



ALABAMA MEDICAID AGENCY REQUEST FOR PROPOSALS

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|---|--|---|
| RFP Number: 2023-EVV-01 | RFP Title: Alabama Medicaid Agency AMMP – Modular Electronic Visit Verification | |
| RFP Due Date and Time: December 27, 2023, by 5:00 pm Central Time | | Number of Pages: 220 |
| PROCUREMENT INFORMATION | | |
| Project Director: Shannon Crane | | Issue Date: October 25, 2023 |
| E-mail Address: MEVV@medicaid.alabama.gov Website: http://www.medicaid.alabama.gov/ https://medicaid.alabama.gov/content/2.0_Newsroom/2.4_Procurement.aspx | | Issuing Division: Medicaid Enterprise Systems |
| INSTRUCTIONS TO VENDORS | | |
| Return Proposal to: Alabama Medicaid Agency Attn: Shannon Crane Lurleen B. Wallace Building 501 Dexter Avenue PO Box 5624 Montgomery, AL 36103-5624 | | Mark Face of Envelope/Package: Alabama Medicaid Agency AMMP – Modular Electronic Visit Verification (MEVV) RFP RFP Number: 2023-EVV-01 RFP Due Date: December 27, 2023 |
| | | Firm and Fixed Price: (List total for Year 1, Year 2, Year 3, Year 4, Year 5, Year 6, Year 7, Year 8, and the Grand Total) |
| VENDOR INFORMATION <i>(Vendor must complete the following and return with RFP response)</i> | | |
| Vendor Name/Address: | Authorized Vendor Signatory: (Please print name and sign in ink) | |
| Vendor Phone Number: | Vendor FAX Number: | |
| Vendor Federal I.D. Number: | Vendor E-mail Address: | |

Section A. RFP Checklist

1. _____ **Read the entire document.** Note critical items such as: mandatory requirements; supplies/services required; submittal dates; number of copies required for submittal; licensing requirements; contract requirements (i.e., contract performance security, insurance requirements, performance and/or reporting requirements, etc.).
2. _____ **Note the project director’s name, address, phone numbers and e-mail address.** This is the only person you are allowed to communicate with regarding the RFP and is an excellent source of information for any questions you may have.
3. _____ **Take advantage of the “question and answer” period.** Submit your questions to the project director by the due date(s) listed in the Schedule of Events and view the answers as posted on the WEB. All addenda issued for an RFP are posted on the State’s website and will include all questions asked and answered concerning the RFP.
4. _____ **Use the forms provided,** i.e., cover page, disclosure statement, etc.
5. _____ **Check the State’s website for RFP addenda.** It is the Vendor’s responsibility to check the State’s website at https://medicaid.alabama.gov/content/2.0_Newsroom/2.4_Procurement.aspx for any addenda issued for this RFP; no further notification will be provided. Vendors must submit a signed cover sheet for each addendum issued along with your RFP response.
6. _____ **Review and read the RFP document again** to make sure that you have addressed all requirements. Your original response and the requested copies must be identical and be complete. The copies are provided to the evaluation committee members and will be used to score your response.
7. _____ **Submit your response on time.** Note all the dates and times listed in the Schedule of Events and within the document and be sure to submit all required items on time. Late proposal responses are *never* accepted.
8. _____ **Prepare to sign and return the Contract, Contract Review Report, Business Associate Agreement, and other documents** to expedite the contract approval process. The selected vendor’s contract will have to be reviewed by the State’s Contract Review Committee, which has strict deadlines for document submission. Failure to submit the signed contract can delay the project start date but will not affect the deliverable date.

This checklist is provided for assistance only and should not be submitted with Vendor’s Response.

Section B. Schedule of Events

The following RFP Schedule of Events represents the Agency's best estimate of the schedule that shall be followed. Except for the deadlines associated with the vendor question and answer periods and the proposal due date, the other dates provided in the schedule are estimates and will be impacted by the number of proposals received. The State reserves the right, at its sole discretion, to adjust this schedule as it deems necessary. Notification of any adjustment to the Schedule of Events shall be posted on the Alabama Medicaid Procurement website at https://medicaid.alabama.gov/content/2.0_Newsroom/2.4_Procurement.aspx

Table I-1: Schedule of Events

| EVENT | DATES |
|--|-------------------------|
| RFP Issued | 10/25/2023 |
| Questions Due by 5 p.m. CT | 11/16/2023 |
| Posting of Questions and Answers | 12/11/2023 |
| Last date to request Access to SharePoint | 12/12/2023 |
| Proposals Due by 5 p.m. CT | 12/27/2023 |
| Evaluation Period | 01/12/2024 - 01/29/2024 |
| Intent to Award Issued | 02/28/2024 |
| Contract Review Committee* | 05/02/2024 |
| Contractor Begins Work / Start Date* | 07/01/2024 |

* *By State law, this contract must be reviewed by the Legislative Contract Review Oversight Committee. The Committee meets monthly and can, at its discretion, hold a contract for up to forty-five (45) calendar days. The “Contractor Begins Work” date above may be impacted by the timing of the contract submission to the Committee for review and/or by action of the Committee itself.

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I. Background

The Alabama Medicaid Agency (AMA) is requesting proposals from Vendors with Electronic Visit Verification (EVV) solutions to assist the Agency with modernizing and integrating the future Medicaid Enterprise System (MES). Specifically, the Modular Electronic Visit Verification (MEVV) Vendor will assist AMA with meeting the requirements of Section 1903 of the Social Security Act (42 U.S.C. 1396b), also known as the 21st Century Cures Act. Services required are outlined throughout this Request for Proposal (RFP). The Agency intends to procure a MEVV solution for home health services (HHCS) and personal care services (PCS) that require an in-home visit by a provider. The Agency recognizes the various development and deployment approaches to this project which include Software as a Service (SaaS), custom software development, commercial-off-the-shelf (COTS), or some combination of these approaches. This RFP allows for any or all of these approaches to be proposed.

The MEVV and future modules will follow the project methodologies defined by the Alabama MES Modernization Program (AMMP). Software development methodologies will be defined by each module vendor. The Vendor will be required by the State to operate under all provisions of the Omnibus Budget Reconciliation Act (OBRA) 1990, the Social Security Act, and all applicable State and Federal laws. State regulatory authority is derived from Alabama Act No. 2003-297 and Alabama Medicaid Agency Administrative Code Chapter One. The projected MEVV contract execution date is July 1, 2024.

Specific information can be found on the Alabama Medicaid Procurement website at https://medicaid.alabama.gov/content/2.0_Newsroom/2.4_Procurement.aspx

The selected Vendor to whom the contract is awarded shall be responsible for the performance of all duties contained within this RFP for the firm and fixed price quoted in the Vendor's proposal to this RFP. All proposals must state a firm and fixed price for the services described.

All information and amendments contained in this RFP reflect the best and most accurate information available to Medicaid at the time of the RFP preparation. No inaccuracies in such data shall constitute a basis for change of the payments to the Vendor or a basis for legal recovery of damages, actual, consequential, or punitive.

II. Scope of Work

The purpose of this RFP is to solicit proposals from qualified respondents for the procurement of a Modular Electronic Visit Verification (MEVV) solution for AMMP. The chosen MEVV Contractor shall provide a configurable MEVV solution capable of meeting the requirements of various providers and programs. The MEVV contractor shall fully test and implement the new solution, develop Alabama-specific training/learning materials, train end users and administrators, support the operational solution at established service levels, obtain CMS certification of the solution and, at the end of this contract, transition to a future follow-on EVV solution. The MEVV Contractor shall work with the current Contractor to ensure data is migrated from the current operational EVV system to the new EVV system.

The scope of work includes the Design, Development, and Implementation (DDI) of the MEVV solution, development of reports, and providing support and training to the user community. The scope of work includes the operational services to maintain the core solution and any project enhancements.

As detailed in Section VIII, Subsection C of the RFP, the contract shall be let for a maximum of eight (8) years. The Agency requires the Contractor to start project activities shortly after the contract start date. The live operations for the MEVV solution, as defined in RFP II.H.4 – Operations, shall commence at the end of the Design, Development, and Implementation (DDI) period, as detailed in [Figure II-1: AMMP Roadmap \(Version 6/8/2023\)](#).

The MEVV Contractor’s System and Solution shall meet all the requirements specified in RFP [Appendix E: Requirements Response Matrix](#). The MEVV Contractor must align their response to the Scope of Work subsections. Most subsections within the Scope of Work end with Narrative Questions that must be addressed in full in all proposal responses.

A. Business Goals

The Agency will achieve many business goals by procuring an MEVV solution that incorporates data collection, data validation, and data aggregation. The Agency envisions a robust technological solution with a technical architecture that is scalable, extensible, and secure, that can easily accommodate a full range of program requirements and user needs, while also creating efficiencies by streamlining data and information sharing.

The MEVV solution must support a wide range of stakeholders involved in delivering and supporting Alabama’s EVV program.

1. Overview of Alabama’s Electronic Visit Verification (EVV) Services

Medicaid offers seven Home and Community-Based Services (HCBS) waivers for individuals who require the level of care provided by a nursing facility or Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID). These services are provided through a Medicaid waiver under the provisions of Section 1915(c) of the Social Security Act. The purpose of providing home and community-based services to individuals at risk of institutional care is to protect the health, safety, and dignity of those individuals while reducing Medicaid expenditures for institutional care. For this procurement, the HCBS supported by the Modular EVV are administered by Medicaid and operated by State Operating Agencies (OAs). The OAs serve as the billing provider and payer for six of the HCBS waivers. The Direct Service Provider (DSP) is enrolled with Medicaid as a rendering provider and reimbursed for services by the OA. A high-level matrix of the HCBS waivers is available at the following link: [6.1 LTC HCBS Waivers Matrix 9-30-22.pdf](#).

- The **Alabama Technology Assisted (TA) Waiver** is designed for individuals (over 21) with complex skilled medical conditions who are ventilator dependent or who has a tracheostomy and require private duty nursing services. This waiver is operated by Alabama Medicaid.
- The **Living at Home Waiver (LAH)** provides services to intellectually disabled individuals age 3 years or older who would otherwise qualify for care in an ICF/IID. The LAH Waiver is operated by the [Alabama Department of Mental Health \(ADMH\)](#).
- The **Intellectual Disabilities (ID) Waiver** provides services to intellectually disabled adults and children who would otherwise qualify for care in an ICF/IID. This waiver is operated by [ADMH](#).
- The **State of Alabama Independent Living (SAIL) Waiver** provides services to disabled adults 18 years of age or older who have specific medical diagnoses and who would otherwise qualify for care in a nursing facility. This waiver is operated by the [Alabama Department of Rehabilitation Services \(ADRS\)](#).
- The **Alabama Community Transition (ACT) Waiver** is designed to enable individuals, who currently reside in a nursing facility, the opportunity to transition out of the facility and receive home and community-based services in the community. A second target population would be individuals currently being served on one of Alabama’s other Home and Community-Based Services programs whose condition is such that their current program is not meeting their needs and admission to an institution is eminent if the ACT Waiver were not an option to better serve their needs. This waiver is operated by the Alabama Department of Senior Services ([ADSS](#)).
- The **Elderly and Disabled Waiver** is designed to provide services to elderly and/or disabled individuals who would otherwise require care in a nursing facility. This waiver is operated by [ADSS](#).

- The **Personal Choices program** is a Self-Directed option for Medicaid recipients participating in a HCBS program operated by ADSS, ADRS and AMA. Under the Personal Choices program (1915j), individuals can hire their own caregiver and assign service hours within an approved budget managed by Financial Management System Agencies.
- ADMH has a Self-Directed option for Medicaid recipients participating in the ID and LAH waivers.

Besides the waivers, the Agency also provides EVV services under the following two State Plan programs:

- The **Home Health program** provides home health care services to Medicaid recipients who meet the program criteria. This program is operated by [AMA](#).
- The **Private Duty Nursing program** is available to children under age 21 who require continuous skilled nursing care and be prescribed as the result of an Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) screening referral. The program is operated by [AMA](#).

Medicaid and Operating Agencies (OAs) are also supported by the following organizations in processing and delivering the HCBS services:

- Area Agencies on Aging (AAAs) are local agencies that assess, provide information and services on a range of assistance needed by older adults and those who care for them. The AAAs are contracted with ADSS to provide Case Management services for waivers operated by ADSS and AMA.
- ADRS and ADMH provide case management services for their waivers.
- Financial Management System Agencies (FMSA) provide financial management activities for the HCBS recipients enrolled in self-direction. Each OA contracts with a FMSA individually.

The Agency plans to implement an open vendor model solution with one MEVV Contractor, allowing OAs and other entities with EVV systems to continue to use those systems. The MEVV solution must be capable of receiving authorization and visit data in batch files, as well as via role-based manual entry. Alabama's EVV programs currently serve over 15,000 recipients, 289 providers, and four (4) FMSAs.

2. Overview of Business Goals

The Agency expects to achieve the following goals by implementing an MEVV solution:

- Comply with the requirements of the 21st Century Cures Act
- Ensure recipients receive the services they are authorized to receive to stay healthy and safe
- Prevent and reduce unauthorized services
- Improve quality of care for Medicaid recipients
- Provide additional tools for auditing and enhanced reporting to reduce/prevent fraud, waste, and abuse
- Provide evidence and information to CMS to obtain system certification
- Provide reports to assist with HCBS program compliance
- Ensure the confidentiality, integrity, and availability of data that supports the business needs of the Agency
- Ensure the security of the MEVV that prevents unauthorized use and access of data and information
- Provide accurate, timely, consistent, and high-quality data and information needed for operational and decision-making activities
- Improve performance and cost-efficiency to meet Alabama business needs

B. Alabama Medicaid Enterprise Systems Modernization Program

The Agency has embarked on a multi-module, multi-contractor enterprise program that requires data to be transferred amongst these modules in a secure and accurate manner. The overarching goal of AMMP is to

move away from a monolithic system approach and instead implement a modular MES with the information, infrastructure, tools, and services necessary to efficiently administer Alabama Medicaid programs. This will be accomplished using a combination of technology-based procurements, related services, and business process outsourcing.

1. Overview of Alabama’s Roadmap to AMMP

The Agency is moving forward with the modernization of the Alabama Medicaid program by modularizing the Alabama Medicaid Management Information System (AMMIS). This modernization will be accomplished through the use of loosely coupled modules connected by System Integration (SI) Services (SIS) as required by CMS. The Agency has organized the project to achieve the end-state MES in a proposed project timeline (see [Figure II-1](#)) that aligns with the existing AMMIS architecture, and the constraints imposed through the existing AMMIS contract term.

The Agency will use a modular approach that complies with CMS, promotes the use of industry standards for information exchange and interoperability, provides a seamless business services environment for users. During the DDI phase of the project independent verification and validation analysis will be conducted by the Agency’s Program Quality Assurance (PQA) group.

Each module contract within the AMMP will individually stand alone, and will not incorporate any other commercial, State, or Federal cooperative purchasing agreements such as through the General Services Administration (GSA) or the National Association of State Procurement Officials (NASPO). Furthermore, the MEVV Contractor and each module contractor shall provide all of their own technical solution; the Agency or the State will not provide any data center hosting, software licenses, or other technology for the contractors to use.

AMMP is expected to be completed over the course of several years and multiple projects. [Figure II-1](#) represents the current AMMP roadmap.

MES modules will be implemented in a timeline that most effectively meets AMMP and poses the least amount of risk to current operations. This initial timeline presents the Agency’s expected schedule and sequencing of implementing MES modules. The Agency expects that this timeline and roadmap will evolve and change; therefore, actual modules’ start and end dates will be subject to final Agency approval.

This approach also takes into account the inclusion of the existing Centralized Alabama Recipient Eligibility System (CARES) and Modular Electronic Visit Verification (MEVV) systems being implemented and integrated with the System Integration Platform (SIP).

Figure II-1: AMMP Roadmap (Version 6/8/2023)

AMMP Roadmap 6/8/2023

| Calendar Year | 2020 | | | | 2021 | | | | 2022 | | | | 2023 | | | | 2024 | | | | 2025 | | | | 2026 | | | | 2027 | | | | 2028 | | | | 2029 | | | | 2030 | | | |
|-----------------------------|---------------------------------------|---|---|---|-----------------|---|---|---|---|---|---|---|--------------------------|---|---|---|--------------------------------------|---|---|---|-----------------------------|---|---|---|-----------------------------|---|---|---|--------------------|---|---|---|------|---|---|---|------|---|---|---|------|---|---|---|
| Quarter | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| PMO | Active Contract 1 | | | | | | | | | | | | | | | | Active Contract 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Procurement & Staffing | RFP | | | | RFP | | | | RFP | | | | RFP | | | | RFP | | | | RFP | | | | RFP | | | | RFP | | | | RFP | | | | RFP | | | | RFP | | | |
| E&E (CARES) | Operations | | | | | | | | | | | | | | | | Operations | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| DDI | DDI – Consolidation of E&E into CARES | | | | | | | | | | | | | | | | CSR | | | | SIP INT | | | | Module Operational | | | | Module Operational | | | | | | | | | | | | | | | |
| MEVV | EVVM Operations | | | | | | | | MEVV Operations | | | | | | | | CSR | | | | SIP INT | | | | Module Operational | | | | Module Operational | | | | | | | | | | | | | | | |
| SIP Integration - MEVV3 | RFB | | | | DDI | | | | RFP | | | | DDI | | | | Module Operational | | | | Module Operational | | | | | | | | | | | | | | | | | | | | | | | |
| Procurement & DDI - MEVV3 | RFB | | | | DDI | | | | RFP | | | | DDI | | | | Module Operational | | | | Module Operational | | | | | | | | | | | | | | | | | | | | | | | |
| System Integration Services | SIP Connection | | | | | | | | | | | | | | | | SIP Connection | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Procurement & DDI | RFI+RFP | | | | | | | | SIP-integrate: AMMIS, EDS, MEVV, CARES, ProvMgr | | | | | | | | SIP Connection | | | | Module Operational | | | | | | | | | | | | | | | | | | | | | | | |
| TCOE | Active Contract 1 | | | | | | | | | | | | | | | | Active Contract 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Procurement & Staffing | RFP | | | | RFP | | | | RFP | | | | RFP | | | | RFP | | | | RFP | | | | RFP | | | | RFP | | | | RFP | | | | RFP | | | | | | | |
| Enterprise Data Services | SIP Connection | | | | | | | | | | | | | | | | SIP Connection | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Procurement & DDI | RFI+ RFP | | | | | | | | DDI & SIP INT | | | | | | | | DDI & SIP INT | | | | Module Operational | | | | Module Operational | | | | | | | | | | | | | | | | | | | |
| Provider Management (PM) | SIP Connection | | | | | | | | | | | | | | | | SIP Connection | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Procurement & DDI | RFP | | | | | | | | DDI & SIP INT | | | | | | | | DDI & SIP INT | | | | Module Operational | | | | Module Operational | | | | | | | | | | | | | | | | | | | |
| AMMIS/CPMS | Module Operational | | | | | | | | | | | | | | | | Module Operational | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Procurement & DDI | RFP | | | | | | | | RFP | | | | | | | | Takeover and SIP INT | | | | Enhancements/Modernizations | | | | Enhancements/Modernizations | | | | | | | | | | | | | | | | | | | |
| AMMIS | Operations | | | | | | | | | | | | | | | | Takeover Support + Mandatory Changes | | | | CPMS Operational | | | | | | | | | | | | | | | | | | | | | | | |
| Connect AMMIS to SIP | CSR | | | | | | | | SIP INT | | | | SIP Connection | | | | CPMS Operational | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Implement EDS TDR* | CSR | | | | 1st 6 Mths Data | | | | EDS TDR* Ongoing Support | | | | EDS TDR* Ongoing Support | | | | CPMS Operational | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Support PM Implementation | CSR | | | | | | | | Support PM Implementation | | | | | | | | Support PM Implementation | | | | Support PM Implementation | | | | | | | | | | | | | | | | | | | | | | | |

| | |
|--|--|
| | DDI (Design, Develop & Implement) |
| | Requirements Development and Procurement Activities |
| | Customer Service Request, Primarily AMMIS |
| | Operations for Legacy Platforms - MEVV, E&E & AMMIS |
| | SIP Availability for Module Testing |
| | Module Fully Operational, includes connection to SIP |

3/31/2027 AMMP Complete

TDR = Transitional Data Repository

2. Envisioned Future State of Maturity

The move towards maturing Alabama’s Medicaid systems and processes will be addressed through completing planned module procurements for new technology and services combined with leveraging both existing systems and ancillary applications. AMMIS and Module Contractors, including the MEVV Contractor, will work with the SI Contractor to ingest and exchange data from other systems to manage and report on MES data. A list of the planned and existing MES systems and services (including summary descriptions) is provided below.

a. Alabama Medicaid Management Information System

The Alabama Medicaid Management Information System (AMMIS) is composed of different software components that are based on Medicaid business processes. The components are able to operate on different networked computers, and the data is organized to support the business processes in a Medicaid-specific relational data model. This arrangement of different architectural patterns allows for flexibility and scalability and enables ease of use, development, and maintainability. The AMMP Roadmap plans for data exchange between the MES modules through the system integration solution. Interfaces with systems to the MES, which are necessary for AMMIS, are expected to be maintained by each Module Contractor. Below is a high-level listing of the components and functionality currently provided by the AMMIS, although these are subject to change. A more complete description may be found in the MMIS Concept of Operations available in the Procurement Library.

| | | |
|--|--|--|
| 1. Claims (Fee for Service & Encounter) | 8. Dental Management | 15. Decision Support System (DSS) |
| 2. Recipient Accounts Receivable (RA) | 9. Managed Care/Case Management (MC/CM) | 16. Management and Reporting Administrative System (MARS) |
| 3. Surveillance and Utilization Review System (SURS) and Program Integrity (PI) | 10. Pharmacy Management | 17. Transformed Medicaid Statistical Information System (T-MSIS) |
| 4. Financial | 11. Third Party Liability (TPL) | 18. Drug Rebate (DR) |
| 5. Recipient (Long Term Care, Early and Periodic Screening, Diagnosis and Treatment) | 12. Drug Utilization Review System (DUR) | 19. Provider Management |
| 6. Medical Services (MS) | 13. Prior Authorization (PA) | 20. Reference |
| 7. Document & Workflow Management | 14. Interactive Voice Response (IVR) | 21. Buy-In |

b. System Integration Platform

The System Integration Platform (SIP) exchanges data among MES Contractor systems and integrates the various MES modules into a seamless, functional system. The System Integration Services Contractor shall be responsible to integrate the MES Contractor systems and provide technical integration assistance to the Agency and MES Contractors, including managing, upgrading, and supporting integration architecture, integration standards, interfaces, processes, and testing. Additionally, the System Integration Services Contractor shall work closely with all MES Contractors to host a range of centralized services across the enterprise that enables the user community to be identified uniquely across MES, supports

Contractor/system communication, and supports MES system change and incident management capabilities in this modular environment. Among the hallmarks of the integration platform are flexibility, reliability, scalability, and high availability. Therefore, the Agency requires that the SIP be highly configurable and include high fault tolerance, with rapid provisioning of computing, storage, and network capabilities.

The SIP is meant to be the single integration point between all MES Modules. All MES Contractor systems will exchange data with each other via the SIP and not directly between systems. The interfaces can be real-time, as in web services, or batch, as in Secure File Transfer Protocol (SFTP) services. Additionally, the SIP allows replacing a module with another external module providing similar functionality without affecting others. The Agency requires all Medicaid enterprise systems to participate in the SIS Single Sign-On (SSO) solution with the exception of the MEVV module.

The Agency requires the SIP to include the capability to capture and measure health and performance data across all modules. By working with the Agency and MES Contractors, the SI Contractor shall capture MES health and performance data and monitor against established standards.

c. Modular Electronic Visit Verification

The Modular Electronic Visit Verification (MEVV) is a module within the MES. This RFP will procure the MEVV solution for the next contract term. The MEVV solution provides multiple methods – Mobile, Telephone, and Web application for capturing related Electronic Visit Verification (EVV) data. The MEVV solution aggregates EVV data from third-party systems. Providers are required to submit standardized visit-related data as defined by the Alabama Medicaid Agency and the MEVV Contractor to the MEVV solution. The Alabama Department of Mental Health, Alabama Department of Senior Services, and the Alabama Department of Rehabilitation Services also submit data via Secure File Transfer Protocol (SFTP) to the MEVV solution to allow for various users of the system to submit visit and verification data. The MEVV module Contractor must work closely with the SIS Contractor to successfully implement Centralized services for MES.

d. Centralized Alabama Recipient Eligibility System

The Centralized Alabama Recipient Eligibility System (CARES) is a statewide software solution supporting Eligibility and Enrollment (E&E) for the Medicaid and Children’s Health Insurance (CHIP) programs and is a module within the MES. It provides case workers and citizens easy access to submit, analyze, and manage eligibility and enrollment information. CARES provides a modern customer and partner experience, as well as seamless coordination between Medicaid and CHIP programs. CARES also provides the same customer experience to all individuals seeking coverage, regardless of their qualifications or the ‘door’ through which they enter. CARES applies business rules to support real-time eligibility determination, routing and enrollment, and a timely and responsive resolution process. It provides an integrated system that avoids duplication of costs, processes, data, and effort on the part of the State and beneficiaries. CARES also leverages the federal approach provided by the Federal Hub for verification from federal agencies such as the Internal Revenue Service, Department of Health and Human Services, and Department of Homeland Security to avoid the independent establishment of those interfaces and connections at the State level. The CARES module must work closely with the SIS Contractor to successfully implement Centralized services for MES.

e. Enterprise Data Services

The Enterprise Data Services (EDS) is a module within the MES. The Agency is currently procuring an EDS solution inclusive of application support and an analytics team that fully replaces existing AMMIS functionality and meets the specific CMS requirements for the DSS, SURS (Surveillance and Utilization Review System - also known as Program Integrity [PI]), T-MSIS, MARS, and Payment Error Rate Measurement (PERM), as well as any additional State and Federal reporting. Additionally, the EDS solution will provide the necessary functions, system capabilities, and user features to support the Agency in

efficiently delivering and promoting better data management and analytics. Interfaces with systems external to the MES, which are necessary for EDS to deliver services to the Agency, are expected to be maintained by the EDS Contractor. As a result, the EDS will provide insight into the data and allow Agency personnel to:

- Support higher quality of care
- Promote new models and modernization of care delivery
- Manage costs and costs saving provisions
- Support data verification programs and quality assurance initiatives
- Detect and reduce waste, fraud, and abuse

The AMMP Roadmap plans for the EDS to be the third module integrated to the AMMIS through the System Integration solution. The EDS contractor must work closely with the SIS Contractor and AMMIS to successfully implement Centralized services for MES.

f. Provider Management

The Provider Management is a module within the MES. The Agency will procure a PM solution and services that provide a modern, web-based self-service solution allowing healthcare providers (which includes, but is not limited to, physicians, hospitals, nursing homes, pharmacies, home health agencies, and durable medical equipment providers) to enroll with Alabama Healthcare Programs to provide healthcare services to Alabama recipients covered by Alabama Healthcare Programs. The solution will also allow providers to view and maintain their information on file (e.g., address, licensure, and group affiliations) and revalidate their enrollment details online. The provider management module must work closely with the SIS Contractor and AMMIS to successfully implement Centralized services for MES.

g. Claims Processing Management Services

The Claims Processing Management Services is a module within the MES. The Agency will issue an RFP for a takeover with enhancements of the current AMMIS system. The AMMIS system will be updated prior to the takeover to include all updates related to modularization. The CPMS will exchange data with MEVV, CARES, EDS, and PM through the System Integration Platform. Once the takeover of AMMIS is complete, remaining enhancements to CPMS will commence. The CPMS will support the receipt, adjudication and editing, pricing (using Alabama-approved reimbursement methodologies), and payment for healthcare claim types, including, but not limited to, physician, pharmacy, hospital, outpatient, nursing home, dental, vision, transportation, disability services, mental health, and waiver services. During claims adjudication, this system will also process service authorizations and third-party insurance liability, as well as calculate member liabilities, including cost share and cost share coordination between multiple payers. The CPMS will be configurable and flexible to support claims processing for multiple programs. Claims will be adjudicated with the payments and remittance advice processed at an interval determined by the Agency. The CPMS module must work closely with the SIS Contractor and AMMIS to successfully implement Centralized services for MES.

3. Project Roles and Responsibilities

Project Roles and Responsibilities will include the Agency, the Contractor Program Management Office (PMO), AMMIS, and Module Contractors, as well as other Agency stakeholders, working collaboratively in support of the AMMP. The MEVV Contractor shall work directly with and/or interact electronically with these entities. The Module Contractors, with the Agency's approval, shall have access to all documents and meetings related to the project. The information outlined below includes currently identified Alabama AMMP entities that may be involved in the project, including existing and future entities as identified by the Agency.

a. Modular Electronic Visit Verification Contractor

The MEVV is a module within the MES. The Agency currently has an MEVV solution, and this RFP is to procure the next contract. The MEVV solution provides multiple methods – Mobile, Telephone, and Web application for capturing related Electronic Visit Verification (EVV) data. The MEVV solution aggregates EVV data from third-party systems. Providers are required to submit standardized visit-related data as defined by the Agency and the MEVV Contractor to the MEVV solution.

b. Agency Department of Information Systems and Technology

The Department of Information Systems and Technology is the primary sponsor of the AMMP. The Alabama Medicaid Agency, administered by the Department of Information Systems and Technology, provides the following services to assist and support the MEVV Contractor in meeting the requirements of this Contract:

1. Provide the MEVV Contractor access to the appropriate enterprise systems; Agency network; Agency-hosted document repository; provider handbooks, policies, procedures, and other documentation; and AMMP project materials as deemed appropriate by the Agency to provide services under this Contract.
2. Provide historical and current Medicaid Information Technology Architecture (MITA) State Self-Assessment (SS-A) documentation.
3. Provide the Agency-hosted document repository libraries (the Agency currently uses SharePoint) that shall be used for maintaining AMMP documentation.
4. Provide user and technical training in the appropriate use of Medicaid Enterprise systems, if needed.
5. Provide clarification and interpretation of the terms and conditions of this Contract, as needed.
6. Provide clarification and interpretation of Agency policies and procedures.
7. Identify and facilitate access to Agency participants, stakeholders, business process owners, and any other Agency staff identified in this Contract, including the Agency’s Information Security Manager and the Agency’s Privacy Officer.
8. Assign and dedicate an Agency Contract Owner to coordinate all contract management activities between the Agency and the MEVV Contractor.
9. Perform monitoring of this Contract to enforce MEVV Contractor compliance with Contract requirements and completion of the Scope of Work.
10. Perform timely review of deliverables, project management documents, and any other relevant documents submitted by the MEVV Contractor, by approving, denying, or requiring specified revisions.
11. Facilitate access to other AMMP Module Contractors and relevant project stakeholders and the relevant project documents and deliverables.

The remaining text in this section provides both a graphical representation and summary overview of the Alabama AMMP entities that comprise the Agency team with which the MEVV Contractor shall collaborate.

c. Alabama AMMP Entities

1. Project Portfolio Management Office (PPMO)

The PPMO is a separate division of the Department of Information Systems and Technology, independent from the MES division. The PPMO is responsible for defining, monitoring, and enforcing the Agency's project management policies, governance, standards, processes, and procedures.

The MEVV Contractor shall follow the AMMP-wide project management policies, governance, standards, processes, and procedures defined by the PPMO and include the PPMO in all project meetings. The MEVV Contractor shall provide the PPMO with any project-related information requested within the timeframes established in the Communication Management Plan (COM-11).

Project Quality Assurance (PQA)

The purpose for the Project Quality Assurance (PQA) group is to define, validate, and control quality assurance for programs and projects that have CMS 90/10 Federal Financial Participation (FFP) funding at the AMA. The PQA group focuses on project governance to align with AMA policies, procedures, and standards and ensures that programs and projects follow best practices, including the Project Management Life Cycle (PMLC). The PQA group performs both Project Governance and Project Quality Assurance activities (e.g., reviews templates, attends project meetings, and reviews project processes and documents for governance).

PQA uses a process of reviewing and assessing the programs and projects (that are in scope) to improve their quality. PQA and PPMO focus on the project-level – not contractor level. The PQA group reports on the quality assurance governance status of programs and projects to the Chief Information Officer (CIO) and Directors on a monthly basis and to the Executive Oversight Committee (EOC) quarterly.

The MEVV Contractor shall implement any recommendation and observations provided by PQA, when brought to its attention, to improve the management of the project, increase efficiency, and alignment with Alabama Medicaid Agency's policies, procedures, standards, best practices, and IT Project Management Life Cycle (PMLC) and processes.

2. Information Security Office (ISO)

The Information Security Office (ISO) administers Protection Requirements and the Alabama Medicaid Agency Information Security Privacy Program. It primarily:

- a) Establishes MES Security Policy, ensuring security and privacy requirements are integrated into the planning, budgeting, acquisition, and management of Medicaid information, information resources, supporting infrastructures, personnel, equipment, and services.
- b) Maintains the Security and Privacy Program Management Plan, which provides the structure that will consume, retain, distribute, and report security and privacy documentation to aid Medicaid in clearly understanding the risk provided to its mission by its information resources.

The MEVV Contractor shall work with the Agency to define the architecture, standards, processes, and procedures needed to implement the policies defined by the ISO. The MEVV Contractor shall also work with the ISO to define the methods that will be used to monitor and ensure Medicaid defined policies are followed.

3. Data Governance Office (DGO)

The Data Governance Office (DGO) serves to enable and enhance Agency effectiveness by formalizing behavior around the definition, production, usage, storage, and destruction of data that safeguards the Agency's data as a valued asset. The DGO is responsible for the overall Medicaid strategic data governance plan and sponsoring collaborative relationships between program areas and the Information System and Technology division with six objectives:

- a) Provide Data Management
- b) Improve Data Quality
- c) Promote Data Access
- d) Enable Analytic Prioritization
- e) Improve Data Content
- f) Enhance Data Literacy

The MEVV Contractor shall follow the standards set by DGO for:

- a) Data Governance Framework
- b) Policies and practices required to implement the Enterprise Data Governance Program
- c) Contractor Compliance Requirements within the AMA Data Governance Framework (Related to Data Architecture, Modeling/Design, Storage Operations, Security, Integration and Interoperability, Document/Content Management, Reference and Master Data, Metadata Management, and Data Quality)

4. Medicaid Enterprise Systems (MES) Division

The MES is a division of the Alabama Medicaid Agency's Department of Information Systems and Technology, responsible for managing the AMMP. The MES Division's primary mission is to modernize the Agency's Medicaid Management Information Systems, with the goal of improving its business processes and the services provided to Alabama's recipients and providers. Associate Directors or consultants reporting to the MES Director are individually responsible for the following teams:

- a) **MES PMO:** The MES AMMP Program Management consists of the PMO Services Contractor (PMO Contractor) and the MES Agency staff and provides direct oversight for all AMMP projects and MES Module Contractors. The primary points of contact will be the assigned PMO Contractor Project Manager and Agency Program Manager. The PMO Contractor is at the center of all steps toward modularity. The PMO Contractor is in the unique position to ensure cohesion, traceability, and accountability throughout the AMMP. The primary function of this PMO Contractor is to provide consistency and structure during the transition to modularity. The PMO Contractor provides cooperation, support, and staffing through the term of the contract and focuses on creating a positive and collaborative work environment for all vendors and the Agency.
- b) **MEVV Program Management:** The MEVV Contractor's Program Manager reports directly to the MES MEVV Program Manager. The MEVV Contractor must follow the guidance defined by the Agency Program Manager and the PMO Contractor. The MEVV Contractor shall include the MES MEVV Program Manager in applicable project meetings. All written or verbal communications sent to or from the MEVV Contractor and any other AMMP or

MES Module Contractors or AMA unit shall include the Agency Program Manager and the PMO Contractor.

- c) AMMP Enterprise Quality Program (EQP): The AMMP EQP provides a structure for assessment, monitoring, and continuous improvement of quality measurements. The MEVV Contractor shall work with EQP to ensure quality standards and good practices are incorporated in the Testing and Quality framework. The MEVV Contractor is tasked with developing and monitoring the processes used to measure quality components and use the results to streamline and improve these processes on an ongoing basis. The EQP collaborates with testers and subject matter experts (SMEs) from the legacy MMIS and CARES (operations and maintenance) to ensure enterprise quality.

Testing Center of Excellence (TCOE): Through the oversight of the EQP, the Agency has procured the services of a contractor to manage testing efforts across projects by creating a Testing Center of Excellence (TCOE). The MEVV Contractor shall collaborate with the TCOE Contractor. The TCOE Contractor's responsibilities include:

- Oversight of AMMP/MES Contractor's planned test activities
- Monitoring of contractor actionized test activities
- Coordination and support of test bed data and environments coupled with oversight and support of System Integration Testing (SIT), End-to-End testing (E2E), and User Acceptance Testing (UAT)
- Creation and maintenance of program test plans and templates
- Contractor shall coordinate with TCOE to provide a weekly extract/export of test related activities showing traceability to requirement from Contractor's test management tool as specified in the Test Phase Acceptance (TPA) document

The MEVV Contractor shall collaborate with the TCOE Contractor in the planning, implementation, and execution of testing activities.

The MEVV Contractor shall work with both the TCOE Contractor and the EQP team. The MEVV Contractor shall provide test resources to:

- Manage schedule, process, and tools
- Design and execute testing
- Provision test environments and test bed data for all stages and phases of testing

5. Fiscal Agent (FA) Policy and System Management

The Agency has a Fiscal Agent (FA) that supports all Medicaid Management Information Systems related tasks. The FA falls under another group identified as the Medicaid Operations Team. Any interaction between the FA and the MEVV Contractor must include the Medicaid Operations Team, Medicaid Enterprise Architecture (MEA) Team, and Agency PM. Any FA support requested by the MEVV Contractor must be requested through the PMO Contractor. The FA time and availability is limited, and support must be requested well in advance of the actual need.

6. Centralized Alabama Recipient Eligibility System (CARES)

The Centralized Alabama Recipient Eligibility System (CARES) is a statewide software solution supporting Eligibility and Enrollment (E&E) for the Medicaid and Children's Health Insurance (CHIP) programs and is

a module within the MES. It provides case workers and citizens easy access to submit, analyze, and manage eligibility and enrollment information. CARES provides a modern customer and partner experience, as well as seamless coordination between Medicaid and CHIP programs. CARES also provides the same customer experience to all individuals seeking coverage, regardless of their qualifications or the 'door' through which they enter. CARES applies business rules to support real-time eligibility determination, routing and enrollment, and a timely and responsive resolution process. It provides an integrated system that avoids duplication of costs, processes, data, and effort on the part of the State and beneficiaries. CARES also leverages the Federal approach provided by the Federal Hub for verification from Federal agencies such as the Internal Revenue Service, Department of Health and Human Services, and Department of Homeland Security to avoid the independent establishment of those interfaces and connections at the State level.

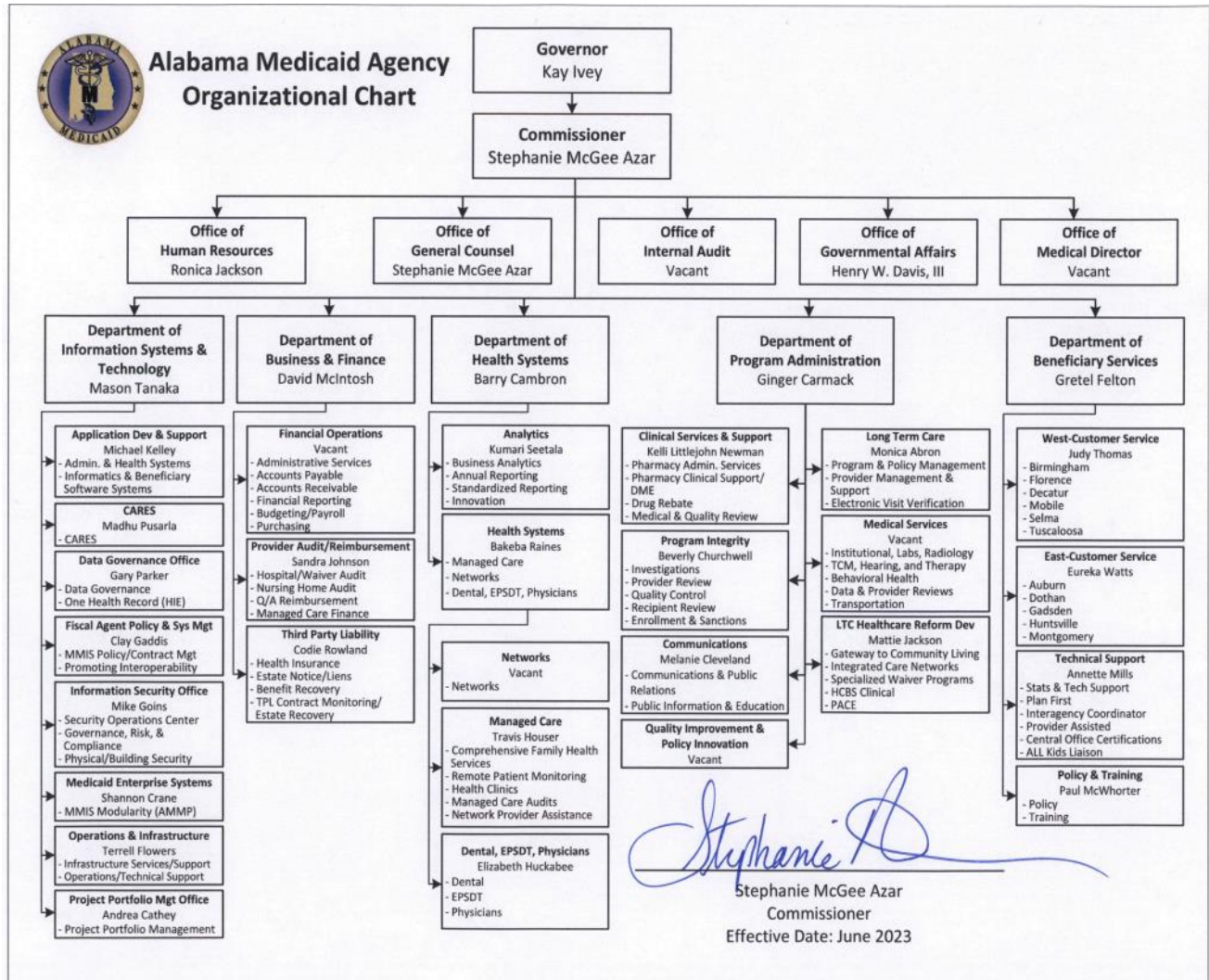
d. Centers for Medicare & Medicaid Services

CMS is the Federal Agency responsible for the review and approval of the Alabama's Medicaid planning and solicitation documents, release of enhanced Federal Financial Participation, and the Certification of new modules or components of the Medicaid Enterprise.

CMS is the government entity responsible for authorizing enhanced federal funding for the design, development, and installation or enhancement of a state's MMIS. The Mechanized Claims Processing and Information Retrieval Systems (90/10) Final Rule, effective January 1, 2016, expanded the definition of mechanized claims processing and information retrieval systems to include a "System of Systems." This "System of Systems" allows enhanced federal funding for installation or enhancement of open-source software, proprietary software, services, shared services, module, commercial-off-the-shelf (COTS) software, and Software as a Service (SaaS) that comprise a state's MMIS enterprise. The MEVV Contractor and Agency will work with CMS and comply with all regulations to ensure the combination of solutions are certified and meet all federal reporting requirements necessary to ensure CMS authorization of enhanced federal funding.

Figure II-2: AMA Organizational Chart provides a graphical representation of the Agency roles and responsibilities that the MEVV Contractor shall work with throughout the length of the contract.

Figure II-2: AMA Organizational Chart



4. MEVV Representation on AMMP Governance

The AMMP Governance was established to support AMMP in being a nimble, fluid organization. Effective and efficient governance helps streamline program/project decisions by reducing bureaucracy or unnecessary scrutiny. The AMMP Governance Framework provides visibility and oversight so that the AMMP Module Contractors understand the governance structure and necessary roles, authority, communication, and decision-making processes. The MEVV Contractor shall have representation on the Governance boards, as needed, and the workgroups that support these boards. This will require the MEVV Contractor to review selected AMMP artifacts, including, but not limited to, requirements, architectural diagrams, project/system change requests (including requests from other Contractors), and/or other Contractor artifacts. This review will be all inclusive but focus on impacts or interfaces with the MEVV Contractor’s system or platform. The following subsections provide insight to the current AMMP Governance Committee and Boards.

a. Executive Oversight Committee (EOC)

The implementation of AMMP and the DGO management and administration of data and information requires the Executive Oversight Committee (EOC) to serve as an executive authority providing strategic

planning and decision making according to the mission, vision, and values of the Alabama Medicaid Agency. The primary focus of the EOC is to provide strategic guidance concerning future realization of the Agency's investment projects. It controls realization of projects at the strategic level by monitoring long-term projects, verifying project's adherence with established goals, scope, costs, and deadlines. The EOC provides effective guidance by ensuring all business areas and stakeholders are engaged early in the program. The EOC monitors progress and status of projects in the MES and DGO Divisions and, where necessary, adjusts strategic direction and priorities to ensure program/project success and alignment with the Agency's mission. The EOC supports the MES Change Control Board (CCB) to ensure governance and oversight on all projects and work being done by MES and DGO Divisions. The EOC provides oversight and guidance to improve data accuracy, quality, usability, timeliness, and security and privacy as pertains to operational compliance with the applicable, established policies, standards, and processes.

b. Change Control Board (CCB)

The Change Control Board, chaired by the MES Director, provides the MES and DGO Divisions a standardized approach for identifying, documenting, analyzing, approving/rejecting, and effectively communicating, all substantial decisions and changes. The CCB also serves as management authority, providing senior management leadership for the successful and timely completion of applicable projects supporting the overall program. The MES CCB reports to Executive Oversight Committee (EOC), while the Enterprise Architecture Board (EAB), the Business Review Board (BRB), and the Data Governance Committee (DGCM) report to MES CCB.

c. Enterprise Architecture Board

The purpose of the EAB is to ensure that technology initiatives properly align with current and future business needs. This alignment must include, but is not limited to, impact to current business processes; cost effectiveness of a given course of action; consistency between sub-architectures; compliance with regulation; and propriety of any given change in technology, architecture, or interface. The Board is not a change approval body; instead, it is a deliberative body charged with creating direction and standards for Alabama Medicaid Enterprise Systems.

d. Business Review Board

The purpose of the BRB is to provide oversight to ensure AMMP decisions are consistent with the Agency's business strategy and to assist the project by confirming that the business requirements, functional design, and operational procedures meet departmental needs. Additionally, the BRB recommends approval of baselined requirements/deliverables and any changes to those baselines. The BRB is not a change approval body, but instead a workgroup of MES business area experts charged with creating direction and standards for Alabama Medicaid Enterprise Systems.

5. Narrative Questions

Vendors must answer each narrative question or statement clearly, completely, and in the format designated in RFP Section VI. Submission Requirements, subsection N, [Tab 6 – Scope of Work and Narrative Response](#) and in alignment with PL18_Response to Narrative Questions Template. Each narrative question response must address the applicable specification(s) and should include any Vendor-specific knowledge, creativity, or innovation that shows how the topic will support the Agency's goals and objectives. All questions must have a detailed response, with examples.

