided by Prime Care Technologies, Inc. is for our Vendor Neutral Aggregator.

Description	Cost
Milestone 1: Design Milestone, includes creation, review and acceptance of the following:	
a. Project Management Plan, to include but not limited to:	
1) Work Breakdown Structure	
2.) Communication Plan	
3) Change Management Plan	
4) Staffing Management Plan	
5) Risk Management Plan	
6) Issue Management Plan	
7) Quality Management Plan	
b. Detailed Project Work Plan/Schedule	
c. Project Kickoff Meeting & Presentation	
d. Project Deliverable and Acceptance Process	
e.. Design and Configuration Deliverables	
Milestone 1 Payment (20% of Fixed Bid Implementation Fee)	**$30,000**

Milestone 2: Development Milestone, includes, but not limited to creation, review and acceptance of the following:	
a. Implementation Plan with detailed 'Go Live' Plan	
b. Design and Implementation Deliverable Work Products	
c. Updated Configuration & Design Documents	
1) User Manuals	
2) Completion of System and Artifact Deliverables, including updated RTM	
d. Completion of Artifact and Milestone Walk-throughs	

e. Delivery of Production-Ready System & Solution/Services	
f. Successful Completion of all System and UAT Testing	
g. Successful completion of all User Training:	
h. Training for Providers, Caregivers, Participants and Representatives	
1) *Training for State Staff	$
2) Completion of all Required R2 Artifacts	
i. Successful completion and acceptance of Attachment D – System Security Plan	
j. Review and Acceptance of all agreed pre-production activities and artifacts required for 'Go Live' Approval	
Milestone 2 Payment (20% of Fixed Bid Implementation Fee)	**$30,000**

*To support DHHS' ability to identify which cost(s) will apply to each FMAP allocation, provide specific cost for "Training for State Staff", and include the cost in the Milestone 2 Payment.

Milestone 3: Production Milestone, includes but not limited to the following:	
a. Successful Completion of all 'Go-Live' Activities	
b. Fully operational production EVV solution providing all agreed functionality	
c. Fully functional Customer Support Services	
d. Transition to Account Management	
e. Successful Completion and Acceptance/Approval from CMS of all required R2 Artifacts	
Milestone 3 Payment (30% of Fixed Bid Implementation Fee)	**$45,000**

Milestone 4: R3 Milestone Completion, includes but not limited to the following:	
a. Completion of any agreed post-production functionality	
b. Completion and Acceptance by CMS of all Required R3 Functionality and Artifacts	
Milestone 4 Payment (30% of Fixed Bid Implementation Fee)	**$45,000**

Ongoing operational costs will be paid on a PMPM (Per Member Per Month) fee, based on number of active clients receiving service visits each month as per the definition in the glossary.

Operational Costs*

*Pricing is for Prime Care Technologies Vendor Neutral Aggregator

For initial implementation, Personal Care Services are included across PAS, AD Waiver and DD Waiver. The number of clients included in these services were noted in the RFP body. To provide consistent pricing comparisons, please use the number 10,000 Active Clients to provide pricing costs. Using a volume of 10,000 to create consistent cost proposals does not guarantee that volume. When we prepare to add Home Health services, those estimated participant numbers will be provided (prior to 2023).

For ongoing operational costs, provide a PMPM (Per Member Per Month) fee which relates to each 'Active Client' for that month. An 'Active Client' is defined as any client who has services which have utilized the EVV check-in and/or check-out process in the state EVV system during that month, and as such, would be considered an 'Active Client' or member for that month for billing purposes.

Projected Operational Costs	Year 1	Year 2	Year 3	Year 4	Year 5
PMPM Operational Costs	$1.31	$1.05	$1.05	$1.01	$1.01
Implementation	$150,000				

Optional Renewal Years	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11
PMPM Operational Costs	$1.00	$1.00	$1.00	$1.00	$1.00	$1.00

Optional Costs

RFP requirements and ongoing regulatory/statutory or privacy changes should be included in the PMPM costs. However, there may be new functionality that DHHS requests via the Change Control process that may require development beyond what's covered in the stated requirements. The fees below relate to the contracted expense for Approved Change Control activities and deliverables.

Contractor - Resource Hourly Rates		
Type of Resource	Phases	
	DDI and Certification	Operations
Project Manager	$75.00	$75.00
Contract Manager	$85.00	$85.00
Integration Lead	$75.00	$75.00
Security Lead	$75.00	$75.00
Security Analyst	$95.00	$95.00
Architecture Lead	$75.00	$75.00
System Architect	$100.00	$100.00
Sr. System Architect	$100.00	$100.00
Configuration Lead	$75.00	$75.00
Configuration Specialist	$70.00	$70.00
Sr. Configuration Specialist	$75.00	$75.00
Infrastructure Lead	$75.00	$75.00
Infrastructure Analyst	$95.00	$95.00
Developer	$80.00	$80.00
Sr. Developer	$90.00	$90.00
Database Lead	$75.00	$75.00
Database Administrator	$75.00	$75.00
Database Analyst	$95.00	$95.00
Sr. Database Administrator	$75.00	$75.00
Testing Lead	$75.00	$75.00
Tester	$45.00	$45.00
Technical Writer	$75.00	$75.00
Sr. Data Scientist	$75.00	$75.00
Data Scientist	$75.00	$75.00
System Analyst	$95.00	$95.00
Sr. System Analyst	$105.00	$105.00
Business Analyst	$95.00	$95.00
Sr. Business Analyst	$105.00	$105.00
Certification Lead	$75.00	$75.00

Training Lead	$75.00	$75.00
Trainer	$75.00	$75.00
Add others as needed	$75.00	$75.00

This schedule represents the hourly rates for resources in the Certification and Operations phases.

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance

BIDDER MUST COMPLETE THE FOLLOWING

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:	Prime Care Technologies Inc.
COMPLETE ADDRESS:	6650 Sugarloaf Pkwy, Ste 400 Duluth, Georgia 30097
TELEPHONE NUMBER:	770-870-2862
FAX NUMBER:	678-527-2200
DATE:	October 3, 2019
SIGNATURE:	Joseph W. Brown
TYPED NAME & TITLE OF SIGNER:	Joseph W. Brown; Vice President Customer Success