- Q - 1 What are your experiences, and approaches you took in working with state/governmental agencies embarking on modular solutions?
- Q - 2 How did your team collaborate and remain engaged with multiple stakeholders?

- Q - 3 What were the challenges you had to overcome while engaging multiple stakeholders? Provide example of the lessons learned. Describe how you would implement these lessons learned with Alabama stakeholders.
- Q - 4 Were you engaged with any Governance structure in your previous engagements and what role did you play?
- Q - 5 Was your team engaged with any Enterprise Quality Program? If yes, what was the role you played during this engagement?
- Q - 6 What is your approach to working with both the Agency and all MES Module Contractors to achieve the following:
- Cohesive project team
 - Collaborative relationships with stakeholders
- Q - 7 What is your experience and approach to working with state/governmental agencies embarking on modular solutions. What lessons have you learned with other engagements that will help your engagement with Alabama?
- Q - 8 What is your software development methodologies? Describe in detail.
- Q - 9 What is your approach to learning and understanding the AMMP process and procedures?
- Q - 10 What is your approach to working with both the Agency and all MES Module Contractors to achieve the following:
- Ensure effective communications amongst all modules to implement AMMP program goals and objectives.
 - Proactively identify schedule task and other activities that will impact multiple modules
 - Manage module contract to meet project milestones on time
 - Establish a program and project team to work cohesively amongst one another
 - Collaborate amongst other module contract project teams to ensure there is alignment with all task and activities.
- Q - 11 What is your approach to ensure your team will continue following established processes, plan and protocols to ensure seamless continuations of modularization of AMMP?
- Q - 12 What is your approach to ensure the project team, module contractor, stakeholder and executive management are fully informed on the program progress?

C. MEVV Solution

The MEVV Contractor is expected to deliver a solution that follows CMS' Open Vendor Model and meets the requirements documented in this RFP. The solution must have the ability to interface with all stakeholder systems that include but are not limited to the Operating Agencies (ADSS, ADRS and ADMH), FMSAs, the Agency's fiscal agent and EVV third-party providers. ***The Agency requires the MEVV solution to be implemented within twelve (12) months of contract start date.***

Under this open vendor model, Medicaid will set the processing standards for MEVV, provide an application for capturing EVV visit data, aggregating EVV visit related data from third-party systems, integrating data from Operating Agencies, and the Agency's fiscal agent. Providers under this open vendor model have the flexibility to use Medicaid's MEVV or select a solution that better meets their individual needs. Providers that select a solution of their own will be required to submit to the MEVV standardized visit related data as defined by Medicaid. The MEVV Contractor's solution must be able to accommodate different business rules for the different programs. Since Alabama has multiple operating agencies, the

Contractor must develop separate portals for each of the agencies. For example, Alabama has three (3) HCBS waivers that are exempt from having a geo-fence as opposed to the other four (4) waivers which are required to have a geo-fence for location tracking.

At a minimum, the MEVV Contractor's solution must provide:

- Flexibility to accommodate multiple care service programs operated by multiple state agencies
- Compliance with Section 12006(a) of the 21st Century Cures Act. The Cures Act defines EVV as a system under which visits conducted as part of HCBS are electronically verified with respect to six specific elements:
 - Type of service performed
 - Individual receiving the service
 - Date of the service
 - Location of service delivery
 - Individual providing the service
 - Time the service begins and ends
- Compliance with Section 508 of the United States Workforce Rehabilitation Act
- Compliance with HIPAA
- Compliance with all CMS standards
- Maintenance of all versions of clinical codes
- Allowance for expansion of current programs; addition of new programs and services
- Comprehensive security management program that meets or exceeds Medicaid Enterprise Security Policy
- Comprehensive data management program that meets or exceeds Medicaid Data Governance Policy
- Secure access controlled; multi-tiered role-based environment
- Adaptive, configurable rules-based system
- Collection and consolidation of data from EVV third party systems without causing undue burden to third party users
- Importing and exporting of data in standard file formats
- Multiple robust dashboards that support:
 - At-a-glance key performance indicators for better monitoring and management of MEVV
 - Standardized operational reporting and configurable reporting
 - Scheduling
 - Tracking of services
 - Real-time notifications
- Real-time data validation, editing and reporting
- System notifications, alerts, and messaging
- Compatibility across multiple operating systems and device types
- Multiple device options for the recording of visit data
- Extensive **Alabama-specific** training package to support the development of skills needed by various user groups before, during and after implementation
- Detailed audit trail to capture changes and the IDs of users that made the change
- HCBS waiver compliance

Additionally, the MEVV Contractor shall provide the Agency and its stakeholder access to the Contractor's:

- Release system to track releases and release notes
- Ticketing system(s) for Agency's visibility, monitoring, and tracking of bugs, defects, and other system and user issues that are logged

Table II-1: MEVV Solution Requirements

| Master ID | Requirement Description |
|-----------|--|
| 6140 | The Contractor shall convert and load all data from the Agency's previous contractor into the data aggregator component to ensure business continuity for historical data purposes. The Contractor shall ensure that the imported data is available via data export or reports. |
| 6127 | The Contractor shall provide for full electronic audit capability (audit history) of all data, including notes, to ensure a trail of original and subsequent changes are captured and displayed within the EVV which at a minimum should include but not be limited to: <ul style="list-style-type: none"> • Unique Transaction ID • Date of change • Time of change • Before and After data field contents as displayed • Operator identifier or source of the update (State Agency Name) • Type of change – System (file processing/aggregator), Manual (UI) • User ID • User ID – Manual Override |
| 6155 | The Contractor shall provide a solution that enforces multiple service limits for different service ranges (i.e., day, week, month, and year) as defined by the Agency. |
| 6134 | The Contractor shall provide a solution that logs and displays historical service limit data. |
| 6154 | The Contractor shall provide a solution that allows Agency identified authorized users to edit records. |
| 6196 | The Contractor shall provide a solution that has the capability to register provider and worker self-acquired mobile devices which will provide access to the EVV application. |
| 6128 | The Contractor shall provide a solution for toll-free interactive voice response which is accessible through the landline or mobile phone to provide functionality including but not limited to retrieving, recording, verifying, and validating the EVV visit data. |
| 6126 | The Contractor shall provide a solution that updates existing authorization records but will not overwrite/override the existing authorization records. The updates will include but not be limited to: <ul style="list-style-type: none"> • Capturing full audit history (current and previous values) • Displaying full audit history (previous values) • Adjusting the available units/dollars appropriately • Paid units/dollars not being adjustable • Providing edits to ensure authorization updates follow Agency defined rules (limitations, etc.) |
| 6153 | The Contractor shall develop an Agency approved service authorization editing process to prevent a single recipient from having duplicate service authorizations, duplicate services and overlapping services except when required by the Agency. |
| 6156 | The Contractor shall provide an Agency-approved automated EVV and program verification process including but not limited to ensuring: <ul style="list-style-type: none"> • The billing and rendering provider in the EVV visit record is approved for the recipient |

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| | <ul style="list-style-type: none"> • The visit procedure codes match those in the EVV authorization record • The number of units charged does not exceed the total number of units approved • The visit record has a clock in and clock out time • The verification of the date of service • The phone number and address on the visit record matches the information in the member file • The Medicaid recipient name and Medicaid ID match the authorization record • The visit record includes the service attendant's name • The Activities of Daily Living (ADL) task list code is present/valid • The visit record contains the Employer of Record (EOR) – for HCBS self-directed only • HCBS Records are Nurse Supervisory Visit compliant |
| 6189 | <p>The Contractor shall provide an aggregator portal that shall display information of Fiscal Agent's claims data, including but not be limited to:</p> <ul style="list-style-type: none"> • Biller name and ID • Rendering Provider • Paid claim status • Date of service |
| 6183 | The Contractor shall provide a solution that shall be browser agnostic and shall be compatible with multiple standard browsers without requiring specialized or proprietary plug-ins to function. |
| 6184 | The Contractor shall provide a solution that shall be device agnostic. |
| 6181 | The Contractor shall provide a solution that includes easily accessible auto-fill forms. |
| 6180 | The Contractor shall provide a solution that establishes a quick and easy clock-in/clock-out process. |
| 6191 | The Contractor's solution shall work seamlessly with forward and backward navigation between various display screens. |
| 6192 | The Contractor's solution shall work seamlessly with forward and backward navigation from the search screens |
| 6167 | The Contractor shall provide a solution for on-line help with a display of descriptions related to help and errors. The description of help and error messages shall be meaningful and context-specific to the extent possible. Once the user is done viewing the information related to help/error, the Contractor shall ensure that the user shall returns to the original screen without losing any information. |
| 6130 | The Contractor shall provide a solution which provides responses to users of the Interactive Voice Response (IVR) system in the appropriate format; for example, dates must be read back as dates and not numbers. |
| 6138 | The Contractor shall publish device specifications such as the types of devices supported and the minimum required operating system version supported. |
| 6190 | The Contractor solution shall provide and make available an online user-friendly front end web interface to manage EVV related data including but not be limited to executing searches, running reports, scheduling visits, employee/recipient tracking, adding data, making record assignment changes, updating, and deleting records (single or bulk). |
| 6166 | <p>The Contractor shall provide a configurable, single sign-on dashboard as defined by the Agency, which includes but is not limited to:</p> <ul style="list-style-type: none"> • OA Administrators • AMA State Administrators • Lead Case Managers • Case Managers • OA Back Office Staff • Service Provider staff |

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| 6170 | The Contractor shall provide a solution that allows for a single provider to be assigned to multiple operating agencies. |
| 6169 | The Contractor shall provide a solution that allows for a single in-home service worker to be assigned to multiple programs and OAs. |
| 6175 | The Contractor shall provide a solution that allows for services to be performed for multiple recipients residing at a single location as defined by the Agency for specific waiver programs. |
| 6174 | The Contractor shall provide a solution that allows for services to be performed for a single recipient at multiple locations as defined by the Agency for specific waiver programs. |
| 6176 | The Contractor shall provide a solution that allows for services to start and end at different locations as defined by the Agency for specific waiver programs. |
| 6179 | The Contractor shall provide a solution that allows user to clock-in and clock-out for a single visit through various methods as defined by the Agency. |
| 6168 | The Contractor shall provide a solution that allows for a single clock-in and clock-out with multiple services recorded within the same visit. The Contractor's solution must ensure that the multiple services shall be entered at the time of clock-out. |
| 6177 | The Contractor shall provide a solution that allows for split shifts as defined by the Operating Agencies. |
| 6188 | The Contractor shall provide a user interface that allows recording and editing of missed visits. |
| 6129 | The Contractor shall provide a solution that is capable of notifying users when the interactive voice response system is not available and provides instructions on caller actions/options. |
| 6172 | The Contractor shall provide a solution that allows for a single recipient to be assigned to multiple service providers as defined by the Agency. |
| 6171 | The Contractor shall provide a solution that allows for a single recipient to be assigned to multiple in-home workers as defined by the Agency. |
| 6178 | The Contractor shall provide a solution that allows for systematic processing of updates to service authorization records, including incrementing and decrementing units/rates, as defined by the Agency. |
| 6185 | The Contractor shall provide a solution to enroll and certify providers using the Agency's enrollment process. |
| 6132 | The Contractor shall provide a configurable role-based solution that allows authorized users to edit certain fields and records as defined by the Agency's rules and policies. For example, providers should not have the capability to change certain demographic information in the recipient profile and visit records. |
| 6145 | The Contractor shall provide a solution with a document repository for sharing documents with stakeholders as approved by the Agency. |
| 6182 | The Contractor shall provide a solution that provides a user-friendly front-end application that: <ul style="list-style-type: none"> • Is compatible across multiple operating systems • Has the ability to capture, store and transmit EVV visit records from multiple media sources/mobile devices |
| 6139 | The Contractor shall provide a solution to accept claims extract files from the Fiscal Agent. |
| 6194 | The Contractor shall provide a solution that generates and makes available to the submitter a complete response file (CRF) for all files submitted including but not limited to: <ul style="list-style-type: none"> • Records accepted for further processing • Records rejected and the reason for the rejection • Record count of the records received in the submission (to be used for reconciliation) |
| 6193 | The Contractor shall notify submitters immediately upon the completion of the processing of their transmissions if the records were accepted or rejected for non-HIPAA transmissions/files which shall include but not be limited to: |

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| | <ul style="list-style-type: none"> • Transmissions that fail compliance will return a response and the entire file will be rejected/not processed • Transmissions that pass compliance shall continue processing and a status of acceptance or rejection shall be assigned to each record within the transmission and this status will be returned to the submitter • Records within the transmission that are assigned an acceptance status shall continue processing through the system • Records within the transmission that are assigned a rejected status will not continue processing through the system, the submitter will be required to review, correct and resubmit |
| 6186 | The Contractor shall provide a solution with a user-friendly front EVV application that allows for scheduling of visits with authorizations. |
| 6173 | The Contractor shall provide a solution that allows workers to clock-in and clock-out when there is no scheduled visit or authorization on file as defined by agency rules. |
| 6187 | The Contractor shall provide a solution with online real time capability to search records, display details, drill-down to specific records and return to the search results. |
| 6141 | The Contractor shall ingest historic operational data to ensure business continuity for historical data purposes. |
| 6136 | The Contractor shall provide and maintain a data aggregator portal that shall contain historical and operational data. |
| 6152 | The Contractor's data aggregator portal to produce on demand canned and ad hoc reports and metrics as required by the Agency. |
| 6327 | The Contractor shall provide a solution that allows for a single recipient to be assigned to multiple branches within a single provider as defined by the Agency. |
| 6431 | The Contractor shall provide a solution with a single portal for each HCBS Operating Agency (OA). OAs can operate one or multiple programs. |

Table II-2: Regulatory Requirements

| Master ID | Requirement Description |
|-----------|---|
| 6216 | The Contractor shall attest that the solution is fully 42 CFR 433.112 compliant with Federal Financial Participation for design, development, installation or enhancement of mechanized processing and information retrieval systems. |
| 6336 | The Contractor shall provide a solution that supports non-native English speakers, per the Civil Rights Act of 1964 and the Affordable Care Act of 2010. |
| 6344 | The Contractor shall provide the following in Spanish and in other languages as required by the Agency: A) User interface screens intended for healthcare worker and recipient access for the SaaS solution and mobile device application, B) Any Interactive Voice Recordings intended for healthcare worker and recipient access, and C) Applications user guides and training materials |
| 6215 | The Contractor shall attest and demonstrate how the EVV is fully 508 compliant, following compliance standards defined by Section 508 of the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, 36 CFR Part 1194, 42 CFR 431.206, and 45 CFR Part 80, which requires agencies to provide software and website accessibility to people with disabilities. |

1. MEVV Data

The MEVV Contractor's solution shall contain only Alabama data. The MEVV Contractor shall ensure that production environments contain only Alabama production data and transactions. Test data and test transactions must be excluded from production environments to ensure data integrity.

The MEVV Contractor’s solution must be capable of accepting files from multiple sources in multiple formats. The Contractor’s MEVV solution must be able to receive files (including but not limited to recipient files, authorization files, and case manager files) from multiple external sources and provide appropriate responses during the exchange of these files. The MEVV Contractor’s solution must be configurable and rules-based to accommodate variations in rules depending on the user (e.g. OA, FMSA, etc.).

Data Aggregator

The MEVV Contractor’s solution shall provide data aggregation functionality for the collection and processing of EVV data from all sources including but not limited to OAs, FMSAs, the Agency’s fiscal agent, and other EVV third parties.

The MEVV Contractor’s aggregator solution must include historical EVV data from previous contractors. See Section II.G.2 [Data Management](#) for additional information regarding historical data.

The MEVV Contractor’s aggregator solution must include visit data that is verified against paid claim files received from the Agency’s fiscal agent to produce key performance indicators (KPIs) and other reports described further in Section II.F.1 [Performance SLAs and KPIs](#).

Scheduling

The Contractor’s MEVV scheduling solution must be easy to use, have a configurable scheduling component and must be able to validate scheduled services against service authorization information.

Visit Recording

The Contractor’s MEVV solution must be capable of capturing visits and electronically verifying and validating the required data elements pertaining to all service visits, including data aggregated from EVV third-party systems.

Paid Claims Data

The Contractor’s MEVV solution must have the ability to import paid claims data from the Agency’s fiscal agent. This claims data must be available for review within the MEVV solution and will be used for reporting, including generating SLAs and KPIs required by the Agency and for CMS certification.

Table II-3: MEVV Data Requirements

| Master ID | Requirement Description |
|-----------|--|
| 6221 | The Contractor shall provide a solution that is capable of performing mass additions, updates and/or deletions on all system-maintained data when requested by the Agency. |
| 6219 | The Contractor shall provide a solution that handles multiple procedure code/modifier combinations, and multiple rates and shall maintain a data lineage of reference data as it changes over time, including effective start and end dates. |
| 6218 | The Contractor shall provide a solution that encrypts the data stored on mobile devices as per Agency policy. |
| 6220 | The Contractor shall provide a solution that includes a sync process for events including but not limited to service not being available, user being off-line, and a session being timed out by providing: <ul style="list-style-type: none"> • A save and forward option for data captured by the EVV application • Real-time data refresh • Real-time updated EVV service-related information |
| 6226 | The Contractor shall provide a solution to capture all the data elements for each EVV visit record (verified/unverified) as required by Federal and State to accurately and completely capture EVV visit records in support of Alabama EVV program. |

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| 6324 | The Contractor shall display within the EVV user interface the source of the authorization which shall include but not be limited to the specific Agency (Mental Health, Senior Services, Rehabilitation Services, Alabama Medicaid Agency (AMA)). |
| 6227 | The Contractor shall provide and maintain a solution that accepts, processes, validates, normalizes, stores, and displays EVV data to all authorized users. |
| 6222 | The Contractor shall provide a solution that processes EVV data through a compliance check and returns a response (pass/fail) with a clear and concise error message back to all submitting entities. |
| 6223 | The Contractor shall provide a solution that supports a data transfer process to accept, process, and store provider data. |
| 6224 | The Contractor shall provide a solution that supports a data transfer process to accept, process, and store recipient data. |
| 6225 | The Contractor shall provide a solution that supports mass/bulk transfer process that is capable of reassigning records including all current data and related history which should including but not limited to Recipients, Case Workers, Providers, and In-Home Service Workers based on Agency approved rules. |
| 6217 | The Contractor shall load and process data files submitted to the EVV as defined: <ul style="list-style-type: none"> • Real time transactions upon receipt but no later than within one (1) hour of receipt • Batch files upon receipt but no later than within eight (8) hours of receipt |
| 6229 | The Contractor shall notify submitters immediately upon the completion of the processing of their transmissions if the records were accepted or rejected, including but not limited to: <ul style="list-style-type: none"> • Transmissions that fail HIPAA compliance will return a HIPAA response and the entire file will be rejected/not processed • Transmissions that pass HIPAA compliance shall continue processing and a status of acceptance or rejection shall be assigned to each record within the transmission and this status will be returned to the submitter • Records within the transmission that are assigned an acceptance status shall continue processing through the system • Records within the transmission that are assigned a rejected status will not continue processing through the system, the submitter will be required to review, correct, and resubmit |
| 6233 | The Contractor shall provide a solution that is capable of generating and transmitting multiple files and file types across multiple stakeholders (Operating Agencies, Financial Management Service Agencies, and Third Parties) at varying intervals. |
| 6232 | The Contractor shall provide a solution that integrates, captures, and verifies all required EVV data and other information from multiple stakeholder systems using HIPAA-compliant formats, national standards, and Agency approved formats. |
| 6195 | The Contractor shall provide a solution that produces reports for all file updates to the system that including but not limited to: <ul style="list-style-type: none"> • Records added • Records changed • Records deleted • All errors encountered during the update • Total records on the input file • Breakdown of how each record was processed |
| 6342 | The Contractor shall provide a solution with a web application platform that is adaptive to different types of screens and systems. |
| 6343 | The Contractor shall provide a solution with the capability to denote the recipient's status and update the need for additional assistance. |
| 6326 | The Contractor shall provide a solution for search and/or retrieval of EVV visit records including but not be limited to: |

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|------|---|
| | <ul style="list-style-type: none"> • Service type • Service location • Individual providing the service • Individual receiving the service • Date of service • Visit times of the service • Provider • ADL task list codes |
| 6285 | The Contractor shall ensure that there are no production data or reports in the non-production environments, unless specifically approved by the Agency (e.g. staging environment). |
| 6202 | The Contractor shall provide a flexible, configurable solution that has the capability to meet Federal and State rules and requirements including varying requirements from State Operating Agencies, for processing and handling EVV related data in various formats. |
| 6304 | The Contractor shall provide a solution with an Agency-centric, dynamic rules based EVV for storing, managing and updating Agency approved business rules that: <ul style="list-style-type: none"> • Guide day-to-day business activities • Provide for operational business decisions • Assist with reduction in errors |
| 6334 | The Contractor shall provide a solution that restricts recipients from being assigned to more than one waiver program at a time. |
| 6337 | The Contractor shall provide a solution that validates assignments to ensure they have clear start and end dates for each program. |
| 6328 | The Contractor shall provide a solution that allows for manual capability to record and update the status for each service rendered. |
| 6332 | The Contractor shall provide a solution that provides the ability to capture the reason and person-centered note for all late or missed services. |
| 6340 | The Contractor shall provide a solution to enter, store, review, and edit notes for each EVV visit record within the solution. These notes shall be captured and stored under the recipient record. |
| 6323 | The Contractor shall allow for a mechanism to manually update a visit record. |
| 6330 | The Contractor shall provide a solution that displays real-time service authorization information including but not limited to: <ul style="list-style-type: none"> • Unique identifier submitted by the payer • Status (active) • Units available • Units used • Recipient assigned • Service provider assigned |
| 6325 | The Contractor shall provide a configurable solution that provides the capability to modify service authorization records as defined by the Agency. |
| 6333 | The Contractor shall provide a solution that receives and processes the visit data for self-directed recipients from the Financial Management Systems Agencies (FMSAs). |
| 6335 | The Contractor shall provide a solution that sends the response file with approved/unapproved visit data to self-directed recipients from the Financial Management Systems Agencies (FMSAs). |
| 6341 | The Contractor shall provide a solution with a manual edit process which allows authorized users to edit service authorization records/information and make corrections as specified by the Agency. |
| 6338 | The Contractor shall provide a solution that verifies and validates data entered manually by authorized users and displays appropriate and detailed error messages. |

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| 6329 | The Contractor shall provide a solution that allows third party users read-only access. |
| 6331 | The Contractor shall provide a solution that prevents third party entities from overriding data sent by Operating Agencies (e.g. diagnosis code). |

2. Mobile Application

The Agency requires the use of a secure mobile application to capture required EVV data, including but not limited to the specific data elements required by the 21st Century Cures Act, as well as the Global Positioning System (GPS) location and coordinates for visits. Real-time access to the MEVV solution is required, with back-up capability and a sync process when cellular service is unavailable or a session has timed out.

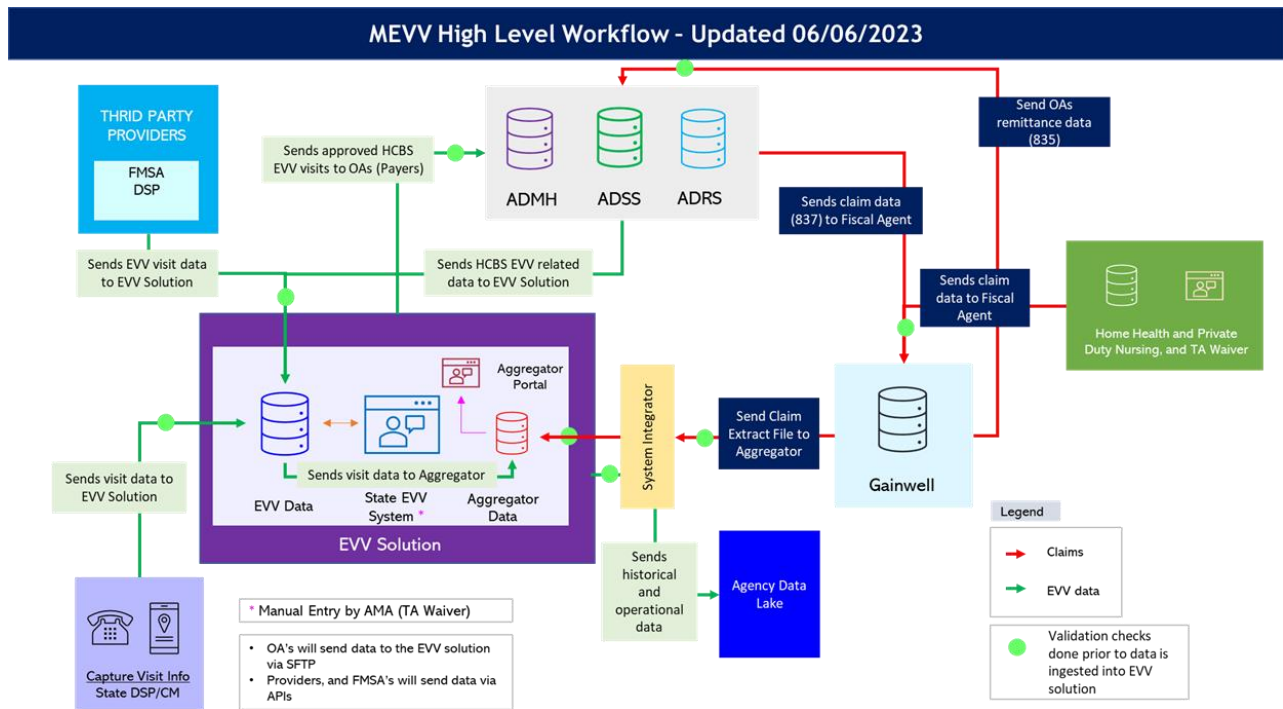
Table II-4: MEVV Mobile Application Requirements

| Master ID | Requirement Description |
|-----------|---|
| 6114 | The Contractor shall provide a Mobile Application that captures and displays the GPS service location and coordinates when used on a mobile device in accordance to the requirements and standards defined in the Cures Act. |
| 6115 | The Contractor shall provide a Mobile Application that has the flexibility to report location based on a geo-fence which, at a minimum, should be set to a default standard radius of +- 1/8 Mile (nominal). The geo-fence shall be a configurable value that can be altered by the Agency at any time. |
| 6117 | The Contractor shall provide a Mobile Application that, upon systematic updates (pushes), will retain all personal settings and configuration options/settings set by the user on a user's mobile devices. |
| 6116 | The Contractor shall provide a Mobile Application that includes various functionality including but not limited retrieving, recording, verifying, and validating EVV visit data. |
| 6346 | The Contractor shall provide a mobile application that will support multiple versions on multiple mobile devices including but not limited to Apple and Android. |
| 6347 | The Contractor shall provide a mobile application, at a minimum, to be one version prior to the latest release. |

3. MEVV Workflow

The Alabama MEVV high level workflow is provided for the Contractor to gain insight about the stakeholders involved in the EVV and claims process. For this RFP the Contractor will not be involved in the claims process. However, the Contractor will need to interface with the Fiscal Agent (FA) to receive the paid claims data to be used in their EVV solution and send operational and historical data to the Agency's Data Lake. The data to be received from the FA and the data to be sent to the Agency's Data Lake will need to be transmitted using the System Integration (SI) services.

Figure II-3: MEVV High Level Workflow



4. Narrative Questions

Vendors must answer each narrative question or statement clearly, completely, and in the format designated in RFP section VI. Submission Requirements, subsection N, [Tab 6 – Scope of Work and Narrative Response](#) and in alignment with PL18_Response to Narrative Questions Template. Each narrative question response must address the applicable specification(s) and should include any Vendor-specific knowledge, creativity, or innovation that shows how the topic will support the Agency’s goals and objectives. All questions must have a detailed response, with examples.

- Q - 13 What is your approach to ensure that the project team informs stakeholders and executive management on the progress of the project?
- Q - 14 What is your approach in providing a user-friendly dashboard that provides a high-level project status, milestones, project metrics, SLAs, and KPIs with auto update and drill down capabilities? Proposal must contain examples with screenshots.
- Q - 15 How will you ensure your program and project documentation, deliverables and artifacts are following the established AMMP standards?
- Q - 16 What is your approach in identifying gaps in current processes and applying continuous process improvement to gain efficiencies?
- Q - 17 What is your approach to recording, updating, and following up on risks, issues, action items, and decisions? Describe in detail and provide examples.
- Q - 18 What is your approach to managing data being provided by multiple sources to be used in the MEVV solution? Provide examples of any workflows implemented in previous implementation.

- Q - 19 How does the mobile application for your EVV solution work? Provide screenshots and workflows.
- Q - 20 How do you plan to integrate data from the EVV solution, the Agency’s fiscal agent and the Agency’s legacy EVV systems to make them available in the Aggregator solution which is user-friendly and intuitive for analysis and reporting?

D. Contract Startup

1. Initiation and Onboarding

The Agency recognizes that the initiation and onboarding phase is crucial to the resulting success of the overall engagement. Through the facilitation of Kick-off Meetings and Contract Discovery sessions during this period, the MEVV Contractor and the Agency begin the activities to establish a common understanding between all stakeholders involved in the project, communicate the overarching business objectives and requirements of the project, and clarify initial roles and expectations of all. Additionally, the MEVV Contractor can establish project parameters; identify and deploy tools/templates to be used; and gain access to all approved Agency resources, tools, and templates in order to begin the work to develop and construct the first wave of contracted project deliverables as listed in RFP Section II.H.1 – [Project Management](#). The full list of deliverables is located in [Appendix D – Contract Deliverables Table](#) and includes descriptions and key dates for development, delivery, approval, and updates.

The Agency will schedule a full-day project Kick-off meeting within the first two (2) weeks after Contract start-up. This Kick-off meeting will introduce the MEVV Contractor to the AMMP oversight areas. The MEVV Contractor shall provide PowerPoint presentation slides that will be used to facilitate the project Kick-off meeting. The oversight areas include but are not limited to:

- PMO Contractor
- Data Governance Office
- Information Security Office
- Project Portfolio Management Office
- Project Quality Assurance
- Enterprise Quality Program
- Testing Center of Excellence

Table II-5: Initiation and Onboarding Requirements

| Master ID | Requirement Description |
|-----------|--|
| 4581 | The Contractor shall work with the Agency to collaboratively review and execute the plans, guides and checklists contained within AMMP_Plans_Guides_and Templates TOC. |
| 4583 | The Contractor shall possess all necessary technology, software, hardware, and equipment to facilitate project work, activities, and meetings via a remote/offsite location, as required by the Agency. |
| 4797 | The Contractor shall be financially responsible for providing licenses and user access to all contractor or sub-contractors systems for authorized Agency personnel, its Contractors, and stakeholders, throughout the term of the Contract. |
| 4973 | The Contractor shall have all personnel and ancillary personnel working offsite work in an environment that is private and free of distractions and be able to devote full attention to the job during work hours. |

2. MEVV Attestation

The PMO Contractor also developed several AMMP-Wide Plans and Guides that must be followed by all contractors. These plans and guides provide project structure without defining a specific software development methodology. The Procurement Library contains the AMMP-Program Plans Guides and Templates Table of Contents (TOC), PL08_AMMP-Program Plans Guides and Templates Table of Contents (TOC), which provides a summary expectation and the TOC for each of the AMMP-Program Plans, Guides, and Templates.

Table II-6: MEVV Attestation Requirements

| Master ID | Requirement Description |
|-----------|--|
| 4970 | The Contractor shall, within the four (4) weeks from contract start date, sign and submit the AMA Attestation and Agreement Document that states they understand the AMMP plans, guides and templates and they agree to follow them. |

Table II-7: MEVV Attestation – Attestation Deliverable

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|--|--|------------------------------------|---------------------------|
| AMA_01 | 4970 | AMA Attestation and Agreement document | The Contractor shall, within the four (4) weeks from contract start date, sign and submit the AMA Attestation and Agreement Document that states they understand the AMMP plans, guides and templates and they agree to follow them. | Four (4) weeks from Contract Start | Once at start of contract |

3. PMO Status and Touchpoint Meetings

Within the first month, the MEVV Contractor shall be responsible for establishing the Monthly PMO Status Report Meeting, as well as weekly MEVV, EQP, TCOE, OAs, and PMO touchpoint meetings. The monthly Status Meeting will use the AMMP Status Report template as its agenda, while the Touchpoint meetings are more informal but are a forum for the MEVV Contractor to provide brief status, reporting on recent success, upcoming activities, and/or to communicate known problems or concerns. When requested, the MEVV Contractor shall meet with the EQP and TCOE team weekly.

The MEVV Contractor shall also provide status information as requested by the AMMP PMO and any information needed to support the project’s success. The MEVV Contractor shall create Meeting minutes following the processes defined within the AMMP COM-8: Meeting Protocols Reference Guide.

The MEVV Contractor may be included in meetings with the State/Federal government or Agency. State/Federal governments and Agency may request data or information before or resulting from such meetings. When this occurs, the MEVV Contractor shall, within three (3) business days of receipt of a request from the State/Federal government or Agency, make all requested data available to the requestor in the format, media type, and quantities designated, at no additional charge.

4. AMMP-Wide Plans and Guides

As AMMP will include multiple contractors, AMA has obtained the services of a Contractor to work collaboratively with the Agency to establish the PMO, referred to as the PMO Contractor. A primary objective of the PMO Contractor is to create a positive and open work environment for all contractors and the Agency. The PMO Contractor also developed several AMMP-Wide Plans and Guides that must be followed by all contractors. These plans and guides provide project structure without defining a specific software development methodology. The Procurement Library contains the AMMP-Program Plans Guides and Templates Table of Contents (TOC), which provides a summary expectation and the TOC for each of the AMMP-Program Plans, Guides, and Templates.

The following protocol Guides are also listed within the TOC:

- Meeting Protocols Reference Guide
- Action Items Protocol Reference Guide
- Decisions Protocol Reference Guide
- Invoice Protocol Reference Guide
- Lessons Learned Protocol Reference Guide

To facilitate a seamless vendor on-boarding, the PMO Contractor created the PMO-2-o: Vendor Start Up Guide. This guide describes the PMO processes and procedures required of all vendors brought on-board to the AMMP. This also includes the program structure, as well as descriptions and locations of various documents, templates, and any other information needed by a new vendor starting on the AMMP Program. The Contractor PMO will initiate and facilitate the onboarding activity once the new vendor is productive and fully engaged in the Program. Initial onboarding meetings with the Agency will begin about two (2) weeks prior to Contract start with the overall process scheduled to end approximately one (1) month after Contract start.

All AMMP Program Management Plans, templates, and/or Protocol Guides are reviewed and updated every six (6) months by the PMO Contractor. These deliverables are approved by the Agency PPMO before use by the AMMP. During MEVV Contractor onboarding, the MEVV Contractor shall be provided the most current version of the AMMP-Program Management Plans and Protocol Guides listed within this Contract. At that time, the MEVV Contractor shall review, understand, and adhere to the latest version of Plans and/or Protocol Guides. The MEVV Contractor must document and address any concerns during Contractor onboarding. During the term of contract, the MEVV Contractor shall be given the opportunity to review and comment on any changes to the plans as they occur. As plans are updated and approved by the Agency, they become the expectations and guidelines for each project moving forward.

5. Deliverable Management

The MEVV Contractor is to maintain deliverable/artifacts, on a recurring basis, that are to be submitted for review and approval by the Agency. The specific timing of each deliverable submission is defined within this RFP. A Payment schedule will be established for each iteration of a deliverable.

The MEVV Contractor shall account for the deliverables and review artifacts identified in this RFP within its project schedule. The MEVV Contractor is responsible for managing the schedule for deliverables/artifacts under the scope of work, including the schedule for submission, review, updates, and final approval.

All MEVV Contractor deliverables/artifacts are required to be reviewed by the Agency and PMO Contractor and feedback submitted in accordance with the 10-5-5 review process. The Agency will have ten (10) business days to review and return comments on the deliverable/artifact to the MEVV Contractor. The MEVV Contractor, in return, will have five (5) business days to respond to comments. The Agency will

then have five (5) business days to review changes and provide any additional comment responses. Any artifact that is not approved by the Agency after the first round of comments and responses will be part of a group review. The Agency retains final approval authority over all deliverables.

Each deliverable must be oriented, branded, and presented as the property of the Agency. Each deliverable, upon submittal into the 10-5-5 review process, becomes the permanent organizational asset of the Agency. Each deliverable will be reviewed and approved by the stakeholders identified in the deliverables Responsibility, Accountability, Consulted and Informed (RACI) Chart with approval authority.

The MEVV Contractor shall update and maintain all Project Deliverables as outlined within the deliverable-specific requirements in all sections of this RFP. As Modules are added to the MES, the Agency will require the MEVV Contractor to work with other MES Contractors as requested by the Agency to integrate new interfaces into the MEVV.

For deliverable/artifact management, the MEVV Contractor shall follow the guidelines defined within the program-wide Configuration Management and Document Validation (PMO-2-r) document. PMO-2-r defines the Deliverable/Artifact workflow, storage expectation, iteration updates, retention policy, etc.

The Vendor's proposal response must define a clear scope and requirements specific to a deliverable, including the acceptance criteria for the final deliverables. The Vendor's proposal response must include the following:

- Objective/purpose
- Required scope/definition of the deliverable
- Roles and responsibilities
- Timeframe expectations
- Delivery dependencies
- Quality Management requirement
- Acceptance criteria
- Formatting or other special delivery needs
- Sample Table of Contents

All deliverable reviews performed by the Agency will be completed within ten (10) business days to determine compliance with the acceptance criteria for the specific deliverable. The Agency will maintain responsibility for coordinating the comments and input from its reviewers and provide this consolidated feedback from the different teams to the MEVV Contractor.

Deliverables requiring revisions by the MEVV Contractor shall be completed within five (5) business days of receiving the Agency's comments. The Agency will provide an acceptance or rejection notice per deliverable with one of the following explanations on its return. Either:

- a) Accepted and signed as accepted by the Agency; or,
- b) In the event the Agency rejects a deliverable, it will communicate the rejection in writing to the MEVV Contractor regarding the deliverable deficiencies. The MEVV Contractor must correct deficiencies prior to the formal acceptance of the deliverable.

6. Narrative Questions

Vendors must answer each narrative question or statement clearly, completely and in the format designated in RFP section VI. Submission Requirements, subsection N, [Tab 6 – Scope of Work and Narrative Response](#) and in alignment with PL18_Response to Narrative Questions Template. Each narrative question

response must address the applicable specification(s) and should include any Vendor-specific knowledge, creativity, or innovation that shows how the topic will support the Agency's goals and objectives. All questions must have a detailed response.

- Q - 21 How will you incorporate AMMP's standards into your project management methodology?
- Q - 22 What is your approach to the monthly status meetings, and weekly stakeholder touchpoint meetings. Provide a detailed description of your approach.
- Q - 23 Define your approach ensure that the contract deliverables contain the necessary details required for each of the deliverables?
- Q - 24 Define your approach to ensure that the contract deliverables are updated per the frequency provided for each of the deliverables?

E. MEVV Architecture

AMA is requiring the latest in EVV architecture such that:

1. The output of the data is in the style and format that supports the specific user type consuming and evaluating the data.
2. The data is highly secure and protected at every stage of the MEVV.
3. The architecture takes advantage of the latest in technology (streaming, data structures, database types, optimization, caching, etc.), placing an emphasis on the speed of results to the users. Results should be provided in seconds rather than minutes and hours whenever possible.

MEVV architecture encompasses the overall architecture including, but not limited to, technical architecture, environments, data models, security, and access, as well as tools for the MEVV solution.

1. Technical Architecture and Environments

The architecture will include the physical and virtual environments for the MEVV, including all hardware, firmware, middleware, connectivity, security, and software to securely host and maintain the MEVV. Multiple environments will be established for the MEVV to allow the following activities including, but not limited to:

Development:

- Environment for developers to design, develop, and implement the solution including, but not limited to, system functionality, enhancements, and bug fixes, without impacting the production environment using de-identified data where Personal Health Information (PHI)/Personal Identifiable Information (PII) is obscured

Testing:

- Environment that is set up for software and hardware testing teams to execute test cases and validate changes to the solution including, but not limited to, system functionality, enhancements, and bug fixes using de-identified data prior to moving to User Acceptance Testing (UAT) and production
- Environment to validate system integration to ensure all new functionality successfully integrates with existing functionality before moving to UAT
- Environment that is set up for E2E testing
- Environment that is set up for UAT using identifiable data containing PHI/PII for the TCOE to verify and validate test cases and test execution

Training:

- Environment that will be used for all Contractor-led AMA training

Pre-Production:

- Environment that will allow users the ability to test ideas, utilize data from internal and external sources, and model "what if" scenarios in a controlled setting or affecting production processes of the MEVV
- Environment set up for data staging or similar solution for all raw data that will be used for data quality checks, prior to loading the data into the MEVV solution

Production:

- The main MEVV environment set up for pre-defined or dimensional data that will be used for reporting and analytics

The MEVV Contractor shall establish the necessary environments to address all requirements of this RFP. The environment configuration to accommodate these activities and requirements shall be proposed by the MEVV Contractor and approved by the Agency.

The Technical Architecture and Environments Requirements can be found in [Table II-8](#) in Section II.E. MEVV Architecture.

a. Detailed Technical Architecture Package (DTAP)

The MEVV Contractor shall submit a Detailed Technical Architecture Package (EVV2023-DTAP-001) that documents the technical and information architecture of the MEVV. The DTAP shows how the MEVV is designed and built to support the technical requirements of the Agency, defines the minimum set of technical capabilities of its components, and complies with related standards (Cures Act, State-adopted standards, MITA, CMS Seven Conditions and Standards, etc.). The DTAP must be maintained and updated as needed to accurately reflect all the information necessary to support communication and operation of the MEVV.

The MEVV Contractor must accurately define, document, and maintain the technical and information architecture, including interfaces connected to the MEVV. To support this, the Agency will work with the MEVV Contractor to finalize the contents of a DTAP deliverable comprised of the following artifacts, including, but not limited to:

1. Complete inventory of all components of the Contractor's Solution
 - a) Virtual Machines
 - 1) Application servers and their usage
 - 2) Web servers and their usage
 - b) Hardware components
 - c) Software
2. Service Providers (hosting, circuits, redundancy, etc.)
3. Network Design and Monitoring
 - a) Network IP Addresses and port details
 - b) Monitoring tools and services
 - c) Performance/Availability reporting
4. Application Architecture and Configuration

- a) Application configuration and purpose
- b) Utilities configuration and purpose
- c) Environment Mapping – Development, Testing, Production, etc.

b. Hosting

The Agency requires solutions that leverage cloud-based hosting technologies for the MEVV to provide a highly reliable, scalable, and cost-effective infrastructure. Cloud-based solutions enable the MEVV Contractor to provision computing and data storage resources as needed to meet availability requirements. Vendors may propose solutions hosted and operated in public or private cloud environments or use an “as-a-service” approach. The Agency requires the production environment to be complete, stand-alone, and under full control of the MEVV Contractor and must not rely on other non-production environments to fulfill the Contract’s requirements.

The design and implementation of the hosting solution must meet the Agency’s expectations for uptime, Continuity of Operations, and Disaster Recovery. A highly available solution will meet the Agency’s Service Level Agreements (SLAs) while minimizing scheduled downtime. The hosting solution will remain flexible to incorporate new data sources and accommodate new requirements and regulatory changes as the system matures over time. Additionally, the hosting solution will support the activities necessary to ensure the continuity and recovery of MES business operations under events of disaster. The MEVV Contractor shall:

- Establish a plan describing the activities needed to meet the Disaster Recovery and Continuity of Operations requirements discussed and outlined in RFP Section II.H. – Scope of Work, Enterprise and General Services, Subsection 5 – [Continuity of Operations/Disaster Recovery \(DR\)](#), a) Continuity of Operations Requirements and b) Continuity of Operations, Deliverables and [Appendix E: Requirements Response Matrix](#). The MEVV Contractor must test this plan per agreed-upon SLAs
- Meet the performance requirements for availability per agreed upon SLAs with the Agency as outlined in RFP Section II.F.1 – [Performance SLAs and KPIs](#)
- Ensure the hosting solution can adapt over time to changing regulatory and business requirements

The MEVV Contractor hosting solution shall support the Agency’s vision of security requirements. At a minimum, the MEVV Contractor must ensure all solution components and necessary environments comply with the security specifications as described in the Medicaid Enterprise Security Policy, which is based upon the Federal Office of Management and Budget (OMB) Circular A-130, National Institute for Standards and Technology (NIST) Federal Information Processing Standard (FIPS) 200, NIST Special Publication 800-53: Security and Privacy Controls for Federal Information Systems and Organizations, and other applicable NIST publications. Temporary access to the Medicaid Enterprise Security Policy will be granted to qualified Vendors for preparation of their response to this RFP.

c. Software

The software proposed for the MEVV solution must satisfy all the business, technical, and performance requirements described in this RFP. The Agency intends to use COTS products and Software-as-a-Service (SaaS) to the extent possible. Any software proposed must be easily configurable and require minimal customization to align with the CMS vision of modularity and qualify for enhanced funding. The Agency also requires the software to be flexible and adaptable enough to support the MES well into the future.

The Vendor must propose an industry-standard software or application programming language to enhance/support the MEVV solution. All proposed software must be supported and remain in support for

the term of the Contract and be transferable or licensable; if any portion of this solution is proprietary, it must be approved by the Agency. As part of the DTAP, the Agency requires thorough documentation of the MEVV software, including:

- Producer/Manufacturer
- Versioning – within current release and -1
- Purpose/Use/Description of the Software
- License Boundaries (how is it licensed)
- Currently Supported / Standard Support Available (not an end-of-life product, a contingency plan for anything end-of-life or discontinued, etc.)

The Agency requires that the MEVV software be scalable (e.g., it will not require re-architecture, re-design, or new development) to meet the Agency’s performance requirements. The Vendor must propose a solution that will:

- Scale capacity quickly, both up and down, as the computing requirements change.
- Provide high availability.
- Distribute application traffic to achieve greater levels of fault tolerance.
- Have no single point of failure.

The Agency requires that the Contractor’s Alabama MEVV solution implementation be independent and not rely on its enterprise product roadmap and enterprise platform product team in prioritizing work to be done for Alabama.

d. Security and Access

AMA data contains Personally Identifiable Information (PII) and Protected Health Information (PHI) and is considered sensitive. As such, the security of the data is critical to the success of the project, and the solution must include physical and virtual security methods, as well as role-based access to all environments and data at the proper levels. The MEVV Contractor’s solution shall allow the capability for someone other than MEVV Contractor staff, such as Agency or Operating Agencies, to set up new case managers and reset passwords.

The MEVV will include the protection of all data including, but not limited to:

- Provision of access
- Storage of all user access accounts
- Audit trails of all events performed by MEVV users and the MEVV itself
- Backup of all data, including reporting and analytics saved by users
- Protection against viruses and threats, including, but not limited to, ransomware, rogue security software, Trojan horses, worms, denial of service, and SQL injection

The MEVV Contractor’s solution must include role-based single sign-on capability for all users whether they are accessing the EVV system or the Aggregator solution. The solution must provide the flexibility to adapt to changing security and access approaches, as well as State and/or Federal rules/regulations. While the Agency envisions a single sign-on solution to be implemented by our System Integrator Contractor, the MEVV module will not be required to use this solution.

Table II-8: Technical Architecture and Environments Requirements

| Master ID | Requirement Description |
|-----------|--|
| 6119 | The Contractor shall implement a solution that provides industry standard security, scalability, performance, backup, restoration, and ongoing maintenance applied to the infrastructure of all MEVV environments. |

| Master ID | Requirement Description |
|-----------|---|
| 6125 | The Contractor shall provide a solution that allows for the ingestion, retention, and access to data including, but not limited to, data source files, administrative data, quality/audit data, and Analytics/Reporting output for a minimum of seven (7) years and in compliance with State and Federal data retention policies and standards. |
| 6122 | The Contractor shall maintain a complete and separate pre-production UAT/Training environment. This environment shall be available 24/7/365 for training and user acceptance testing of the solution. |
| 6123 | The Contractor shall maintain a complete and separate production environment. This environment shall be available 24/7/365 for business operations |
| 4822 | The Contractor shall use, display, and record all transactions in Central Time across its solution. |
| 4827 | The Contractor shall adhere to the guidelines specified in the technical reference architecture (TRA) as published by the Agency. |
| 4833 | The Contractor shall utilize architecture with no single point of failure, supporting fault tolerance and failover of web, application, database, storage, and secondary devices. |
| 6118 | The Contractor shall ensure updates performed overnight to the production environment are completed by 5:00 a.m. Central Time. |
| 6137 | The Contractor shall retain any data or data files that are sent or received from any external entity including but not limited to any State Agency or provider for twelve (12) months unless otherwise specified. |
| 6430 | The MEVV Contractor's solution implementation shall be independent and shall not rely on its enterprise product roadmap and enterprise platform product team in prioritizing work to be done for Alabama. |

Table II-9: Security and Access Requirements

| Master ID | Requirement Description |
|-----------|---|
| 6160 | The Contractor shall provide a solution that is fully compliant with the Health Insurance Portability and Accountability Act (HIPAA), as amended and/or re-authorized. |
| 6162 | The Contractor shall provide security access to each environment for Agency-approved users. |
| 6164 | The Contractor shall provide the capability to de-identify data for reports that contain sensitive data to ensure compliance with all applicable HIPAA privacy rules. |
| 6157 | The Contractor shall capture security audit records for specific users by each environment and their access controls within the environment, including but not limited to: <ol style="list-style-type: none"> 1. Timestamp 2. Content access 3. Person accessing 4. Physical location of access (IP address) 5. Method of access |
| 6158 | The Contractor shall capture security audit records for specific users who have not accessed content that has been assigned to them for at least six (6) months. This information should be provided to the Agency on an Agency-defined schedule. The Contractor shall remove user access to the content as requested by the Agency. |

| Master ID | Requirement Description |
|-----------|---|
| 6159 | <p>The Contractor shall provide a report within the MEVV solution that includes, but is not limited to:</p> <ol style="list-style-type: none"> 1. User Information 2. User Groups 3. User Role 4. User Privileges 5. Audit Records <p>This report shall be able to be exported on-demand from the MEVV solution.</p> |
| 6163 | The Contractor shall provide the capability to configure user groups (data and report access) and user roles (solution functionality) as defined and approved by the Agency. |
| 6305 | The Contractor shall allow the account administrator to create and assign new Agency approved user roles or update existing user roles for system defined functions. |
| 6306 | The Contractor shall provide a solution to accommodate the creation and assignment of new Agency approved user defined functions, updating of existing functions, which shall be assigned to an existing role or a new role. |
| 6312 | The Contractor shall provide a solution with an Agency approved secure self-directed recipient user role with EVV self-directed functions assigned. |
| 6313 | The Contractor shall provide an interactive voice response system that verifies the caller is an authorized user prior to allowing the user to advance through the system or to access EVV information. |
| 6314 | The Contractor shall provide and maintain an Agency approved secure file transfer interface to be used by Agency approved authorized entities for the exchanging of data files between the EVV and other third-party systems. |
| 6161 | The Contractor shall provide role-based access to the EVV solution. |
| 6307 | The Contractor shall provide a solution with a user access mechanism for user authentication. |
| 6310 | The Contractor shall provide a solution with a user access mechanism for a user password reset process. |
| 6308 | The Contractor shall provide a solution with a user access mechanism for a password expiration process. |
| 6309 | The Contractor shall provide a solution with a user access mechanism for a user expiration process. |
| 6311 | The Contractor shall provide a solution with a user access mechanism for a user suspension process. |
| 6165 | The EVV contractor shall provide Agency approved role based secure access controls in a multi-tiered environment for multiple types of users, which allows for the secure viewing, creating and updating of appropriate levels of EVV related data. |

MEVV Architecture Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)

The MEVV Contractor shall provide in the Service Level Agreement Plan how they will follow their best practices and tools for providing the MEVV solution. Unless otherwise noted, a threshold of 100% to SLAs and KPIs is expected.

The MEVV Contractor shall coordinate with the Agency to schedule all required system downtime that must occur during business hours and that would cause the MEVV to be unavailable for normal use. Routine maintenance must be scheduled during non-business hours.

e. Service Level Agreement – System Availability (A_s)

The MEVV Contractor shall submit the System Availability metrics, for the production system only, for each month as part of the Monthly Operations Status Report. The SLA threshold for system availability is 99% throughout the term of the contract.

1. **Measurement Description:** Measurement of system availability and number of downtime events include both planned and unplanned downtimes. Measurements are based on clock and calendar: 24 hours per day, 7 days per week, and 365 days per year (or 366 days in those years that are leap years). The system is considered available when the system and all components are available for normal operations. A downtime event is a single incidence of the system not being available, contiguous in time and irrespective of duration. A planned downtime may include multiple system shutdowns and restarts and is considered a single downtime event, and the actual duration (not scheduled duration) will be considered the non-available time.

For example:

- Day 1 – 1:00 a.m. to 2:00 a.m.: planned downtime for data load. Actual downtime 1:00 a.m. to 1:30 a.m. [0.50 non-available hours, 1 downtime event]
 - Day 5 – 7:00 p.m. to 8:00 p.m.: planned and actual downtime for maintenance, including 3 operating system shutdowns and restarts [1.00 non-available hour, 1 downtime event]
 - Day 17 – 4:10 p.m. to 4:55 p.m.: unplanned downtime due to database crash and restart [0.75 non-available hours, 1 downtime event]
 - Total of 2.25 hours non-available and 3 downtime incidents. In a 31-day month, availability is 99.70%
2. **Downtime and Liquidated Damages:** Failure to meet availability SLA will result in a penalty to be credited to the State as set forth using a method to be determined by the State. If penalties for both system availability and number of downtime events are assessed in a calendar month, then the larger penalty prevails. The monthly base against which the monthly penalty is applied is the prorated total price of task order (including both fixed and variable costs).
 3. **Measurement Interval:** The measurement interval shall be one calendar month, corresponding to the month of the Project Management Status Report.
 4. **Measurement Period:** System Availability: The Measurement Period begins at 12:00 a.m. CT on the first day of the month and ends at 11:59 p.m. CT on the last day of the month.
 5. **Source of Measurement Data:** The source of the measurement data shall be the System Availability
 6. **Method of Measurement**
 - a) System Availability - The MEVV Contractor shall record the time in minutes that the solution is running and available to perform all their required service outside of Agency-approved scheduled maintenance time (Uptime). The Uptime calculation for A_s is:
 7.
$$A_s = \frac{(Uptime\ Minutes)}{(Minutes\ in\ the\ Month - Scheduled\ Maintenance\ Minutes)} \times 100$$
 - a) Minutes in the Month = Calendar Days in Month x 24 hours x 60 Minutes
 - b) Maintenance Minutes = Approved Scheduled Maintenance Hours x 60 minutes
 - c) Available Minutes = Minutes in the Month – Maintenance Minutes
 - d) Uptime Minutes = Available Minutes – Unscheduled/Unavailable Minutes

Example: For one 30-day month, there was one eight-hour scheduled maintenance window. The MEVV system was unavailable for 55 minutes outside of this window.

- a) Minutes in the month = 30 calendar days x 24 hours/day x 60 minutes/hour = 43,200 minutes
- b) Minutes of scheduled maintenance = 8 hours x 60 minutes/hour = 480 minutes
- c) Minutes in month not including scheduled maintenance = 43,200 – 480 = 42,720 minutes
- d) Uptime = 42,720 - 55 = 42,665 minutes

$$A_s = \frac{42665}{42720} \times 100$$

- 8. **State Audits.** The MEVV Contractor shall make available the uptime records and the metrics reported in the Project Management Status Report for audits by the Agency or its third-party designee.
- 9. **Assumptions and Conditions.** The MEVV Contractor shall have a process and/or tool for recording the availability of the solution.
- 10. **Exceptions.** In the event of a disaster outside of the control of the MEVV Contractor, the MEVV Contractor shall not be subject to discounted payments during any month in which services operate from the Disaster Recovery environment. The MEVV Contractor shall be subject to discounted payments if the disaster was caused by the MEVV Contractor, its subcontractors, or partners.

f. Key Performance Indicator – Equipment

Equipment not past manufacturer stated end of life and refreshed as recommended by manufacturer. The MEVV Contractor shall submit a report of equipment life and manufacturer’s end of life guidelines annually by the end of the first Quarter or March 31, or within three (3) business days of a request from the Agency.

- 1. **Measurement Description.** Measurement of equipment begins annually on January 1.
- 2. **Measurement Interval.** The measurement shall be one Calendar quarter, starting annually on January 1 and ending on March 31.
- 3. **Source of Measurement Data.** Equipment is refreshed before end of life.
- 4. **Measurement Method.** Equipment upgrades.

g. Service Level Agreement – MEVV Architecture Discount Calculations

Discount Calculations. If for any one month, any one or more of the measurements do not meet the SLA standards, the MEVV Contractor shall discount by 5% (five percent) the invoice presented to Medicaid for the same month in which the SLA standards were not met. If the MEVV Contractor consistently fails to meet the SLA standards, Medicaid may request a Corrective Action Plan (CAP). If the MEVV Contractor is still unable to meet SLA standards after the CAP has been executed, then Medicaid may notify the MEVV contractor of failure to meet contract requirements, and the MEVV Contractor may be subject to liquidated damages as described in Section VIII.MM - Contract Liquidated Damages.

2. Narrative Questions

Vendors must answer each narrative question or statement clearly, completely and in the format designated in RFP section VI. Submission Requirements, Subsection N, [Tab 6 – Scope of Work and Narrative Response](#) and in alignment with PL18_Response to Narrative Questions Template. Each narrative question response must address the applicable specification(s) and should include any Vendor-specific knowledge, creativity, or innovation that shows how the topic will support the Agency’s goals and objectives. All questions must have a detailed response.

- Q - 25 What is your approach to providing de-identified data to Agency-specified environments?
- Q - 26 Provide a high-level description and diagram of the proposed MEVV Platform and Service solution, including configuration and components. The diagram must include the entire solution being proposed, including parts of the solution being provided by subcontracts.
- Q - 27 What is your proposed approach to Design, Configure, Develop, Test, Implement and Operate the MEVV solution? Include the approach to MEVV integration with Operating Agencies, EVV third party providers, and other MES modules/services?
- Q - 28 Provide and describe how your proposed MEVV solution (including your approach to Hosting) will meet Alabama's business needs, expectations and requirements regarding:
- Scaling capacity (both up and down) of compute, storage, and communication traffic
 - High availability
 - Fault tolerance
 - Security
 - Single point of failure
- Q - 29 What is your approach and what tools will your solution utilize to create and maintain Interface Control Documents (ICDs)? Provide details related to standards and approaches you will use to keep ICDs coordinated and up to date, across all MES modules.
- Q - 30 What is the level of effort necessary, constraints, dependencies, risks, and assumptions accounted for in the overall solution for successful implementation?
- Q - 31 Provide examples of data models that will be used for Alabama Medicaid.
- Q - 32 What are your processes for version control and change management?
- Q - 33 What is your approach to delivering definitions and metadata of data models?
- Q - 34 What is your experience with adherence to NIST and other State and Federal security requirements?
- Q - 35 How will you ensure that all data is housed within the continental United States?
- Q - 36 How will you ensure that all personnel with access to the MEVV environment and data are working from the continental United States?
- Q - 37 What is your approach to the different testing that needs to be done as part of implementing? Provide details for UAT, SIT, and end-to-end testing across multiple systems.
- Q - 38 Provide examples of an EVV Dashboard.
- Q - 39 Provide an overview of your proposed solution in relation to the three key principles of:
- 1) The output of the data is in the style and format that supports the specific user type consuming and evaluating the results.
 - 2) The data is highly secure and protected at every stage of the MEVV.
 - 3) The architecture takes advantage of the latest in technology (streaming, data structures, database types, optimization, caching, etc.) that places an emphasis on the speed of results to the users.

Q - 40 Describe your recommended approach for development and delivery of the Design and Technical Architecture Package (DTAP). As part of your answer, provide a detailed list and description of proposal artifacts/documents to be included in the DTAP.

F. Performance

The MEVV Contractor shall be responsible for developing and articulating a foundational MEVV solution that not only meets but exceeds the current MEVV solution performance and scale. This foundation must also be scalable for future growth expected through the integration of new data sources. The MEVV Contractor is expected to deliver a solution that follows CMS' Open Vendor Model and meets the requirements documented in this RFP. The MEVV Contractor shall ensure performance is met through specifications of uptimes and response times, as well as requirements to maintain and monitor the system.

The MEVV solution will include the planning of a responsive backup strategy to adequately address the AMMP needs and schedules, while incorporating routine frequencies to make sure adequate restore points are available. Additionally, recovery capabilities should extend to all aspects of the MEVV solution.

The MEVV solution will include the processes and tools to ensure the MEVV solution is available to users within expected service levels. The MEVV solution will include the ongoing oversight of all aspects of the MEVV solution performance, system health, and solutions to verify normal processing, identify improvements and optimizations, and to handle unexpected processing and other system errors.

1. Performance SLAs and KPIs

The MEVV Contractor shall provide in the Service Level Agreement Plan how they will follow their best practices and tools for providing the MEVV solution. On a monthly basis at the end of each month, the MEVV Contractor shall report the following information for the Modular EVV SaaS:

- The number of enabled user accounts as of the end of the reported month
- Required SLA metrics, including the numerator(s), denominator(s) and specific calculations for the metrics
- Any SLA discounts adjudicated for the month and the invoice number where the discounts are assessed

Some SLA and KPI measures must also be reported on a quarterly basis to comply with CMS and/or Agency requirements.

Except as noted in the table below, a threshold of 100% for SLAs and KPIs is expected.

| SaaS Service Level Agreement Standards | | | |
|--|------------------------------------|--|----------------------------------|
| Contract Year | Association of EVV Record to Claim | EVV Record Match Against Approved Services, Providers, and Units | EVV Records Without Manual Edits |
| 1 | 95% | 95% | 95% |
| 2 | 95% | 95% | 95% |
| 3 | 98% | 98% | 95% |
| 4 | 98% | 98% | 95% |
| 5 | 98% | 98% | 95% |
| 6 | 98% | 98% | 95% |
| 7 | 98% | 98% | 95% |
| 8 | 98% | 98% | 95% |

a. Service Level Agreement – Association of EVV Record to Claim (R_A)

The MEVV data aggregator must be able to associate all EVV claims to an EVV visit record, including those generated from outside systems. The measurement period begins at 12:00 AM Central on the first day of the month and ends at 11:59 PM Central on the last day of the month. The source of the measurement data shall be the Modular EVV data aggregation component.

The MEVV contractor shall compare all EVV claims that are non-duplicative and were paid during the month, with those claims that have a complete EVV visit records. Complete EVV visit records are those that have captured in the record all required data elements according to the 21st Century Cures Act. The MEVV contractor shall report separate calculations, one for EVV visit records created in the contractor’s Modular EVV, and one each for every outside system providing EVV visit records. The MEVV contractor’s SLA performance will only be measured against EVV visit records created in the contractor’s Modular EVV.

$$R_A = \frac{\text{Complete EVV Claims}}{\text{EVV Claims}}$$

- o Complete EVV Claims = Monthly Paid Claims – Claims with Incomplete or Missing Visit Records – Duplicate Paid Claims
- o EVV Claims = Monthly Paid Claims – Duplicate Paid Claims

Example: During one month, the state paid 6,339 claims with home health service codes. However, 186 of the associated EVV records were missing one or more of the required data elements.

$$R_A = \frac{(6,339 - 186)}{6,339} \times 100$$

$$R_A = \frac{6,153}{6,339} \times 100 = 97.1\%$$

b. EVV Visit Record Match Against Approved Services, Providers, and Units (R_M):

The MEVV data aggregator must be able to associate all EVV claims to an EVV visit record, including those generated from outside systems. The measurement period begins at 12:00 AM Central on the first day of the month and ends at 11:59 PM Central on the last day of the month. The source of the measurement data shall be the Modular EVV data aggregation component.

The MEVV contractor shall compare EVV claims against the associated EVV visit record to ensure that

- 1) the provider shown in the EVV record is associated with the recipient and matches the one in the claim submission
- 2) the procedure codes match those in the EVV visit record and were approved for the recipient
- 3) the number of units charged did not exceed the recipient's total number of approved units

Service codes for which the recipient, provider, service, or number of units match what is appropriate under the relevant authorities are to be counted as matched. These are to be compared to all HCBS claims that are non-duplicative and were paid during the month. The MEVV contractor shall report separate calculations, one for EVV visit records created in the contractor's Modular EVV, and one each for every outside system providing EVV visit records. The MEVV contractor's SLA performance will only be measured against EVV visit records created in the contractor's Modular EVV.

$$R_M = \frac{\text{Number of procedure codes paid for units, provider and services approved/authorized}}{\text{Number of home visit procedure codes paid}}$$

- o Number of procedure codes paid for which units, provider, and services were approved/authorized = Number of match procedure code paid – Number of procedure codes that did not match the Recipient's Provider, services or Exceeded the Units in the EVV Visit Record
- o Number of home visit procedure codes paid = Monthly Number of procedure codes paid

Example: During one month, 4,500 claim records were paid. There was a total of 6,600 procedure codes within them. Each of the 6,600 claim service codes was checked against what is appropriate under the relevant authorities to ensure that:

- 1) the billing and rendering provider shown in the EVV visit record was associated with the recipient and matched the one in the claim submission
- 2) the procedure codes matched those in the EVV visit record and were authorized for the recipient
- 3) the number of units charged did not exceed the recipient's total number of authorized units.

It was found that 6,315 were fine—they reflected providers who were authorized to provide the services and the units did not exceed the maximum number of allowed units. The submissions matched the associated EVV visit records.

Two hundred eighty-five of the claim service codes either did not match the EVV visit record, did not reference the correct provider, were for unauthorized services, the number of units exceeded the maximum allowed, or had a combination of these errors.

$$R_M = \frac{6,315}{6,600} \times 100 = 95.7\%$$

c. EVV Records Without Manual Edits (R_E):

Medicaid will require that all EVV visit records from outside systems include a data element indicating whether the record contains manual edits. The MEVV Contractor’s interface specification and data aggregator shall include this data element. The measurement period begins at 12:00 AM Central on the first day of the month and ends at 11:59 PM Central on the last day of the month. The source of the measurement data shall be the Modular EVV data aggregation component.

The MEVV contractor shall compare against the EVV visit record to ensure that no manual edits have been made to the record. These are to be compared to all that are non-duplicative during the month. The MEVV contractor shall report separate calculations, one for EVV visit records created in the contractor’s Modular EVV, and one each for every outside system providing EVV visit records. The MEVV contractor’s SLA performance will only be measured against EVV visit records created in the contractor’s Modular EVV.

$$R_E = \frac{\text{Number of EVV records for verified visit with no manual edits}}{\text{Number of EVV Records for verified visit received}} \times 100$$

- o Number of EVV records for verified visit which have no manual edits = Monthly EVV Records received – Records that were manually edited
- o Number of EVV Records for verified visit received = EVV verified records received

Example: During one month, there were 10,444 EVV records created or submitted. Of the 10,444 records, 480 were manually edited.

$$R_E = \frac{(10,444 - 480) \times 100}{10,444}$$

$$R_E = \frac{9,964 \times 100}{10,444} = 95.4\%$$

d. Service Level Agreement - Maintenance/Updates/Upgrades

1. Maintenance/Updates. All recurring planned maintenance must be scheduled and performed outside of working hours (M-F, 6:00 a.m. - 7:00 p.m. Central Time, non-holidays) with State advance approval. Urgent planned maintenance may be scheduled and performed during working hours with State advance approval if non-working hours are nonviable. Planned downtime should occur between 11:00 p.m. - 5:00 a.m. CT.
2. Upgrades. When there is a major release of operating system, database, or applications, the MEVV Contractor shall upgrade to the new release on a schedule approved by the State. The MEVV Contractor is responsible to maintain functionality, backwards compatibility, and interoperability. The MEVV Contractor is responsible to ensure that there will be no data loss.

- a) **Measurement Item.** Recurring maintenance
- b) **Measurement Logic.** The measurement logic is Time > 7:00 p.m. CT, < 6:00 a.m. CT
- c) **Measurement Period.** Ongoing

- a) **Measurement Item.** Urgent maintenance
- b) **Measurement Logic.** Requires State approval
- c) **Measurement Period.** Ongoing

- a) **Measurement Item.** Planned downtime
- b) **Measurement Logic.** The measurement logic is Time > 11:00 p.m. CT, < 5:00 a.m. CT
- c) **Measurement Period.** Ongoing

- a) **Measurement Item.** Upgrades
- b) **Measurement Logic.** Requires State approval
- c) **Measurement Period.** Ongoing

- a) **Measurement Item.** Data loss during upgrades
- b) **Measurement Logic.** No data loss.
- c) **Measurement Period.** Ongoing

e. Key Performance Indicator - Downtime Notifications:

1. **Scheduled Downtimes.** Obtain State approval before scheduling planned downtimes, keeping Central Time in mind and maximizing uptime during normal business hours in Alabama. Notify users of status of planned downtimes with State approval of channels, messaging, and timing (e.g., publication in portal; email notification in advance, at start, and upon completion).
2. **Unplanned Downtimes.** Upon the occurrence of any unplanned downtime, the MEVV Contractor shall immediately notify the State and follow up within one (1) business day with a written explanation and documentation. Documentation shall include, but not be limited to, dates, times, and duration of system non-availability and dates and times of downtime events.

- a) **Measurement Item.** Scheduled downtime
- b) **Measurement Description.** Requires State approval
- c) **Measurement Description.** Requires user notification
- d) **Measurement Period.** Ongoing

- a) **Measurement Item.** Unplanned downtime
- b) **Measurement Description.** Requires immediate State notification
- c) **Measurement Description.** Requires MEVV contractor follow-up with written explanation and documentation
- a) **Measurement Logic.** The measurement logic is Time <= 1 business day
- b) **Measurement Period.** Ongoing

f. Key Performance Indicator - Backups

Backup restorations from short-term storage, including transaction logs and testing, shall complete within eight (8) hours.

Backup restorations from long-term storage shall complete within five (5) calendar days. This would be used for finding something in a point in time; this would not occur within the Production environment.

1. **Measurement Item.** Short-term backup restoration
 2. **Measurement Description.** Completed backup restoration
 3. **Measurement Logic.** The measurement logic is Time <= 8 hours
 4. **Measurement Interval.** Episodic
 5. **Measurement Period.** Episodic
-
1. **Measurement Item.** Long-term backup restoration
 2. **Measurement Description.** Completed backup restoration
 3. **Measurement Logic.** The measurement logic is Time <= 7 calendar days
 4. **Measurement Interval.** Episodic
 5. **Measurement Period.** Episodic

g. Key Performance Indicator - Disaster Recovery

The MEVV Contractor shall meet the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements listed below in the case of disaster recovery. The MEVV Contractor shall test and document the disaster recovery process at least bi-annually (twice a year) to ensure compliance with the RTO and RPO.

- Recovery Time Objective (RTO): < 6.0 clock hours
- Recovery Point Objective (RPO): < 6.0 clock hours

1. **Measurement Item.** Recovery time objective testing
 2. **Measurement Description.** Disaster recovery completed
 3. **Measurement Logic.** The measurement logic is Time < 6 hours
 4. **Measurement Period.** Bi-annually
-
1. **Measurement Item.** Recovery point objective testing
 2. **Measurement Description.** Disaster recovery completed
 3. **Measurement Logic.** The measurement logic is Time < 6 hours
 4. **Measurement Period.** Bi-annually

h. Service Level Agreement - Escalation/Managed Security Service Providers (MSSP)

1. Monitoring. The MEVV Contractor shall provide a 24/7 security and event management or equivalent solution to aggregate logs, monitor system activity, identify suspect behavior/anomalies, security events, file integrity, evaluate logs, and provide an alerting capability. Solution shall provide the ability to audit/track all activity specific to each user and process, including at minimum, date and time of last login, invalid login attempts, system errors, and all transaction activities, including inquiries. Solution shall also provide a user interface for the State to review activity and alerts. Access and authentication reports shall be provided daily to the State, and the State shall have the ability to view access logs on the fly. Logs shall be kept and archived on a schedule as approved by the State.
2. Security Operations Center (SOC) / Managed Detection and Response (MDR). Alerts and events shall be actively monitored on a 24/7 basis by an SOC/MDR or equivalent team.
3. Alerts/Escalation. Alerts must include ability to alert appropriate staff of potential violations of privacy safeguards, such as inappropriate access or attempted access to confidential information and preserve and report specified audit data when a potential security violation is detected.
 - a) **Measurement Item.** 24/7 security and event management
 - b) **Measurement Description.** Continuous auditing and tracking of all activity
 - c) **Measurement Logic.** Requires State approval
- d) **Measurement Item.** 24/7 security and event management log retention

- e) **Measurement Description.** Logs kept and archived on schedule
- f) **Measurement Logic.** Requires State approval

i. Key Performance Indicator - Security Incident Response Priority

1. Security Incident Response Priority. When reporting a security issue to the MEVV Contractor, the State shall identify the issue by its Security Level as described below. If the MEVV Contractor identifies a security issue, the MEVV Contractor shall immediately notify the State and identify the issue security level based on Contractor’s initial evaluation.
 - Security Level 1 (S1) – Incident affecting critical systems, information, or data (e.g., Distributed Denial of Service (DDoS), active hacking, virus outbreak, breach)
 - Security Level 2 (S2) – Incident affecting non-critical systems, information, or data. Employee investigations should typically be classified at this level (e.g., improper access, non-active hacking, policy violations)

2. Time to Response and Resolution. Immediately upon identifying a security issue or receiving notice from system users of a security issue, the MEVV Contractor shall respond and resolve the issue in alignment with the guidelines outlined below, as applicable. If the MEVV Contractor cannot meet any of these guidelines, the MEVV Contractor shall describe in writing to the State to explain why and propose new Response and Resolution Times for state approval.
 - a) Initial Response (Stopgap Measure):
 - Security Level 1 (S1) – Response Time/Target: 30 clock minutes / 100%
 - Security Level 2 (S2) – Response Time/Target: 1 business hour / 100%

 - b) Investigation
 - Security Level 1 (S1)– Response Time/Target: 1 clock hour / 100%
 - Security Level 2 (S2) – Response Time/Target: 1 business day / 100%

 - c) Full Resolution:
 - Security Level 1 (S1) – Resolution Time/Target: 4 clock hours / 100%
 - Security Level 2 (S2) – Resolution Time/Target: 2 business days / 100%

3. Updates. For Security Level 1 (S1) incidents, the MEVV Contractor shall provide status updates every one (1) hour to the State until the security issue is resolved. For Security Level 2 (S2) incidents, the MEVV Contractor shall provide status updates via a weekly summary to state in writing until the security issue is resolved.
 - a) **Measurement Item.** Security incident initial response (Security Level 1)
 - b) **Measurement Logic.** The measurement logic is Time <= 30 calendar minutes
 - c) **Measurement Period.** Episodic

 - a) **Measurement Item.** Security incident initial response (Security Level 2)
 - b) **Measurement Logic.** The measurement logic is Time <= 1 business hour
 - c) **Measurement Period.** Episodic

 - a) **Measurement Item.** Security incident investigation response (Security Level 1)
 - b) **Measurement Logic.** The measurement logic is Time <= once per calendar hour
 - c) **Measurement Period.** Episodic

- a) **Measurement Item.** Security incident investigation response (Security Level 2)
- b) **Measurement Logic.** The measurement logic is Time <= once per business day
- c) **Measurement Period.** Episodic

- a) **Measurement Item.** Security incident full resolution (Security Level 1)
- b) **Measurement Logic.** The measurement logic is Time <= 4 calendar hours
- c) **Measurement Period.** Episodic

- a) **Measurement Item.** Security incident full resolution (Security Level 1)
- b) **Measurement Logic.** The measurement logic is Time <= 2 calendar hours
- c) **Measurement Period.** Episodic

j. Key Performance Indicator – Breach

Privacy and Security Breach Notification. The MEVV Contractor must adhere to all applicable Federal, State, and local laws and regulations regarding privacy and information security. The MEVV Contractor must notify the State immediately, but in no case in more than twenty-four (24) clock hours, upon becoming aware of any actual or reasonably suspected unauthorized access to or disclosure of State data or security incident affecting any State component or supporting infrastructure. The MEVV Contractor must support investigation, take prompt corrective action and remediation steps, and provide notification as required per Business Associate Agreement (BAA). The MEVV Contractor must provide a written report to the State within thirty (30) calendar days of discovery of the breach.

- 1. **Measurement Item.** Privacy and Security Breach
- 2. **Measurement Description.** Requires State notification
- 3. **Measurement Logic.** The measurement logic is Time <= 24 hours
- 4. **Measurement Period.** Episodic

k. Service Level Agreement – Performance Discount Calculations

Discount Calculations. If for any one month, any one or more of the measurements do not meet the SLA standards, the MEVV Contractor shall discount by 5% (five percent) the invoice presented to Medicaid for the same month in which the SLA standards were not met. If the MEVV Contractor consistently fails to meet the SLA standards, Medicaid may request a CAP. If the MEVV Contractor is still unable to meet SLA standards after the CAP has been executed, then Medicaid may notify the MEVV Contractor of failure to meet contract requirements, and the MEVV Contractor may be subject to liquidated damages as described in Section VIII.MM - Contract Liquidated Damages.

Table II-10: Performance Requirements

| Master ID | Requirement Description |
|-----------|---|
| 6144 | The Contractor shall provide a configurable and interactive dashboard that provides real-time information that is used to track Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) that are agreed upon by the Agency. |
| 6143 | The Contractor shall provide a solution that meets or exceeds the Software as a Service - Service Level Agreement performance areas including but not be limited to: <ul style="list-style-type: none"> • Association of EVV Record to Claim/Encounter • EVV Record Match Against Approved Services, Providers, and Units • EVV Records Without Manual Edits • EVV Availability |
| 6409 | The Contractor shall develop a Service Level Agreement Plan that describes how they plan on meeting each SLA and on reporting the metrics for each SLA as defined in the RFP. |

2. Performance Deliverables

Table II-11: Performance Deliverables

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|------------------------------|---|---|------------------------|
| EVV2023-SLA-001 | 6409 | Service Level Agreement Plan | The Contractor shall develop a Service Level Agreement Plan that describes how they plan on meeting each SLA and on reporting the metrics for each SLA as defined in RFP which includes but is not limited to: <ul style="list-style-type: none"> • MEVV architecture • Performance • Data Integration and Management • Enterprise and general Services | Three (3) months from the start of the contract | Every three (3) months |

3. Narrative Questions

Vendors must answer each narrative question or statement clearly, completely and in the format designated in RFP section VI. Submission Requirements, subsection N, [Tab 6 – Scope of Work and Narrative Response](#) and in alignment with PL18_Response to Narrative Questions Template. Each narrative question response must address the applicable specification(s) and should include any Vendor-specific knowledge, creativity, or innovation that shows how the topic will support the Agency’s goals and objectives. All questions must have a detailed response.

Q - 41 Provide an example of reports used for SLAs and KPIs.

G. Data Integration and Management Services

The MEVV solution will be capable of continuously adapting as integration standards evolve. As modularization within the AMMP continues, the Agency expects the integration model to evolve and mature. Integration of internal data sources will take place in coordination with the AMMP System Integration Contractor. The MEVV Contractor shall be responsible for working with external data source entities to establish and maintain all external data integrations.

1. Data Delivery

The MEVV will include the mechanisms and support to allow users to schedule refreshes of data and to export and deliver data in a variety of formats.

2. Data Management

The MEVV Contractor shall establish and maintain a comprehensive data governance program that enforces Medicaid’s Data Governance policies. The MEVV Contractor shall establish and maintain a data aggregation and reporting solution that supports the EVV requirements for State and Federal reporting.

The MEVV Contractor shall demonstrate proficiency and compliance with operational requirements complying and enforcing the Medicaid Enterprise Data Governance policies, processes, and procedures. The MEVV Solution will meet the data governance standards as described in the Medicaid Data Governance

Policy and all requisite federal and state regulations and external mandates in collaboration with the Data Governance Office (DGO).

Data Integration

The MEVV Contractor shall be responsible for data integration from the Operating Agencies, EVV third-party providers and the Agency's Module Contractors. The Agency is implementing a System Integration Platform (SIP) through which data will be exchanged across multiple modules. The MEVV Contractor's solution shall integrate with the SIP to send and receive data to and from multiple MES modules that include but is not limited to CPMS, EDS, and other modules determined by the Agency.

Data Conversion

The MEVV Contractor is responsible for converting data from the current MEVV Contractor and must maintain a minimum of six years of historical data. Prior to archiving any data, the MEVV Contractor must obtain written approval from the Agency. The Data Conversion Plan must provide a high-level overview of the process, a template for detailed conversion documents, any data clean up required, and the process for cleansing the data. The Plan must also address the steps for conversion of production data and a plan to bridge any conversion gaps identified such as missing data, duplicate data, and incorrectly converted data, during mock runs and production conversion. The cleansing, mapping or omission of any data will require written justification and approval from the Agency. The MEVV Contractor must perform a minimum of two (2) mock data conversions. The results of the mock conversion, gaps identified, and lessons learned must be documented and presented to Agency for review. The MEVV Contractor shall make corrections or perform clean up on the data as requested by the Agency. This phase may be performed concurrently with the Design Phase.

Interface Control Document

The MEVV Contractor shall develop Interface Control Document(s) (ICDs), which reflect production configuration, for each interface, using the Agency approved template (EA-k-7). The ICD describes the interfaces between the MEVV and existing or new stakeholders, systems or services. The MEVV Contractor shall create and maintain a set of ICDs for all interfaces for the MEVV, MES modules, and Data Governance Tool using Agency templates. The MEVV Contractor shall facilitate sessions with the MES Contractor and DGO to create the ICD for each interface during the Planning and Design phases for each MES Module. The ICDs for each MES Module and DGO Tool will be submitted to the Agency for review and approval as part of acceptance testing for each integration.

3. Data Management Plan

The MEVV Contractor shall provide a Data Management Plan (DMP) that aligns with the Medicaid Enterprise Security Policy and the DGO Data Management Plan. The DMP must describe how the MEVV Contractor handles data, ensures data integrity, availability, observability, quality and consistency, increases accountability, improves data security, and optimizes data usage. The DMP must document the MEVV Contractor's approach to supporting and collaborating with the Agency and AMMP/MES Contractors regarding the Agency's overall data management and governance policies and principles. As the Agency continues to document and develop its organizational approach to data management, the MEVV Contractor shall support and collaborate with the Agency to mature the strategy to effectively maintain and operate the AMMP, MES, and future data integrations. The DMP must include, but not be limited to the following:

- Data Architecture
- Data Modeling and Design
- Data Storage and Operations
- Data Security
- Data Integration and Interoperability
- Data Quality

- Data Observability
- Data Retention
- Data Dictionary

Table II-12: Data Integration Requirements

| Master ID | Requirement Description |
|-----------|--|
| 6235 | The Contractor shall work with the SI contractor to establish data exchanges from the Fiscal agent and the MEVV. |
| 6109 | The Contractor shall work with the Fiscal Agent to send and receive data. |
| 6231 | The Contractor shall provide a solution that ingests and integrates data from external systems as identified and/or approved by the Agency to support reporting and analytics. |
| 6230 | The Contractor shall provide a solution that includes a real-time Application Programming Interface (API) that supports data ingestion, data updates, data validation, and data retrieval. |
| 6108 | The Contractor shall work with other modules as needed to provide report outputs via the process to be defined by the Agency. |
| 4742 | The Contractor shall develop and submit Interface Control Documents (ICD) for all interfaces between modules and outside entities to the Agency for review and approval during the Design, Develop, and Implementation phase for each MES Module using Agency approved templates. The Contractor shall keep current the ICDs and an update every twelve (12) months. |
| 6214 | The Contractor shall acquire and maintain all necessary data licensing agreements to implement and operate a federally certified and compliant solution. |
| 6120 | The Contractor shall integrate with the State's System Integrator for the ingestion of data into the MEVV, as defined by the Agency. |
| 6121 | The Contractor shall integrate with the State's System Integrator to export data from the EVV, as defined by the Agency. |

Table II-13: Data Management Requirements

| Master ID | Requirement Description |
|-----------|---|
| 6097 | The Contractor shall provide a solution that supports metadata management program that encompasses metadata, master data, data dictionaries, reference data, and business rules with established Agency polices, processes, and procedures. |
| 6101 | The Contractor shall provide, implement, maintain, and support comprehensive metadata management for all metadata defined within the Contractor's environments including, but not limited to, a data dictionary, history of changes, all ETL/ELT mappings, and all interface, file, and dataset definitions for their solution to align with the Enterprise Data Management Plan. |
| 6100 | The Contractor shall provide and maintain a solution that includes an online metadata dictionary, featuring customizable search and reporting capabilities, that is accessible by Agency authorized users. |
| 6098 | The Contractor shall provide a solution with the capability to retain all Medicaid data in relation to legal matters and lawsuits as requested by the Agency in a non-archived state until such time as the Agency gives approval to archive or purge the specified data. |
| 6094 | The Contractor shall provide a solution that flags data stored within the MEVV associated with lifetime procedures, transactions related to claims processing for lifetime procedures, legal matters, and lawsuits. |

| Master ID | Requirement Description |
|-----------|---|
| 6089 | The Contractor shall develop and maintain a process to archive and access archived data. The Contractor shall work with the Agency on any archive and retrieval processes to obtain approval in advance of archiving any data. |
| 6095 | The Contractor shall provide a solution that includes the functionality to consolidate data from multiple sources, match and deduplicate data, and store derived translation independently in formats approved by the Agency. |
| 6091 | The Contractor shall develop and submit a Data Transfer and Conversion Plan, inclusive of all designated data and data sources, to the Agency within three (3) months from Contract Start for review and approval. The contractor shall update the Data Transfer and Conversion Plan every three (3) months until go live. The contractor shall update the Data Transfer and Conversion Plan every six (6) months from go live through the term of the contract. |
| 6092 | The Contractor shall ensure that the MEVV meets the data governance standards as described in the Medicaid Data Governance Policy, based on Federal and State regulations and external mandates. |
| 6102 | The Contractor shall work collaboratively with the Agency to develop and enforce data standards according to the business needs of the Agency as defined in the Agency's Data Governance Tool and the ICDs. |
| 6096 | The Contractor shall provide a solution that supports Medicaid's data quality processes and capabilities. The Agency will define and approve critical data quality rules and provide those rules to the Contractor. |
| 6099 | The Contractor shall provide a solution with the capability to validate data and apply data quality rules within all data processes, data movement, and data storage. |
| 6090 | The Contractor shall develop and submit a Data Management Plan (DMP) to the Agency within three (3) months from Contract Start for review and approval. The DMP should align with the DGO Data Management Plan and describe how the Contractor handles data, ensures data integrity, observability, availability, quality and consistency, increases accountability, improves data security, and optimizes data usage. The Contractor shall update the DMP every six (6) months through the term of the contract. |
| 6093 | The Contractor shall obtain approval from the Agency prior to purging any data. |
| 6113 | The Contractor shall provide a user interface that allows users to manually enter, edit, or update service authorization records. |
| 6088 | The EVV contractor shall work with the Medicaid Data Governance Office (DGO) on all phases of the EVV project during the entire life of the contract. The time and effort required to support DGO shall not be billable hours. |
| 6111 | The Contractor shall provide a multi-tiered environment for multiple types of users, which allows for the secure viewing, creating and updating of appropriate levels of EVV related data. |
| 6135 | The Contractor shall provide a solution that provides data integrity to assure the accuracy and consistency of data are maintained throughout the contract including but not limiting to: <ul style="list-style-type: none"> • Protecting data against improper maintenance, modification, or alteration • Backup of data • Manage data access • Enable logging as appropriate • Verification and validation of data |
| 6124 | The Contractor shall produce an output file with the results of all quality checks performed for each data file received by the MEVV in accordance with the format and standards established by the Agency DGO. |

Table II-14: Data Delivery Requirements

| Master ID | Requirement Description |
|-----------|---|
| 6106 | The Contractor shall provide a solution that allows for the storage, transfer, and access of all incoming and outgoing data exchanges through Agency-approved methods and formats including, but not limited to, SFTP and APIs. |
| 6104 | The Contractor shall enable integration of data from Agency-approved sources into the MEVV at various refresh frequencies to meet program needs as defined by the Agency. |
| 6105 | The Contractor shall provide a solution that allows for the electronic submission of service authorization records from multiple state agencies stakeholders in HIPAA format (278). |
| 6107 | The Contractor shall provide a solution that is capable of producing, accepting and processing HIPAA compliance response files (999, TA1). |
| 6103 | The Contractor shall be responsible for resolving all compliance errors. The Contractor shall consider the correction of the deficiencies as system maintenance and shall not be billable. |

4. Data Integration and Management Deliverables

Table II-15: Data Management Deliverables

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|-----------------------------------|--|---|--|
| EVV2023-ICD-001 | 4742 | Interface Control Document (ICD) | The ICD describes the interfaces between the Contractor System and other Federal, State and other external systems | Six (6) months prior to the start of implementation | Annually |
| EVV2023-DMP-001 | 6090 | Data Management Plan (DMP) | The DMP should align with the DGO Data Management Plan and describe how the Contractor handles data, ensures data integrity, quality and consistency, increases accountability, availability, observability, improves data security, and optimizes data usage. | Three (3) months from Contract Start | Every six (6) months |
| EVV2023-DCP-001 | 6091 | Data Transfer and Conversion Plan | The Contractor shall develop and submit a Data Transfer and Conversion Plan, inclusive of all designated data and data sources, to the Agency within six (6) months from Contract Start for review and approval. The contractor shall update the Data Transfer and Conversion Plan every three (3) months until go live. The contractor shall update the Data Transfer and Conversion Plan every six (6) months from go live through the term of the contract. | Three (3) months from Contract Start | Every three (3) months until go-live. Every six (6) months from go-live through the term of the contract |

5. Data Integration and Management SLAs and KPIs

The MEVV Contractor shall provide in the Service Level Agreement Plan how they will follow their best practices and tools for providing the MEVV solution. Unless otherwise noted, a threshold of 100% to SLAs and KPIs is expected.

a. Service Level Agreement – Data Availability

The MEVV Contractor shall meet the agreed upon specifications in the Interface Control Document for each interface.

1. **Measurement Type: Data Availability**
2. **Measurement Item.** Master Data (MD) file failures
3. **Measurement Description.** Average of failed data file occurrences resulting from errors in master data elements data quality checks on data in motion between the MEVV and SIP that result in a failed file delivery to the target system.
4. **Measurement Logic.** The measurement logic: The ratio of MDM file failures to the total number data files submitted to the SIP from MEVV.
5. **Measurement Period.** Monthly

b. Service Level Agreement – Timeliness of Data

The MEVV Contractor shall meet the agreed upon specifications in the Interface Control Document (for each interface).

1. **Measurement Type:** Timeliness of Data
2. **Measurement Item.** Data via SFTP and APIs
3. **Measurement Description.** Files are submitted timely per the ICD.
4. **Measurement Logic.** Data files submitted timely per ICD and response files submitted per ICD.
5. **Measurement Period.** Monthly

c. Service Level Agreement – Data Integration Discount Calculations

Discount Calculations. If for any one month, any one or more of the measurements do not meet the SLA standards, the MEVV Contractor shall discount by 5% (five percent) the invoice presented to Medicaid for the same month in which the SLA standards were not met. If the MEVV Contractor consistently fails to meet the SLA standards, Medicaid may request a CAP. If the MEVV Contractor is still unable to meet SLA standards after the CAP has been executed, then Medicaid may notify the Contractor of failure to meet contract requirements, and the MEVV Contractor may be subject to liquidated damages as described in Section VIII.MM Contract Liquidated Damages.

6. Reporting

The MEVV Contractor's MEVV solution will allow for authorized users to view and download reports. This will include pre-defined reports and reports with parameters and filters to be set by the user. These parameters will include but not be limited to date ranges such as multiple days, weeks, months and/or years. The MEVV solution will have the capacity to simultaneously run pre-defined reports and up to a minimum of 50 ad hoc reports without any degradation to system performance.

The MEVV solution will make available to authorized users all aggregated HCBS and EVV visit record data for reporting and analysis, subject to applicable privacy and security guidelines. In addition to reports of aggregated data, users will have the ability to filter, drilldown, select and print one or multiple records from the report.

For all reports, users must have the capability to export reports and query results to Comma-Separated Values (CSV) files and/or Microsoft Excel files.

The MEVV Contractor shall ensure that production reports and counts contain only production data and transactions. Test data and test transactions must be excluded from production reports and counts to ensure data integrity.

Table II-16: Reporting Requirements

| Master ID | Requirement Description |
|-----------|---|
| 6151 | The Contractor shall provide a solution with reporting capability for the execution of required and up to 50 ad hoc reports without any degradation to system performance. |
| 6148 | The Contractor shall provide a solution that excludes test data and/or test transactions from production reports or counts. |
| 6133 | The Contractor shall provide a configurable solution for reporting that allows users to define parameters for reports to cover multiple days, weeks, months and/or years. |
| 6150 | The Contractor shall provide a solution to print a report from the EVV solution including but not limited to one/multiple records, visit information, and provider information. |
| 6286 | The Contractor shall provide a solution that allows all reports and query responses to be exported and saved as Comma-Separate Values (CSV) files and/or Microsoft Excel files. |
| 6412 | The Contractor shall produce and maintain an Agency-approved catalog of reports within their solution for on demand access by the Agency of all pre-defined reports. |

Table II-17: Reporting Deliverables

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|------------------|--|--|----------------------|
| EVV2023-RCA-001 | 6412 | Report Catalog | The Contractor shall produce and maintain an Agency-approved catalog of reports within their solution for on demand access by the Agency of all pre-defined reports that includes, but is not limited to: <ol style="list-style-type: none"> 1. Report Name 2. Functional Area 3. Report Description 4. User Access to Report 5. Frequency 6. Column Names and Descriptions 7. Valid Values for Prompted Fields 8. Agency Point of Contact 9. Date Report Last Accessed 10. Data Source (tables) | Six (6) months prior to the start of the implementation period | Every six (6) months |

7. Program Integrity

The Agency considers that accurate and complete data is of utmost importance. The MEVV solution will provide comprehensive verification and validation of all data to ensure data accuracy, quality, consistency, and integrity. The MEVV solution will include functionality that assists with detecting fraud, abuse or

misuse. Should the Agency determine potential program integrity issues, the MEVV Contractor shall work with the Agency to investigate and resolve these issues. Time and effort required to support program integrity matters is not billable.

Table II-18: Program Integrity Requirements

| Master ID | Requirement Description |
|-----------|---|
| 6149 | The Contractor shall provide a solution that includes functionality to assist in detecting fraud, abuse, or misuse. |
| 6147 | The Contractor shall provide a solution that allows access to historical EVV data to be accessed by users as required by the Agency. |
| 6146 | The Contractor shall work with Program Agency staff on Program Integrity-related issues for the term of the contract. The time and effort required to support Program Integrity concerns shall not be billable hours. |

8. Narrative Questions

Vendors must answer each narrative question or statement clearly, completely and in the format designated in RFP section VI. Submission Requirements, subsection N, [Tab 6 – Scope of Work and Narrative Response](#) and in alignment with PL18_Response to Narrative Questions Template. Each narrative question response must address the applicable specification(s) and should include any Vendor-specific knowledge, creativity, or innovation that shows how the topic will support the Agency’s goals and objectives. All questions must have a detailed response.

- Q - 42 What approach does the MEVV Contractor plan to take to conduct data refresh and to export data?
- Q - 43 What challenges did the MEVV Contractor encounter in its previous implementations during data refresh and data imports/exports? What are the lessons learned that the MEVV Contractor plans to implement in Alabama's project?
- Q - 44 What is your high-level approach to integrating with external interfaces and describe your experience with this approach?
- Q - 45 What is your approach to working with the Agency’s Data Governance Office to meet compliance requirements?
- Q - 46 How does the MEVV Contractor plan to integrate with the Agency data governance tools to enforce data governance rules and provide data quality metrics.
- Q - 47 How does the MEVV Contractor plan to integrate with multiple MES systems for transfer and exchange of data including but not limited to providing responses when data is exchanged?
- Q - 48 How does the MEVV Contractor plan to maintain a comprehensive data program for data accuracy, quality, consistency, and integrity during integration and data conversion?
- Q - 49 What is your approach to maintaining historical data, archival, and retrieval of archived data?
- Q - 50 Provide examples of data quality metrics produced for other states’ EVV programs.
- Q - 51 What is the MEVV Contractor’s approach to ensure that the SLAs and KPIs created are compliant with Federal and Alabama standards?
- Q - 52 How does your solution allow historical EVV data to be accessed by authorized users?

- Q - 53 What tools, functionality, and approach you will use to assist the Agency in detecting fraud, abuse, waste, or misuse in the Medicaid program?
- Q - 54 How does your solution provide data integrity to assure the accuracy and consistency of data are maintained throughout the contract? Provide examples of Program Integrity reports from other similar projects.
- Q - 55 What is your understanding, approach, and methodology in managing the six (6) dimensions of data quality. Identify and list tools, metrics, and procedures that will be used as part of your solution to support your response.

H. Enterprise and General Services

Enterprise and General Services activities are comprised of several key administrative and business areas, all of which establish a foundation to manage all program, project, and contract activities and tasks and work together to fulfill the Agency's vision for the successful transition towards and operation of the end-state MES. This section outlines the business and administrative framework that the Agency views as key to the success of all project phases.

The MEVV Contractor should understand that their solution must be responsive to the overall complexity of the project and operate within the multi-Contractor, modular environment that is envisioned by the Agency, and as such, the MEVV Contractor shall follow and comply with all subsections within section H - [Enterprise and General Services](#). The MEVV solution must convey the framework, vision, and approach that, at a minimum, incorporates services for all planned phases of the project as listed and defined in this RFP.

The Agency requires an overall Enterprise and General Services approach that adheres to recognized industry standards and principles for both project management and quality control. The Vendor's proposed approach and methodology must embody the essence and directives derived from these principles and standards and apply them across the spectrum of the project as they relate to all required project documents, plans, and deliverables.

The following Enterprise and General Services areas include similarly grouped, comprehensive requirements that relate to the overall project. The listed business areas are described for the purposes of responding to this RFP and the related requirements as listed in Section H and subsections of Section H – [Enterprise and General Services](#). The MEVV Contractor shall meet all requirements included, as they are the framework under which all project activities and work is governed. In meeting these requirements, the MEVV Contractor is reminded that they are to be applied and managed universally throughout the project timeline, phases, and work, unless explicitly amended by the Agency to fit or address a specific problem, issue, or failure.

As a part of the response to this RFP, the Vendor must describe how they plan to perform all services listed in Section H: [Enterprise and General Services](#) and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to Proposal Narrative Questions.

1. Project Management

The MEVV Contractor shall adhere to industry standard project management principles, as documented by the PMO Contractor, and approved by the Agency.

The MEVV Contractor shall ensure project management processes and procedures are flexible to accommodate different sized maintenance and modification projects throughout the term of the Contract.

The Initiation and Planning Phase will allow the MEVV Contractor eight (8) weeks to produce all ascribed deliverables required for delivery during this period (see [Appendix D – Contract Deliverables Table](#)) and finalize scheduling. The activities will include briefings, presentations, training in the proposed system development lifecycle methodology, processes, and any software tools the MEVV Contractor proposes. The Initiation and Planning Phase will allow all parties, including any new contractors, current contractors, and all stakeholders, the opportunity to participate in and understand the upcoming project approach and timeline. This will provide the basis needed for the project to move forward smoothly and successfully.

a. Project Management Activities Required in All Phases

1. Weekly Project Progress Report

The MEVV Contractor shall provide weekly project progress reports by Close of Business (COB) each Friday for each Operating Agency (OAs). The weekly project progress report is a high-level summary of key project information that delineates the overall progress and status of the project. The weekly status reports are key in providing stakeholders information on the status and progress of the project’s delivery. The information provided will contain enough detail to allow stakeholders to make informed decisions and maintain oversight of the project.

At a minimum the reports will contain:

- Overall project status, focusing on relevant phases
- Upcoming and past-due project scheduled activities, milestones, and Key Milestones
- Current blockers, concerns, or constraints
- Status of critical issues and/or risks
- Key decisions made or needed
- Any updates needed for project reporting to internal and external stakeholders

2. Monthly Project Status Report and Meeting

The MEVV Contractor shall provide monthly Project Status Reports three (3) business days in advance of the monthly Project Status Meeting. The Monthly Project Status Reporting must include updates needed for project reporting to internal and external stakeholders, which include the OAs. The MEVV Contractor shall use the AMMP template for these monthly reports.

The MEVV Contractor should understand that AMMP created a program-wide Project Status Report template and that, as part of the overall onboarding process, the Agency requires a collaborative review process resulting in an attestation for the usage of this Project Status Report template. The MEVV Contractor must address any concerns during the onboarding activities. The PMO Contractor shall review the Project Status Report template every six (6) months or as needed to address project conditions, client input, or Contract changes. The MEVV Contractor shall be given the opportunity to review and comment on any changes to the plans/templates as they occur.

3. Kick-offs

The MEVV Contractor should understand that AMMP has created a program-wide Kick-off Meeting Protocol Guide (PMO-2-c) and Kick-off Presentation Template (PMO-2-c-01). During onboarding, the MEVV Contractor shall review, understand, and attest to adhering to the latest version of the Kick-off Meeting Protocol Guide. The PMO Contractor shall review the Kick-off Meeting Protocols Guide every six (6) months or as needed to address project conditions, client input, or Contract changes. The Agency will allow the MEVV Contractor the opportunity to review and comment on any changes to the plans/templates as they occur.

The Protocol Guide clarifies the workflow and expectations of the MEVV Contractor for Kick-off meetings. The Agency will schedule Project Kick-off meetings with the MEVV Contractor within the first two (2) weeks after Contract start-up. These Project Kick-off meetings will introduce the MEVV Contractor to the AMMP stakeholders and oversight areas. At least five (5) business days before the kick-off meetings, the MEVV Contractor shall submit a PowerPoint presentation, for Agency review and approval, that contains an overview of their module and team introductions. The MEVV Contractor shall be allowed (2) hours to present their module overview. If more time is needed, the MEVV Contractor shall inform the Agency upon submittal of the PowerPoint presentation for review and approval. The MEVV Contractor must participate in the Project Kick-off meetings and ask questions, but concerns that require more discussion will be addressed during the Contract Discovery sessions.

Some of the other Alabama Medicaid areas that will be present during these kick-off meetings include:

- Long Term Care
- Medicaid Enterprise Systems Program Management Office
- Data Governance Office
- Information Security Office
- Project Portfolio Management Office
- Project Quality Assurance
- Enterprise Quality Program

The Agency requires various kick-off meetings prior to and/or during all phases of the project as outlined in the Organizational Change Management (OCM) Kick-off Meetings Protocol Guide. The start of the phase is identified by the first meetings with the stakeholders related to that phase. The MEVV Contractor shall be responsible for working with the OCM team on the presentation and any other material needed. The phase kick-off presentation will be a deliverable and must follow the standard approval process. These phase kick-off meetings can occur any time they are needed but will be required for the following activities:

- Contract Kick-off
- Requirement Validation
- Design
- Configuration/Development
- Conversion
- Testing
- Implementation and Post Implementation
- Certification
- Turnover and Closeout

These phase kick-off meetings will focus on the business stakeholders. The MEVV Contractor's presentation must address items such as business area responsibilities, the phase timeline with an emphasis on the business resources required, the contact information of MEVV Contractor personnel that will support the business area during that phase, and any other information that helps the business stakeholders. The MEVV Contractor is required to participate in the project kick-off meeting and all remaining phase kick-off meetings, as scheduled by AMMP Module Contractors, for all future modules.

4. Project Schedule

A key component of project oversight is the MEVV Contractor's detailed project schedule. The MEVV Contractor must provide a high-level project schedule with the RFP response. Until the detailed project schedule is approved, the MEVV Contractor shall be held to the high-level project schedule submitted with the response. The MEVV Contractor shall submit weekly (close of business Thursday) schedule updates to

the Agency utilizing the Agency's- documentation storage solution (e.g., SharePoint), and this will be used to monitor the MEVV Contractor project status. The project status related to the schedule will be included in the executive dashboard, as well as the project status reports. For this reason, the MEVV Contractor's detailed project schedule must be approved by the Agency within ten (10) calendar weeks of contract start and baselined upon Agency approval to track the project schedule/task variance. The Detailed project schedule shall detail the allocation of time required to achieve successful pre-implementation, implementation, and post-implementation activities for the project. The detailed project schedule shall include but not be limited to identifying y of each phase, task associated to each phase, relationships, predecessors, successors.

The MEVV Contractor must understand that AMMP has created a program-wide Integrated Master Schedule Template (PMO-2-q-02). During onboarding, the MEVV Contractor shall review, understand, and attest to adhering to the latest version of the Integrated Master Schedule Template. The PMO Contractor shall review the Integrated Master Schedule Template every six (6) months or as needed to address project conditions, client input, or Contract changes. The MEVV Contractor shall be given the opportunity to review and comment on any changes to the plans/templates as they occur.

The MEVV Contractor shall provide a fully decomposed Project Schedule that uses the approved AMMP-Program Integrated Master Schedule Template (PMO-2-q-02) and follows the expectations defined within the Integrated Master Schedule Management Plan (PMO-2-q).

The detailed project schedule shall be submitted eight (8) weeks after contract start. If after ten (10) weeks the schedule is not approved, daily meetings will occur until the detailed schedule is approved. The meetings must include the MEVV Contractor personnel required for schedule modification and approval. The MEVV Contractor must update the project schedule on a weekly basis and provide to the Agency and PMO for review and approval of schedule changes. Once approved, the project schedule must be baselined to track the project schedule/task variance. The Agency requires all Project Schedules to include, but not be limited to, all related tasks to successfully obtain Federal Certification and/or assist another module in obtaining Federal Certification.

b. Contract Discovery

The MEVV Contractor shall participate in Contract Discovery sessions to ensure the project team clearly understands the scope of the project, including the MEVV Contractor's underlying drivers and proposed solutions. The focus of the sessions is to increase the likelihood of project success by ensuring the project team understands the objectives of the project. A discovery phase provides a context for decisions that happen daily during the project. The MEVV Contractor Discovery Sessions will begin two (2) weeks after the Project Kick-off Meetings.

The MEVV Contractor must use the Contract Discovery Template, which is located in the Procurement Library, to document any questions or concerns related to the Contract. The Agency must receive the MEVV Contractor's version of the Contract Discovery document five (5) business days before the first contract discovery session. The Agency will also develop a Contract Discovery document that contains the questions and concerns identified by the MES team. The Agency will provide their contract discovery document to the MEVV Contractor three (3) business days before the first contract discovery session. The MEVV Contractor document and the MES document will be merged to provide the agenda for the Contract Discovery sessions. This process will ensure everyone on the project understands the Contract and identifies concerns/blockers/risks that need to be addressed.

These sessions will be used to discuss differences between the solicitation documents and the proposal submitted by the MEVV Contractor. The sessions will walk through each area of the Contract to ensure both sides have the same understanding of what is required for the Contract to be a success. During the

sessions, all relevant stakeholders will review AMMP-Program plans and guides, deliverable templates, invoicing process, and other topics critical to the success of the project.

c. Project Management Plan

The MEVV Contractor must plan, coordinate, execute, and monitor its work on AMMP through the development, utilization, and maintenance of a comprehensive Project Management Plan (PMP). The MEVV Contractor shall review and comment on any changes to the AMMP plans/templates that are periodically updated by the PMO Contractor. These updates usually occur on a quarterly, semi-annual or annual basis.

The PMP shall provide a detailed description how the MEVV Contractor plans to implement each component listed in this section. The PMP must contain the following components at a minimum and must address the content listed under each plan. All deliverables/artifacts will be subject to Agency approval throughout the project.

- **Project Initiation and Approach Plan**
 - Defines the project approach, methodologies, objectives, and how the MEVV Contractor shall achieve all defined objectives, project scope, purpose, management, and deliverables required by the Agency.
 - Focuses on multi-vendor projects
 - Informs about organization and governance
 - Informs about quality management approach, standards, roles and responsibilities
 - Informs about quality review process
 - Provides Post Implementation/Operations Quality Evaluations

- **Quality Management Plan**
 - Collaborative review with PMO Contractor and attest to AMMP created program-wide Quality Management Plan (PMO-2-k) and Quality Control (QC) Checklist (PMO-2-k-01).
 - The MEVV Contractor shall plan, implement, endorse, and continuously improve their quality assurance program, taking on responsibility for tracking, reporting, and improving project quality as it relates to the MEVV solution.
 - A completed QC checklist will be required for each deliverable submission and must follow the deliverable process defined in the Configuration Management and Document Validation Plan (PMO-2-r).
 - The MEVV Contractor shall provide adequate resources to develop, support, and report progress against Agency-approved quality metrics, SLAs, or performance metrics defined by the Agency.
 - The MEVV Contractor's assigned resources must be skilled and experienced in both quality assurance and quality control.

- **Schedule Management Plan**
 - Collaborative review with PMO Contractor and attest to AMMP program-wide Integrated Master Schedule Management Plan (IMSMP) (PMO-2-q) and an Integrated Master Schedule Template (PMO-2-q-02).
 - The MEVV Contractor shall work with the PMO Contractor to integrate its project schedule weekly with the IMSMP to facilitate communication of schedule information (e.g., schedule status, forecasts, upcoming activities) at both the project and program level to facilitate communication of schedule information (e.g., schedule status, forecasts, upcoming activities) at both the project and program level. Schedule updates must be submitted by close of business each Thursday using the Agency-approved storage solution (e.g., SharePoint).

- **Communication Management Plan**
 - Collaborative review with PMO Contractor and attest to AMMP-Program Communication Management Plan (COM-11), as well as the AMMP-Program Responsibility Assignment Matrix (COM-6-A).
 - The MEVV Contractor shall also develop a module-specific Communication Management Plan and a Responsibility Assignment Matrix.

- **Risk Management Plan**
 - Collaborative review with the PMO Contractor and attest to using the AMMP Risk Management Plan (PMO-2-i)
 - Outlines the Contractor's risk management approach which must comply with the AMMP standards and supporting processes for the proactive planning, identification, analysis, response, and management of risks which have an impact on project progress or, ultimately, the success of AMMP
 - The MEVV Contractor shall be responsible for reacting as quickly and efficiently as possible to not only resolve identified risks at the project level but also to identify and mitigate the downstream effects of those issues across AMMP

- **Issue Management Plan**
 - Collaborative review with the PMO Contractor and attest to using the AMMP Issue Management Plan (PMO-2-j)
 - Outlines the MEVV Contractor's issue management approach which must comply with the AMMP standards and supporting processes that are used by the entire project team to analyze, respond, and manage issues which have an impact on project progress or, ultimately, the success of AMMP
 - The MEVV Contractor shall be responsible for reacting as quickly and efficiently as possible to not only resolve issues at the project level but to identify and mitigate the downstream effects of those issues across AMMP

- **Scope Management Plan**
 - Collaborative review with the PMO Contractor and attest to using the AMMP Scope Management Plan (COM-10)
 - Outlines the scope management approach, methodology, and tools used to define, develop, verify, monitor, control, and report scope-related work and components that could impact the Agency program and/or projects in the portfolio; this approach must comply with the AMMP standards and supporting processes
 - Provides standard terminology, clear roles and responsibilities, a high-level scope management process, and the standard templates and tools used in the scope management process.

- **Stakeholder Management Plan**
 - Defines the processes required to identify the people, groups, or organizations that could impact or be impacted by the project
 - Identifies, analyzes, and documents relevant information regarding their interest, involvement, dependencies, influence, and potential impact on project success.
 - Engages stakeholders based on their needs, expectations, interests, and potential impact on the project.
 - Communicates and helps in working with stakeholders to meet their needs and expectations,

- address issues, and foster appropriate stakeholder involvement.
- Monitors stakeholder relationships and tailor strategies for engaging stakeholders through the term of the Contract.
- Resource Management Plan
 - Describes how project resources are identified, acquired, allocated, monitored, and controlled.
 - Defines the process for resource planning, resource estimating, resource development, resource management, resource control.
 - Provides an updated Organization Chart and Stakeholder Registry within five (5) business days of when a key person is replaced or reassigned or reorganization takes place, using the Agency-approved format.
 - Creates and maintains a staff loading chart for each phase of the project. The staff loading chart shall provide staffing levels (estimated by phase) throughout the term of the Contract. Roles must be identified by resource type (key personnel, lead personnel, and general project personnel).
- Other content the MEVV Contractor determines to be important in a project like AMMP

The MEVV Contractor shall keep the PMP current and submitted for review and approval every six (6) months following Agency approval.

d. Requirements Management

The Agency will work collaboratively with the MEVV Contractor, during the initial stages of the project, to make sure there is transparency and understanding of the MEVV Statement of Work (SOW) and that all requirements defined in the MEVV Contractor’s RFP are verified and validated. The deliverables within this section outline the expectation of initial Requirements Management, requirements verification, Gap Analysis, and the ongoing maintenance of the Requirements Traceability Matrix (RTM).

e. Requirements Validation Plan

The MEVV Contractor shall submit a Requirement Validation Plan (RVP) two (2) weeks after the last Contract Discovery session. The Requirement Validation Plan must identify the approach and process for requirements validation, as well as the topics and attendees for each Requirement Validation (RV) session. The Agency and the PMO will review and provide approval for the RVP. The RV sessions shall occur once the RVP has been approved but will need to occur prior to any customization, configuration, or testing of the proposed solution. The MEVV Contractor must use the Requirements Response Matrix (RRM) provided as part of the proposal response as the starting point during RV sessions.

The MEVV Contractor shall maintain the RVP to document, analyze, trace, prioritize, and agree upon requirements and communicate to relevant stakeholders. This is a continuous process throughout the project. The Requirements Validation Plan shall define metrics and measures associated with requirements to be used to ensure the MEVV is fulfilling the business requirements.

f. Gap Analysis Document

The MEVV Contractor shall provide a Gap Analysis document as an output from the RV sessions. The Gap Analysis document must clarify the difference or “gap” between the contractual requirements and existing module/service capabilities. The gap analysis must include a thorough exploration of the future state of the Module/Service (e.g., process, systems, staff) and a variety of environmental factors necessary to understand how the organization operates today. The MEVV Contractor must produce a Gap Analysis document and submit to the Agency three (3) weeks after all RV sessions have completed.

g. Requirements Traceability Matrix

The MEVV Contractor should understand that AMMP has created a program-wide Requirements Traceability Matrix (RTM) (REQ-2-a3-4). The RTM is designed to keep track of how each requirement will be tested and implemented in the system. During onboarding, the MEVV Contractor shall review, understand, and attest to adhering to the latest version of the RTM. As the project progresses through implementation, the RTM should be updated with further elaborated information regarding each requirement such as Test Case number and Test results. The PMO Contractor shall review the RTM every six (6) months or as needed to address project conditions, client input, or Contract changes. The MEVV Contractor shall be given the opportunity to review and comment on any changes to the plans/templates as they occur. As the RTM is updated and approved by the Agency, it becomes the expectations and guidelines for each project moving forward.

The MEVV Contractor shall provide weekly extracts of requirements in the Agency approved Module Requirements Traceability Matrix (RTM) Update template (REQ-2-a3-4-01) for the term of the Contract. This extract will be used to update the AMMP-Program Requirements Traceability Matrix in the AMMP-Program Requirements Management Tool (RMT) and provide details about how each requirement is being implemented and tested. The PMO Contractor shall schedule an overview meeting to review the user guide and templates necessary for Module requirement updates. The MEVV Contractor shall submit the weekly Module RTM update files beginning three (3) weeks after the completion of RMT Overview meeting.

h. Project Management Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in [Table II-19: Project Management Requirements](#) and [Table II-20: Project Management Deliverables](#) and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to Proposal Narrative Questions.

Table II-19: Project Management Requirements

| Master ID | Requirement Description |
|-----------|--|
| 4605 | The Contractor shall follow established quality management process as stated in the Quality Management Plan (PMO-2-k) and Quality Control Checklist (PMO-2-k-01) for document standards, guidelines, checklists, and quality review process prior submission to the Agency. |
| 4606 | The Contractor shall develop and embed its deliverable/artifact schedule within their overall project schedule to be submitted and approved by the Agency in accordance with Agency required timeframes. |
| 4608 | The Contractor shall update and maintain all Project Deliverables as outlined within the Deliverable-specific requirements in this and all RFP sections. As Modules are added to the Medicaid Enterprise, the Agency will require the Contractor to integrate Project Deliverables with other MES module contractors as requested by the Agency. |
| 6272 | The Contractor shall utilize the Agency-approved deliverable management tool on the Agency’s document storage solution (e.g., SharePoint). The Contractor shall schedule a meeting for all applicable reviewers within three (3) business days to review deliverables not approved at the end of the defined review cycle. |
| 4610 | The Contractor shall align its overall project management methodology to conform and comply with Agency-approved AMMP PMO methodologies, protocols, plans, templates, and processes. |

| Master ID | Requirement Description |
|-----------|--|
| 4611 | The Contractor shall utilize Agency approved software, applications, and tools, as listed in the Enterprise Software List, to fulfill the requirements of this contract. |
| 4612 | The Contractor shall utilize automated tools approved by the Agency to formally track all requirements and related design, configuration, testing, and certification artifacts. The tools must maintain requirements traceability to approved change requests, test cases, and defects for the term of the Contract. The Contractor's tools shall export the detail information to an extract file in a format defined and approved by the Agency. |
| 4635 | The Contractor shall follow the Agency approved styles and standards as defined in PMO-2-k-03: AMMP Style Guide for all deliverables. |
| 4654 | The Contractor shall develop and maintain as part of the Resource Management Plan a Project Work Location Table, accessible to the Agency, of all individuals identified in the Resource Management Plan Staff Loading chart. The contents of the list shall provide the following: <ol style="list-style-type: none"> 1. Individual's name 2. Preferred name 3. Position 4. Business telephone number and business email address 5. Physical location of work 6. Contract area of responsibility 7. Hours allocated and percent of time dedicated to the project |
| 4734 | The Contractor shall develop a gap analysis document and submit to the Agency within three (3) weeks after the requirement validation sessions are complete for review and approval. |
| 4745 | The Contractor shall provide a Project Schedule that uses the approved AMMP Program Wide Integrated Master Schedule Template (PMO-2-q-02) and follows the expectations defined within the Integrated Master Schedule Management Plan (PMO-2-q) to be submitted to the Agency eight (8) weeks from the contract start date. If the schedule is not approved ten (10) weeks from the contract start date, then daily meetings will occur until the project schedule is approved. |
| 4746 | The Contractor shall submit weekly (close of business Thursday) schedule updates to the Agency utilizing the Agency-approved documentation storage solution (e.g., SharePoint). |
| 4748 | The Contractor shall follow the Kick-off Meetings Protocol Guide (PMO-2-c) and work with the Agency and the MES PMO to conduct a kick-off meeting within two (2) weeks of the Contract start date and shall use the program kick-off template (PMO-2-c-01). |
| 4749 | The Contractor shall develop a Kick-off presentation for each phase of the project. The Contractor shall adhere to the Kickoff Meeting Protocol Guide outlined in the AMMP Plans Guides and Templates located in the Procurement Library. |
| 4772 | The Contractor shall create a Delivery Expectation Document (DED) for any deliverable that does not use an Agency-approved format. The Contractor shall submit the DED to the Agency and obtain Agency approval a minimum of ten (10) days prior to the Contractor starting work on a deliverable. |
| 4773 | The Contractor shall maintain a master version of all deliverables, artifacts, and work products on the Agency SharePoint site. |
| 4775 | The Contractor shall submit invoices to the Agency following the (PMO-2-n-04) Invoice Protocols Reference Guide on a monthly basis. |
| 4776 | The Contractor shall develop and submit a Project Management Plan (PMP) to the Agency within eight (8) weeks from Contract Start for review and approval. The Contractor shall update the PMP every six (6) months through the term of the Contract. |

| Master ID | Requirement Description |
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| 4777 | The Contractor shall, at the end of each phase, perform Lessons Learned following the processes defined within the AMMP approved, Lessons Learned Protocol Reference Guide (PMO-2-n-05). |
| 4789 | The Contractor shall follow the Agency defined deliverable and artifact review process, which includes, but is not limited to: 1. Agency initial review of deliverable, ten (10) business days 2. Contractor revisions based on comment log, five (5) business days 3. Agency review of revisions and approval of comment log, five (5) business days 4. Informal reviews and walkthroughs of draft and final deliverables are encouraged. |
| 6267 | The Contractor shall participate in Contract Discovery sessions, to discuss differences between the RFP and the proposal submitted by the Contractor. |
| 4949 | The Contractor shall participate in scheduled contract discovery sessions, which will occur ten (10) business days after the project kick-off meetings. |
| 4950 | The Contractor shall use AMMP Contract Discovery Template (PMO-2-w-01) to record the Contractor's questions in any aspect of the Contract and submit it to the Agency five (5) business days before the first contract discovery session |
| 4965 | The Contractor shall develop and submit an initial weekly extract of requirements using the REQ-2-a3-4-01 template format to the Agency three (3) weeks after the RMT Overview meeting. |
| 4967 | The Contractor shall develop and submit a Requirement Validation Plan to the Agency within two (2) weeks after the last Contract Discovery session for review and approval. |
| 6292 | The Contractor shall schedule Requirement Validation (RV) Sessions once the Requirement Validation Plan is approved, and RV sessions should occur prior to any customization, configuration or testing of the proposed solution. |
| 6203 | The Contractor shall create a cadence and schedule weekly Touchpoints using an Agency defined agenda template including but not limited to metrics, activities, risks, and issues for the term of the contract. These touchpoints are to begin within the first month after Contract start up for the term of the Contract. |
| 5035 | The Contractor shall create a cadence, schedule and facilitate Monthly PMO Status report meetings to begin within the first month after contract start up for the term of the Contract. |
| 5037 | The Contractor shall have all personnel and ancillary personnel adhere to all applicable policies, procedures, and training requirements for the term of the Contract. |
| 5039 | The Contractor shall review and follow established AMMP program processes, plans, and protocols throughout the term of the Contract. During the term of Contract, the Contractor shall be given the opportunity to review and comment on any changes to the plans as they occur. |
| 5040 | The Contractor shall support non-business hours as needed for scheduled releases, emergency, and off cycle test-related activities subject to occur with no additional cost incurred by the Agency for the term of the Contract. |
| 5042 | The Contractor shall use the AMMP Status Report Template (COM-12-1) for the monthly status reporting. The Contractor shall work with the PMO and the Agency to define the content of the status reports. |
| 5293 | The Contractor shall provide an updated Detailed Schedule within three (3) weeks of a request from the Agency to re-baseline the schedule. If the Detailed Schedule is not approved after a two (2) week Agency review, daily meetings will occur until the Detailed Schedule is approved. These meetings must include Agency and Module Contractor personnel required for schedule modification and approval. |

| Master ID | Requirement Description |
|-----------|---|
| 6271 | The Contractor shall schedule meetings through a designated representative by e-mail. The solution must ensure that the email contains "meeting request" in the subject line, identify the required audience and it must allow a minimum of three (3) days for the meeting to be scheduled. The Contractor shall be responsible for preparing a meeting agenda that shall be attached to the meeting request. The Contractor shall be responsible for preparing and distributing draft meeting minutes for review no later than 4:30 PM CT the third (3) day following the meeting. |
| 6259 | The Contractor shall provide an initial production impact statement within 24 hours of impact and a final production impact statement within five (5) days of impact. The impact statements shall include the following but not be limited to: <ul style="list-style-type: none"> • Identify the root cause of the impact • Change order or defect associated with the impact • Duration of impact • User group(s) impacted • Work around solution(s) • Final resolution |
| 6264 | The Contractor shall ensure documentation provided to stakeholders is accurate and complete. Any deficiencies in this documentation must be corrected within five (5) business days. |
| 6284 | The Contractor shall work with Agency Project Quality Assurance (PQA) staff on all phases of the EVV project to include implementation, contract amendments, maintenance, modifications and operations as directed by CMS. The time and effort required to support PQA shall not be billable hours. |
| 6208 | The Contractor shall work with the Medicaid Project Portfolio Management Office (PPMO) on all phases of the EVV project during the entire life of the contract. The time and effort required to support PPMO shall not be billable hours. |
| 6420 | The Contractor shall develop a Business Requirement Document that provides input into the PMO Requirement Traceability Matrix. |

i. Project Management Deliverables

Table II-20: Project Management Deliverables

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|------------|-------------------------|--|------------------------------------|-----------|
| EVV2023-PPR-001 | 6203 | Project Progress Report | High-level summary of progress related to the overall progress of project delivery to be submitted to the agency on a weekly basis | Four (4) weeks from Contract Start | Weekly |
| EVV2023-PSR-001 | 5035, 5042 | Project Status Report | Detailed summary of progress related to the overall status of project delivery | Four (4) weeks from Contract Start | Monthly |

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|------------------------|-------------------------------|--|---|--|
| EVV2023-KIO-001 | 4530, 4533, 4748, 4749 | Kick-offs | Kick-offs shall address business area responsibilities; the phase timeline; the contact information of Contactor personnel that will support the business area during that phase, and any other information that helps the business stakeholders. | Two (2) weeks from Contract Start | Once at Start of Contract, each Phase |
| EVV2023-SCH-001 | 4606, 4712, 4745 | Project Schedule | A fully decomposed Project Schedule following the Integrated Master Schedule Management Plan (PMO-2-q-02). | Eight (8) weeks from Contract Start | Updated weekly |
| EVV2023-BRD-001 | 6420 | Business Requirement Document | The Contractor shall develop a Business Requirement Document that provides input into the PMO Requirement Traceability Matrix including but not limited: <ul style="list-style-type: none"> • Performing gap analysis • Documenting business rule and requirements that are existing and changed • Identifying the purpose of the requirement • Development of use cases • Identifying and documenting cross functionality impacts • Identifying and proposing documentation updates | Six (6) Weeks | Thirty (30) days |
| EVV2023-DIS-001 | 6267, 4949, 4950 | Contract Discovery | Contract Discovery Document (from template) Meeting minutes with risk, action items, issues and decisions identified. | Two (2) weeks after the Project Kick-off Meetings | Once at Start of Contract |
| EVV2023-PMP-001 | 4776 | Project Management Plan | The PMP must contain the following components at a minimum: Project Initiation and Approach Plan Quality Management Plan Schedule Management Plan Communication Management Plan Risk Management Plan Issue Management Plan Scope Management Plan Stakeholder Management Plan Resource Management Plan Training and Knowledge Plan | Eight (8) weeks from Contract Start | Every six (6) months for the first three (3) years of the Contract |

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|---------------------------------|--|---|---------------------------|
| | | | Contract Monitoring Plan | | |
| EVV2023-RVP-001 | 4967 | Requirements Validation Plan | The Requirement Validation plan shall identify the approach and process for requirements validation, as well as the topics and attendees for each Requirement Validation (RV) session. | Two (2) weeks after Contract Discovery Sessions | Once at start of Contract |
| EVV2023-GAP-001 | 4734 | Gap Analysis Document | The Gap Analysis document shall clarify the difference, or “gap,” of the contractual requirements and existing module/service capabilities. | Three (3) weeks after Requirement Validation sessions | Once at start of contract |
| EVV2023-RTM-001 | 4965 | Requirement Traceability Matrix | The Contractor shall provide weekly extracts of requirements, for the term of the Contract, per REQ-2-a3-4-01 template format | Three (3) weeks after the RTM overview meeting | Weekly |

2. Change Management

The Agency defines Change Management as the systematic approach to governing any system/service changes made to business and technical aspects of a project over the course of the Contract. The overall purpose and function of change management is to ensure that proposed/nominated changes go through a systematic and defined process (as discussed in RFP Section II.D. [Contract Startup](#)) to assess, prioritize, and document the circumstances, needs, probable impacts, and approval/denial of those changes. Furthermore, the change management process must incorporate all business and technical change processes, including all maintenance and modification work. The Agency believes that change management is deeply entrusted and rooted within the relevant Agency appointed and mandated governing boards, inclusive of the Change Control Board (CCB) and the subsidiary Change Advisory Board (CAB). The participant composition of the CAB is defined and governed by the Agency and will include an assigned MEVV representative, as well as assigned representatives across all MES Contractors and relevant Agency stakeholders.

The Agency requires an end-to-end Medicaid enterprise environment that includes the MEVV solution coexisting with other MES Module Contractors that must allow for the comprehensive coordination of individual/solution-specific change management within an overall program-wide approach. This program-wide approach must be followed and adhered to by all MES Contractors. As the complexity of the Medicaid Enterprise increases, the importance of a program-wide approach to change also evolves and expands. Therefore, executing this expanded program-wide approach to change, the MEVV Contractor shall participate in extensive cooperation and coordination across all Contractors. These activities are rooted in the implementation of a comprehensive, program-wide plan for change management focused on a Centralized Change Management System (CCMS).

a. Change Management Plan

The MEVV Contractor shall be required to attest and abide with Agency AMMP-Program Change Management Plan within eight (8) weeks of the Contract start. The AMMP-Program Change Management Plan will enable comprehensive coordination among other MES Module Contractors for both

individual/solution-specific change management and overall program-wide integration. This program-wide approach must be followed and adhered to by all AMMP and MES Contractors.

The MEVV Contractor shall develop its Change Management Plan that adheres to the AMMP Plan and must include processes and procedures for:

- Planning, prioritizing, and controlling changes
- Maintaining release/change schedules (release management)
- Change decision-making and change authorization
- Understanding the impact of changes
- Ensuring remediation plans are documented
- Measuring and controlling changes
- Stakeholder communication and reporting needs
- Continual improvements

The MEVV Contractor will not be entitled to compensation for any changes unless approved by the Agency.

b. Organizational Change Management

The Agency employs Organizational Change Management (OCM) throughout AMMP. OCM is the practice of applying a structured approach to transition an organization from a current state to a future state to achieve expected benefits. OCM includes the processes, tools, and techniques to manage the “people side” of change to achieve business results. The Agency recognizes that their organization changes via the progress made by people within the Agency, so it seeks to identify and focus on the needs and capabilities of individuals.

The MEVV Contractor’s OCM lead must help with transitioning staff into a new way of working – not just teaching them how to use a new tool to do the same job they have already been doing. Enterprise-wide implementations create significant change in business processes and therefore require a focused OCM program to inform, inspire, and train staff on how to work in a new way.

The MEVV Contractor shall collaborate with the AMMP OCM team on tasks that include and readiness assessments, stakeholder engagement and resistance management, planning and delivering effective and efficient OCM communications, establishing appropriate training methods and content, development of a transition plan, and providing ongoing stakeholder support and reinforcement. The Agency views all these activities as vital elements for OCM effectiveness. The Agency recognizes that improving individual awareness about the reasons for a change, increasing desire for the change, expanding the knowledge and skills of impacted stakeholders, and providing support and reinforcement increases adoption and use. This, in turn, raises the likelihood of benefit realization and achieving the planned return on the MEVV project investment.

c. Change Management Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in [Table II-21: Change Management Requirements](#), [Table II-22: Organizational Change Management Requirements](#), and [Table II-23: Change Management Deliverables](#) and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to Proposal Narrative Questions.

Table II-21: Change Management Requirements

| Master ID | Requirement Description |
|-----------|---|
| 4489 | The Contractor shall, as part of its participation on the CAB and all governance boards, collaborate with board members to review Agency policy changes, contribute to the impact analysis assessments, and perform assessments, estimates, and work changes in the timeframe and priority set by each governing board. |
| 4490 | The Contractor shall, as a member of the CCB, participate and follow the processes as written and described in the COM-10 (Scope Management Plan) and the Change Control Board (CCB) Charter. |
| 4492 | The Contractor shall collaborate with all AMMP/MES Contractors as it relates to any system or non-system-based changes, modifications, or maintenance activities, testing efforts, tasks, or projects. |
| 4494 | The Contractor shall provide adequate resources necessary to support consultation/advisory activities, as requested by and/or provided to the CAB. |
| 4495 | The Contractor shall proactively engage with the CAB to identify system/non-system-based changes, maintenance, or modification efforts that will provide a streamlined, organized, and/or efficient effect on systems or operations of the AMMP and/or MES. |
| 4496 | The Contractor shall provide the Agency, upon request, a solution specific summary and/or detailed report that reflects all current change requests that are being tracked under the CAB purview. |
| 4497 | The Contractor shall notify the Agency of all software and infrastructure version upgrades and/or end of support dates within two (2) business days of receipt from a software/infrastructure provider with recommendations for managing the upgrades and/or end of support. |
| 4498 | The Contractor shall configure and integrate their Change Management tracking data and processes with the CCMS Tool in support of Agency-approved change management processes to track all changes that impact the AMMP and/or MES environment. |
| 4753 | The Contractor shall attest and abide with the AMMP Change Management Plan, within eight (8) weeks from Contract start for review and approval. The Contractor shall update the module-specific Change Management Plan every six (6) months through the term of the Contract. |
| 4969 | The Contractor shall use the Requirement Response Matrix (RRM), provided during the proposal response, as the starting point during the Requirement Validation sessions. |
| 6131 | The Contractor shall have the Technical Representative participate on the Change Advisory Board (CAB) and attend meetings to review and provide inputs to the list of changes being implemented. |
| 5032 | The Contractor shall be required to follow the AMMP processes for Change, Defect and Release Management for the term of the Contract. |
| 4560 | The Contractor shall align with Agency approved testing, configuration, and change control procedures for all changes made to the solution throughout the term of the contract. |

Table II-22: Organizational Change Management Requirements

| Master ID | Requirement Description |
|-----------|---|
| 4602 | The Contractor shall collaborate with AMMP OCM to participate in organizational change readiness assessments with each of the identified stakeholder groups through the term of the Contract. |
| 4603 | The Contractor shall follow the AMMP OCM Communication Plan (OCM-2-d1) and actively participate in the creation of a module-specific OCM Communication Matrix (OCM-2-d2). |
| 4604 | The Contractor shall provide an identified OCM lead to support all OCM activities throughout all phases over the term of the Contract, as requested by the Agency. |
| 6142 | The Contractor shall collaborate with AMMP OCM through the term of the Contract to identify changes in its solution that impact each stakeholder group. |

d. Change Management Deliverables

Table II-23: Change Management Deliverables

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|------------------------|--|-------------------------------------|--|
| EVV2023-CMP-001 | 4753 | Change Management Plan | Collaborate with PMO Contractor in development and implementation of the AMMP Program Wide Change Management Plan. | Eight (8) weeks from Contract Start | Every six (6) months for the first three (3) years of the Contract |

3. Design, Development, and Implement (DDI)

a. Detailed Technical Architecture Package (DTAP)

The MEVV Contractor shall define, document, and maintain the technical and information architecture. The Agency requires a Detailed Technical Architecture Package (DTAP) that documents the technical and information architecture of the MEVV. The DTAP shows how the MEVV is designed and built to support the Agency’s technical requirements, defines the minimum set of technical capabilities of its components, and complies with related standards (State-adopted standards, MITA, CMS Seven Conditions and Standards, etc.) The DTAP would be maintained and updated as needed to accurately reflect all information necessary to support communication and operation of the MEVV. The DTAP is described within RFP Section II.E.1 – [Technical Architecture and Environments](#).

b. Configuration Management Plan

The proposed project environments shall provide for adequate configuration management, production (database and programs) control, versioning, and audit capabilities to support separate development, test, and production environments. The MEVV Contractor shall develop and maintain a Configuration Management Plan that describes the planning, scheduling, and strategies for managing the configuration, development, testing, and deployment including but not limited to software releases, versioning, naming standards, documentation. Adequate resources (e.g., CPU, Disk, Software/User Licenses, Network Capabilities, and System Administration Services) shall be provided for each environment to meet the requirements and schedule required by this project. The MEVV Contractor shall collaborate with AMMP to ensure the Configuration Management Plan (CMP) at a minimum, conforms to industry project management standards and sufficiently addresses the challenges represented within a multi-Contractor, integrated systems solution. The CMP will describe the processes, configuration management tools, and procedures the MEVV Contractor shall use for the duration of the project, with the flexibility to adjust throughout all project phases and activities. The CMP will represent the configurations of the current systems and/or proposed component software and hardware (e.g., technical infrastructure, platforms, and services).

The CMP establishes the technical and administrative direction and surveillance for the management of releases and configuration items (i.e., software, hardware, and documentation) associated with the AMMP Project that are to be placed under configuration control.

Configuration Management processes and tools will be implemented to track all individual Configuration Items within a system service catalog and will provide the following features:

1. Planning: The CMP will cover a rolling twelve-month period in detail and the preceding nine months in outline. It will be reviewed with the Agency at least twice a year and will include any impacts to strategy, policy, and scope; objectives; roles and responsibilities; the Configuration Management processes, activities and procedures; the database(s); and relationships with other processes and third parties, as well as tools and other resource requirements.
2. Identification: The process of recording information, including hardware and software versions (meaning an upgrade to Software that changes the first digit of the software version, e.g., Oracle 10.x.x to Oracle 11.x.x, for Software packages that follow this numbering convention), documentation, ownership, and other unique identifiers. Records will be maintained in a Configuration Management Database covering the selection, identification, and labeling of all configurations of every item in the MEVV Contractor-provided infrastructure and systems.
3. Control Standards: The process requires adherence to standards so that only authorized and identifiable configuration items are accepted and recorded from receipt to disposal. All MEVV Contractor-provided infrastructure and systems will be managed and controlled through Change Management.
4. Control Management: Accounting and reporting features will provide a view regarding current and historical data (data collection begins following the MEVV Contractor Implementation) concerned with each MEVV Contractor-provided item throughout the term of the Contract. Changes to items and tracking of their records through various statuses, e.g., ordered, received, under test, live, under repair, withdrawn or for disposal, will be provided.

c. Detailed Product Design

The MEVV Contractor shall produce a Detailed Product Design (DPD) document eight (8) weeks after the requirement validation sessions have been completed. When there are sub-functional areas, the MEVV Contractor must produce a Sub Detailed Product Design (Sub-DPD) document. The MEVV Contractor must use the Agency-provided templates for the DPD and Sub-DPD. Once operational, the DPD or Sub-DPD will need to be updated prior to system changes being released to production.

d. Deployment Plan

The MEVV Contractor shall develop a Deployment Plan addressing all criteria for implementation decision making as it pertains to go/no-go status. All Deployment Plan artifacts, documented decisions and other relevant documentation are to be stored in a centralized and accessible location to be defined by the Agency. The MEVV Contractor must develop the Deployment Plan and submit for approval within three (3) months prior to the start of implementation. The Deployment Plan must include, but not be limited to, the following:

- Full Implementation Checklist (to be comprised of both System and Operations Implementation Acceptance Criteria)
- Operational Readiness Review Process
- Go/No-Go Criteria (inclusive Go/No-Go Criteria broken down by Approval Area, e.g., Testing, Security, Data Governance Office)
- Detailed Back-out/Contingency Plan
- Post Implementation Summary Report (and Verification Checklist) Template
- Deployment approval process

e. Post Implementation Support

Post implementation support will apply to the MEVV Contractor. This support will begin when MEVV goes live and end three (3) months after CMS certification has been received. The MEVV Contractor shall retain key resources with critical knowledge of the MEVV solution during this period to ensure knowledge transfer to the Operations team is complete and the Operations team is ready to perform steady state operations.

The post implementation support will include the support required to identify, track, and resolve defects or issues that occur post implementation. The MEVV Contractor shall participate in meetings to discuss and prioritize the tasks required to resolve MEVV module issues as quickly as possible. These stand-up meetings may start with meeting multiple times daily and taper to weekly or monthly. This support differs from the normal Operations Support processes in that the focus during this post implementation support period is on stabilizing the new solution and prioritized problem resolution. Prioritized focus for this support will include, but not be limited to:

- Project reporting – To coincide with the frequency of the stand-up meetings
- Attending stand-up meetings as scheduled
- Reporting abnormalities or inconsistencies to all PMs and the Contract owner within an hour of identification
- Other support as identified by the Agency

f. Defect Identification and Management

The MEVV Contractor shall ensure that the MEVV solution meets Contract requirements as defined in this RFP, the DTAP, and the Agency-approved system documentation for the term of the Contract. Any technical design deficiencies, configuration, or code defect developed under this Contract will be remedied at no additional cost to the Agency.

Medicaid considers a system defect (or a bug) to be a flaw or weakness in any area of the system or hardware that creates any kind of shortcoming, imperfection, or deficiency. Defects may occur at any time during the Contract. Defects must be identified, tracked, and reviewed during the project status meetings. Defect resolution is the responsibility of the MEVV Contractor, and Medicaid may not be charged for the resolution in any way. Defects may include such things as:

- Violation of specified (or unspecified) requirements
- Inclusion of incorrect or unnecessary requirements
- Failure to behave as it should
- Missing characteristics that it should have
- Behaving in a manner it should not behave
- Inclusion of characteristics that it should not have
- Inconsistencies with its architecture or design
- Incorrect or inappropriate architecture, design, implementation, or configuration decisions
- Violation of design guidelines or coding standards
- Safety or security vulnerabilities

When a defect is identified, the MEVV Contractor must track and document the defect to final resolution. The MEVV contractor shall provide the Agency MEVV Project Team (prior to go-live) and the Agency MEVV Operations Team (after go-live) access to the System Desk Tool (SDT). The defect must be reported to the PMO or the Agency Operations Team within one (1) business day – high priority e-mail notification is acceptable. The next business day (after defect identification), the MEVV Contractor shall follow the defined protocol to request a meeting with the PMO or the Agency Operations Team to initially discuss the defect. During the meeting, the MEVV Contractor shall provide all available information associated with the defect. If the MEVV Contractor lacks sufficient information during the initial meeting and the PMO or the Agency Operations Team deems the defect to be high priority/high severity, a follow-up meeting will be scheduled.

The PMO or the Agency Operations Team will review the defect and determine the required reporting frequency based on the priority and severity of the defect. The MEVV Contractor must provide a status on all open/active defects during each status meeting. Any request for additional information on a defect must be provided within one (1) business day. Any reporting on the defect must include the following at a minimum:

- Unique identifier for the defect (such as a number)
- Link to original user call ticket(s) information
- Date the defect was first reported by the user
- Date the defect was first reported to the Agency
- Issue priority and severity
- Description of the defect
- Detailed description of the solution
- Number and type of users impacted, including the specific OA(s)
- Work-around (if applicable)
- Date development will be complete
- Date test results will be presented
- Estimated implementation date
- Stakeholder notification (if required)
 - Date
 - Method
 - Message

Medicaid expects defects to be resolved within sixty (60) days of the date reported by the user. Any defect that is not resolved within sixty (60) days must receive approval from the Agency or SoC will be issued, or a CAP will be requested.

g. Post Implementation Summary Report

The MEVV Contractor shall schedule a Post Implementation Meeting with the Agency and others identified by the Agency within one (1) month following the implementation to review the Post Implementation Summary Report. The report shall be a short narrative summary of the results of implementation, and must include at a minimum:

- Deficiencies, defects, and issues encountered and their resolution
- Lessons learned
- Recommendations for any improvements to the Contractor’s solution and other systems that it interfaces/integrates with
- Identified updates to the Security and Privacy Plan
- Identified updates to the Project Management Plan
- Identified updates to any other deliverables, including, but not limited to:
 - Training materials
 - User manuals

h. Release Listing Document

Release management is critical to the success of continual system improvement and must be managed in a way that will provide the Agency the ability to plan and prepare for new releases. For this reason, the MEVV Contractor shall develop and submit a release listing document five (5) business days prior to the release being applied to the production environment throughout the term of the Contract. The MEVV Contractor shall ensure that the Agency approves the release notes prior to release to production. The release listing shall contain all changes that shall be applied to the Production environment and shall include the following, but not be limited to:

- Associated system identifier
- Change type (change order, defect, etc.)
- Change description
- Groups impacted (Agency, Operating Agency, Provider, Worker, etc.)
- Agency approval date
- Release Notes
- Date when release notes were provided to impacted groups

Any updates to the release listing document shall be no later than noon of the business day following the release. The release listing shall be stored on a shared documentation platform.

i. DDI Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in [Table II-24: DDI Requirements](#) and [Table II-25: DDI Deliverables](#) and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to Proposal Narrative Questions.

Table II-24: DDI Requirements

| Master ID | Requirement Description |
|-----------|--|
| 4593 | The Contractor shall develop a Configuration Management Plan that aligns with the AMMP Configuration Management Plan. The Contractor Configuration Management Plan shall contain proven promotion and version control procedures for the implementation of a multi-contractor, integrated system wide enterprise solution. |
| 6262 | The Contractor shall develop and maintain a Configuration Management Plan that describes at a minimum, the planning, scheduling, and strategies for managing the configuration, development, testing and deployment including but not limited to software releases, versioning, naming standards, documentation. |
| 4723 | The Contractor shall manage, communicate status, and correct all defects and design deficiencies at no additional cost to the Agency in accordance with the Agency-approved change management process and TCOE requirements as defined in the AMMP Program-wide Change Management Plan and the module-specific Change Management Plans for the term of the contract. |
| 6473 | <p>The Contractor shall develop and submit a release listing document five (5) business days prior to the release being applied to the production environment and store this release listing document on a shared documentation platform. The Contractor shall ensure that the Agency approves the release notes. The release list shall contain all changes that shall be applied to the production environment and shall include, but not be limited to:</p> <ul style="list-style-type: none"> • Associated system identifier • Change type (change order, defect, etc.) • Change description • Groups impacted (Agency, OA, Provider, Worker, etc.) • Agency approval date • User friendly release notes, detailing user facing changes, defect identification/resolution, and process changes |

| Master ID | Requirement Description |
|-----------|--|
| 4778 | <p>The Contractor shall schedule a Post Implementation Meeting with the Agency and others identified by the Agency within thirty (30) days of the implementation to review the Post Implementation Summary Report. The report shall include at a minimum:</p> <ol style="list-style-type: none"> 1. Deficiencies, defects, and issues encountered and their resolution 2. Lessons learned 3. Recommendations for any improvements to the module(s) 4. Identified updates to the Security and Privacy Plan 5. Identified updates to the Project Management Plan 6. Identified updates to any other deliverables, including, but not limited to: <ol style="list-style-type: none"> a. Training materials b. User manuals c. Online help |
| 6475 | <p>The Contractor shall publish and notify the Agency any updates to the release listing document no later than noon of the business day following the release.</p> |
| 6238 | <p>The Contractor shall publish and notify the Agency of any platform release notes/updates no later than three (3) business days prior to the release.</p> |
| 6237 | <p>The Contractor shall provide the Agency with system release notes five (5) business days prior to system release and obtain Agency approval prior to the release.</p> |
| 6239 | <p>The Contractor shall publish and notify the Agency of any updates to the system release notes document no later than noon the following business day.</p> |
| 4824 | <p>The Contractor shall provide a system that can be configured with automation to accommodate leap year and other date anomalies.</p> |
| 5286 | <p>The Contractor shall produce a Detailed Product Design (DPD) document eight (8) weeks after the requirement validation sessions have been completed. When there are sub-functional areas, the Contractor must produce a Sub Detailed Product Design (Sub-DPD) document. The Contractor must use the Agency-provided templates for the DPD and Sub-DPD. Once operational, the DPD or Sub-DPD will need to be updated prior to system changes being released to production.</p> |
| 6263 | <p>The Contractor shall develop and submit a Detailed Technical Architecture Package (DTAP) to the Agency six (6) months after the contract start for review and approval. The Contractor shall update the DTAP every six (6) months through the term of the contract.</p> |
| 5801 | <p>The Contractor shall develop a Deployment Plan addressing all criteria for implementation decision making as it pertains to go/no-go status. The Contractor shall develop the Deployment Plan and submit for approval ninety (90) calendar days prior to the start of the implementation period.</p> |
| 6418 | <p>The Contractor shall provide post implementation support to the Agency from the time the solution goes live until the end of three (3) months after CMS system certification has been received.</p> |
| 6419 | <p>The Contractor shall provide support to identify, track and resolve defects or issues that are outstanding or that have occurred since implementation until the end of three (3) months after CMS system certification has been received.</p> |
| 5797 | <p>The Contractor shall retain any key resources for post implementation support until the end of three (3) months after CMS certification has been received and provide complete knowledge transfer from the Contractor's Implementation team to the Contractor's Operations team.</p> |
| 5798 | <p>The Contractor shall schedule and facilitate meetings to provide updates on post implementation tasks and status on defects or issues on a cadence agreed upon by the Agency until the end of three (3) months after CMS certification has been received.</p> |

| Master ID | Requirement Description |
|-----------|--|
| 5281 | The Contractor shall develop and submit a Post Implementation Summary Report to the Agency within thirty (30) calendar days post implementation for review and approval. |
| 6348 | The Contractor shall provide a Configuration Management Summary report with a high-level overview of any upcoming changes to the system baseline configuration and any impact to operational usage as defined in the Configuration Management Plan. The reporting shall begin a month after system going live and should be produced on a monthly basis. |

j. DDI Deliverables

Table II-25: DDI Deliverables

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|-------------------------------------|---|---|----------------------|
| EVV2023-CFP-001 | 4593 | Configuration Management Plan (CMP) | The Contractor shall develop and maintain a Configuration Management Plan that describes the planning, scheduling, and strategies for managing the configuration, development, testing and deployment including but not limited to software releases, versioning, naming standards, documentation. | Two (2) months from start of contract | Six (6) months |
| EVV2023-DPD-001 | 5286 | Detailed Product Design | The Contractor shall produce a Detailed Product Design (DPD) document eight (8) weeks after the requirement validation sessions have been completed. When there are sub-functional areas, the Contractor must produce a Sub Detailed Product Design (Sub-DPD) document. The Contractor must use the Agency-provided templates for the DPD and Sub-DPD. Once operational, the DPD or Sub-DPD will need to be updated prior to system changes being released to production. | Eight (8) weeks after Requirement Validation Sessions | Every six (6) months |
| EVV2023-DEP-001 | 5801 | Deployment Plan | The Contractor shall provide a Deployment Plan that addresses all criteria for implementation decision making as it pertains to go/no-go status | Three (3) months prior to the start of implementation | Annually |

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|--|--|--|---|
| EVV2023-CFR-001 | 6348 | Configuration Management Summary Report | The Contractor shall provide a Configuration Management Summary report with a high-level overview of any upcoming changes to the system baseline configuration and any impact to operational usage as defined in the Configuration Management Plan. The reporting shall begin a month after system going live and should be produced on a monthly basis. | One (1) month post implementation | Monthly |
| EVV2023-PISR-001 | 5281 | Post Implementation Summary Report | The Contractor shall provide a high-level summary of the results of the solution implementation along with the overall status of production deficiencies, defects, and issues encountered and their resolution and identified updates. | One (1) month post implementation | One time submission |
| EVV2023-RLD-001 | 6473 | Release Listing Document | The Contractor shall develop and submit a release listing document five (5) business days prior to the release being applied to the production environment through the term of the Contract. The release listing shall be stored on a shared documentation platform. | Five (5) days prior to a release for the term of the Contract. | Prior to every release being applied to the production environment |
| EVV2023-RVP-001 | 6475 | Release Listing Document Update | The Contractor shall publish and notify the Agency any updates to the release listing document no later than noon of the business day following the release. | By noon of one (1) business day following the release | Following every Release being applied to the production environment |
| EVV2023-DTAP-001 | 6263 | Detailed Technical Architecture Package (DTAP) | The Contractor shall develop and submit a Detailed Technical Architecture Package (DTAP) to the Agency six (6) months after the contract start for review and approval. The Contractor shall update the DTAP every six (6) months through the term of the contract. | Six (6) months after the contract start | Every six (6) months |

4. Operations

a. System Access and Notifications

The MEVV Contractor shall provide an EVV solution that is accessible by authorized users 24 hours a day, seven (7) days a week, excluding pre-approved scheduled system downtime. When unscheduled downtime occurs, the MEVV Contractor's solution shall notify users via email and phone. This notification must be provided to State Agencies, recipients, care workers, providers and other users as deemed appropriate by the Agency.

The MEVV Contractor's solution must also provide Agency-approved configurable system notifications, escalating alerts, and messages to one or multiple users. These notifications include but are not limited to:

- System downtime
- Late and/or missed visits
- Incomplete visits
- New releases
- Training sessions – upcoming, ongoing, and training completions

b. Operations Dashboard

The MEVV Contractor shall provide an operations dashboard that provides operations and performance reporting. The information reported via the dashboard allow the Agency to monitor data flow and system performance to ensure any issues are identified quickly. The dashboard will include but not be limited to the following:

- Data ingestion
- Data exception
- System degradation
- System performance
- Load processes
- SLAs and KPIs
- Service desk metrics and reports
- Bug and defect metrics and reports

c. Technical and User Support

The MEVV Contractor shall provide a technical and stakeholder support structure and services to stakeholders (all users and MES Contractors) who need assistance with the MEVV solution. To be clear, the services required from the MEVV Contractor are focused on helping with specific stakeholder problems and issues during operations and are separate from required and optional end user and administrator training. It is important for the MEVV Contractor to provide a framework that is responsive to the types and magnitudes of all assistance requests it expects to receive, based on the Alabama-specific requirements for MEVV. Additionally, the Agency understands that the MEVV Contractor shall have to allocate the personnel resources necessary to ensure that all requests are resolved in a timely manner. Any resources allocated to provide technical and user support must be experienced and trained to efficiently and appropriately handle the variety of assistance requests that are submitted and must provide assistance that is relevant and customized for Alabama users. The Agency requires that, as a part of an overall technical and stakeholder support solution, the MEVV Contractor shall bring a Services Desk Tool (SDT) to manage all requests that are received. The MEVV Contractor shall provide, at a minimum, read-only access to the SDT for up-to-date monitoring of service desk activities.

The MEVV Contractor must provide a technical and stakeholder support solution that works to resolve all requests received in a timely and accurate manner, yielding an overarching positive customer/stakeholder experience.

The MEVV Contractor must provide live help desk support for the MEVV solution and all its applications from 7:00 am to 6:00 pm Central Time seven (7) days a week. The Agency will not provide basic service desk services (aka Tier 1, or similar) for MEVV. Callers to the Agency or Operating Agencies will be referred to the MEVV Contractor's technical support services.

d. System Operations Manual

During the training phase of the MEVV project, the MEVV Contractor must provide a System Operations Manual three (3) months prior to the start of the implementation and update it annually. The System Operations Manual shall document the system operating and maintenance procedures. The procedures help define and provide understanding of system operations and performance. The manual shall address all facets of the technical operation of the system.

e. Service Desk Management Plan

Service Desk management is defined as the process any MES Module Contractor employs to respond to an unplanned event or service interruption to restore the service to its operational state. The Agency requires the incident management process to be documented in the Service Desk Management Plan (SDMP) and must work to ensure that required service operations are restored in a manner and on a timeline that will minimize the impact to business users and stakeholders.

The MEVV Contractor shall develop and submit a SDMP three (3) months prior to the start of implementation and maintain and update it annually. The SDMP shall define all types of tickets being entered, actions to resolve, and related definitions. Specifically, for incidents, the Agency defines an incident as any event that disrupts or reduces the quality of service for the MEVV solution, module solutions, or the MES as a whole. The MEVV Contractor has a duty and responsibility to manage and control incidents that directly affect the MEVV.

The SDMP must explain the MEVV Contractor's Service Desk management process and how it will ensure that required service operations are maintained and/or restored in a manner and on a timeline that will minimize the impact to business users and stakeholders. The SDMP includes, but is not limited to, the following items:

- Service Desk ticket Identification
- Service Desk ticket Logging
- Service Desk ticket Categorization and Prioritization
- Service Desk ticket Diagnosis
- Service Desk ticket Escalation
- Service Desk ticket Resolution/Recovery
- Service Desk ticket Closure

The SDMP shall also establish the following:

- Time to initiate a response timeframe
- Time to resolve Service Desk tickets based on criticality
- Time to report resolution
- Communication flow for all Service Desk tickets, including responding to original reporter of a Service Desk ticket
- Process for ensuring Alabama-specific information and procedures is available and kept up to date for Service Desk staff

f. Service Desk Tool

The MEVV Contractor shall acquire and use a Service Desk Tool (SDT) to manage all tickets related to the MEVV solution and services. The MEVV Contractor shall utilize the SDT to track all technical and stakeholder support tickets (requests, events, access, problems, and incidents). The Service Desk Tool will support industry standard incident management and service desk capabilities, such as:

- Multiple avenues/ways for users to request assistance
- Ticket creation and tracking/workflow capabilities
- Routing and prioritization of assistance requests
- Tracking and reporting of technical/user support information and statistics

The Agency requires the use of an industry standard Centralized Service Desk Management Tool (CSDMT). While the SI Contractor shall be responsible for implementation and operations of the CSDMT, the MEVV SDT must support exporting and importing information to the CSDMT to achieve the Agency's vision and goal of managing and reporting across the AMMP and MES. The Agency requires the tool to provide a single view into all Service requests across the MES. The CSDMT shall integrate each Module Contractor's service desk data. The Agency requires the service desk data to be aggregated near real-time throughout day-to-day operations to provide an enterprise-wide view of service desk data for management and reporting through the CSDMT.

g. Service Desk Standard Operating Procedures

During the training phase of the MEVV project, the MEVV Contractor shall provide a Service Desk Standard Operating Procedure deliverable that documents the Service Desk standard operating procedures. This deliverable helps define and provide understanding of these procedures. The manual must address all facets of the Service Desk Standard Operating Procedures and must include all Alabama-specific processes and procedures.

The MEVV Contractor shall develop Service Desk User Manuals that provide detailed guidance to Service Desk staff and leadership and include standard procedures for performing day-to-day operations based on Alabama Medicaid Agency specifications. The Service Desk User Manuals shall include, but not be limited to:

- Service Desk Operations Manual
- Service Desk Equipment/Systems Manuals
- Service Desk Channels, which may include, but not be limited to phone, email, webchat, bots, or web-form
- Service Desk Request/Call Record Management System Operations Manual
- Scripts, Knowledge Base and Canned Response Use, including Alabama-specific processes and procedures
- AMA Customer Service Etiquette
- Service Desk Tier Level (or similar) Escalation Business Rules
- Supervisor Request Protocol
- Request Reporting and Tracking
- Service Desk Performance Objectives
- Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)

h. Monthly Operations Status Report

The MEVV Contractor shall provide a Monthly Operations Status Report that focuses on the health and performance of the MEVV, upcoming changes and maintenance activities, details from the Contract Monitoring Report related to OLAs/SLAs/KPIs, accomplishments, upcoming events, and any blockers/concerns. The Report will also contain a summary of all open defects and the aging schedule of the defects that are open. The MEVV Contractor shall provide the Monthly Operations Status Report three (3)

business days in advance of the monthly Operations Status Meeting. For the Monthly status report, the MEVV Contactor is required to use a template provided by the Agency.

i. System User Manual

The MEVV Contractor shall develop and submit Agency-specific System User Manuals that provide detailed guidance to users of the MEVV that reflect Alabama Medicaid Agency specifications. The manuals will also provide standard procedures for performing day-to-day operations. These role-based manuals will provide for, but are not limited to:

- Account creation and maintenance
- User interface field and descriptions
- User interface functions with related steps
- User interface edits, audits, and error message guidance
- Alabama-specific requirements and functionality

j. Operations Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in [Table II-26: Operations Requirements](#) and [Table II-27: Operations Deliverables](#) and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to Proposal Narrative Questions.

Table II-26: Operations Requirements

| Master ID | Requirement Description |
|-----------|--|
| 6197 | The Contractor shall develop and maintain a dashboard that provides information that includes, but is not limited to, data ingestion, data exception, system degradation, system performance and load processes for the term of the Contract. |
| 4564 | The Contractor shall provide a Service Desk Management Plan to the Agency for review and approval within ninety (90) calendar days from the start of the Contract. The SDMP shall document the Contractor's service desk ticket processes and explain how required service operations are restored in a manner and on a timeline that will minimize the impact to business users and stakeholders. |
| 4566 | The Contractor shall be responsible for triaging, assigning priority and criticality, and driving resolution of recorded Service Desk tickets within their module according to the processes defined in the Agency-approved Service Desk Management Plan. |
| 4568 | The Contractor shall provide regular updates based on criticality in accordance with the incident management processes defined in the Agency-approved Service Desk Management Plan. |
| 4569 | The Contractor shall perform root cause analysis (RCA) on any reoccurring incident or upon the request of the Agency and provide results of RCA within three (3) business days of the request or a timeframe agreed upon by the Agency. |
| 4572 | The Contractor shall ensure that all module-specific Service Desk ticketing information is available in the Centralized Service Desk Management Tool on a near real-time basis (e.g., commensurate with the criticality of the incident). |
| 4573 | The Contractor shall provide all Service Desk tickets to the Centralized Service Desk Management Tool (CSDMT) as defined in the module Service Desk Management Plan to ensure that the CSDMT has an accurate inventory of all incidents within MES. |
| 4574 | The Contractor shall provide a Service Desk Tool that can provide an automated response to a user upon receipt of email or web ticket submission within an Agency-approved timeframe. |

| Master ID | Requirement Description |
|-----------|--|
| 4575 | The Contractor shall immediately create a Service Desk ticket upon identification of a service disruption. |
| 4576 | The Contractor shall provide a Service Desk Tool that supports standard incident management reporting, delivered in a format and schedule agreed upon by the Agency, as well as provide ad hoc reporting and export functionality to share data. |
| 4577 | The Contractor shall provide a Service Desk Tool that shall assign a unique identification number for each Service Desk ticket created. |
| 4578 | The Contractor shall make available its Service Desk Tool to report incident management and metrics for audits by the State or its third-party designee. |
| 4972 | The Contractor shall acquire, configure, and maintain a Service Desk Tool and submit a Service Desk Management Plan. |
| 6321 | The Contractor shall provide Tier 0 or equivalent self-help and user-retrieved information, such as a FAQs available from the contractor's web page, contractor-supported blogs, and user groups. This information must be Alabama-specific. The Contractor is not required to track or report users' access of Tier 0 but may include it as information. |
| 4670 | The Contractor shall provide Tier 1 or equivalent technical and user support for basic issues such as solving user problems and fulfilling service desk requests that need IT involvement. |
| 4671 | The Contractor shall provide Tier 2 or equivalent in-depth technical and user support by more experienced and knowledgeable technicians to assess issues and provide solutions for problems that cannot be handled at lower tiers. |
| 4672 | The Contractor shall provide Tier 3 or equivalent expert product and service support for recurring problem resolution or new feature creation. Tier 3 support includes the correction of defects through attempts to duplicate problems and define root causes using product designs, code, or specifications, as well as management of the development, test, and implementation of changes to these. |
| 4673 | The Contractor shall provide Tier 4 or equivalent support through outside contracted partners, for example for network circuits or datacenter hardware. Contracts for Tier 4 support are typically transparent to the State, but the Contractor shall report on Tier 4 issue resolution whenever Tier 4 support service is required. |
| 4674 | The Contractor shall provide a technical and user support structure and services to all users who need assistance with its solution. |
| 6320 | The Contractor shall provide technical and user support for their solution. The Contractor's support solution shall allow users to report an issue by telephone, email, web, bots and chat 24/7. |
| 5041 | The Contractor shall use products or tools that are compatible with Microsoft Windows 10, Microsoft Office 365, and Microsoft Project 2016 or later that are still supported by Microsoft, unless otherwise approved by the Agency. |
| 6476 | The Contractor shall develop and submit Agency-specific System Operations Manual and System User Manuals to the Agency ninety (90) calendar days prior to the start of the implementation period for review and approval. |
| 5800 | The Contractor shall develop and submit a Service Desk Standard Operating Procedures to the Agency ninety (90) calendar days prior to the start of the implementation period for review and approval. The Service Desk Standard Operating Procedures shall be kept current with an update every six (6) months. |
| 6477 | The Contractor shall provide a Monthly Operations Status Report that focuses on the health and performance of the MEVV, upcoming changes and maintenance activities, details from the Contract Monitoring Report related to OLA/SLA/KPIs, accomplishments, upcoming events, and any blockers/concerns. The Contractor shall provide a Monthly Operations |

| Master ID | Requirement Description |
|-----------|--|
| | Status Report, using a template approved by the Agency, three (3) business days in advance of the monthly Operations Status Meeting. |
| 5909 | The Contractor shall schedule and hold Operations Status meetings, using an Agency defined agenda template, to discuss the Monthly Operations Status Report. The Operations Status meetings shall occur on a monthly basis and begin within the first month after system go-live for the term of the contract. |
| 6415 | The Contractor shall ensure that live help desk support for the EVV and all its applications is available from 7:00 AM CT to 6:00 PM CT 7 days/week. |
| 6246 | The Contractor shall ensure that on-line access to the EVV solution for all authorized users 24 hours/day, 7 days a week, excluding pre-approved scheduled system downtime. |
| 6245 | The Contractor shall provide a solution that provides Agency approved configurable system notifications, escalating alerts, and messages to one or multiple users, including but not limited to system down time, pending late and/or missed visits, incomplete visits, new releases, and other types of announcements such as upcoming training sessions offered. |
| 6318 | The Contractor shall ensure that the help desk support staff has the training and working knowledge on the Alabama EVV solution to provide Alabama-specific assistance/support |
| 6322 | The Contractor shall, in the event of technical issues, provide the option to route calls/emails to the appropriate department to resolve them on time. |
| 6244 | The Contractor shall provide a solution that notifies users including but not limited to State Agencies, recipients, care workers and providers, through email when the EVV system is down. |
| 6243 | The Contractor shall provide a solution that notifies users including but not limited to State Agencies, recipients, care workers and providers, by phone when the EVV system is down. |

k. Operations Deliverables

Table II-27: Operations Deliverables

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|------------------------------|---|---|-----------|
| EVV2023-SOM-001 | 6476 | System Operations Manual | System Operations Manual documents the system operating and maintenance procedures for all facets of the technical operation of the system | Three (3) months prior to the start of implementation | Annually |
| EVV2023-SDP-001 | 4564 | Service Desk Management Plan | The Service Desk Management Plan shall explain the Contractor's Service Desk management process and how it will ensure that expected service operations are maintained and/or restored, in a timeline | Three (3) months prior to the start of implementation | Annually |

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|--|---|---|--|
| EVV2023-SOP-001 | 5800 | Service Desk Standard Operating Procedures | Service Desk Standard Operating Procedures provide detailed guidance for performing day-to-day operation activities | Three (3) months prior to the start of implementation | Annually, Every Module and Centralized Service |
| EVV2023-OSR-001 | 6477 | Monthly Operations Status Report | Provides the health and performance of the MEVV, the status of services, and upcoming activities. (SLA performance reporting is part of this Status Report) | Post Implementation | Monthly |
| EVV2023-SUM-001 | 6476 | Systems User Manuals | The Contractor shall develop and submit Agency Specific System User Manuals to the Agency within three (3) months prior to the start of the implementation period for review and approval. The Contractor shall update the Agency Specific System User Manual when there is a change to the system functionality. | Three (3) months prior to implementation | Annually |

5. Continuity of Operations/Disaster Recovery (DR)

a. Continuity of Operations

The Continuity of Operations is critical to the success of the Agency to be able to keep the MEVV running while the Agency and MES Contractors are responding to a disaster. “Disaster” means an occurrence(s) of any kind whatsoever that adversely affects, in whole or in part, the error-free and continuous operation of the module, and/or affects the performance, functionality, efficiency, accessibility, reliability, and security of the system. Disaster also refers to any event that jeopardizes human safety and welfare. Disaster events may include, but not be limited to, natural disasters, human error, security breach, terrorist activity, computer virus, network disruptions, or a malfunctioning of the hardware or electrical supply.

The Agency views incident training and staged exercises as vital to providing comprehensive support for the continuity of operations across the Enterprise. These preparedness activities work to establish the effectiveness of the Continuity of Operations Plan (COOP), as well as the performance and level of understanding demonstrated by staff in the event of an actual disaster. Therefore, the MEVV Contractor must play a key role in coordinating the COOP planning and testing with the Agency and MES to ensure alignment. A COOP describes the planning efforts taken by the MEVV Contractor, in collaboration with the Agency, to ensure the capability exists to continue essential functions and services in response to and during a disaster scenario. The COOP lays the framework for how the MEVV Contractor maintains critical business functions at an alternate location and/or under adverse conditions. Continuity of operational activities shall include coordination with the Agency and its designees to ensure continuous delivery of services.

b. Disaster Recovery

Disaster recovery is a cornerstone of a successful business continuity strategy. The Agency defines a "Disaster" as an occurrence(s) of any kind whatsoever that adversely affects, in whole or in part, the error-free and continuous operation of the MEVV solution or module, and/or affects the performance, functionality, efficiency, accessibility, reliability, and security of the MES. A disaster also refers to any event that jeopardizes human safety and welfare. Disaster events may include, but not be limited to, natural disaster, human error, security breach, cyber-crime, terrorist activity, computer virus, network disruption, or a malfunctioning of the hardware or electrical supply. The MEVV Contractor is mandated to develop a Disaster Recovery Plan (DRP) that defines in detail the approach they shall follow when responding to a disaster. The Agency requires the MEVV Contractor to review and update its DRP deliverables to address potential changes, accuracy, viability, and improvements to address projected MES evolution, on a frequency required by the Agency.

The Agency views incident training and staged exercises as vital to providing comprehensive support for the continuity of operations across the Enterprise. These preparedness activities work to establish the effectiveness of the DRP, as well as the performance and level of understanding demonstrated by staff in the event of an actual disaster. Therefore, the MEVV Contractor must play a key role in coordinating the DRP planning and exercises with the Agency and MES to ensure alignment.

c. Continuity of Operations Plan

The MEVV Contractor shall develop a Continuity of Operations Plan providing guidance in the event of a natural, man-made or technological emergency, as defined above. The COOP shall define the processes and procedures the MEVV Contractor shall follow to ensure essential functions and services continue without disruption. In the event of disruption, the Plan shall define processes aligned with the Disaster Recovery Plan (DRP).

The COOP must include planning associated with the four phases of continuity of operations: readiness and preparedness, activation, continuity of operations, and reconstitution. Additionally, the COOP must address essential aspects of continuity of operations, people, processes, technology, and infrastructure, as well as align with and address all applicable State and Federal (e.g., CMS, Health and Human Services [HHS], Office of Information Technology [OIT]) Government standards, essential functions, and services. It is critical that the MEVV Contractor use the program-approved Master COOP template. This plan shall include, at a minimum, but not be limited to, the following:

- COOP Quick Reference Guide
- COOP Communication Plan
- Communication Methods and Protocols
- COOP contingency roles, responsibilities, assigned individuals with contact information.
- Emergency mode of operation plans
- Identification of essential organizational missions and business functions and associated contingency requirements
- Documentation of a clear continuity strategy and process impact analysis with a recovery priority by business area, a level of service required by each area, and an estimated recovery time
- Documented continuity objectives, restoration priorities, and metrics
- Documented approach to maintaining essential organizational missions and business functions despite an information system disruption, compromise, or failure
- Identification of alternate processes to maintain business functions
- Correlation of alternate processes to Disaster Scenarios described in the Disaster Recovery Plan.
- Development of a training plan and material specific to COOP
- Return to Operations (RtOP) Transition Plan

The MEVV Contractor shall develop and deliver the Continuity of Operations Plan two (2) months following the start of the Contract and update and deliver the COOP and all supporting documentation every six (6) months thereafter, following Agency approval, for the term of the Contract.

d. COOP Activities and Reporting

The MEVV Contractor shall conduct ongoing COOP activities, as well as conduct continuity of operations activities as a result of any event leading to the activation of the COOP. The MEVV Contractor must ensure all on-boarding staff receive training on the COOP for awareness.

The MEVV Contractor shall prepare, and conduct planned full mock exercises of the COOP, annually (as defined by the module program manager) at a minimum, in coordination with DRP testing activities. These activities must work to establish the effectiveness of the COOP, as well as the performance and level of understanding demonstrated by staff as a result of COOP activation. The MEVV Contractor is also required to develop and submit for approval a method for ensuring the results of COOP activities are captured during the exercise. The MEVV Contractor will work to ensure all COOP activities and reporting-related artifacts are kept current and relevant throughout the term of the Contract. Finally, at a minimum, the MEVV Contractor shall provide COOP updates, especially updates as a result of COOP activities and subsequent findings.

The MEVV Contractor shall develop a template for a report that will be produced within ten (10) business days after the completion of each full mock test or actual disaster recovery exercise and the desk review. The report must, at a minimum, provide details on the following:

- Analysis of activity
- Issues identified during the activity
- Defects identified during the activity
- Lessons learned
 - Issues or problems that resulted from the Continuity of Operations Plan or the execution of the plan
 - Updates and improvements, including:
 - High-level plan to complete and implement changes
 - Updates necessary to better prepare for the next exercise or COOP activation
 - Retest plan

e. Disaster Recovery Plan

The MEVV Contractor shall develop a Disaster Recovery Plan (DRP) two (2) months after Contract start that defines the plan the MEVV Contractor must follow in response to a declared disaster, as defined in Section II.H.5.e above. The DRP must address the five primary areas of Disaster Recovery (DR): Prevention, Protection, Mitigation, Response and Recovery.

Additionally, the DRP must address essential aspects of disaster response and recovery, people, processes, technology, and infrastructure, as well as align with and address all applicable State and Federal (e.g., CMS, SSA, HHS, OIT) Government standards, essential functions, and services. The MEVV Contractor must use the program-approved Master DRP Template. This plan includes the following, as applicable to the proposed environment, but may not be limited to:

- Immediate Response Quick Reference Guide
- DR Communication Plan
- Roles and Responsibilities

- DR Plans
- Data back-up and storage plans
- Source code and compiled executable version back-up and storage
- Cloud environment back-up and storage
- Back-up plans for impacted hardware, software, network, and telecommunications links
- Disaster Scenarios
- System Security
- Plan to address the safety and welfare of project support staff
- Emergency mode of operation plans
- Identification of essential organizational missions and business functions and associated contingency requirements
- A systems impact analysis with a recovery priority by area, a level of service required by each area, and an estimated recovery time
- A business process impact analysis with a recovery priority by business area, a level of service required by each area, and an estimated recovery time
- Documented Recovery Point Objectives (RPO), restoration priorities, and metrics
- Documented Recovery Time Objective (RTO), restoration priorities, and metrics
- Documented contingency roles, responsibilities, and assigned individuals with contact information
- Documented essential organizational missions and business functions despite an information system disruption, compromise, or failure
- Return to Operations (RtOP)
- On-site and off-site emergency and evacuation procedures
- DR/COOP Test Plan (determine frequency of updates and testing requirements)

The MEVV Contractor shall update and deliver the DRP and all supporting documentation every six (6) months following Agency approval for the term of the Contract.

f. DRP Activities and Reporting

The MEVV Contractor shall conduct ongoing DRP activities, as well as conduct DRP activities in the event of an actual disaster or other scenario leading to the activation of the DRP. The MEVV Contractor must ensure all on-boarding staff receive training on the DRP for awareness.

The MEVV Contractor shall conduct planned full mock exercises of the DRP annually (as defined by the system program managers) at a minimum. These activities must establish the effectiveness of the DRP, as well as the performance and level of understanding demonstrated by staff in the event of an actual disaster. The MEVV Contractor shall develop and submit for Agency approval a method for ensuring all areas of DR activities are captured during the exercise. This information must be reported to the Agency following DR activation or mock exercise activities are thoroughly tested and results captured during the event. The MEVV Contractor shall ensure all DRP activities and reporting-related artifacts are kept current and relevant throughout the term of the Contract. Finally, at a minimum, the MEVV Contractor shall provide updates, especially updates as a result of DRP activation activities and subsequent findings.

The MEVV Contractor shall develop a template for a report that will be produced within 10 business days after the completion of each full mock test or actual disaster recovery exercise and the desk review. The report is required to provide details on the following but may not be limited to:

- Analysis of activity
- Issues identified during the activity
- Defects identified during the activity

- Lessons learned
 - Issues or problems that resulted from the Disaster Recovery Plan or the execution of the plan
 - Updates and improvements, including:
 - High-level plan to complete and implement changes
 - Updates necessary to better prepare for the next exercise or DR activation
 - Retest plan

g. COOP/DR Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in [Table II-28: COOP/DR Requirements](#) and [Table II-29: COOP/DR Deliverables](#) and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to Proposal Narrative Questions.

Table II-28: COOP/DR Requirements

| Master ID | Requirement Description |
|-----------|--|
| 4503 | The Contractor shall ensure collaboration with AMMP to develop tiers of criticality, order of priority, and KPIs during DRP/COOP execution and include these elements within their DRP and COOP. |
| 4504 | The Contractor shall provide a back-up and recovery solution system in compliance with State of Alabama Information Technology Policy 673-00 and CFR 164.308 (7)(ii)(A) rules and regulations to ensure full back-up. |
| 4505 | The Contractor shall provide for back up capabilities at a geographically separate remote site(s) within the Continental United States (CONUS) from the Contractor's primary site in accordance with the standards set forth in the DRP/COOP. Recovery Point Objective (RPO) will be a maximum of six (6) hours. |
| 4506 | The Contractor shall maintain full and complete replication of all data and software for restoration from an alternate location as defined in the DRP/COOP. |
| 4507 | The Contractor shall provide alternate processing capability to ensure Agency services deemed necessary by the Agency can continue in the event of a disaster or major hardware problem at the primary location. |
| 4508 | The Contractor shall provide an up-to-date hard and electronic copies of the DRP/COOP stored in a secure, centralized online location and at an offsite location approved by the Agency. |
| 4509 | The Contractor shall provide training to Contractor staff and identified stakeholders on the execution of the DRP/COOP a minimum of twenty (20) business days prior to implementation of the Contractor's module components and annually thereafter or as directed by the Agency. |
| 4510 | The Contractor shall perform annual disaster recovery and business continuity exercises. These exercises will include activities selected from the DRP/COOP to verify the viability of each singular DRP/COOP in accordance with NIST CP-4 standards. The Contractor shall document all testing activities and report the results to the Agency within ten (10) business days from the time of the event. In instances where recovery procedures were unable to be completed, the Contractor shall adjust contingency and training plans to correct the identified plan deficiencies and present updates to the Agency for approval. |
| 4512 | The Contractor shall, in the event of a disaster, resume normal operational business functions in accordance with specified SLAs and according to the Agency-approved disaster recovery plan. |

| Master ID | Requirement Description |
|-----------|--|
| 4513 | The Contractor shall perform and manage all system backup activities in accordance with the Agency's policies and requirements, including regular testing of restore procedures, and perform capacity management related to backup files. |
| 4514 | The Contractor shall work with the Agency and other Agency contractors and modules to resolve any disaster recovery test failures or issues. Additional disaster recovery testing will be performed to confirm successful resolution of test failures or until testing results are accepted by the Agency. |
| 4515 | The Contractor shall review any change to the Contractor system or solution for impact to DRP/COOP and update the DRP/COOP accordingly prior to implementation of the change. |
| 4516 | The Contractor shall keep current key personnel contact information as it relates to Disaster Recovery and Continuity of Operations in the DRP and/or COOP, respectively, with an update every six (6) months. |
| 4517 | The Contractor shall ensure their solution allows for a maximum Recovery Time Objective (RTO) of six (6) hours for the module's solutions and services. |
| 4729 | The Contractor shall develop and submit a Disaster Recovery Plan to the Agency within sixty (60) calendar days of contract start for review and approval. The DRP shall be kept current with an update every six (6) months. |
| 4519 | The Contractor shall gain Agency approval prior to returning service to the primary service host or site(s) in the event a disaster is declared during the course of the Contract period. |
| 4945 | The Contractor shall provide annual test reports to the Agency within five (5) business days of a DRP/COOP exercise. |
| 4946 | The Contractor shall provide a report to the Agency within one (1) business day of a DRP/COOP incidence. |
| 4947 | The Contractor shall provide a report to the Agency within one (1) business day a deficiency to the DR or COOP plans is identified. |
| 5031 | The Contractor shall be required to conduct ongoing DRP test, training, and exercise activities, as well as conduct DRP activities in the event of an actual disaster or other scenario leading to the activation of the DRP. |
| 4959 | The Contractor shall keep all COOP Activities and Reporting-related artifacts current and relevant throughout the term of the contract. The COOP must be kept current with a formal review every six (6) months. |
| 6468 | The Contractor shall develop and submit for Agency approval a method for ensuring the results of COOP activities are captured during the mock COOP exercise. |
| 4957 | The Contractor shall prepare and conduct planned full mock exercises of the COOP, annually at a minimum, in coordination with DRP testing activities. |
| 4961 | The Contractor shall produce a report that will be delivered to the Agency within 10 business days after the completion of each full mock test or actual disaster recovery exercise and desk review. |
| 4962 | The Contractor shall prepare and conduct planned full mock exercises of the DRP, annually at a minimum. |
| 4963 | The Contractor shall develop and submit for approval a method for ensuring the results of DRP activities are captured during the exercise. |
| 4964 | The Contractor shall keep all DRP Activities and Reporting-related artifacts current and relevant throughout the term of the contract. The DRP must be kept current with a formal review every six (6) months. |

| Master ID | Requirement Description |
|-----------|---|
| 6210 | The Contractor shall execute all activities needed to recover and restore operation of information systems, data and software at an existing or alternate location under emergency conditions within six (6) hours of the identification or a declaration of a Disaster. |
| 6212 | The Contractor shall send notification to the Agency immediately upon identification of network hardware or software failures and sub-standard performance that affects the access and use of the EVV for any duration longer than six (6) hours and triage with the Agency to determine the severity level or deficiencies or defects and determine timelines for fixes. |
| 6209 | The Contractor shall ensure that back-ups are adequate and secure for all computer software and operating programs, databases, files, systems, operations and user documentation (in electronic and non-electronic form). |
| 6213 | The Contractor shall store its back-up data in an off-site location in compliance with Medicaid Enterprise Security Policy and approved by the Agency. |
| 6211 | The Contractor shall maintain a back-up log to verify the back-ups were successfully run and shall upon Agency's request provide a back-up status report. |
| 4955 | The Contractor shall develop and submit a Continuity of Operations Plan (COOP) within two (2) months of contract start, which details the Contractor's approach to provide continuity of operations in the event of a natural, man-made or technological emergency as defined in the RFP. The Contractor must use the program-approved Master COOP template. |

h. COOP/DR Deliverables

Table II-29: COOP/DR Deliverables

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|--------------------------------------|---|------------------------------------|----------------------|
| EVV2023-COO-001 | 4955 | Continuity of Operations Plan (COOP) | The COOP shall define in detail the approach the Contractor shall follow to ensure continuity of operations when responding to a disaster | Two (2) months from Contract Start | Every six (6) months |
| EVV2023-DRP-001 | 4729 | Disaster Recovery Plan (DRP) | This DRP shall define in detail the Contractor's approach for return to operations following a disaster. The Contractor shall use the program-approved Master DRP Template. | Two (2) months from Contract Start | Every six (6) months |

6. Certification Management

The Agency views Federal certification as a collaborative and cooperative process between all vested internal and external stakeholders and partners. This partnership between all stakeholders will work to ensure that the MEVV solution and business support responsibilities comply with Federal guidance, conditions, and standards required of all states. Further, this partnership will work to ensure the Agency receives enhanced federal funding for newly implemented, modernized Medicaid modules. The MEVV Contractor shall provide resources to execute comprehensive certification support throughout the term of the contract. If the MEVV does not maintain Federal certification for full Federal Financial Participation (FFP) retroactive to the approved operational date and it is determined by the Agency that such failure or loss of certification and FFP is due in whole or in part to the MEVV Contractor's performance or failure to

perform, then the MEVV Contractor may be subject to Contract Liquidated Damages as described in Section VIII.MM Contract Liquidated Damages.

As the Agency progresses towards its envisioned end-state MES environment, the Agency recognizes that Federal certification/authorization guidance may mature and/or evolve. Therefore, the Agency will provide the MEVV Contractor any additional processes, procedures, and guidance as it is released from all Federal agencies to the Agency. However, for the purposes of submitting a proposal response to this RFP, any current, specific details or guidance around Federal certification/authorization processes or framework that *may* be applicable to the MES, can be found at the following websites:

- CMS: <https://www.medicaid.gov/medicaid/data-systems/index.html>
- FedRamp: <https://www.fedramp.gov/federal-agencies/>
- SSA: <https://www.ssa.gov/dataexchange/security.html>
- NIST: <https://www.nist.gov/privacy-framework/privacy-framework>
- HiTrust: <https://hitrustalliance.net/>
- FTI Data <https://www.irs.gov/pub/irs-pdf/p1075.pdf>

As part of any Federal certification process, it is incumbent upon all MES Contractors to demonstrate that the implemented system functions and business processes meet the systems testing, expected outcomes, and certification-related requirements necessary to achieve Federal certification/authorization. The Agency requires all MES Module Contractors to coexist in an end-to-end integration environment that will allow for complete testing and certification/authorization across all MES components. Executing this vision will be a responsibility of all MES Module Contractors, necessitating extensive cooperation and coordination across the Enterprise. These cooperation and coordination activities are rooted in the implementation of a comprehensive, program-wide plan for certification. The MEVV Contractor shall develop security audits, as required by the Medicaid Enterprise Security Plan and the required System Security Plan and Authorization Package, as detailed in [Appendix D: Contract Deliverables Table](#).

Finally, the MEVV Contractor must understand that any/all certification assistance and work activities required will span the term of the Contract.

a. CMS Streamlined Module Certification (SMC)

In April 2022, CMS published the Streamlined Modular Certification for Medicaid Enterprise Systems Certification Guidance Version 1.0. As such, the Agency will utilize the Streamlined Module Certification (SMC) approach for individual module-based and enterprise-wide system certification, or an alternate certification methodology as required by CMS at the time the MEVV module is ready to be certified.

The program-wide Certification Support Management Plan (COM-16) defines the activities and the schedule related to the CMS certification of each contractor within the AMMP. The MEVV Contractor shall provide resources to execute comprehensive certification support. As part of that support, the MEVV Contractor shall submit all necessary Federal documentation, reports, and required artifacts while performing all necessary business services to assist the Agency in obtaining system certifications in accordance with the published Federal guidance.

Inherent in these support activities, the MEVV Contractor's certification expectations extend to comprehensive assistance with the successful completion of all Operational Readiness Reviews (ORR) and final Certification Reviews (CR) for the MEVV module, according to the Agency's Integrated Master Schedule and continuing monthly submissions of required evidence and metrics, as requested by the Agency. The MEVV Contractor is responsible for preparing, providing, and presenting responses to questions posed by applicable Federal agencies unless the Agency waives specific questions. Additionally, the MEVV Contractor must support certification activities including but not limited to:

- Meet or exceed all CMS business-related outcome statements and enterprise outcome statements
- Develop and provide all evaluation criteria and required evidence
- Meet all key performance indicator (KPI) metrics
- Follow all guidelines, definitions and calculations found in the most current CMS EVV Certification guidance
- Provide demonstrations, automated test reports and screenshots as required in the CMS Evaluation Criteria and KPI guidance documentation

The MEVV Contractor must maintain knowledge of all applicable Federal CMS EVV certification regulations. Any gaps between the regulations and the current certification process must be reported to the Agency immediately upon identification. The MEVV Contractor must provide an impact report to the Agency that recommends changes to meet the modified regulations within thirty (30) days of the regulation publication to ensure appropriate remediation steps are incorporated into the process in a timely manner.

b. Social Security Administration (SSA) Certification

Federal standards require the SSA to maintain oversight of the information it provides to its Electronic Information Exchange Partners (EIEPs). EIEPs must protect the information with efficient and effective security controls. SSA requires electronic data exchange partners to meet information security safeguards requirements, which are intended to protect SSA-provided information from unauthorized access and improper disclosure. As a prerequisite to receiving SSA information, SSA must certify that new electronic data exchange partners are in full compliance with defined safeguard requirements. Moreover, SSA conducts triennial security reviews of all electronic data exchange partners to ensure their ongoing compliance with safeguard requirements.

The MEVV Contractor’s certification support activities are inclusive of comprehensive assistance with the successful completion of the Social Security Administration (SSA) Certification for the MEVV module as defined by the SSA and in accordance with the Agency’s Integrated Master Schedule. The MEVV Contractor is also responsible for providing responses to assigned questions posed by SSA.

c. Certification Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in [Table II-30: Certification Management Requirements](#) and [Table II-30: Certification Management Requirements](#), [Table II-31: Certification Deliverables](#) and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to Proposal Narrative Questions.

Table II-30: Certification Management Requirements

| Master ID | Requirement Description |
|-----------|---|
| 4549 | The Contractor shall collaborate with AMMP to attest and support all Agency-approved Certification Support Management Plans. |
| 4551 | The Contractor shall be able to adapt to changes to the Outcomes-Based Certification (OBC)/SMC approach as they become available from CMS in order to support the Agency complying with CMS’ Conditions and Standards for Enhanced Federal Funding and achieving and maintaining Federal certification. |
| 4552 | The Contractor shall meet each requirement listed in Part 11 of the State Medicaid Manual and the CMS Certification requirements. |

| Master ID | Requirement Description |
|-----------|---|
| 4554 | The Contractor shall provide all source documentation and contribute to the preparation of the certification folders that include the State Medicaid Manual and CMS-required documentation, reports, requirement/outcome crosswalks, required evidence/testing scenarios, and MITA capability supporting documentation. |
| 4555 | The Contractor shall prepare and load updated, Agency approved system documentation to the Certification Documents Repository thirty (30) business days prior to all Federal certification reviews. |
| 4556 | The Contractor shall provide an identified certification lead to support all certification activities throughout all certification phases and processes over the term of the Contract, as requested by the Agency. |
| 4557 | The Contractor shall provide all requested/applicable subject matter expertise, system, and/or business operational staff to support the Agency in completion of all required Certification materials, answer questions, or provide insight during the certification process, including onsite, in person interviews, as requested by the Agency and in accordance with both AMMP Certification Support Management Plan and module-specific Certification Support Management Plan. |
| 6201 | The Contractor shall make all requested certification-related data available to the requestor in the format, media type, and quantities designated, at no additional charge, within three (3) business days of receipt of a request from the State/Federal government or Agency. Requests are limited to data within the purview and scope of the Contractor. |
| 4559 | The Contractor shall support any Federal certification remediation activities that are identified by the Agency, for the AMMP and MES, deemed necessary to achieve Federal sign-off/approval/certification for any enterprise-wide AMMP and MES modularity over the term of the contract. |
| 4561 | The Contractor shall prepare and participate in all demonstrations needed for Federal Certification for any part of the AMMP or MES. This includes at a minimum: 1. Demonstration scenario data 2. Dry runs 3. Functionality required to successfully complete demonstration scenarios |
| 4562 | The Contractor shall provide a walkthrough of any designated operations sites, if required by the State or the Federal certification team. |
| 4563 | The Contractor shall provide updated versions of the Systems documentation and artifacts to address each finding following Federal certification Operational Readiness Reviews (ORR) or the Certification Reviews (CR) within the timeframe agreed upon between the Contractor and the Agency. |
| 4954 | The Contractor shall assist the Agency in obtaining all eligible system certifications including, but not limited to: a. Submission of all necessary Federal documentation, reports and required artifacts b. Comprehensive assistance with the completions of all Operational Readiness Reviews (ORRs) c. Final Certification Reviews (CRs) for all MES modules according to the Agency's Integrated Master Schedule d. Continuing monthly submissions of required evidence, as requested by the Agency. |
| 6261 | The Contractor shall create and submit required systems documentation and artifacts for Agency review and approval three (3) months prior to the Operational Readiness Reviews (ORR). |
| 6283 | The Contractor shall update all TPAs and produce a comprehensive final TPA package for Agency review and approval 45 days prior to CMS Operational Readiness Review (ORR). |

| Master ID | Requirement Description |
|-----------|--|
| 6413 | The Contractor shall fully support CMS certification activities until final certification approval is received. |
| 6199 | The Contractor shall correct all deficiencies identified by the Operational Readiness Review (ORR) to bring the EVV into compliance with the EVV compliance guidelines for system implementation. The correction of the deficiencies shall be considered system maintenance and shall not be billable. |
| 6198 | The Contractor shall correct all deficiencies identified by the Certification Review (CR) to bring the EVV into compliance with the EVV compliance guidelines. The correction of the deficiencies shall be considered system maintenance and shall not be billable. |
| 6200 | The Contractor shall maintain federal certification for full federal financial participation (FFP) retroactive to the approved operational date |
| 6407 | The Contractor shall develop a CMS certification plan that describes the approach the Contractor intends to follow to obtain outcome -based certification as defined by CMS EVV certification guidelines |
| 6465 | The Contractor shall complete and submit the Alabama Operational Report Workbook for the module solution to the Agency, for submission to CMS, for the term of the contract. |
| 6467 | The Contractor shall be responsible for developing all ongoing CMS operational reporting and any additional certification support requested by CMS or the agency for the term of the contract. |

d. Certification Deliverables

Table II-31: Certification Deliverables

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|------------------------|--|---|------------------|
| EVV2023-CRT-001 | 6407 | CMS certification Plan | The Contractor shall develop a CMS certification plan that describes the approach the Contractor intends to follow to obtain outcome -based certification as defined by CMS EVV certification guidelines, which includes the following but is not limited to: <ul style="list-style-type: none"> • Certification support • Development/production of all artifacts in support of each Key Performance Indicator • Certification issue resolution • Certification post-implementation support | Three (3) months from the start of the contract | Three (3) months |

7. Turnover and Closeout Management

Both the MEVV Contractor and the Agency benefit from successful Contract Turnover and Closeout activities. Contract turnover and closeout is essential for the timely execution of tasks and to conduct an Agency-approved closeout. The MEVV Contractor shall be required to provide both an initial and updated Turnover Management Plan.

The Turnover and Closeout Phase is defined as the last twelve (12) months prior to the end of the Contract. During the Turnover and Closeout Phase, the incumbent MEVV Contractor shall review and revise the Turnover Management Plan and deliver quarterly. At the end of the Contract term, the incumbent Contractor must be ready to turn over all records, data, manuals, training materials, plans and deliverables, established business services, and solution operations to the Agency and a successor Contractor to fulfill/complete all the requirements of the Contract term. The Agency expects the incumbent MEVV Contractor to cooperate with the Agency and the new Contractor to perform ongoing operations of the solutions, as well as support turnover and closeout services defined in the contract.

The closeout of MEVV business services must be completed without interruption of business operations, module services, or enterprise degradation and without a decrease in the responsiveness to the Agency clients and other MES stakeholders. Finally, the Agency expects that all end of Contract, turnover training sessions, and activities occur in an adequate timeframe to facilitate just-in-time knowledge transfer.

a. Initial Turnover Management Plan

The MEVV Contractor shall be required to provide the initial Turnover Management Plan within the first six (6) months from Contract start date. The initial Turnover Management Plan should include, but not be limited to, the following:

- Detailed Turnover Approach: A clear description of the needs and expectations for AMMP PMO, MES Contractors, the Agency, and any additional parties identified by the Agency
- Turnover Communication Approach
- Turnover Team
 - Key roles and resources associated with Turnover planning and activities
 - Defined responsibilities of each role specific to Turnover
- Turnover assumptions, constraints and risks and recommendations

b. Updated Turnover Management Plan

The MEVV Contractor is expected to provide an updated Turnover Management Plan, which is required for the transition of operations, services, and system components, to the Agency for review and approval at least ninety (90) calendar days prior to the start of the turnover period, defined as the last twelve (12) months prior to the end of the Contract.

The updated Turnover Management Plan shall facilitate and accomplish a seamless transition from the incumbent to an incoming contractor, AMMP PMO, Agency personnel, and any additional parties identified by the Agency at the expiration of the contract. The updated Turnover Management Plan should include, but not be limited to, the following:

- Detailed Turnover Approach
- Turnover Communication Approach
- Turnover Team
- Turnover Assumptions, Constraints and Risks and Recommendations
- Turnover Strategy – including Initial Transition Readiness Assessment
- Contract Continuity Approach
 - Turnover Staffing Plan
 - Key Personnel transition approach
- Agency Agency-Owned Data or Artifacts
 - Inventory and approach of all data sharing
 - Approach to digitizing, transferring, and shredding hard copy artifacts
- User Accounts
 - The MEVV Contractor shall work with the AMMP PMO to coordinate an approach to

- ensuring accountability for disabling any personnel access and user accounts
 - List of Personnel User Account information by Agency system
 - List of MEVV Contractor Personnel in possession of an Agency-authorized property badge
 - Finalized list upon contract turnover, including dates of deactivation or disabling of each individual account or access authorization
- Turnover Acceptance Criteria - The MEVV Contractor shall draft the turnover acceptance criteria based on their intimate knowledge and expertise of the Contract, the current status of the project, and state of daily operations. Criteria may be compiled of key milestones, Knowledge Transfer, tasks, and activities designated in the MEVV Contractor-provided and Agency-approved Turnover Schedule, including a detailed description and responsible party.

c. Status Reporting

The incumbent Contractor shall, during the Turnover and Closeout Phase, provide a Turnover Status Report and updated Turnover Schedule on a weekly basis.

d. Turnover and Closeout Management Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in [Table II-32: End of Contract and Turnover Requirements](#) and [Table II-33: End of Contract and Turnover Deliverables](#) all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to Proposal Narrative Questions.

Table II-32: End of Contract and Turnover Requirements

| Master ID | Requirement Description |
|-----------|--|
| 4530 | The Contractor shall, within six (6) weeks of the Contact start date of the incoming contractor, hold the kick-off meeting with the Agency, PMO, MES Contractors, and the incoming contractor. |
| 4531 | The Contractor shall update and submit, for Agency review and approval, the Turnover Management Plan, one quarter prior to the beginning of the Turnover and Closeout Phase, to be updated quarterly, thereafter. |
| 4532 | The Contractor shall, along with the PMO and incoming contractor, within four (4) weeks of new contract start, hold a meeting with the Agency to walk through the Turnover Management Plan Deliverable and receive Agency approval. Comments and issues will be resolved during the meeting with the Agency, if possible. Any outstanding comments and issues must be handled through remediation to the plan within five (5) calendar days. |
| 4533 | The Contractor shall, within six (6) weeks of new contract start, facilitate an initial meeting (to occur after discovery sessions have completed) with the new contractor, PMO, and the Agency to review the Agency approved Turnover Management Plan, update the Turnover and Closeout Phase schedule, and plan the initial kickoff meeting with all MES Contractors. |
| 4536 | The Contractor shall designate key points of contact for turnover planning and activities as related to the module in accordance with the Turnover Management Plan. |
| 4537 | The Contractor shall, if requested, allow the Agency or Agency-specified resource to work side-by-side to facilitate knowledge transfer. |
| 4538 | The Contractor shall provide and assign staffing resources to successfully complete the Turnover Management Plan and activities according to the approved Turnover and Closeout Phase Schedule. |
| 4539 | The Contractor shall, at no cost to the Agency, be responsible for and correct any defects within the Agency-approved timeframes that are introduced by the Contractor, or caused by a lack of Contractor support, as identified by the Agency, prior to or by the completion of the Turnover and Closeout period. |

| Master ID | Requirement Description |
|-----------|---|
| 4541 | The Contractor shall, upon termination of the Contract, ensure associated licenses with ownership are transferred to the Agency. |
| 4542 | <p>The Contractor shall, in the event of an executed Contract amendment or Contract extension, provide the Agency with the following:</p> <ol style="list-style-type: none"> a. Replacements for all data and reference files, computer programs, control language, and system software b. All other documentation as required by the Agency or its agent to operate the solution |
| 4543 | The Contractor shall turn over, in a format approved by the Agency, module-related system design documentation, records, data, manuals, training materials, training data, plans, and deliverables to the Agency in accordance with the Agency approved Turnover Management Plan and Turnover and Closeout Phase schedule. |
| 4544 | The Contractor shall generate and provide all Agency-requested, module-related documentation and data for inclusion into a procurement library within sixty (60) business days of the Agency's request as part of the turnover and closeout activities. |
| 4545 | <p>The Contractor shall return all documents, which refers to any outstanding documentation after the completion of turnover activities with the incoming contractor, to Medicaid within three (3) business days following expiration or termination of the contract. This includes but is not limited to:</p> <ol style="list-style-type: none"> 1. Final records 2. Checklists 3. Data dumps |
| 4546 | The Contractor shall, upon the expiration of the Contract term or the termination date, remove/delete and sanitize all Medicaid data from all Contractor storage devices and media in accordance with the Medicaid Enterprise Security Policy and submit an attestation of those actions to the Agency upon the expiration of the Contract term or the termination date. |
| 4547 | The Contractor shall maintain all software and production data files used in the performance of the Contract for at least one hundred twenty (120) calendar days after the expiration or termination of the Contract and shall maintain such at a readily accessible place and shall make them available to the Agency on demand in the format and media requested. |
| 4548 | The Contractor shall comply with all applicable Federal and Agency protocols and requirements for the destruction of PHI. |
| 4783 | The Contractor shall provide a Turnover Status Report monthly during the first three quarters of the turnover period, with weekly updates thereafter until the term of the Contract. The Turnover and Closeout phase is defined as the last twelve (12) months prior to the term of the contract. |
| 4785 | The Contractor shall develop and submit a detailed Turnover Schedule to the Agency ninety (90) calendar days prior to the start of the turnover period for review and approval. The Contractor shall update the Turnover Schedule quarterly during the first three quarters of the turnover period, with weekly updates thereafter through the Term of the contract. |
| 5024 | <p>The Contractor shall collaborate with the new contractor and the PMO to update and submit the Turnover and Closeout Phase schedule for review and approval by the Agency in alignment with the following timeframes:</p> <ol style="list-style-type: none"> 1. Submittal within six (6) weeks of the new Contract execution date. 2. Agency review and approval to be completed within eight (8) weeks of completion of the discovery sessions. 3. Weekly updates thereafter until the end of the contract. |

e. Turnover and Closeout Management Deliverables

Table II-33: End of Contract and Turnover Deliverables

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|--------------------------|---|--|---|
| EVV2023-TRN-001 | 4531 | Turnover Management Plan | The Contractor shall provide a Turnover Management Plan that provides the details to successfully facilitate a seamless transition from the incumbent to an incoming contractor | Six (6) months from Contract Start | Three (3) months prior to the start of the turnover period, then Quarterly, until final three (3) months. Weekly for final three (3) months |
| EVV2023-TSR-001 | 4783 | Turnover Status Report | The Contractor shall provide a Turnover Status Report for Agency review during the turnover period. The Turnover and Closeout phase is defined as the last twelve (12) months prior to the term of the Contract. The Turnover Status Report shall contain, at a minimum: <ol style="list-style-type: none"> 1. Overall turnover status 2. Turnover deliverables, milestones, key activities accomplished 3. Current blockers, concerns, or constraints 4. Status of critical issues and/or risks 5. Upcoming activities 6. Key decisions made or needed 7. Current Transition Checklist 8. Current status of Turnover Acceptance Criteria | Twelve (12) months prior to the term of the Contract | Monthly for three (3) quarters. Weekly starting three (3) months prior to the term of the Contract |

8. General Staffing

Staffing is a key component to the success of the overall MEVV implementation and overall solution operations and maintenance. As such, the Agency has outlined and defined the staffing categorization and staffing requirements focused on the Key (Named) Personnel. The Personnel Tables in the following subsections outline the Key Personnel and qualifications the Agency views as minimally necessary to support a proposed solution.

The Vendor is also required to propose an overall staffing structure that will support the requirements, specifications, and expectations laid out within this RFP. Therefore, the Vendor is encouraged to propose staffing positions deemed as critical to the success of the solution, whether or not those positions or descriptions are listed within the following subsections.

a. Location of Work Performed

Services required of the MEVV Contractor for the AMMP may be performed onsite, remote or a combination of both and must be performed within the continental United States.

The MEVV Contractor personnel shall be responsible for the cost of their own travel, parking, local transportation, per diem, and lodging. MEVV Contractor personnel that travel to work onsite in the Agency’s facility require escort by an authorized State employee or contractor. It is the responsibility of the MEVV Contractor to coordinate their escorted access through the Medicaid Service Desk. Typical badge operating hours are 6:00 A.M. to 5:30 P.M. Central Time, Monday through Friday, excluding state holidays and emergency closures, throughout the term of the contract. Exceptions for outside of normal business hours may include visiting contractors’ onsite support for releases or critical test activities. Escorted access requests shall include the visiting individuals’ names and their company name, the company point of contact if different from the visitors, the Agency contact’s name and telephone number, the reason for the visit, date, time, and duration of visit. If unescorted access to the Agency’s facility is justified, the MEVV Contractor shall request it through the Agency. An unescorted visitor’s badge requires a state and national fingerprint-based background check performed by the Alabama Law Enforcement Agency (ALEA), and the completion of annual Agency-designated security awareness training. The ALEA background check must be coordinated with the Agency, and the costs shall be borne by the MEVV Contractor.

b. General Staffing Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to Proposal Narrative Questions.

Table II-34: General Staffing Requirements

| Master ID | Requirement Description |
|-----------|--|
| 6294 | <p>The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the MEVV Module including, but not limited to:</p> <ol style="list-style-type: none"> 1. Project Manager 2. Testing Manager 3. Technical Manager 4. Security Manager 5. Program Manager 6. Training Lead 7. Product Lead 8. OCM Lead |

| Master ID | Requirement Description |
|-----------|---|
| 6295 | <p>The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the MEVV Module including, but not limited to:</p> <ol style="list-style-type: none"> 1. Operations Manager 2. Configuration Manager 3. Security Manager 4. Technical Manager 5. Product Lead 6. Training Lead |
| 6302 | <p>The Contractor shall provide their allocated staff the necessary training and support to become knowledgeable in AMA's programs and data.</p> |
| 4655 | <p>The Contractor shall provide and keep current, as part of the Resource Management Plan, organizational charts depicting the Contractor's organization in relation to the project, including key, lead, and project personnel. These charts shall include identification of each employee and position/contract area.</p> |
| 4656 | <p>The Contractor shall ensure that all personnel assigned by the Contractor or its subcontractor(s) to the performance of services under this procurement and executed Contract shall be fully qualified to perform the duties and responsibilities as described by their position.</p> |
| 4657 | <p>The Contractor shall certify that all data, hosting, and work associated with this Contract is located within the continental United States (CONUS) and no staff, including subcontractors, shall access, view, or receive Alabama data while they are outside of the CONUS.</p> |
| 4658 | <p>The Contractor shall, as part of the Resource Management Plan, create and maintain a staff loading chart for each phase of the project. The staff loading chart shall provide staffing levels (estimated by phase) throughout the term of the Contract. Roles should be identified by resource type (key personnel, lead personnel, and general project personnel).</p> |
| 4659 | <p>The Contractor shall provide and allocate project staff inclusive of all required Key Personnel and Lead Personnel, as well as any additional general project personnel, that will meet the requirements, RFP Scope of Work, and expectations of the Agency throughout all project phases, for the term of the Contract.</p> |
| 4661 | <p>The Contractor shall notify the Agency within one (1) business day of the Contractor being notified of a replacement, reassignment, resignation, or termination of any personnel directly supporting the awarded Contract.</p> |
| 4665 | <p>The Contractor shall fill vacant staff positions named in the RFP within thirty (30) business days of date of vacancy or obtain written approval by the Agency for extended vacancies.</p> |
| 4667 | <p>The Contractor shall provide a staffing solution that will include only staff performing AMMP work to be located within the continental United States (CONUS).</p> |
| 4668 | <p>The Contractor shall have personnel available during normal Agency business hours, 8:00 a.m. to 5:00 p.m. Central Time, Monday through Friday, excluding State holidays and emergency closures.</p> |
| 4974 | <p>The Contractor shall have all personnel and ancillary personal working offsite equipped with hardwired broadband internet connection either through DSL, cable, or fiber to home (FiOS or FiberOptic) with minimum internet speed of 10 mbps download and 5 mbps upload contracted speed.</p> |
| 6303 | <p>The Contractor shall verify that Key Implementation Personnel and Key Operations Personnel work together from ORR through the Certification Review and completion of any action items required per the certification letter.</p> |
| 6299 | <p>The Contractor shall provide staff to meet change request requirements of the Contract. The staff shall be knowledgeable in and have experience with the EVV solution.</p> |

| Master ID | Requirement Description |
|-----------|---|
| 6301 | The Contractor shall provide staff to meet the state and Federal reporting submission and correction requirements of the Contract. The staff shall be knowledgeable in and have experience with the EVV solution. |
| 6300 | The Contractor shall provide staff to meet the go-live requirements of the Contract. The staff shall be knowledgeable in and have experience with the EVV solution. |
| 5799 | The Contractor shall replace or reassign personnel for any positions named in the RFP at the Agency's request. |
| 6293 | The Contractor shall ensure that a Technical/System subject matter expert be present at all meetings. |
| 6296 | The Contractor shall have the MEVV solution Product Lead and Technical Lead attend and actively participate in all meetings. |

c. Key Personnel

For the purpose of this contract, the term “Key Personnel” refers to senior manager, contract personnel deemed by the Agency to be essential to the satisfactory performance of this contract. All Key Personnel shall be employed by the MEVV Contractor. Any changes to this must be approved by the Agency. It is required that the awarded MEVV Contractor must, over the base Contract duration and all future contract amendments, maintain Key Personnel based on the current and anticipated demands and complexity of maintaining and operating the implemented solution.

In the event it becomes necessary to replace Key Personnel, the MEVV Contractor shall notify the Agency as soon as possible and, when possible, allow a four (4) week period for knowledge transfer from the Key Personnel to the replacement personnel at no additional charge to the Agency. The Agency reserves the right to conduct a personal interview with any Key Personnel prior to the start of the Contract and request replacement of personnel at any time during the Contract. Requested personnel change does not constitute a change to the Contract.

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Tables II-35 through II-44 for Key Personnel and all requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to Proposal Narrative Questions. The Key Personnel tables list their roles, engagement parameters, responsibilities, and required experience/qualifications.

Vendors are required to provide résumés for all resources that are proposed to hold a Key Personnel position in accordance with the form/format presented in [Appendix H: Key Personnel Resume Sheet](#) and should be included as part of the proposal response in Tab 8.

Table II-35: Key Personnel – Project Manager

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|------------------------|----------|---|----------------------|------------------------------|
| Project Manager | | | | |
| Key (Named) | 1.00 | From Contract Start Date Through Federal Certification of the MEVV Module until 90 days post certification review | Entire Scope of Work | 100% allocated to the Agency |

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|---|----------|--------|---|------------|
| Minimum Required Responsibilities | | | | |
| <p>Provide management of the project and serve as the chief liaison to the Agency for design, development, and project implementation activities, as well as the project’s maintenance and operational phase to include:</p> <ul style="list-style-type: none"> • Contract administration and coordination of basic contractual/invoicing requirements • Project and scope coordination and management • Project scheduling and provision of resources • Formal communication and correspondence with the Agency • Primary point of contact for the MEVV contract, including deliverables, risk, issues, decisions, action items, etc. • Responsible for the measurement, assessment of required project metrics (e.g., health, performance, quality) • Responsible for managing the contract resources, including onboarding, training, assignments, etc. • Responsible for keeping all phases of the program on time • Oversee, develop, and monitor the tools, processes, and procedures • Provide regular status reports • Oversee and manager project | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| <ul style="list-style-type: none"> • 8+ years of experience managing multiple concurrent projects • 6+ years of experience managing implementation and operations of Medicaid or Major Health Care Payer projects • 4+ years of experience with EVV implementation and operations of technology deployments, including integration efforts • 4+ years of experience with Medicaid Enterprise Certification Toolkit, Outcomes Based Certification, or other Certification efforts • Working knowledge of Medicaid Transformation Initiative, Medicaid Information Technology Architecture (MITA) 3.0, and the CMS Seven Standards and Conditions | | | <p>Bachelor’s degree in computer science, information systems, business, or a related field; or equivalent work experience as listed in the MRE.</p> <p>Project Management Institute (PMI) Project Management Professional (PMP) or equivalent certification.</p> | |

Table II-36: Key Personnel – Technical Manager

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|--|----------|--|--|------------------------------|
| Technical Manager | | | | |
| Key (Named) | 1.00 FTE | Contract Start Date through Federal Certification of the MEVV Module, during major system changes, and multi-module changes. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Oversee the development of the MEVV • Oversee and direct the DDI project team • Provide regular project updates • Complete and submit performance and status reports • Manage MEVV technical schedules and deliverables • Assigned to sit on CAB • Manage data mapping and/or conversion activities • Manage resource utilization and team integration • Deploy corrective action processes (as needed) • Provide bi-weekly status report | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| <ul style="list-style-type: none"> • 8+ years of experience managing Medicaid or Major Health Care Payer projects • 6+ years of experience as a Technical Manager (Technical Manager of datacenter or infrastructure type project) • 4+ years of experience with EVV implementation and operations of technology deployments, including integration efforts • Working knowledge of Medicaid Transformation Initiative, Medicaid Information Technology Architecture (MITA) 3.0, and the CMS Seven Standards and Conditions | | | Bachelor’s degree in computer science, information systems or similar field; or equivalent work experience as listed in the MRE. | |

Table II-37: Key Personnel – Testing Manager

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|--|----------|--|--|------------------------------|
| Testing Manager | | | | |
| Key (Named) | 1.00 FTE | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Manage testing activities during DDI and Operations • Manage testing activities for enhancements and maintenance and operations, as needed • Direct and oversee the development of the Test Plan and Strategy for DDI and ongoing operations • Coordinate, plan, document, and facilitate the testing preparation, activities, and tasks • Produce and maintain associated schedules, plans, and procedures for testing • Set project or program controls and tracking to allow effective management of the defined tasks; report progress to project or program management as required • Lead training of Agency personnel and Agency-designated contractors in the use of testing tools • Validate that testing activities are carried out according to quality standards • Oversee testing processes, test scripts, preparation of test environments; verify that requirements are tested and test plans that can be traced to requirements • Provide testing metrics and reports and report on test case completion, defects, and defect resolution • Work with the Agency in support of User Acceptance Testing (UAT) | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| Minimum 4 Years professional experience leading teams for software testing, E2E testing, integration testing, UAT, and/or automation testing | | | Bachelor's Degree - Software Engineering, Information Systems, or other Technical degree | |

Table II-38: Key Personnel – Operations Manager

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|---|----------|--|---|------------------------------|
| Operations Manager | | | | |
| Key (Named) | 1.00 | From Operational Readiness Review (ORR) through the term of the contract | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Primary work location will be the Vendor’s operational facility • Ongoing Operations Management | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| <ul style="list-style-type: none"> • 4+ years of experience managing implementation and operations of EVV solutions • 4+ years of experience managing implementation and operations of Medicaid or Major Health Care Payer projects | | | Bachelor’s degree in computer science, information systems, business, or a related field; or equivalent work experience as listed in the MRE. | |

Table II-39: Key Personnel – Configuration Manager

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|---|----------|--|---|------------------------------|
| Configuration Manager | | | | |
| Key (Named) | 1.00 | From Operational Readiness Review (ORR) through the term of the contract | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Plan and execute Change Management (CM) throughout the project lifecycle, including development, migration, deployment, and security • Oversee the daily management of configuration items • Develop, and execute migration plans • Manage and update configuration management processes • Ensure that IT staff members follow CM processes | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| <ul style="list-style-type: none"> • 4+ years of experience with EVV implementation and operations of technology deployments, including integration efforts • Working knowledge of Medicaid Transformation Initiative, Medicaid Information Technology Architecture (MITA) 3.0, and the CMS Seven Standards and Conditions | | | Bachelor’s degree in computer science, information systems, business, or a related field; or equivalent work experience as listed in the MRE. | |

Table II-40: Key Personnel – Security Manager

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|---|----------|---|---|------------------------------|
| Security Manager | | | | |
| Key (Named) | 1.00 | Contract Start Date through Turnover and Closeout | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| Responsible for planning and directing system security for the EDS solution and compliance with the Medicaid Enterprise Security policy, including, but not limited to: <ul style="list-style-type: none"> • Serve as the leader in compliance with the Medicaid Enterprise Security policy • Serve as the leader in HIPAA compliance • Serve as leader in all State and Federal Security requirements and compliance (e.g., audits and security testing) • Ensure integration and alignment with Data Governance office, Privacy office, and Security office tools • Implementation and maintenance of the policies and procedures in support of the Medicaid Enterprise Security Policy • Daily program operations and program development • Monitoring program compliance • Risk Mitigation, development, and activities related to the Plan of Action and Milestone (POAM) to close vulnerabilities | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| <ul style="list-style-type: none"> • 5+ years of professional experience in information security compliance • 2+ years of direct experience in HIPAA compliance • Knowledge and demonstrated experience with NIST, Federal Information Security policies/requirements, HIPAA, and other related State and Federal information privacy laws, security laws, and breach notification laws • Working knowledge of, and experience with MARS-E, POAM, and ATO packages, two (2) years combined | | | Bachelor’s degree in computer science, information systems, business, or a related field; or equivalent work experience as listed in the MRE. | |

Table II-41: Key Personnel – Program Manager

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|--|----------|--|----------------------|------------------------------|
| Program Manager | | | | |
| Key (Named) | 2.00 | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Creating and updating all the project deliverables • Identifying and engaging relevant stakeholders, including senior management, project teams, cross-functional teams, clients, and external partners. • Monitoring and controlling program activities, ensuring compliance with organizational policies and procedures. • Monitoring resource utilization, identifying gaps or constraints, and making adjustments as necessary to | | | | |

ensure project success

- Overseeing the execution of program activities according to the defined schedule and plan. Tracking progress, identifying dependencies, and resolving conflicts or issues that may arise during program execution.
- Identifying and assessing risks and issues that may impact the program's success. Developing mitigation strategies, contingency plans, and escalation procedures to address and resolve them. Regularly monitoring and reviewing risk and issue logs to ensure proactive management.
- Establishing effective communication channels and mechanisms to keep stakeholders informed about program progress, milestones, and deliverables. Creating and presenting regular status reports, executive summaries, and presentations to provide program updates and highlight key achievements or challenges.
- Establishing and implementing quality standards and processes to ensure the delivery of high-quality program outcomes.
- Identifying and managing changes that may impact the program scope, timeline, or resources. Assessing change requests, evaluating their impact, and obtaining necessary approvals.
- Conducting program evaluations to assess the achievement of program goals and objectives. Gathering feedback from stakeholders, analyzing program performance, and identifying areas for improvement. Documenting lessons learned and best practices to enhance future program management.

| Minimum Required Experience (MRE) | Minimum Required Qualifications |
|--|--|
| <ul style="list-style-type: none"> • 8+ years of program management experience managing multiple concurrent programs • 6+ years of program management experience managing complex integration efforts involving multiple state agencies and other stakeholders • 4+ years of experience with EVV implementation and operations of technology deployments, including integration efforts • 4+ years of experience with Medicaid Enterprise Certification Toolkit, Outcomes Based Certification, or other Certification efforts • 3+ years of program and management experience implementing and managing solutions that manage activities for Medicaid HCBS • Basic understanding of technical concepts like APIs, data migrations, systems integration, etc. • Working knowledge of Medicaid Transformation Initiative, Medicaid Information Technology Architecture (MITA) 3.0, and the CMS Seven Standards and Conditions | <p>Bachelor’s degree in computer science, information systems, or equivalent work experience as listed in the MRE.</p> <p>Project Management Institute (PMI) Program Management Professional (PgMP) or equivalent certification.</p> |

Table II-42: Key Personnel – Training Lead

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|--|----------|--|--|------------------------------|
| Training Lead | | | | |
| Key (Named) | 1.00 | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Developing and designing training programs that align with the organization's goals and objectives by identifying training needs, determining learning objectives, and creating training materials and curriculum. • Collaborating with key stakeholders to identify skill gaps, training requirements, understand specific training needs to identify training need • Creating or overseeing the development of Alabama specific training materials, including presentations, handouts, manuals, videos, and e-learning modules. Ensuring that training materials clear, concise, and engaging for the target audience. • Delivering training sessions and workshops to employees using various methods such as classroom training, online learning platforms, webinars, or on-the-job training. Ensuring the delivery of effective and engaging training programs. • Coordinating and scheduling training sessions, including logistics, venue arrangements, participant registration and managing training calendars • Implementing evaluation methods to assess the effectiveness of training programs. • Maintaining accurate records and documentation related to training attendance, evaluation results, and training materials. • Staying updated with the latest trends and best practices in training and development. | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| <ul style="list-style-type: none"> • 6+ years of experience as a lead trainer for complex software applications in Medicaid, or Major Health Care Payer projects • 5+ years of experience developing training material, conducting training sessions, instructional design methodologies, adult learning principles, and training delivery techniques • 4+ years of experience designing, developing, and delivering training programs in Medicaid Home and Community-Based Services | | | <p>Bachelor’s degree in computer science, information systems, or equivalent work experience as listed in the MRE.</p> <p>Certifications in Certified Professional in Learning and Performance (CPLP) or Certified Instructional Designer (CID); and can showcase knowledge and expertise in designing and delivering effective training programs.</p> | |

Table II-43: Key Personnel – Product Lead

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|--|----------|---|----------------------|--|
| Product Lead | | | | |
| Key (Named) | 1.00 | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| • | • | <ul style="list-style-type: none"> Understanding the RFP requirements and translating these needs and requirements into clear product definitions and user stories. Collaborating with cross-functional teams to ensure product requirements, features, and specifications are being configured and implemented according to project timelines. Collaborating with Alabama stakeholders and Contractor’s designers and user experience specialists to create intuitive and engaging product experiences. Providing guidance on user interface design, usability, and user research to ensure the product meets customer needs and expectations. Monitoring product performance metrics, such as user adoption, customer satisfaction, and analyzing data and customer feedback to identify areas for improvement. Engaging with Agency internal and external stakeholders to plan and execute product launches. Facilitating effective communication and collaboration across teams to drive successful product outcomes. Ensuring product quality and reliability by working closely with Agency quality assurance teams. Monitoring customer support inquiries and feedback to identify and address product issues and improve customer satisfaction. | | |
| Minimum Required Experience (MRE) | | | | Minimum Required Qualifications |
| • | • | <ul style="list-style-type: none"> 7+ years of experience as a product lead for complex software applications in Medicaid, or Major Health Care Payer projects 4+ years of experience developing and implementing products in the Medicaid or Healthcare domain 4+ years of experience designing, developing, and delivering and implementing product features in Medicaid Home and Community-Based Services Expert understanding of technical concepts like APIs, data migrations, systems integration, etc. | | <p>Bachelor’s degree in computer science, information systems, or equivalent work experience as listed in the MRE.</p> <p>Certifications in Product Management</p> |

Table II-44: Key Personnel – Organizational Change Management (OCM) Lead

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|--|----------|--|---|------------------------------|
| Organizational Change Management Lead | | | | |
| Key (Named) | 1.00 | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Think strategically and plan communications that align with MEVV’s goals • Identifies and analyses stakeholders who will be impacted and develop a stakeholder engagement strategy and plan • Manages relationships with stakeholders, including clients, employees, and external partners • Designs and implements effective communication strategies to inform employees and stakeholders about the change, its purpose, benefits, and potential impact. • Develops communication materials, such as emails, newsletters, presentations, and intranet content, and ensure consistent and timely messaging across various channels. • Communicates effectively and clearly in both verbal and written formats • Assesses training needs, tracks training progress, and provides ongoing support • Coordinates with stakeholders to gather information to be communicated within and outside the program • Be adaptable and be able to quickly adjust to changing situations and priorities • Possess strong leadership skills and facilitate key communication decision • Develops and promotes branding initiatives consistent with AMMP goals and objectives. • Responsible for the development and execution of all communications strategies for the MEVV Project • Evaluate the success of various communication strategies; and provide and implement recommendations for improvement. • Ensure that all materials are developed and distributed according to an appropriate timeline. | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| <ul style="list-style-type: none"> • 7+ years of experience as an OCM lead for complex software applications in Medicaid, or Major Health Care Payer projects • 4+ years of experience developing and implementing OCM strategies, plans, training, and communication content in Medicaid or Healthcare domain • 4+ years of experience designing, developing, and delivering and implementing OCM solutions for an EVV solution • Expert in change implementation and support | | | Bachelor’s degree in communication, organization psychology, information systems, or business. Certification in change management, such as Prosci's Certified Change Management Professional (CCMP) or the Association of Change Management Professionals (ACMP) | |

Services required of the MEVV Contractor for the AMMP may be performed onsite, remote, or a combination of both and must be performed within the continental United States.

For personnel that travel to work onsite, typical badge operating hours are 6:00 a.m. to 5:30 p.m. Central Time, Monday through Friday, excluding State holidays and emergency closures, throughout the term of the contract. Exceptions may include release support or critical test activities occurring outside normal business hours. MEVV Contractor personnel shall adhere to all applicable Agency policies, procedures, and training required annually by the Agency. The Agency has strict procedures for things such as badge use, exiting and entering the building, and elevator access. The MEVV Contractor personnel having access to an Alabama Medicaid Agency building or office shall be subject to background checks at the Contractor’s expense. The MEVV Contractor personnel shall be responsible for their own parking, transportation, and lodging.

Any MEVV Contractor personnel that work off-site, remote, or work from home shall be available for telecommunications, electronic communication, and video consultation with the Agency during normal business hours of 8:00 a.m. to 5:00 p.m. Central Time, Monday through Friday, excluding State holidays and emergency closures. The MEVV Contractor shall also support non-business hours as needed for scheduled releases, emergency, and off cycle test-related activities subject to occur throughout the implementation life cycle with no additional cost incurred by the Agency.

All off-site personnel are required to have the following:

1. Hardwired broadband internet connection either through DSL, cable or fiber to home (FiOS or FiberOptic) with minimum internet speed of 10 mbps download and 5 mbps upload contracted speed.
2. Ability to work in an environment that is private and free of distractions and be able to devote full attention to the job during work hours.

The MEVV Contractor company management shall be available for Agency consultation during regular business hours anytime the Agency feels there is an issue that requires their attention. As a part of the response to this RFP, the Vendor must describe and provide a staffing allocation plan for all Leads as indicated in RFP Section II.H. – Scope of Work – Enterprise and General Services, Sub-Section 8 – [General Staffing](#). The Vendor is encouraged to propose an adequate staffing plan for all personnel necessary to complete the scope of work as listed within this RFP, whether listed within the Key or Lead Personnel tables or not listed.

9. Testing Management

The MEVV Contractor shall onboard with established test management methodologies (TMM), tools, and documents. The MEVV Contractor scope of TMM must include planning, monitoring, coordinating, executing, analyzing, and controlling activities for the MEVV.

System Testing assesses the functionality and interoperability of the MEVV system and the multiple other systems it interacts with, such as databases, hardware, software, rules engine, document management system, identity management system workflow, interfaces, webservices, and their integration with infrastructure into an overall integrated system.

Due to the AMMP's modernization timelines, the MEVV Contractor should understand that business and system dependencies across modules and external stakeholders (such as OAs) will increase, making cross module testing and end-to-end testing ever more critical. Thorough analysis, planning, testing, and monitoring prior to releasing to the production environment help to identify and resolve critical errors and promote greater confidence for stakeholders and project teams. Incremental evaluation and reporting along key points in the project roadmap will keep progress moving forward and enable program management to make informed decisions.

The MEVV Contractor shall provide test cases, test scenarios and test results for all phases of testing. The Contractor shall not progress to the next phase of testing until the entry and exit criteria for each phase of testing has been completed and approved by the Agency.

The MEVV Contractor must provide testing support across MES for purposes of testing interfaces. The MEVV Contractor must collaborate with Module Contractors and external stakeholders to support their development of valid test documents. The MEVV Contractor shall continue to support testing efforts for change orders and incident management resolution efforts during operations. The MEVV Contractor shall provide test related information including but not limited to test cases, test scenarios, test results, and test defects in the format required by the Agency.

The MEVV Contractor shall evaluate and verify that the solution meets or exceeds the Agency-defined test quality and deployment objectives, as follows:

- System meets or exceeds State and Federal regulations and requirements
- System meets or exceeds all requirements in the RFP
- Defects are found and fixed early in the testing process
- All critical bugs or defects are resolved before promotion to production or with Agency approval
- Test reports and test result data extracts are sufficient to support informed decisions by the Agency

To ensure these quality test objectives are satisfied, the MEVV Contractor shall perform validation, monitoring, and evaluation activities as referenced in the Testing requirements within [Appendix E: Requirements Response Matrix](#) (RRM).

The MEVV Contractor shall provide and maintain all Alabama-specific non-production environments necessary to complete testing of the MEVV solution, module testing, and ongoing operational testing needs. The MEVV Contractor must provision all necessary environments to meet Alabama testing requirements. The Agency anticipates the need for non-production environments that contain only Alabama relevant data, configuration, and processes to support operational reliability and readiness. The Agency requires that all test activities are visible within the solution detailed project schedule. See Section II.H.1 for project schedule description. The MEVV Contractor shall use an industry standard test management tool and develop test cases/scenarios from their test management tool for use by the Agency.

a. Testing Evaluation and Management Plan

The MEVV Contractor shall have a structured testing strategy that helps the Agency to understand the MEVV Contractor's approach to testing, testing objectives, and the tools/processes and workflows used. Additionally, the Agency seeks to understand the MEVV Contractor's TMM, monitoring and controlling activities, testing defect management, and their overall deployment activities. It is imperative that the MEVV Contractor adapt and align its methodologies to focus on reducing defects and rework across the MES. The MEVV Contractor must develop a solid Test Evaluation and Management Plan (TEMP) and incremental Detailed Test Plan(s). The MEVV Contractor shall collaborate with all MES Contractors and external entities (such as OAs) throughout the testing schedule and planned activities of the project to review test cases and environment(s) as needed. Additionally, the MEVV Contractor shall develop all test documentation according to industry best practices and Federal standards. The MEVV Contractor shall develop and deliver a TEMP that must include, but not be limited to, the following:

- Methodology/Approach to Testing and Phases
- Test Environment Plan
- Roles and Responsibilities
- Detailed Test Schedule and Work Plan
- Entrance, Acceptance and Exit Criteria – this defines which test phases require entrance/exit
- Testing Defect Management and Reporting

b. Detailed Test Plan

The MEVV Contractor shall produce an MEVV solution-specific Detailed Test Plan that aligns with the Alabama implementation timeline. The test plan(s) shall outline test activities for development (or implementation) of their solution(s) and support/activities for End-to-End (E2E) testing for the MEVV solution. The test plan must comply with Agency test standards, regulations, and good practices and shall align with implementation of module projects across the AMMP.

The MEVV Contractor shall use the Agency-provided template or an organic document upon request and approval by the Agency. Agency review and approval of the Detailed Test Plan is required before test execution begins.

The Agency requires test planning to be a continuous activity that must be performed throughout the MEVV Contract duration. Therefore, as the AMMP progresses and more information becomes available, it is required that more detail shall be included in the Test Plan deliverable updates. Additionally, continuous monitoring and feedback from test activities must be used to recognize changing risks so that planning can be adjusted and reflected in the Detailed Test Plan.

The Detailed Test Plan shall describe the approach to testing of system changes in all environments that shall include but not be limited to:

- Configuration testing
- Edits and error message testing
- Code modification testing
- User acceptance testing and support
- Parallel/operational readiness testing
- Regression testing
- Stress testing
- External interface testing
- End-to-End testing
- System integration testing
- System interface testing

c. Master Test Plan

The Master Test Plan must include test deployment/implementation being used, test strategy, the scope of testing, objectives, risks, constraints, criticality, and testability, as well as identify resources and availability of the resources required specific to the iteration. The Master Test Plan must include, but not be limited to, the following:

- Scope, objectives, test strategy, and risks of testing
- Overall approach of testing
- Integration and coordination required for test activities specific to the SIP and integrative capabilities
- In Scope and Out of Scope testing for the MEVV capabilities
- Planned schedule of test analysis, design, implementation, execution, and evaluation activities, either on particular dates (e.g., in sequential development) or in the context of each iteration (e.g., in iterative development)
- Processes required to complete the testing
- Identified metrics for test monitoring and control

d. Change and Defect Management Plan

The MEVV Contractor shall develop a Change and Defect Management Plan that provides an approach to manage system changes and system defects that are identified by the testing results by the end of three (3) months from the start of the contract and update the plan every six (6) months.

The MEVV Contractor shall describe in detail how they plan to manage the system changes which shall include but not be limited to:

- Detection and handling
- Communication/reporting
- Logging
- Stakeholder identification and approvals
- Prioritization
- Change monitoring
- Schedule of changes (release management)
- Requirements (change control board)
- Internal and external impacts
- Lessons learned/process improvement

The MEVV Contractor shall describe in detail how they plan to manage the system defects which shall include but not be limited to:

- Detection and handling
- Communication/reporting
- Logging
- Prevention
- Early detection
- Internal and external impacts (minimize impacts)
- Defect analysis and resolution
- Lessons learned/process improvement

e. Test Phase Acceptance

The MEVV Contractor shall produce a Test Phase Acceptance (TPA) package that summarizes and provides the details of each Test Phase. The objective of the Test Phase Acceptance package is to ensure clear visibility to the effectiveness of each Test Phase. The package, must provide, but not be limited to, the following:

- RTM Coverage – provided weekly
- Test Case Analysis – provided weekly
- Defect Analysis – provided weekly
- Required Workaround – provided with final TPA package
- Corrective Action Plan – provided with final TPA package
- Acceptance Criteria Assessment – provided with final TPA package

The MEVV Contractor shall not progress to the next phase of testing until the entry and exit criteria for each phase of testing has been completed and approved by the Agency.

The MEVV Contractor shall provide a weekly TPA package that includes, but is not limited to, RTM coverage, test case development/execution status, and defect release schedule. The final TPA package will require the specific details for any approved required workarounds, corrective action plans, and acceptance criteria assessment. The final TPA package is required at the end of the Test Phase and shall be approved by the Agency prior to go-live. The final TPA package must be provided at least two weeks prior to the Operational Readiness Review Checklist milestone.

f. Testing Management Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in [Table II-45: Testing Management Requirements](#) and [Table II-46: Testing Deliverables](#) and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to Proposal Narrative Questions.

Table II-45: Testing Management Requirements

| Master ID | Requirement Description |
|-----------|--|
| 4680 | The Contractor shall collaborate with MES module contractors throughout the phases of the project to review test cases, review environment(s), and support testing phases as needed. |
| 4681 | The Contractor shall evaluate and verify their solution meets or exceeds the Agency-defined test quality and deployment objectives, including satisfying the requirements of this RFP while meeting State and Federal regulations, as defined in the agreed-upon Test Evaluation and Management Plan and the Detailed Test Plan. |
| 6414 | The Contractor shall develop and submit a Test Evaluation and Management Plan (TEMP) specific to the Alabama implementation timeline for their solution. The Contractor shall update the TEMP annually through the term of the Contract and within four (4) months of every module contract start. |
| 4760 | The Contractor shall develop and submit a detailed test plan specific to the Alabama implementation timeline for their solution to the Agency. The Contractor shall update the test plan every six (6) months through the term of the Contract and within four (4) months of every module contract start. |
| 6411 | The Contractor shall develop a Master test plan test strategy, scope, objectives, resources and processes required to complete the testing three (3) months from the start of the contract and update the plan annually through the term of the contract. |
| 6408 | The Contractor shall develop a Change and Defect Management Plan that provides an approach to manage system changes and system defects that are identified by the testing results by the end of three (3) months from the start of the contract and update the plan ever six (6) months. |
| 5023 | The Contractor shall be responsible for preparing for all CMS meetings related to testing and producing meeting minutes for Agency approval. |
| 6274 | The Contractor shall meet or exceed Federal testing expectations and recommendations. |
| 6282 | The Contractor shall respond to Federal testing-related queries within three (3) business days. |
| 5068 | The Contractor shall provide the Agency and the TCOE reports and updates on testing activities for each testing phase (SIT, End-to-End, and UAT) and submit artifacts as defined in the Contractor TEMP through the term of the Contract. |
| 5069 | The Contractor shall develop and submit weekly extracts of use cases, user stories, test cases, test scripts, and defects data from the Contractor’s test management tool using the Agency-approved template to the Agency for all test phases (SIT, End-to-End and UAT) through the term of the Contract. |
| 5279 | The Contractor shall collaborate with the TCOE contractor through the term of the Contract. |
| 5280 | The Contractor shall coordinate with the Agency and TCOE for validating each documented requirement in the release list document prior to release to the production environment. |
| 5283 | The Contractor shall follow and adhere to all Agency-approved testing plans (SIT, End-to-End and UAT), and AMMP Testing Strategy. |

| Master ID | Requirement Description |
|-----------|--|
| 6270 | The Contractor shall provide walkthroughs of any test cases, test scenarios, or test results related to requirements, as requested by the Agency. The Agency may request changes, addition, or re-execution of test scenarios or test cases after any walkthrough. |
| 5311 | The Contractor shall develop and submit a Test Phase Acceptance (TPA) Package to the Agency weekly during each test phase (SIT, End-to-End, and UAT) and a final TPA at the end of the test phase for review and approval. |
| 6276 | The Contractor shall perform and/or support testing with the Agency stakeholders including but not limited to EQP TCOE, Operating Agencies (OAs) and third-party providers throughout the project. Testing shall address the following, including, but not limited to: <ul style="list-style-type: none"> a. Unit Testing b. System Testing c. Integration Testing d. Interface Testing e. Performance Testing f. Regression Testing g. User Acceptance Testing (UAT) h. Operational Readiness Review (ORR) i. Security Testing |
| 6279 | The Contractor shall provide access and support to the Contractor's testing tool for Agency staff, providers, support coordinators, and other parties as deemed necessary by the Agency to complete user acceptance testing prior to release to production. |
| 6277 | The Contractor shall provide a minimum of five (5) days to review test results. Any test results with less than a five (5) day review time shall require the contractor to schedule an on-site review. All test results must have the approval of the Medicaid Function Process Owner (FPO) before being released to production. |
| 6273 | The Contractor shall execute test case in collaboration with module contractors. |
| 6281 | The Contractor shall provide test facilitation when working across multiple MES modules. |

g. Testing Management Deliverables

Table II-46: Testing Deliverables

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|--|--|-------------------------------------|-----------|
| EVV2023-TEMP-001 | 6414 | Test Evaluation and Management Plan (TEMP) | The TEMP shall provide, but not be limited to, a structured testing vision; methodology; approach; schedule; and entrance, acceptance, and exit criteria | Four (4) months from Contract Start | Annually |

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|-----------------------------------|--|---|----------------|
| EVV2023-DTP-001 | 4760 | Detailed Test Plan | Detailed Test Plan shall outline test activities for development of the Contractor's solution(s) and support/activities for testing across all integrated modules | Four (4) months from Contract Start and twelve (12) weeks prior to Test Phase | Six (6) months |
| EVV2023-MTP-001 | 6411 | Master test Plan | The Contractor shall develop a Master Test Plan that describes the test strategy, scope, objectives, resources, and processes required to complete the testing | Three (3) months from the start of the contract | Annually |
| EVV2023-CDM-001 | 6408 | Change and Defect Management Plan | The Contractor shall develop a Change and Defect Management Plan that provides an approach to manage system changes and system defects that are identified by the testing results | Three (3) months from the start of the contract | Six (6) months |
| EVV2023-TPA-001 | 5311 | Testing Phase Acceptance | The Contractor shall develop and submit a Test Phase Acceptance (TPA) Package to the Agency weekly during each test phase and a final TPA at the end of each test phase for review and approval. The Contractor shall create the TPA for every module integration and Centralized Service through the term of the contract. The Contractor shall submit the following: 1. RTM Coverage – provided weekly 2. Test Case Analysis – provided weekly 3. Defect Analysis – provided weekly 4. Required Workaround – provided with final TPA package 5. Corrective Action Plan – provided with final TPA package 6. Acceptance Criteria Assessment – provided with final TPA package | End of Test Phase | Annually |

10. Document Management

The Agency views updated and accurate system and business documentation as a critical success factor for AMMP and MES Contractors. The Agency requires that all project-related documentation, inclusive of system documentation, business documentation, and project deliverables, be stored in the Agency-approved repository (e.g., SharePoint) in an electronic format easily accessible to all approved stakeholders.

While the MEVV Contractor works through the development of all required documentation and deliverables, the Agency will allow those versions to be stored in the MEVV Contractor's document repository. However, once all documentation and deliverables are submitted for Agency and/or PMO review and approval, those draft versions must be stored in the designated Medicaid repository. The Agency requires that the designated Medicaid site be the "source of truth" for all MEVV Contractor documentation and must be organized to allow all stakeholders easy access to the documentation. The MEVV Contractor is responsible for maintaining or updating all documentation in the designated Medicaid site to reflect the current state of the comprehensive MEVV solution. The Agency will impose a Corrective Action Plan (CAP) for any documentation or deliverables that are out-of-date for more than one (1) month from the time the change occurred. See Section II.H.11 [Contract Management](#) for details and more information on the Agency's Project and Contract Administration Requirements.

The MEVV Contractor should expect that the PMO Contractor shall provide some document and deliverable templates over the term of the Contract. The MEVV Contractor must receive approval from the PMO Contractor and the Agency before using anything other than the approved PMO Contractor document templates provided.

Appendix D: Contract Deliverables Table lists the common and MEVV-specific deliverables that have been identified to be required by the Agency. The table denotes the existence of common, Agency-approved templates the MEVV Contractor must use. Any additional deliverables discovered throughout the term of the Contract, but not specifically listed in the Deliverable table, will need to be submitted to the Agency for approval as outlined in RFP Section II.D.5 – [Deliverable Management](#) or at least ten (10) business days prior to the MEVV Contractor starting work on the deliverable.

When the MEVV Contractor submits a new template for PMO and Agency review and approval, it is required that the MEVV Contractor shall comply with the following:

- The format (or template) of all documents must be approved by the Agency.
- In many cases, one template can be used for multiple documents, and the MEVV Contractor shall indicate this when the template is submitted for approval.

The MEVV Contractor's deliverables and documentation shall:

- Follow industry best practices, which are based on guidance provided within Part 11 of the State Medicaid Manual (SMM), MITA, and Federal Certification guidance
- Follow the processes and procedures as defined in PMO guidance (PMO 2-r and PMO 2-k)
- Identify and define all the criteria required for the deliverable
- Meet Agency-approved standards and content requirements as defined in the SOW

Each deliverable will be reviewed by the PMO Contractor and is subject to approval by the Agency. The MEVV Contractor shall perform periodic reviews of all documentation, processes, frequencies, and procedures as defined in RFP Section II.H.1 – [Project Management](#). Specific update and review frequencies can be found in [Appendix D: Contract Deliverables Table](#).

a. Document Management Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in [Table II-47: Document Management Requirements](#) and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to Proposal Narrative Questions.

Table II-47: Document Management Requirements

| Master ID | Requirement Description |
|-----------|---|
| 4520 | The Contractor shall follow established program deliverable management process as stated in the Configuration Management and Document Validation (PMO-2-r) for document development, review and formal submission to the Agency for approval. |
| 4521 | The Contractor shall consult with the Agency during routine document maintenance and development. |
| 6474 | The Contractor shall prepare, update, revise, and submit to the Agency for approval all new and/or existing operational, systems, or reporting-based documentation in accordance with Agency-approved timeframes, as related to system changes, maintenance, or modification work requests. |
| 4523 | The Contractor shall utilize the Agency-approved documentation storage solution (e.g., SharePoint) to maintain system-related business, technical, and operational documentation. |
| 4524 | The Contractor shall ensure all documentation is readily available online and electronically maintained, retained, archived, and restored as required by the Agency. |
| 4525 | The Contractor shall ensure all documentation is retained and stored as required by all Federal, State, and Agency document and data retention laws, including any applicable litigation hold. |
| 4526 | The Contractor shall maintain a complete and accurate version control of all changes made to previously approved documentation. Version Control will cover the complete life cycle of the documentation from inception to retirement. |
| 4527 | The Contractor shall align with, utilize, and cooperate with the PMO electronic workflow/management, tracking, routing, and archiving system for documentation that will record all activities associated with the creation and maintenance for all documentation. |
| 4528 | The Contractor shall collaborate with the AMMP to implement and maintain Agency-approved standard document management, indexing strategies, and procedures. |

11. Contract Management

Through processes defined within contract administrative procedures, the MEVV Contractor shall be able to address general Contract changes and contractual compliance issues. Contract changes are handled through the Contract Change Order process, as detailed in the following subsections. Contract problems and/or performance requirement problems will be dealt with through a variety of enforcement and compliance processes. The Agency staff shall identify Contract compliance issues resulting from the MEVV Contractor’s performance of its responsibilities through routine Contract monitoring activities. The MEVV Contractor shall be required to follow the processes and/or procedures below in order to formally manage the contractual relationship with the Agency.

a. Contract Monitoring Plan

The MEVV Contractor should understand that AMMP has created a program-wide Contract Monitoring Plan (PMO-2-x) and a Contract Monitoring Report Card (PMO-2-x-01), and as part of the overall onboarding process, the Agency requires a collaborative review process resulting in an attestation for the usage of this Contract Monitoring Plan. The MEVV Contractor must address any concerns during the onboarding activities. The PMO contractor shall review the Contract Monitoring Plan every six (6) months

or as needed to address project conditions, client input, or contract changes. The MEVV Contractor shall be given the opportunity to review and comment on any changes to the plans/templates as they occur.

The Contract Monitoring Plan establishes approved practices and reporting mechanisms to compare project progress in defined focus areas to their planned trajectory. The Contract Monitoring Plan identifies specific activities required for decomposition of the project's expectations. Decomposition of the project expectations is done to align each vendor contract to Agency goals to define obtainable measurements. The MEVV Contractor shall assist in the development of a Contract Monitoring Report Card that, at a high-level, details how they plan to meet and report the metrics for each SLA as defined in the RFP Scope of Work (SOW).

All plans the MEVV Contractor submits to the Agency shall align with existing AMMP-Program Plans.

b. Change Order Requests and Scopes of Work

The Agency will request a change to the system by issuing a Change Order Request (COR) through the Change Management and Modification processes summarized in Section II.H.2 [Change Management](#) and Section II.H.12 – [Maintenance and Modification Management](#). The COR shall include, but not be limited to, the following information:

- Description of the change requested
- Business justification for the change
- Agency point of contact for the COR
- Functional process owner(s) of the COR
- Other major stakeholders in the COR
- Target Due Date for the COR

If the MEVV Contractor requires additional information to perform the COR assessment, a meeting request shall be sent to the PMO Contractor or the Agency Operations Team within five (5) business days of the receipt of the COR. In the meeting request, the MEVV Contractor must identify the COR, the required audience, and a list of any questions or comments. The Agency recommends developing as much of the COR Scope of Work (SOW) as possible before the meeting and including the draft SOW as an attachment with the meeting request.

The MEVV Contractor shall provide the completed COR SOW within ten (10) business days of the receipt of the COR or within ten (10) business days of the requested meeting. If the MEVV Contractor needs more than ten (10) business days, they must request approval from the PMO Contractor or the Agency Operations Team for a different delivery date. The MEVV Contractor cannot charge more than 60 hours for the SOW Preparation.

The MEVV Contractor shall establish a single firm fixed hourly rate, annually adjusted over Contract year periods, for the cost of their personnel resources. This Hourly Personnel Rate shall be provided by the MEVV Contractor in [Appendix C: Pricing](#). For each task identified in the SOW, the MEVV Contractor shall identify the recommended personnel resources by roles, hours, and cost based on their established hourly rate. The final positions required and hours for each will be identified by the MEVV Contractor and negotiated with the Agency for any and all Change Orders requested by Medicaid. Inevitably, Change Orders will occur at any time in the term of the Contract.

At a minimum, the SOW must include the following:

- Scope of Work Preparation
- Description of Requested Change
- Change Solution Description
- Assumptions and Clarifications
- Requirement Updates
- Data Model Changes
- Software Configuration Change(s)
- Device Application Changes
- User Interface Changes
- Changes to Edit, Audit, Error Messages
- Interface Changes
- Report Changes
- Operational Changes
- Companion Guide
- Testing Scenarios/Test Cases
- Security Scans and Analysis
- Documentation Updates
- Updated Requirements Traceability Matrix
- Schedule for activities, including start dates
- Total cost for all activities and payment milestones

Once the COR SOW is complete, the MEVV Contractor shall submit it to the PMO Contractor or the Agency Operations Team. The PMO Contractor or Agency Operations Team shall schedule a meeting with all stakeholders to review the COR SOW. The solution and schedule shall be reviewed by the stakeholders to ensure the SOW will satisfy and resolve the business need/purpose of the request. If any additional changes are needed to the SOW, the MEVV Contractor shall have an additional five (5) business days to make the requested changes. The updated SOW shall be resubmitted to the PMO or Agency Operations Team for another meeting and review. This process shall be repeated until the Agency approves the SOW. The MEVV Contractor shall not charge more than forty (40) additional hours for the updates or a total of 100 hours for any COR SOW Preparation tasks. The total approved cost for all activities will be the firm fixed price, and the Agency will determine the funding allocations needed to support the overall cost of the COR.

The COR SOW shall include the signature of the MEVV Contractor's authorized manager and a line for the signature of the Agency's authorized manager. The Agency will return the fully executed COR SOW within five (5) business days. The MEVV Contractor shall execute the COR SOW according to the approved schedule. Any milestone delay of two (2) weeks or more can result in a Corrective Action Plan (CAP). The MEVV Contractor must be proactive and request PMO Contractor or Agency Operations Team approval of delays as soon as possible to prevent a CAP.

The MEVV Contractor shall submit invoices based upon Agency acceptance of the COR SOW approved payment milestones.

c. Statement of Concern

The Agency will closely monitor the timely and adequate performance of the MEVV Contractor during each phase. Should the MEVV Contractor's performance, communications, behaviors, or actions suggest or imply problems, concerns, or issues that may be forthcoming, the Agency will provide a statement of

concern (SOC) to the MEVV Contractor. This SOC will identify the concern(s), reference applicable guidelines or industry standards, and describe the reason for concern. The MEVV Contractor must respond to the written statement of concern within three (3) business days and submit the response to the Agency. The response must address the concern, identify how they are resolving the concern, reference applicable guidelines or industry standards, and/or provide alternate suggestions. The Agency will provide a written response to the MEVV Contractor within five (5) business days of their submission. The MEVV Contractor or the Agency may request a meeting to discuss the concern at any time. All concern(s) identified by the Agency must be resolved within ten (10) business days of identification, or the MEVV Contractor must receive Agency approval to delay or bypass the concern.

d. Corrective Action Plan

The Agency will closely monitor the timely and adequate performance of the MEVV Contractor during each phase of the SOW. If the Agency identifies a problem with MEVV Contractor performance, a Corrective Action Plan (CAP) will be requested. CAPs are not included in the planned and scheduled work to the benefit of the Agency and, therefore, CAPs will result in deliverables that are not separately priced or payable. Performance problems that can result in a CAP include:

- Schedule delays of more than two (2) weeks without Agency prior approval. A CAP will not be required for Agency-approved schedule delays
- Documentation that is out of date more than one (1) month
- Requirements that are not being met
- Service Level Agreements (SLAs) that are not met consistently

The CAP must be submitted to the Agency as directed in RFP Section VIII.MM Contract Liquidated Damages and [Appendix D: Contract Deliverables Table](#). The Agency will have five (5) business days to review and approve the CAP. If the Agency does not approve the CAP, a meeting will be scheduled to discuss and finalize the CAP. The desired results of the meeting will be an approved CAP. The CAP must identify the issue and state how the MEVV Contractor shall correct the issue. It will provide details on the correction, as well as a schedule of events to achieve the corrections. The details and status of the CAP will be discussed in depth during status meetings. The MEVV Contractor must begin execution of the CAP within five (5) business days of Agency approval. If the MEVV Contractor fails to successfully execute the CAP, liquidated damages can be assessed as defined in Section VIII.MM Contract Liquidated Damages.

e. Incident Response Plan

The MEVV Contractor is responsible to provide an Incident Response Plan with a set of instructions to detect, respond to, and recover from security incidents within three (3) months from the start of the contract. The plan shall provide for the following but not limited to:

- Roles and responsibilities of incident response team
- Plans for business continuity
- Summary of tools, technologies, and physical resources
- List of critical network and data recovery processes
- Internal and external communications

The MEVV Contractor shall participate in the Agency Incident Response Capability which includes, but is not limited to:

- Forwarding system logs to the Agency Security Information and Event Management (SIEM) platform, as requested by Medicaid
- Responding to Agency Security Operations Center (SOC) notifications according to the MEVV

- contractor’s Incident Response Plan.
- Providing feedback to the Agency SOC regarding all incidents, their root cause, mitigation efforts & effectiveness

f. Contract Management Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in [Table II-48: Contract Management Requirements](#) and [Table II-49: Contract Management Deliverables](#) and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to Proposal Narrative Questions.

Table II-48: Contract Management Requirements

| Master ID | Requirement Description |
|-----------|---|
| 4615 | The Contractor shall begin execution of the CAP within five (5) days of Medicaid approval. |
| 4771 | The Contractor shall adhere to the Agency approved (COM-9) Corrective Action Plan (CAP) as needed throughout the life of the project. Upon being placed on a CAP, the Contractor shall submit the CAP response, using COM-9-01 (CAP Template), to the Agency for review and approval within five (5) business days. |
| 6207 | The Contractor shall respond to the written Statement of Concern within three (3) business days and submit the response. The PMO shall provide a written response to the Contractor within five (5) business days of their submission. All concern(s) identified by the PMO must be resolved within ten (10) business days of identification, or the Contractor must receive approval to delay or bypass the concern. |
| 5060 | The Contractor shall, upon request by the Agency, submit a Corrective Action Plan (CAP) within five (5) business days for review and approval. If the CAP is not approved by the Agency a meeting will be scheduled to discuss and finalize the CAP. |
| 6206 | The Contractor shall produce corrective action plans within the required time frames and shall implement corrective action plans within the required time frames. |
| 6204 | The Contractor shall develop an Incident Response Plan with a set of instructions to detect, respond to, and recover from security incidents. |

g. Contract Management Deliverables

Table II-49: Contract Management Deliverables

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Deliver y Date | Frequency |
|-----------------------|-----------|--------------------------|---|-----------------------------------|---------------------------|
| EVV2023-MON-001 | 4776 | Contract Monitoring Plan | Collaborative review resulting in an attestation to adhere to the AMMP Program Contract monitoring Plan and Report Card | Six (6) weeks from Contract Start | Once at start of Contract |

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Deliver y Date | Frequency |
|-----------------------|-----------|------------------------|---|---|-----------|
| EVV2023-IRP-001 | 6204 | Incident Response Plan | The Contractor shall develop an Incident Response Plan with a set of instructions to detect, respond to, and recover from security incidents. | Three (3) months from the start of the contract | Annually |

12. Maintenance and Modification Management

Inherent in change management processes are the overall system maintenance efforts, coupled with the work efforts necessary to implement system modifications. Both means of system sustainment work are planned and completed in order for the MEVV Contractor to meet and maintain the Agency’s expectations and satisfaction of the system solution capabilities and functionalities.

The Agency understands that solution maintenance and modifications are an essential part of the software development lifecycle. These work efforts cannot be skipped, avoided, or left unplanned. Therefore, the Agency expects the MES Module Contractors to perform system maintenance and system modifications and that the maintenance and modification work be included in and tracked as part of the overall CAB/Change Management and COR processes. The Agency defines and/or describes System Maintenance and Modification in greater detail, as described in the following subsections.

a. System Maintenance

The Agency defines System Maintenance as overall corrective or adaptive work efforts/activities necessary to maintain the current functionalities or capabilities of the comprehensive system. These corrective or adaptive work efforts focus on addressing errors and faults within the technical aspects of the solution that could/would impact various parts of the overall system performance and/or MES performance. System correction/maintenance efforts typically include design, logic, and code changes. Additionally, software maintenance work also becomes critical when the overall system dependencies or business policies change and the comprehensive solution must be updated/adapted to comply with the new policies, environment, platforms, or operating systems. These types of maintenance adaptations can also be brought on by future integration that has an upstream impact to the way the software/system was configured to operate, necessitating a change.

The Agency requires the MEVV Contractor to provide a System Maintenance Management solution that encompasses the resources, schedule, and technologies necessary to keep all solution components functioning and poised for changes to meet future needs. The cost of system maintenance activities must be included in the overall solution operational costs. In addition, System Configuration changes are included in system maintenance and the overall solution operational costs. As the AMMP/MES gains maturity and begins to add modular components and contractors, these systems and the MEVV Contractor must be available to respond in accordance with the demands of each new project phase while performing at the highest level of efficiency around the clock to effectively meet existing and future system maintenance needs. The MEVV Contractor must employ industry-aligned technologies and design principles to move the Agency forward with systems that are designed, managed, and supported to enable nimble change and fully support the Agency’s evolving business needs.

b. System Modification

The Agency defines System Modification as overall perfective and preventative solution changes that work to both adapt and protect the solution so that it can work for a longer period of time. Key goals for perfective and preventive modifications include preventing the deterioration/degradation of the system, as well as optimizing, updating, and adding new features and functionalities as they become relevant to the Agency’s business needs. The Agency will follow the Change Order Request and Change Management processes as defined in RFP Section II.H.2 – [Change Management](#).

c. Maintenance and Modification Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in [Table II-50: Maintenance and Modification Requirements](#) and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to Proposal Narrative Questions.

Table II-50: Maintenance and Modification Requirements

| Master ID | Requirement Description |
|-----------|--|
| 4589 | The Contractor shall complete all maintenance and modification changes, as approved and prioritized by the business area, during the agreed upon timeframe without degradation to service. |
| 4592 | The Contractor shall utilize and adhere to Agency-approved standard maintenance windows to minimize MES Stakeholder disruption in a multi-contractor, integrated system wide enterprise solution. |
| 4594 | The Contractor shall provide the Agency with a maintenance report, the next business day following completed maintenance, which will provide the following information, including, but not limited to: <ol style="list-style-type: none"> 1. Maintenance start and end time 2. Systems or Subsystems updated 3. Errors or problems encountered 4. Resolution of listed errors/problems 5. Release Notes 6. Downstream Impact Details (if work extended beyond allowable window) including impacts to systems, users, modules, and business areas |
| 4595 | The Contractor shall follow CAB defined processes to coordinate and communicate all system outages, scheduled maintenance, and emergency maintenance. |
| 4596 | The Contractor shall substantiate that all maintenance and/or modification activities, including all updated documentation and test results, have been completed and approved by the Agency. |
| 4599 | The Contractor shall utilize an online defect management tool approved by the Agency for the identification, impact assessment, definition, traceability, verification, status, and reporting of all defects and resolutions. |
| 4795 | The Contractor shall retain all responsibility and costs for all software, hardware, and infrastructure operations and maintenance necessary to fulfill their obligations of this Contract. |
| 4796 | The Contractor shall operate and maintain (e.g., update versions reviewed regularly and kept current, to industry standards) all infrastructure, including all hardware, software, middleware, and licenses necessary for successful operation of all systems and services for the term of the Contract. |

| Master ID | Requirement Description |
|-----------|---|
| 4805 | The Contractor shall ensure that all components of the solution are no less than current major release version -1 at all times, unless otherwise approved by the Agency. The Contractor shall provide a monthly report listing the current version of software used and the most recently released version of those software, including release dates. |
| 4806 | The Contractor shall manage all software patches, updates, and data fixes as approved by the Agency. |
| 6236 | The Contractor shall provide system maintenance, which is not billable, to support operations of the system. System maintenance includes, but is not limited to: <ol style="list-style-type: none"> 1. Configuration changes 2. Updates to tables 3. Updates to values 4. Updates to flags or switches 5. Updates due to changes to Federal regulations 6. Recurring file maintenance |
| 6240 | The Contractor shall retain full responsibility for all maintenance and configuration changes to the solution(s) necessary to maintain Federal security and regulatory compliance. |
| 6278 | The Contractor shall provide a process that corrects errors under their control within twenty (20) days of identification of the errors. |
| 6275 | The Contractor shall notify third-party vendors within three (3) business days of the error being identified for errors not under the Contractor's control. |
| 6289 | The Contractor shall provide a weekly status report on all identified errors, regardless of the responsible party. |
| 6280 | The Contractor shall provide daily email updates for any errors not resolved within the Agency-defined grace period. |

13. Training Management

Training manages and administers the initial and ongoing knowledge of the MEVV Contractor's solutions, enabling stakeholders to maximize their usage, familiarity, application, and comprehension of all aspects of the specific solutions deployed in Alabama. Training of business and technical functions must include planning, scheduling, development, maintenance, and just-in-time/reoccurring delivery across MEVV Contractor staff, the Agency staff, providers/partners, and any other Agency-identified internal or external stakeholders. Role-based training must also be provided for the MEVV solution.

It is imperative that all training material and training sessions contain Alabama-specific information including but not limited to functionality, requirements, configurations and process flows.

The Agency requires a training methodology that provides standard training schedules/classes, coupled with Alabama-specific tailored training approaches. The training framework must be flexible to allow customization of any aspect or variable of the training necessary to address the specified needs of each target audience. The trainings and training materials must be 508 compliant and must be available in Spanish and other languages as requested by the Agency. Additionally, the training approach must encompass a blended learning environment, including multiple delivery methods. The MEVV Contractor shall, in consultation with the Agency, secure onsite facilities to conduct in-person training commensurate with the approved Training and Knowledge Plan. The MEVV Contractor shall propose a flexible approach to training that must adjust and account for changing user needs to ensure all training provided is relevant, concise, effective, and applicable to the Agency needs. Finally, the Agency requires that the end of contract training processes and activities occur in an adequate timeframe in order to facilitate just-in-time knowledge transfer.

a. Training and Knowledge Management Plan

The MEVV Contractor shall collaborate with the Agency to develop and submit a Training and Knowledge Plan that contains the overall approach and methodology for training all individuals to use the MEVV Contractor's solution, subject to Agency review and approval.

The Agency requires the MEVV Contractor to prepare materials for and to manage the delivery of all Agency-approved internal and external stakeholder training, including but not limited to initial training provided during implementation, initial training provided individually for new users added during operations, recurring training, and end of contract turnover training.

The Training and Knowledge Plan must describe the objectives, requirements, strategies, and methodologies for developing and delivering training and knowledge material in a blended learning environment, including, but not limited to, both live in-person and online instructor-led training. The training must be tailored to the Alabama MEVV comprehensive solution and processes, supporting the development of knowledge and skills to ensure users can perform their roles efficiently and effectively. The Training and Knowledge Plan shall include, at a minimum:

- Training Methodologies
- Training Assumptions, Risks and Constraints
- Training Approach
- Training Requirements and Major Milestones
- Training Roles and Responsibilities
- Training Needs Assessment
- Training Groups - refers to the grouping of various role-based target audiences to ensure the training content and approach are appropriate to each group
- Instructional Design and Curriculum Development
- Blended learning strategies and instructional design
- Curriculum Creation
- Customization of curriculum tailored to Alabama-specific solutions, systems, groups, and processes
- Training and Knowledge Material Creation
- Customized Training and Knowledge Material tailored to Alabama-specific solutions, systems, groups, and processes
- May include, but not be limited to, Presentations, Frequently Asked Questions (FAQs), Reference Material, User Guides, Manuals, etc.
- Quality Assurance
- Review and Approval Process
- Training Catalog
- Training (course name) needed by group, when training is needed, when training is scheduled, and any prerequisites to training
- Tools and Delivery Methods
- Blended Learning Delivery Methods
- Training and Knowledge Base Tools
- Training Logistics (class schedules and communication)
- Ongoing Support
- Ongoing and Recurring Training and Development Support
- Ongoing Maintenance of Training and Knowledge Material
- Evaluation, Reporting and Analysis
- Training Registration, Training Status, and Attendance Logs
- Surveys
- Effectiveness Analysis

The Agency requires the MEVV Contractor to maintain current training materials and delivery media for the term of the Contract. The MEVV Contractor must work in collaboration with Agency, PMO, and other AMMP/MES Contractors to update training material, training schedules, and plans based upon module integrations into MES.

b. Training Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in [Table II-51: Training Requirements](#) and [Table II-52: Training Deliverables](#) and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to Proposal Narrative Questions.

Table II-51: Training Requirements

| Master ID | Requirement Description |
|-----------|--|
| 4682 | The Contractor shall work in collaboration with the Agency, PMO, and other MES Contractors to update training materials, schedules, and plans based upon module integrations. |
| 4684 | The Contractor shall, upon Agency approval, implement the Training and Knowledge Plan to comply with all system and business operational standards and service levels of their solution over the term of the contract. |
| 4685 | The Contractor shall develop, revise, and maintain training materials in compliance with 508 standards. Any identified changes to training materials to comply with this requirement will be addressed at no cost to the Agency. |
| 4686 | The Contractor shall review and update training materials, in accordance with the Training and Knowledge Plan, as a continual, iterative process to address all system releases, in partnership with the OCM team for review and approval by Agency staff. |
| 6260 | The Contractor shall collaborate with the Agency and PMO OCM team to provide training metrics and results captured from post-training surveys/evaluations that can be integrated with PMO tools and processes to support OCM reporting to the Agency. |
| 6317 | The Contractor shall create and maintain training materials for each type of user (e.g., Agency and External Users). The Contractor shall attach, link, and/or include all relevant training materials to each training, course summary, and/or course registration within the learning solution. The Contractor shall follow the agreed upon style guides and development requirements set by the Agency. The Contractor shall submit training materials to the Agency for approval and shall be uploaded to the chosen learning solution upon Agency approval within the agreed upon timeframe |
| 4691 | The Contractor shall work with the OCM team to determine appropriate survey and post-training questions. |
| 4692 | The Contractor shall collaborate with OCM and the Agency to identify training needs, update the Training and Knowledge Plan and relevant training materials for identified trainings, and submit all changes/updates to the Agency for review and approval. |
| 4694 | The Contractor shall keep all Contractor staff trained and updated on the Alabama-specific solution, business processes, and Federal mandate/rule/policy updates without additional charge to the Agency. |
| 6205 | The Contractor shall develop onboarding and training processes for new Contractor staff brought in to support the scope of work of this RFP or to address turnover in staff. These processes shall be outlined in the Resource Management Plan. |

| Master ID | Requirement Description |
|-----------|--|
| 6268 | The Contractor shall prepare and deliver pre-planned refresher trainings (live, instructor-led), post solution implementation, to help facilitate knowledge gains by end-users from solution use. This training should be delivered upon Agency request, no later than eight (8) weeks after system go-live. |
| 4697 | The Contractor shall provide a Training Curriculum that will be developed in collaboration with the OCM team, finalized, and submitted to the Agency for review and approval a minimum of sixty (60) days before any scheduled training delivery. Documentation provided shall include, but not be limited to: <ol style="list-style-type: none"> 1. Training Outline, identifying the learning objectives and target audience for each course 2. Systems Operations Manual, Instructor guides, participant guides 3. User task-based job aids, fact sheets 4. Program policy requiring system updates/modifications 5. Online user tools or sites 6. Role based FAQs and troubleshooting steps 7. A knowledge check with answer key and noted pass/fail requirements |
| 6472 | The Contractor shall develop training exercises in a training environment that mirror the production environment and incorporate all interfaces and Data Exchanges as required by system functionality. |
| 4699 | The Contractor shall provide hard copies of all related training materials to participants, SMEs, and attendees during the onsite training session. |
| 4700 | The Contractor shall provide online access to all related training session materials for all participants, SMEs, and attendees at session registration, but no less than three (3) business days in advance of the training. |
| 4701 | The Contractor shall manage and maintain training work products (audio, video files, templates, etc.), which must be delivered in a Microsoft Office compatible format. |
| 4702 | The Contractor shall provide training to all Agency-identified participants, with the Agency-approved curriculum. |
| 4703 | The Contractor shall work with the OCM team and the Agency, in accordance with the Training and Knowledge Plan, to analyze, define, and tailor training to the Alabama-specific user roles provided within the Contractor's module solution. |
| 6469 | The Contractor shall collaborate with OCM to develop, for Agency approval, and deliver surveys about training content and delivery methods in accordance with the AMA preferred delivery methods. |
| 6266 | The Contractor shall make recommended updates and changes to training, content, and delivery methods, based upon Agency review and approval; all changes made are to be completed five (5) business days after Agency approval. |
| 4706 | The Contractor shall provide training publications and materials compliant with State and Federal requirements regarding security and privacy of data, for both virtual and in-person training delivery. |
| 4707 | The Contractor shall develop, in collaboration with the OCM team for Agency approval, and provide training to address changes that impact end users resulting from solution/software/system releases, in accordance with the approved Training and Knowledge Plan. |
| 4708 | The Contractor shall provide a knowledge base for user support that allows 24/7 access by Agency-authorized individuals. |
| 4709 | The Contractor shall provide all training attendees with assessment tools to evaluate and measure the training received. |

| Master ID | Requirement Description |
|-----------|--|
| 6265 | The Contractor shall incorporate lessons learned from previous training by providing a solution that integrates data from previously conducted training, training metrics, and results captured from post-training surveys/evaluations within a timeframe agreed upon by the Agency. |
| 4712 | The Contractor shall produce a comprehensive training schedule that can be integrated with the Master Project Schedule. In addition to the scheduled trainings, the schedule must consider development cycles, module integrations, and Agency review and approval of curricula and training materials. The schedule must be reviewed and approved by the Agency. |
| 4714 | The Contractor shall furnish and maintain appropriate hardware, software, and telecommunications to support the development, maintenance, and presentation of the training program(s). |
| 4715 | The Contractor shall provide the capability for users to register electronically for any onsite or virtual trainings, appropriate to their role. This capability shall include a training calendar noting all scheduled sessions of each course within the plan. The registration system must note a course summary, identify the target audience, display any required pre-requisite(s), and provide a notification of registration status. The system should indicate the number of available open slots in each onsite or virtual training session. |
| 4716 | The Contractor shall provide virtual instructor-led training that describes and demonstrates the platform, all user-facing features, functions, limitations, standards, integration, governance processes, tools, and other relevant items. |
| 4717 | The Contractor shall provide access to recordings of live and online instructor-led trainings to Agency-approved internal and external stakeholders. |
| 6417 | The Contractor shall provide a SME fully qualified on the Agency platform and related reporting tools. The instructor must have at least three years of experience conducting corporate trainings for 20+ individuals in a live setting (both in-person and virtual). This individual will be utilized for staff development, training the trainer, for the term of the Contract. In addition, this individual will participate in the Agency's staff development activities and any operations and maintenance efforts. |
| 5038 | The Contractor shall report on training enrollment to the Agency within three (3) business days from when training is scheduled. The training metrics shall include but not be limited to: <ol style="list-style-type: none"> 1. Registered User Name 2. Course Name 3. Training Date 4. User Role Information (e.g., agency staff, provider, etc.) |
| 6345 | The Contractor shall provide a solution that allows role and privilege-based access to all Alabama-specific training materials. |
| 6251 | The Contractor shall provide a solution that provides internal AMA users, third-party designees, Contractor team members, and stakeholders, as requested by the Agency, with access to role-based training. |
| 5052 | The Contractor shall provide a solution that supports the exporting of content packages published as SCORM ("Sharable Content Object Reference Model" 4th edition). |
| 5053 | The Contractor shall provide a solution that allows for training record retention to support the Agency's Standard Operating Procedures (SOPs). |
| 6288 | The Contractor shall provide a solution that will provide records of training history. |

| Master ID | Requirement Description |
|-----------|--|
| 5055 | The Contractor shall provide a solution that allows importing and exporting of training-related data through an Agency-approved industry standard tool, including, but not limited to, Microsoft 365 and Adobe. |
| 6250 | The Contractor shall provide a solution that includes user, supervisor, and executive level metrics on training history including, but not limited to usage of the solution, training completion, and pending completion timelines and training yet to start. |
| 5057 | The Contractor shall provide a solution that uses learning support tools that comply with all ADA and 508 compliance guidelines including, but not limited to, captioning and support for the visually impaired. |
| 6252 | The Contractor shall provide hands-on training to the Agency staff on features and reports. Formal training shall be provided within one (1) month of request. This training shall include hand-outs and hands-on exercises. |
| 6290 | The Contractor shall provide an additional online, web-based user training at a minimum every three (3) months to educate experienced users on newly created EVV functionality, helpful tips and tricks, and other pertinent information. |
| 6234 | The Contractor shall work collaboratively with the Agency to ensure the tools, training assets, and knowledge transfer processes managed by the Contractor are modified to be compatible with the Agency's Enterprise Learning Solution. |
| 6298 | The Contractor shall provide one designated Instructional Designer to analyze, design, develop and evaluate effective and efficient knowledge material and learning experiences, which are Alabama-specific. These knowledge materials and learning experiences must be updated throughout the life of the Contract. |
| 6253 | The Contractor shall be responsible to arrange for and provide Agency approved on-site training (multiple locations) prior to implementation; training is for the Agency, Operating Agencies, providers, support coordinators, and other parties as deemed necessary by the Agency and must cover accessing and using the EVV solution. |
| 6410 | The Contractor shall be responsible for an automated registration process resources being trained on-site, which will provide email notifications of training information including but not limited to date, time, location and relevant information as required by the Agency. |
| 6257 | The Contractor shall provide all necessary Alabama-specific training materials for on-site training sessions for the Agency, Operating Agencies, Providers, Support Coordinators, and other parties as deemed necessary by the Agency, at Agency approved locations. The Contractor shall ensure at least two (2) trainers are available and present at each on-site training session. |
| 6254 | The Contractor shall develop and obtain approval of training materials, including but not be limited to Alabama-specific user guides/materials a minimum of thirty (30) days prior to use. The Contractor shall keep all materials/documents current. |
| 6255 | The Contractor shall distribute and collect training questionnaires/surveys for all training sessions immediately upon completion of training. The Contractor shall provide the Agency with a summary of responses within five (5) days of training completion. |
| 6258 | The Contractor shall provide online system training for major system changes/implementations for the Agency, Operating Agencies, providers, support coordinators, and other parties as deemed necessary by the Agency. |
| 6249 | The Contractor shall prepare and make available Alabama-specific training materials that supports outreach to the recipient community. |
| 6241 | The Contractor shall provide a method for notifying and announcing upcoming training sessions and provide a method for users to register for the training sessions. |

| Master ID | Requirement Description |
|-----------|--|
| 6291 | The Contractor shall track, certify and provide a report of the providers who have received the Alabama-specific EVV training. |
| 6297 | The Contractor shall provide an EVV Subject Matter Expert (SME) for staff development, train the trainer, and evaluation/audits for the term of the Contract. The SME will facilitate training sessions on major system changes/implementations for the Agency, Operating Agencies, providers, support coordinators, and other parties as deemed necessary by the Agency. |
| 6242 | The Contractor shall provide a solution that is capable of sending email notification to the Agency of users who are yet to complete training at a frequency to be agreed upon with the Agency. |
| 6256 | The Contractor shall ensure that all training content is Alabama-specific. |
| 6319 | The Contractor shall provide multiple methods of training which includes but is not limited to Web-based training, live and online instructor-led training, and self-paced training. |
| 4960 | The Contractor shall provide awareness training of the COOP to all staff within four (4) weeks of onboarding. |
| 6247 | The Contractor shall collaborate with the Agency to develop and submit a Training and Knowledge Plan for Agency review and approval in accordance with the Contract Deliverables Table (Appendix D). The Training and Knowledge Plan shall provide the overall approach and methodology to develop and provide training to all users of the Contractor's solution. The Contractor shall use the OCM Training Plan (OCM-2-e1) to develop the Training and Knowledge Plan. |
| 6248 | The Contractor shall collaborate with the OCM team to develop and submit a Training and knowledge Plan, using the Module Training Plan template (OCM-2-c2-03) for Agency review and approval within two (2) months from start of contract. The Contractor shall update the Training Plan every six (6) months through the term of the contract. |
| 6228 | The Contractor shall ensure that their training tools/solution integrate with the Agency's Enterprise Learning Solution. |

c. Training Deliverables

Table II-52: Training Deliverables

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|-----------------------------|--|-------------------------------------|--|
| EVV2023-TKP-001 | 6248 | Training and Knowledge Plan | The Contractor shall provide a Training and Knowledge Plan that contains the overall approach and methodology to train all individuals to use the Contractor's solution. | Eight (8) weeks from Contract Start | Every six (6) months throughout the contract |

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|---------------------|---|---|--|
| EVV2023-TCU-001 | 6472 | Training Curriculum | <p>The Contractor shall provide a Training Curriculum developed in collaboration with the OCM team, finalized, and submitted to the Agency for review and approval a minimum of sixty (60) days before any scheduled training delivery. Documentation provided shall include, but not be limited to:</p> <ol style="list-style-type: none"> 1. Training Outline, identifying the learning objectives and target audience for each course 2. Systems Operations Manual, Instructor guides, participant guides. 3. User task-based job aids, fact sheets 4. Program policy requiring system updates/modifications 5. Online user tools or sites 6. Role based FAQs and troubleshooting steps 7. A knowledge check with answer key and noted pass/fail requirements | Two (2) months prior to any scheduled training delivery | Prior to any scheduled training delivery |

14. Security and Compliance

Adherence to the Medicaid Enterprise Security Policy is maintained in the Medicaid Governance, Risk, and Compliance (GRC) management platform. The GRC management platform will be made available to the MEVV Contractor through VPN access upon Contract start. The current policy for proposal purposes will also be available in an access-controlled SharePoint site, as discussed in RFP Section VI.C.2 Access Controlled SharePoint.

The Agency’s GRC management platform is the Enterprise repository for all security documentation. The MEVV Contractor’s Information System Security Officer (ISSO) and/or Information System Security Manager (ISSM) will be given access to the GRC management platform and shall be responsible for entering security documentation in the GRC. The MEVV Contractor shall review and update the security documentation according to the continuous monitoring strategy defined by the Agency ISO, as well as any time the MEVV Contractor’s system is modified. The initial entry of this information can be a time-consuming effort and the MEVV Contractor must plan accordingly.

a. System Security Plan

The MEVV Contractor is required to provide a System Security Plan that meets the Security Specifications as described in the Medicaid Enterprise Security Policy, which is based on Federal OMB Circular A-130, NIST FIPS 200, NIST Special Publication 800-53: Security and Privacy Controls for Federal Information Systems and Organizations, and other applicable NIST Special Publications.

The MEVV Contractor shall submit the MEVV Solution System Security Plan (SSP) through the Agency GRC Management Tool within three (3) months of Contract start. The MEVV Contractor shall maintain and update the SSP (as submitted and approved) through the Agency GRC Management Tool, updating the MEVV SSP no more than twelve (12) months after prior submittal (as per NIST SP 800-18 Rev 1 Guide for Developing Security Plans for Federal Information Systems).

b. Authorization Package

The MEVV Contractor should understand there is an Authorization Process (PM-10) for all Medicaid Systems and services, as part of the Information Security Program Management Policy. This process incorporates all applicable laws, Executive Orders, directives, regulations, policies, standards, and guidelines of the requirements specified by the following sources:

- Internal Revenue Service (IRS) Publication 1075
- Social Security Administration (SSA) Technical Systems Security Requirements (TSSR)
- Center for Medicare & Medicaid Services (CMS) Acceptable Risk Safeguards (ARS)
- Health Insurance Portability and Accountability Act (HIPAA) Security Rule

The MEVV Contractor shall, in collaboration with the Agency Information Security Office as the third-party security control assessor, develop and complete an Authorization Package for submission to the Medicaid Authorizing Official that contains the following:

- PL-2: System Security Plan – Managed as a project package within the Information Security Office GRC management tool
- CA-2: Assessment’s security assessment results
- CA-5: Plan of Action & Milestones (POAM) inclusive of a Risk Register specific to system in scope for Authorization step
- Other supporting assessment evidence and documentation as needed
- Authorization to Operate certificate (prior to Authorization to Operate (AO) signature)

This Authorization Package is considered accepted once the Medicaid Authorizing Official approves the Authorization to Operate, which means the system is authorized to operate with current SSP and POAM. The MEVV Contractor shall maintain and update all Security Documentation per Agency Continuous Monitoring Strategy.

c. Security and Compliance Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in [Table II-53: Security and Compliance Requirements](#) and [Table II-54: Security and Compliance Deliverables](#) and all related requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to Proposal Narrative Questions.

Table II-53: Security and Compliance Requirements

| Master ID | Requirement Description |
|-----------|--|
| 4636 | The Contractor shall retain full responsibility for all maintenance and configuration changes to the solution(s) necessary to maintain Federal security and regulatory compliance. |
| 4637 | The Contractor shall provide a solution that ensures all data exchanges are restricted to the continental United States (CONUS). |

| Master ID | Requirement Description |
|-----------|--|
| 4643 | The Contractor shall comply and report on how the solution is ADA 508 compliant, following compliance standards defined by Section 508 of the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, 36 CFR Part 1194, 42 CFR 431.206, and 45 CFR Part 80, which requires agencies to provide software and website accessibility to people with disabilities. |
| 4644 | The Contractor shall retain and make accessible, according to 42 CFR 431.17 and State requirements, data entered into, maintained, or generated by the modified system, as directed by the Agency. |
| 4645 | The Contractor shall, within ten (10) business days of receipt of a written request from the State/Federal government or Agency, make all requested data available to the requestor in the format, media type, and quantities designated, at no additional charge. |
| 4646 | The Contractor shall ensure that solution meets the Security Specifications as described in the Medicaid Enterprise Security Policy, which is based on Federal Office of Management and Budget (OMB) Circular A-130, National Institute for Standards and Technology (NIST) Federal Information Processing Standard (FIPS) 200, NIST Special Publication 800-53: Security and Privacy Controls for Federal Information Systems and Organizations, and other applicable NIST Special Publications. |
| 6470 | The Contractor shall maintain a comprehensive Information Security and Privacy Continuous Monitoring (ISCM) program (in line with the Continuous Monitoring requirements specified in the Medicaid Enterprise Security Policy and based on the continuous monitoring process described in National Institute of Standards and Technology (NIST) Special Publication (SP) 800-137, Information Security Continuous Monitoring for Federal Information Systems and Organization) to demonstrate its effectiveness of the security and privacy controls implementation and meet the CMS and State’s quarterly risks reporting requirements. |
| 4648 | <p>The Contractor shall participate in the Medicaid Risk Management Strategy (through coordination with the Medicaid ISO) by:</p> <ol style="list-style-type: none"> 1. Providing sufficient resources to perform the roles of Information System Security Officer (ISSO) and Information System Security Manager (ISSM) to implement all applicable security controls, document those implementations, and maintain security documentation (as policy, procedural, or system changes are made) for the Module using the Medicaid GRC management platform 2. Maintaining up to date security documentation 3. Facilitating internal and external Security Control Assessments and Audits 4. Allowing Medicaid reviewers to continuously assess the Contractor’s implementation of all applicable security controls in the Medicaid Enterprise Security Policy as part of the Contractor’s change management processes; and as part of annual assessments 5. Providing other system security documentation to the Agency Information Security Office as necessary, including, but not limited to, System Security Plans, Incident Response Plan, Plans of Action and Milestones, and Authorizations to operate as defined in the Medicaid Enterprise Security Policy |
| 4649 | The Contractor shall have the Medicaid Authorizing Official approve the Contractor system, its security implementation, and Plans of Action and Milestones prior to the system’s “go-live.” |

| Master ID | Requirement Description |
|-----------|--|
| 6471 | The Contractor shall provide a solution that maintains compliance with the Medicaid Enterprise Security Policy, based on federal standards such as NIST Special Publication 800-53 and subject to changes and updates as the Agency Information Security Program matures, or as legislation, regulations, policies, publications, or practices change. Medicaid shall reserve the right to revoke the Contractor's access to information that it shares with the Contractor in the event an audit finds the Contractor has not met the security requirements specified in the Medicaid Enterprise Security Policy. |
| 4651 | The Contractor shall actively participate in the Agency Vulnerability Management Program, which includes but is not limited to: <ol style="list-style-type: none"> 1. Authenticated system component vulnerability and configuration scans 2. Dynamic application scans 3. Static code scans 4. Database configuration and vulnerability scans 5. Penetration testing exercises |
| 4652 | The Contractor shall actively participate in the Agency Incident Response Capability, which includes but is not limited to: <ol style="list-style-type: none"> 1. Forwarding all system logs to the Agency Security Information and Event Management (SIEM) platform, as requested by Medicaid 2. Responding to Agency Security Operations Center (SOC) notifications according to the Contractor's Incident Response Plan 3. Providing feedback to the Agency SOC regarding all incidents, their root cause, mitigation efforts and effectiveness |
| 4731 | The Contractor shall follow the Authorization Process (PM-10) and develop and submit an Authorization Package to the Agency prior to go-live for review and approval. The Contractor shall update the Authorization Package annually through the term of the Contract. |
| 5030 | The Contractor shall be in compliance with all Agency configuration and security policies, which may include periodic scanning by the Agency of the individual notebook/laptop computers that are connected to the onsite Medicaid network. |

d. Security and Compliance Deliverables

Table II-54: Security and Compliance Deliverables

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|----------------------------|--|--------------------------------------|-----------|
| EVV2023-SSP-001 | 4648 | System Security Plan (SSP) | System Security Plan that meets the Security Specifications as described in the Medicaid Enterprise Security Policy | Three (3) months from Contract Start | Annually |
| EVV2023-AUP-001 | 4731 | Authorization Package | PL-2: System Security Plan CA-2: Security assessment results CA-5: Plan of Action & Milestones Authorization to Operate certificate | Annually | Annually |

15. Enterprise and General Services SLAs and KPIs

The MEVV Contractor shall provide in the Service Level Agreement Plan how they will follow their best practices and tools for providing the MEVV solution. Unless otherwise noted, a threshold of 100% for SLAs and KPIs is expected.

a. Service Level Agreement – User Support/Ticketing

1. Measurement Item. User Support Communication

Measurement Description. The MEVV Contractor shall provide assistance and support to users through a Help Desk or similar function. Help Desk shall include support for end users, as well as technical/operational staff. Help Desk shall be able to be contacted via a ticketing system and over the phone. The ticketing system shall be used for any issue report or support requests. Phone support shall at a minimum be used for critical and major issues (Priority Level 1-2, Security Level 1-2), but also be an option to escalate Priority Level 3-4 issues. Telephone support shall be made available to the users from 7:00 am to 6:00 pm Central, 7 days a week.

2. Measurement Item. Ticketing

Measurement Description. The MEVV Contractor shall maintain a ticketing system for all system users to submit issue resolution tickets. Regardless of method of communication (ticketing system, email, phone), the MEVV Contractor shall issue or update tickets for issues reported in the ticketing system for tracking purposes.

3. Measurement Item. Response Priority

Measurement Description. All tickets shall be responded to in a timely manner and issues resolved in accordance with the Priority Level and Security Level Time to Response and Resolution requirements in this SLA.

b. Key Performance Indicator – Response Priority

When reporting an issue or error to the MEVV Contractor, the State shall identify the issue/error by its priority level as described below. If the MEVV Contractor identifies an issue/error, the MEVV Contractor shall immediately notify the State and identify the issue/error priority level based on the Contractor's initial evaluation.

- Priority Level 1 (P1) – A complete system unavailability, unavailability of a critical system component.
- Priority Level 2 (P2) – A major component of the State's ability to operate is affected, including identified vulnerabilities. Some aspects of the business can continue, but it is a major problem.
- Priority Level 3 (P3) – The State's core business is unaffected, but the issue is affecting efficient operation by one or more person, including identified vulnerabilities.
- Priority Level 4 (P4) – The issue is a background or planned task and will be addressed when time permits or on the planned schedule for implementation, including identified vulnerabilities.

c. Time to Response and Resolution

Immediately upon identifying a system issue or error or receiving notice from system users of an issue or error, the MEVV Contractor shall respond and resolve the issue or error according to the times and targets outlined below, as applicable. If the MEVV Contractor cannot meet any of these guidelines, the MEVV Contractor shall describe in writing to explain why and propose new Response and Resolution Times for State approval.

- Measurement Item. Issue/Error Notification
- Measurement Description. Requires agency notification
- Measurement Logic. The measurement logic is Time > Immediate
- Measurement Period. Episodic
- Measurement Interval. Episodic

- Measurement Item. Resolution notification – P1
- Measurement Logic. The measurement logic is Time <= 30 calendar minutes
- Measurement Period. Monthly
- Measurement Interval. Monthly

- Measurement Item. Resolution notification – P2
- Measurement Logic. The measurement logic is Time <= 1 calendar hour
- Measurement Period. Monthly
- Measurement Interval. Monthly

- Measurement Item. Resolution notification – P3
- Measurement Logic. The measurement logic is Time <= 3 business hours
- Measurement Period. Monthly
- Measurement Interval. Monthly

- Measurement Item. Resolution notification – P4
- Measurement Logic. The measurement logic is Time <=8 business hours
- Measurement Period. Monthly
- Measurement Interval. Monthly

- Measurement Item. Resolution – P1
- Measurement Logic. The measurement logic is Time <= 2 calendar hours
- Measurement Period. Monthly
- Measurement Interval. Monthly

- Measurement Item. Resolution – P2
- Measurement Logic. The measurement logic is Time <= 6 calendar hours
- Measurement Period. Monthly
- Measurement Interval. Monthly

- Measurement Item. Resolution – P3
- Measurement Logic. The measurement logic is Time <= 2 business days
- Measurement Period. Monthly
- Measurement Interval. Monthly

- Measurement Item. Resolution – P4
- Measurement Logic. The measurement logic is Time <=5 business days
- Measurement Period. Monthly
- Measurement Interval. Monthly

d. Discount Calculation – Enterprise and General Services

If for any one month, any one or more of the measurements do not meet the SLA standards, the MEVV Contractor shall discount by 5% (five percent) the invoice presented to Medicaid for the same month in which the SLA standards were not met. If the MEVV Contractor consistently fails to meet the SLA standards, Medicaid may request a CAP. If the MEVV Contractor is still unable to meet SLA standards after the CAP has been executed, then Medicaid may notify the MEVV Contractor of failure to meet contract requirements, and the MEVV Contractor may be subject to liquidated damages as described in Section VIII.MM - Contract Liquidated Damages.

16. Narrative Questions

Vendors must answer each narrative question or statement clearly, completely, and in the format designated in RFP Section VI. Submission Requirements, subsection N, [Tab 6 – Scope of Work and Narrative Response](#) and in alignment with PL18_Response to Narrative Questions Template. Each narrative question response must address the applicable specification(s) and should include any Vendor-specific knowledge, creativity, or innovation that shows how the topic will support the Agency’s goals and objectives. All questions must have a detailed response.

- Q - 56 What is your approach to providing a detailed project schedule and resolving all Agency’s comments in order to obtain approval within eight (8) weeks from contract start? (The Respondent must provide a high-level project schedule that indicates how they will manage their tasks and responsibilities. This high-level project schedule will be used until the detail project schedule is approved.)
- Q - 57 What is your approach to managing and maintaining the MEVV project schedule to provide weekly updates to the Agency on completion of tasks, milestones, critical path, and concerns?
- Q - 58 What is your approach to integrating your project schedule into the AMMP integrated master schedule (IMS)? This must include the plan to manage, update and maintain the MEVV project schedule to the IMS.
- Q - 59 What is your approach to documenting information, including workflows, collected in the discovery sessions and make them available to the Agency?
- Q - 60 What is your approach, including specific situations, for maintaining SLAs and implementing corrective action to resolve defects and missed performance expectations?
- Q - 61 What is your approach to collaborating with the Agency to document the MEVV Security Plan in the Agency GRC management platform?
- Q - 62 What is your approach and the resources (human and non-human) required to meet and comply with the Medicaid Enterprise Security Policy?
- Q - 63 Based on the section below entitled “COTS/Contractor Intellectual Property”, what is your approach to ensure that your MEVV solution will be transferable to the Agency, as a whole and/or in parts, to ensure MES remains intact and fully operational upon contract closeout?
- Q - 64 What is your approach and describe the resources (human and non-human) required to design, develop, implement, and operate the MEVV?
- Q - 65 What is your approach to business continuity and disaster recovery?
- Q - 66 What is your approach to Help Desk Support?
- Q - 67 What is your approach to Certification, including evidence gathering and documentation? How will you ensure that the MEVV maintains certification with CMS?

III. Pricing

Vendors must respond to this RFP by 1) utilizing the RFP Cover Sheet to indicate the firm and fixed price for the implementation and updating/operation phase to complete the scope of work, and 2) submitting a completed [Appendix C: Pricing](#) (Schedule) according to the instructions provided within Appendix C and including signed, printed copies of all Pricing Schedules. The Agency will only accept completed forms/worksheets, as presented, and only contained in Appendix C.

IV. General

The Alabama Medicaid Agency is responsible for the administration of the Alabama Medicaid Program under a Federally approved State Plan for Medical Assistance. Through teamwork, the Agency strives to enhance and operate a cost-efficient system of payment for health care services rendered to low-income individuals through a partnership with health care providers and other health care insurers both public and private.

Medicaid's central office is located at 501 Dexter Avenue in Montgomery, Alabama. Central office personnel are responsible for data processing, program management, financial management, program integrity, general support services, professional services, and recipient eligibility services. For certain recipient categories, eligibility determination is made by Agency personnel located in eleven (11) district offices throughout the State and by one hundred forty (140) out-stationed workers in designated hospitals, health departments and clinics. Medicaid eligibility is also determined through established policies by the Alabama Department of Human Resources and the Social Security Administration. The Alabama Medicaid agency serves approximately 1,000,000 Alabama citizens each year through a variety of programs.

Services covered by Medicaid include, but are not limited to, the following:

- Physician Services
- Inpatient and Outpatient Hospital Services
- Rural Health Clinic Services
- Laboratory and X-ray Services
- Nursing Home Services
- Early and Periodic Screening, Diagnosis and Treatment
- Dental for children ages zero (0) to twenty (20)
- Home Health Care Services and Durable Medical Equipment
- Family Planning Services
- Nurse-Midwife Services
- Federally Qualified Health Center Services
- Hospice Services
- Prescription Drugs
- Optometric Services
- Transportation Services
- Hearing Aids
- Intermediate Care Facilities for Individuals with Intellectual Disabilities
- Prosthetic Devices
- Outpatient Surgical Services
- Renal Dialysis Services
- Home and Community Based Waiver Services
- Prenatal Clinic Services
- Mental Health Services

Additional program information can be found at www.medicaid.alabama.gov.

This document outlines the qualifications which must be met in order for an entity to serve as a Contractor. It is imperative that potential Contractors describe, **in detail**, how they intend to approach the Scope of Work specified in Section II of the RFP. The ability to perform these services must be carefully documented, even if the Contractor has been or is currently participating in a Medicaid Program. Proposals will be evaluated based on the written information that is presented in the response. This requirement underscores the importance and the necessity of providing in-depth information in the proposal with all necessary supporting documentation.

The Vendor must demonstrate in the proposal a thorough working knowledge of program policy requirements as described, herein, including, but not limited to, the applicable Operational Manuals, State Plan for Medical Assistance, Administrative Code and Code of Federal Regulations (CFR) requirements.

Entities that are currently excluded under Federal and/or State laws from participation in Medicare/Medicaid or any State's health care programs are prohibited from submitting bids.

V. Corporate Background and References

Entities submitting proposals must:

1. Provide evidence that the Vendor possesses the qualifications required in this RFP. If a subcontractor is necessary, the MEVV Contractor must identify the percentage of work, as measured by the total Proposal price, to be performed by the subcontractor. Any work to be performed by a proposed subcontractor, cannot exceed 49% of the total Proposal price. All contractor and subcontractor employees must work in the continental United States.
2. Provide a description of the Vendor's and subcontractor's organizations, including:
 - a) Date established.
 - b) Ownership (public company, partnership, subsidiary, etc.). Include an organizational chart depicting the Vendor's organization in relation to any parent, subsidiary, or related organization.
 - c) Number of employees and resources.
 - d) Names and resumes of Senior Managers and Partners in regard to this contract.
 - e) A list of all similar projects the Vendor has completed within the last three years.
 - f) A detailed breakdown of proposed staffing for this project, including names and education background of all employees that will be assigned to this project.
 - g) A list of all Medicaid agencies or other entities for which the Vendor currently performs similar work.
 - h) Evidence that the Vendor is financially stable and that it has the necessary infrastructure to complete this contract as described in the Vendor's Proposal. The Vendor must provide audited financial statements for the last three years or similar evidence of financial stability for the last three years. ***This is not required for subcontractors.***
 - i) Vendor's acknowledgment that the State will not reimburse the Contractor until: (a) the Project Director has approved the invoice; and (b) the Agency has received and approved all deliverables covered by the invoice.
 - j) Details of any pertinent judgment, criminal conviction, investigation or litigation pending against the Vendor or any of its officers, directors, employees, agents or subcontractors of which the Vendor has knowledge, or a statement that there are none. The Agency reserves the right to reject a proposal solely on the basis of this information.

3. The Vendor and subcontractor(s) must have all necessary business licenses, registrations, and professional certifications at the time of the contracting to be able to do business in Alabama. All companies submitting proposals in response to this RFP must be qualified to transact business in the State of Alabama in accordance with to include, but not limited to, Code of Alabama 1975, 10A-1- 7.01 et seq., and shall have filed and possess a valid “Application for Registration” issued by the Secretary of State at the time of responding to this RFP. To obtain forms for the application, contact the Secretary of State, (334) 242-5324, www.sos.state.al.us.
4. Vendors must furnish at least three (3) references to support the experience requirements listed below in Section B, using Appendix G: Corporate Reference Worksheet to document experience. A reference may be for an experience of the Vendor or of the subcontractor(s). On the Corporate Reference Worksheet, Vendors should add information; for example, include prominently the applicable experience; and include the subcontractor’s name with any reference provided by that subcontractor. Vendors/subcontractors should only list references that are from projects of similar size and scope, including contact name, title, telephone number, and address. Performance references must also include contract type, size, and duration of services rendered. Vendors/subcontractors cannot use any Alabama Medicaid Agency personnel as a reference.
5. Vendor Procurement Participation Restrictions: Provide a narrative response that describes and explains the Vendor’s understanding of the Procurement Participation Restrictions as laid out in the RFP.
6. Experience Requirements: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, meet and exceed the Experience Requirements as laid out in the Section V.B. – MEVV Experience.
7. Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.H.8 – Scope of Work, Enterprise and General Services–
8. [General Staffing](#).
9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions

The State reserves the right to use any information or additional references deemed necessary to establish the ability of the Vendor to perform the conditions of the contract.

A. Vendor Procurement Participation Restrictions

1. The awarded MEVV Contractor, including any and all subcontractors, are precluded from being awarded the PMO, TCOE, or SIS Contracts.
2. Any Contractor, including any and all subcontractors, who has a current contractual engagement with the Agency for PMO Services, Testing Services, or SI Services is precluded from being awarded any module contract solution (e.g., EDS, SIS, CPMS, PM, MEVV, and/or CARES), either as the prime contractor or a subcontractor.

See Section VIII, General Terms and Conditions, Section P .

Table V-1: Vendor Procurement Restrictions

| Procurement | PMO | TCOE | SIS | EDS | CPMS | PM | MEVV | CARES |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Program Management Office (PMO) | Open | Precluded | Precluded | Precluded | Precluded | Precluded | Precluded | Precluded |
| Testing Center of Excellence (TCOE) | Precluded | Open | Precluded | Precluded | Precluded | Precluded | Precluded | Precluded |
| System Integration Services (SIS) | Precluded | Precluded | Open | Precluded | Precluded | Precluded | Precluded | Precluded |
| Enterprise Data Services (EDS) | Precluded | Precluded | Precluded | Open | Open | Open | Open | Open |
| Claims Processing Management Services (CPMS) | Precluded | Precluded | Precluded | Open | Open | Open | Open | Open |
| Provider Management (PM) | Precluded | Precluded | Precluded | Open | Open | Open | Open | Open |
| Modular Electronic Visit Verification (MEVV) | Precluded | Precluded | Precluded | Open | Open | Open | Open | Open |
| Centralized Alabama Recipient Eligibility System (CARES) | Precluded | Precluded | Precluded | Open | Open | Open | Open | Open |
| Precluded: Awarded Contractor(s) are precluded from bidding on subsequent modules within the overall program. | | | | | | | | |
| Open: Awarded Contractor(s) are not precluded from bidding on subsequent modules within the overall program. | | | | | | | | |

B. Experience Requirements

The Agency determined a minimum set of MEVV Contractor qualifications and experience that any potential contractor must possess to fulfill the obligations of this RFP and resulting contract. Any Vendor responding to this RFP may be required to furnish additional information supporting their capability to comply with the conditions for submitting a response and fulfilling the contract if receiving an award. The Agency reserves the right to use any information or additional references deemed necessary to establish the ability of the Vendor to perform the conditions of the contract.

The Agency will accept experience and qualifications from any potential Contractor under either/both their current legal business name, as registered with the Agency, or experience and qualifications attained under a previous legal business name or business entity that has been consolidated, acquired, or merged under a different business, legal entity, so long as it is accompanied with a signed, executed, certificate of merger, as filed with the Agency. Before the award of any contract, the Agency shall be satisfied that the Vendor has sufficient qualified resources available for performing the work described in this RFP.

1. MEVV Experience

The vendor shall provide evidence of a minimum of three (3) years of experience in the successful configuration, implementation, and operations of their offered solution. The solution provided as evidence must have, in the judgement of the State, performed substantially the same functions and have been of similar technical architecture as the solution offered in this proposal. See [Appendix G: Corporate Reference Worksheet](#). Each reference must provide evidence that:

- The vendor has successfully operated their offered solution at a minimum for two (2) state Medicaid Agencies for at least two (2) continuous years during the prior five (5) years of operation. See [Appendix G: Corporate Reference Worksheet](#)
- The vendor has successfully met the major project milestones by providing the time it took them to (duration information must be provided for each EVV solution implemented for a Medicaid Agency):
 - Conduct the Operational Readiness Review (ORR) from their contract start date
 - Go-live from ORR date
 - Conduct the Certification Review after go-live
 - Obtain CMS Certification after CR
- The vendor has successfully achieved CMS certification in Electronic Visit Verification in at least two (2) other states.
- The vendor must identify any Corrective Action Plan, penalties, or discounts incurred due to poor performance on a contract within the last three (3) years. The vendor must also identify instances that their solution resulted in delays with CMS certification or instances where their solution resulted in an impact to the state FFP.

VI. Submission Requirements

A. Authority

This RFP is issued under the authority of Section 41-4-110 et. seq of the Alabama Code and 45 CFR part 75. The RFP process is a procurement option allowing the award to be based on stated evaluation criteria. The RFP states the relative importance of all evaluation criteria. No other evaluation criteria, other than as outlined in the RFP, will be used.

In accordance with 45 CFR part 75, the State encourages free and open competition among Vendors. Whenever possible, the State will design specifications, proposal requests, and conditions to accomplish this objective, consistent with the necessity to satisfy the State's need to procure technically sound, cost-effective services and supplies.

B. Single Point of Contact

From the date this RFP is issued until a Vendor is selected and the selection is announced by the Project Director, all communication must be directed to the Project Director in charge of this solicitation. **Vendors or their representatives must not communicate with any State staff or officials regarding this procurement with the exception of the Project Director.** Any unauthorized contact may disqualify the Vendor from further consideration. Contact information for the single point of contact is as follows:

| | |
|--------------------------|---|
| <i>Project Director:</i> | Shannon Crane |
| <i>Address:</i> | Alabama Medicaid Agency Lurleen B. Wallace Bldg. 501 Dexter Avenue PO Box 5624 Montgomery, Alabama 36103-5624 |
| <i>E-Mail Address:</i> | MEVV@medicaid.alabama.gov |

C. RFP Documentation

All documents and updates to the RFP including, but not limited to, the actual RFP, questions and answers, addenda, etc., will be posted to the Agency's website at www.medicaid.alabama.gov.

1. Procurement Library

The Agency established a Procurement Library that contains the necessary documents and artifacts needed for a Vendor to complete their proposal. The documents are available for downloading from the Alabama Medicaid Procurement website:

https://medicaid.alabama.gov/content/2.0_Newsroom/2.4_Procurement.aspx

See Appendix F: RFP Documentation for a complete list of contents.

2. Access Controlled SharePoint

The Agency maintains an access-controlled SharePoint site that contains Agency approved policies, procedures, and processes for the following:

- IT Project Governance
- Security Governance
- Data Governance

The Agency expects for Vendors to review artifacts contained in the access-controlled SharePoint for both Security Governance and Data Governance, as those specified items have significant relevance to the SOW for the MEVV Contractor. Items and artifacts designated under the IT Project Governance category are superseded by the project management and program management processes, procedures, and deliverables ascribed within this RFP by the AMMP Program Management Office (PMO).

To gain access, Vendors are required to submit the Request for Access: MEVV RFP Access Controlled SharePoint Form (PL17_AMA IST Governance SharePoint Site Access Request Form), one per Vendor, not per individual, via email to MEVV@medicaid.alabama.gov. Once a request is received and approved, the RFP Coordinator will respond to the requestor with access instructions and the credentials necessary to logon to the access-controlled SharePoint site, for only the requestor listed. Requests received two (2) weeks prior (or less) to the proposal due date as listed in [Table I-1: Schedule of Events](#) will not be granted.

Do not send more than one request per Vendor. Subcontractors interested in bidding may also request access in the same manner as listed above. The Agency reserves the right to deny any request for access privilege to the Controlled SharePoint site. Access privileges will be terminated at the close of the proposal response due date and time, as listed in I-1 Schedule of Events.

See Appendix F: RFP Documentation for a complete list of Access Controlled SharePoint contents.

D. Questions Regarding the RFP

Vendors with questions requiring clarification or interpretation of any section within this RFP must submit questions and receive formal, written replies from the State. Each question must be submitted to the Project Director via email. Questions and answers will be posted on the website as available.

E. Acceptance of Standard Terms and Conditions

Vendors must submit a statement stating that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Additions or exceptions to the standard terms and conditions are not allowed.

F. Adherence to Specifications and Requirements

Vendors must submit a statement that the Vendor has an understanding of and will comply with the specifications and requirements described in this RFP.

G. Order of Precedence

In the event of inconsistencies or contradictions between language contained in the RFP and a Vendor's response, the language contained in the RFP will prevail. Should the State issue addenda to the original RFP, then said addenda, being more recently issued, would prevail against both the original RFP and the Vendor's proposal in the event of an inconsistency, ambiguity, or conflict.

H. Vendor's Signature

The proposal must be accompanied by the RFP Cover Sheet signed in ink by an individual authorized to legally bind the Vendor. The Vendor's signature on a proposal in response to this RFP guarantees that the offer has been established without collusion and without effort to preclude the State from obtaining the best possible supply or service. Proof of authority of the person signing the RFP response must be furnished upon request.

I. Offer in Effect for 90 Days

A proposal may not be modified, withdrawn, or canceled by the Vendor for a 90-day period following the deadline for proposal submission as defined in the Schedule of Events, or receipt of best and final offer, if required, and Vendor so agrees in submitting the proposal.

J. State Not Responsible for Preparation Costs

The costs for developing and delivering responses to this RFP and any subsequent presentations of the proposal as requested by the State are entirely the responsibility of the Vendor. The State is not liable for any expense incurred by the Vendor in the preparation and presentation of their proposal, or any other costs incurred by the Vendor prior to execution of a contract.

K. State's Rights Reserved

While the State has every intention to award a contract as a result of this RFP, issuance of the RFP in no way constitutes a commitment by the State to award and execute a contract. Upon a determination such actions would be in its best interest, the State, in its sole discretion, reserves the right to:

- Cancel or terminate this RFP;
- Reject any or all of the proposals submitted in response to this RFP;
- Change its decision with respect to the selection and to select another proposal;
- Waive any minor irregularity in an otherwise valid proposal which would not jeopardize the overall program and to award a contract on the basis of such a waiver (minor irregularities are those which will not have a significant adverse effect on overall project cost or performance);
- Negotiate with any Vendor whose proposal is within the competitive range with respect to technical plan and cost;
- Adopt to its use all, or any part, of a Vendor's proposal and to use any idea or all ideas presented in a proposal;
- Amend the RFP (amendments to the RFP will be made by written addendum issued by the State and will be posted on the RFP website);
- Not award any contract.

L. Price

Vendors must respond to this RFP by utilizing the RFP Cover Sheet to indicate the firm and fixed price for the implementation and updating/operation phase to complete the scope of work.

M. E-Verify Memorandum of Understanding

The proposal response must include an E-Verify Memorandum of Understanding with the Department of Homeland Security.

N. Proposal Format

Proposals must be prepared on standard 8 ½" x 11" paper and must be bound. All proposal pages must be numbered unless specified otherwise. All responses, as well as, any reference material presented, must be written in English.

Proposals must not include references to information located elsewhere, such as Internet websites. Information or materials presented by the Vendor outside the formal response or subsequent discussion/negotiation, if requested, will not be considered, and will have no bearing on any award.

This RFP and its attachments are available on Medicaid’s website. The Vendor acknowledges and accepts full responsibility to ensure that no changes are made to the RFP. In the event of inconsistencies or contradictions between language contained in the RFP and a Vendor’s response, the language contained in the RFP will prevail. Should Medicaid issue addenda to the original RFP, then said addenda, being more recently issued, would prevail against both the original RFP and the Vendor’s proposal.

1. Proposal Structure

Proposal Responses shall be in clear, concise language. This is defined as easy-to-understand, non-technical information unless describing technology and/or architecture requirements.

Proposals must demonstrate the ability to meet all RFP specifications. Failure to address any of the required specifications will result in the proposal not meeting the responsiveness requirement. See Section VII. Evaluation and Selection Process. Proposals deemed non-responsive will not be considered. The Proposal must include the specifications with ten separate sections with named/labeled tabs presented in the following order:

a. Tab 1 – RFP Cover Sheet

The proposal response for this tab must ONLY contain a completed RFP Cover Sheet. The completed RFP Cover Sheet must identify a contact person for the proposal including full name, title, address, telephone number, e-mail address and fax number. All correspondence regarding the proposal will be directed to this individual.

b. Tab 2 – Proposal Compliance Checklist

The Proposal Response in this tab should ONLY contain a completed copy of [Appendix A: Proposal Compliance Checklist](#).

c. Tab 3 – Master Proposal Table of Contents

The proposal response for this tab does not have a page count requirement or limitation and must ONLY contain a Master Proposal Table of Contents (TOC) with titles for each Tab (starting with Tab 4), subsections (within each Tab), Narrative Question ID numbers, tables, figures, and appendices, including beginning page numbers. Page numbers must be labeled and sequential per tab (e.g., 4-1, 4-2); each new tab is expected to restart page counts.

d. Tab 4 – Transmittal Letter

The proposal response for this tab does not have a page count requirement or limitation and must ONLY contain the Transmittal Letter and all applicable enclosures as specified below. The Transmittal Letter is a cover letter addressed to the Project Director that includes the following:

1. Name of the corporation or other legal entity submitting the proposal. Vendor must use this section to state whether it is a partnership, non-profit corporation, Alabama Corporation, Non-Alabama Corporation, or some other structure.
2. A statement that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor’s proposal deemed non-responsive.
 - a. The Vendor understands and shall comply with all the specifications, requirements, and provisions of the RFP statement acknowledging and agreeing to all of the rights of the State contained in the provisions of this RFP.
 - b. A statement that the Vendor understands and will comply with the specifications and requirements described in this RFP.

3. A statement of compliance with Affirmative Action and Equal Employment Opportunity regulations.
4. A statement acknowledging and agreeing to all of the rights of the State contained in the provisions of this RFP.
5. A statement that, unless otherwise required by law, the prices quoted must not be knowingly disclosed by the Vendor, directly or indirectly, prior to award of the contract, to any other Vendor, competitor, or any other person or entity.
6. A statement that no person or agency has been employed or retained to solicit or secure the proposed contract based on an agreement or understanding for a commission, percentage, brokerage, or contingent fee.
7. A statement that any person submitted as a candidate, for any position defined in this RFP, will be exclusive to ONLY this Vendor proposal response and cannot be submitted as a candidate in another Vendor's proposal. Furthermore, any candidate submitted for any position defined in this RFP that is discovered to be submitted by more than one Vendor for potential work assigned as part of this engagement will be considered disqualified.
8. A statement that the Vendor and its subcontractors will maintain a drug-free workplace.
9. A statement acknowledging that the successful Vendor will be required to complete (RFP) Contract and Attachments listed as [Appendix B: Contract Attachments](#) in this RFP, inclusive of the Alabama Medicaid Agency Business Associate Addendum and a State of Alabama Disclosure Statement with the executed contract. See [Appendix B: Contract Attachments](#) for all required forms.
10. A statement that the Vendor has reviewed PL15_AMMP Tools List and understands the number of accounts provided upon contract award to the successful Vendor.
11. A statement that the Vendor's Pricing Schedule includes all necessary solution components and services, as proposed, to meet the Agency's solution requirements and expectations as listed in this RFP.
12. The letter must include a statement identifying any and all subcontractors and percentage of work done by subcontractors, if any, which cannot exceed 49% of the total Proposal price who are needed in order to satisfy the requirements of this RFP.
13. The proposal includes a written confirmation that the Agency will not reimburse the MEVV Contractor until: (a) the Project Director has approved the invoice; and (b) the Agency has received and approved all deliverables covered by the invoice.
14. The proposal includes a written confirmation that the MEVV Contractor understands the Conflict-of-Interest Exclusion prohibiting the MEVV Contractor from responding to any other contracts related to this RFP.
15. A statement attesting that all Contractor and subcontractor employees must work in the continental United States.
16. Vendors will include all signed Amendments, as an enclosure, after their signed Transmittal Letter, within Tab 4.
17. A statement attesting that the Vendor and subcontractor(s) will have all necessary business licenses, registrations, and professional certifications at the time of the contracting to be able to do business in Alabama. All companies submitting proposals in response to this RFP must be qualified to transact business in the State of Alabama in accordance with to include, but not limited to, Code of Alabama 1975, 10A-1- 7.01 et seq., and shall have filed and possess a valid "Application for Registration" issued by the Secretary of State at the time of responding to this RFP. To obtain forms for the application, contact the Secretary of State, (334) 242-5324, www.sos.state.al.us.

e. Tab 5 – Pricing Schedule

The proposal response for this tab does not have a page count requirement or limitation and must ONLY contain the completed [Appendix C: Pricing](#). The pricing schedule must be complete, correct, each page printed, and each schedule signed (wet signature), and dated. Pricing schedules that do not meet all of the above criteria will be considered non-responsive and will not be evaluated any further. The total firm and fixed contract price from [Appendix C: Pricing](#), must be entered on the RFP Cover Sheet.

f. Tab 6 – Scope of Work and Narrative Response

Vendor Instructions:

This Tab must include narrative responses to all sub-sections within RFP Section II – Scope of Work and all section-specific narrative questions contained within this RFP; with the exception of responses pertaining to Section II.H. – Scope of Work – Enterprise and General Services, Sub-Section 8 – General Staffing, which will be included in Tab 8. Please see the Procurement Library item PL18_MEVV Response to Narrative Questions Template for an example on how to structure the response. In this tab the Vendor will provide a response aligned to the following format:

- Tab 6 CANNOT exceed 150 pages, single-sided, in length
- Vendors MUST provide a Narrative Response to all Section II – Scope of Work Narrative Questions
- Vendors answers to Narrative Questions MUST follow sub-sectional Narrative Responses
- Duplicative/Repetitive answers can be cross referenced for brevity
- Identify and/or label any specific references to applicable requirements in-line with the text (e.g., “REQ – XXXX”)
- Unless specified otherwise Vendors are required to contain their response to the ENTIRE Section II – Scope of Work within Tab 6

Vendor Narrative Response to Section II. – Scope of Work – Alabama Medicaid Modular Electronic Visit Verification Narrative Questions

Vendor must describe their proposed approach, providing applicable examples of evidence supporting the proposed approach, to completing all of Section II – Scope of Work. The Vendor must also demonstrate a clear understanding of the services and support requested within Section II – Scope of Work. The Narrative Response to the entire SOW must be laid out, organized, and flowed in accordance with the order/manner as it is presented and laid out, within this RFP.

Vendor Response to Agency Narrative Questions (as included within) Section II – Scope of Work
Response to Narrative Questions – Roles and Responsibilities

Q-01 What are your experiences, and approaches you took in working with state/governmental agencies embarking on modular solutions?

Vendor response to Question/Statement. Identify and/or label any specific references to applicable requirements in-line with the text (e.g., “REQ – XXXX”).

Q-02 How did your team collaborate and remain engaged with multiple stakeholders?

Vendor response to Question/Statement. Identify and/or label any specific references to applicable requirements in-line with the text (e.g., “REQ – XXXX”).

g. Tab 7 – RRM and Deliverables (Requested for Submittal)

Vendor Instructions: Provide the following items as part of Tab 7:

1. Completed, signed [Appendix E: Requirements Response Matrix](#) (RRM)
2. Draft high-level MEVV Project Schedule
3. Draft sample, or example of a Design and Technical Architecture Package (EVV2023-DTAP-001)
4. Comprehensive list of all proposed software components for the MEVV, including a description and its purpose.
5. Draft sample, example, or template for the Test Evaluation and Management Plan (TEMP; EVV2023-TEMP-001).

h. Tab 8 – Corporate Background, Experience, and Personnel

Entities submitting proposals must:

1. Provide evidence that the Vendor possesses the qualifications required in this RFP. If a subcontractor is necessary, the MEVV Contractor must identify the percentage of work, as measured by the total Proposal price, to be performed by the subcontractor. Any work to be performed by a proposed subcontractor, cannot exceed 49% of the total Proposal price. *All contractor and subcontractor employees must work in the continental United States.*
2. Provide a description of the Vendor’s organization, including:
 - a) Date established.
 - b) Ownership (public company, partnership, subsidiary, etc.). Include an organizational chart depicting the Vendor’s organization in relation to any parent, subsidiary, or related organization.
 - c) Number of employees and resources.
 - d) Names and resumes of Senior Managers and Partners in regard to this contract.
 - e) A list of all similar projects the Vendor has completed within the last three years.
 - f) A detailed breakdown of proposed staffing for this project, including names, education background and resumes of all employees that will be assigned to this project.
 - g) A list of all Medicaid agencies or other entities for which the Vendor currently performs similar work.
 - h) Evidence that the Vendor is financially stable and that it has the necessary infrastructure to complete this contract as described in the Vendor’s Proposal. The Vendor must provide audited financial statements for the last three years, or similar evidence of financial stability for the last three years.
 - i) Vendor’s acknowledgment that the State will not reimburse the MEVV Contractor until: (a) the Project Director has approved the invoice; and (b) the Agency has received and approved all deliverables covered by the invoice.
 - j) Details of any pertinent judgment, criminal conviction, investigation or litigation pending against the Vendor or any of its officers, directors, employees, agents or subcontractors of which the Vendor has knowledge, or a statement that there are none. The Agency reserves the right to reject a proposal solely on the basis of this information.
3. The Vendor and subcontractor(s) must have, and submit as part of their proposal, all necessary business licenses, registrations, and professional certifications at the time of the contracting to be able to do business in Alabama. All companies submitting proposals in response to this RFP must be qualified to transact business in the State of Alabama in accordance with to include, but not

limited to, Code of Alabama 1975, 10A-1- 7.01 et seq., and shall have filed and possess a valid “Application for Registration” issued by the Secretary of State at the time of responding to this RFP. To obtain forms for the application, contact the Secretary of State, (334) 242-5324, www.sos.state.al.us.

4. Vendors must furnish at least three (3) references to support the experience requirements listed below in Section B, using Appendix G: Corporate Reference Worksheet to document experience. A reference may be for an experience of the Vendor or of the subcontractor(s). On the Corporate Reference Worksheet, Vendors should add information; for example, include prominently the applicable experience; and include the subcontractor’s name with any reference provided by that subcontractor. Vendors/subcontractors should only list references that are from projects of similar size and scope, including contact name, title, telephone number, and address. Performance references must also include contract type, size, and duration of services rendered. Vendors/subcontractors cannot use any Alabama Medicaid Agency personnel as a reference.
5. Vendor Procurement Participation Restrictions: Provide a narrative response that describes and explains the Vendor’s understanding of the Procurement Participation Restrictions as laid out in the RFP.
6. Experience Requirements: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, meet and exceed the Experience Requirements as laid out in the Section V.B. – MEVV Experience.
7. Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.H.8 – Scope of Work, Enterprise and General Services –
8. [General Staffing](#)
9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

i. Tab 9 – Corporate References

The proposal response for this tab does not have a page count requirement or limitation, and should include:

- All required (and any optional/additional and subcontractors) and completed [Appendix G: Corporate Reference Worksheet](#).
- Minimum of three (3) references ([Appendix G: Corporate Reference Worksheet](#)). Vendors are encouraged to submit additional references, beyond the three (3) required references to help illustrate additional experience with EVV or the services required in this RFP.

j. Tab 10 – Additional Attachments

The proposal response for this tab does not have a page count requirement or limitation, and should include:

-
- Additional, sample, draft, example Deliverables and/or Artifacts, Templates, supporting the responses in Tabs 6 – 8.
- Financial Statements

O. Proposal Withdrawal

The Vendor may withdraw a submitted proposal at any time before the deadline for submission. To withdraw a proposal, the Vendor must submit a written request, signed by a Vendor’s representative

authorized to sign the resulting contract, to the RFP Project Director. After withdrawing a previously submitted proposal, the Vendor may submit another proposal at any time up to the deadline for submitting proposals.

P. Proposal Amendment

Medicaid will not accept any amendments, revisions, or alterations to proposals after the deadline for submitting proposals unless such is formally requested, in writing, by the Agency.

Q. Proposal Errors

The Vendor is liable for all errors or omissions contained in their proposals. The Vendor will not be allowed to alter proposal documents after the deadline for submitting proposals. If the Vendor needs to change a previously submitted proposal, the Vendor must withdraw the entire proposal and may submit the corrected proposal before the deadline for submitting proposals.

R. Disclosure of Proposal Contents

Proposals and supporting documents are kept confidential until the evaluation process is complete, a Vendor has been selected, and the contract has been signed by all required parties. Vendors should be aware that any information in a response may be subject to disclosure and/or reproduction under Alabama law. Designation as proprietary or confidential may not protect any materials included within the response from disclosure if required by law. Vendors should redact, mark, or otherwise designate any material that they believe is proprietary or otherwise confidential by labeling the page as “CONFIDENTIAL.” The Vendor must also state any legal authority as to why that material should not be subject to public disclosure under Alabama open records law and is marked as Proprietary Information. By way of illustration but not limitation, “Proprietary Information” may include trade secrets, inventions, mask works, ideas, processes, formulas, source and object codes, data, programs, other works of authorship, know how, improvements, discoveries, developments, designs, and techniques.

Information contained in the Pricing Section may not be marked confidential. It is the sole responsibility of the Vendor to indicate information that is to remain confidential. Medicaid assumes no liability for the disclosure of information not identified by the Vendor as confidential. If the Vendor identifies its entire proposal as confidential, Medicaid may deem the proposal as non-compliant and may reject it.

S. Submission of Proposals

Proposals must be sealed and labeled on the outside of the package to clearly indicate that they are in response to RFP Number: 2023-MEVV-03. Proposals must be sent to the attention of the Project Director and received at the Agency as specified in the Schedule of Events. It is the responsibility of the Vendor to ensure receipt of the Proposal by the deadline specified in the Schedule of Events.

T. Copies Required

Vendors must submit the following in response to this RFP:

1. One (1) original Proposal with original signatures in ink, in a three-ring binder. Tab 6 – Scope of Work and Narrative Response shall be printed single-sided. Vender must identify the original hard copy clearly on the outside of the proposal. See Section VI.N – Submission Requirements – Proposal Structure.
2. One (1) additional hard copy (of the original proposal) in binder form.
3. A jump drive clearly labeled with the Vendor name with the following content. The Agency must be able to read and copy files; Vendors must provide passwords for any encryption that they use.
 - a) One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that **MUST** be a complete version of the Vendor’s response.

- b) One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST have any information asserted as confidential or proprietary removed.
- c) One separate searchable PDF file for each Tab of the proposal that MUST be a complete version of the Vendor's response, and the filename shall include the Tab number and name.
- d) Where applicable, one separate searchable PDF file for each Tab of the proposal that has any information asserted as confidential or proprietary removed, and the filename shall include the Tab number and name and that it has been redacted.
- e) One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST be a complete version of the Vendor's response.
- f) One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST have any information asserted as confidential or proprietary removed.
- g) Completed copy of the Pricing Schedule MS Excel file as submitted in the Vendor's response.
- h) Completed copy of the Requirement Response Matrix (RRM) MS Excel file as submitted in the Vendor's response

U. Late Proposals

Regardless of cause, late proposals will not be accepted and will automatically be disqualified from further consideration. It shall solely be the Vendor's responsibility to ensure delivery at the Agency by the designated deadline. Late proposals will not be opened and may be returned to the Vendor at the expense of the Vendor or destroyed if requested.

V. Proposal Clarifications

The Agency reserves the right to request clarifications with any or all Vendors if they are necessary to properly clarify compliance with the requirements of this RFP. The Agency will not be liable for any costs associated with such clarifications. The purpose of any such clarifications will be to ensure full understanding of the proposal. Clarifications will be limited to specific sections of the proposal identified by the Agency. If the Agency requests clarifications, the Vendor must put such clarifications in writing within the specified time frame.

VII. Evaluation and Selection Process

Section II – Scope of Work outlines the Vendor capabilities, and Section V.B – Corporate Background and References – Experience Requirements outlines the requirement qualifications that are necessary and must be met for an entity to serve as MEVV Contractor. It is imperative that Vendors describe, in detail, how they intend to approach the Scope of Work of this RFP in order for their response to be evaluated by the Evaluation Committee.

A. Initial Classification of Proposals as Responsive or Non-responsive

All proposals will initially be classified as either “responsive” or “non-responsive.” Proposals may be found non-responsive at any time during the evaluation process or contract negotiation if any of the required information is not provided; or the proposal is not within the plans and specifications described and required in the RFP. If a proposal is found to be non-responsive, it will not be considered further.

Proposals failing to demonstrate that the Vendor meets the mandatory requirements listed in [Appendix A: Proposal Compliance Checklist](#) will be deemed non-responsive and not considered further in the evaluation process (and thereby rejected).

B. Determination of Responsibility

The Project Director will determine whether a Vendor has met the standards of responsibility. In determining responsibility, the Project Director may consider factors such as, but not limited to, the

Vendor’s specialized expertise, ability to perform the work, experience, and past performance. Such a determination may be made at any time during the evaluation process and through contract negotiation if information surfaces that would result in a determination of non-responsibility. If a Vendor is found non-responsible, a written determination will be made a part of the procurement file and mailed to the affected Vendor.

C. Opportunity for Additional Information

The State reserves the right to contact any Vendor submitting a proposal for the purpose of clarifying issues in that Vendor’s proposal. Vendors must clearly designate in their proposal a point-of-contact for questions or issues that arise in the Agency’s review of a Vendor’s proposal.

D. Evaluation Committee

An Evaluation Committee appointed by the Project Director will read the proposals, conduct corporate and personal reference checks, score the proposals, and make a written recommendation to the Commissioner of the Alabama Medicaid Agency. The State may change the size or composition of the Committee during the review in response to exigent circumstances.

E. Scoring

The Evaluation Committee will score the proposals using the scoring system shown in the table below. The highest score that can be awarded to any proposal is 100 points.

Table VII-1: MEVV RFP Evaluation Scoring Breakdown

| Evaluation Factor | Highest Possible Score |
|--|------------------------|
| Pricing Schedule | 25 |
| Scope of Work / Narrative Question Responses | 20 |
| RRM and Deliverables (Requested for Submittal) | 20 |
| Corporate Background and Experience | 20 |
| Corporate Reference | 15 |
| Total | 100 |

F. Determination of Successful Proposal

The Project Director will forward the Evaluation Committee’s recommendation, with documentation to justify the Committee’s recommendation, through the supervisory chain to the Commissioner.

The Commissioner will review the Committee’s recommendation as well as the Vendor’s past performance under previously awarded contracts, if applicable; including the administrative aspects of that performance; the Vendor’s history of reasonable and cooperative communication; and the Vendor’s demonstrated ability to appropriately respond to challenges presented during the performance. The Vendor whose proposal is determined by the Commissioner to be in the best interest of the State will be recommended as the successful contractor. When the final approval is received, the State will notify the selected Vendor. If the State rejects all proposals, it will notify all Vendors.

VIII. General Terms and Conditions

A. General

This RFP and Contractor's response thereto shall be incorporated into a contract by the execution of a formal agreement. The contract and amendments, if any, are subject to approval by the Governor of the State of Alabama.

The contract shall include the following:

- Executed contract
- RFP, attachments, and any amendments thereto
- Contractor's response to the RFP, and shall be construed in accordance with and in the order of the applicable provisions of:
 - a) Title XIX of the Social Security Act, as amended and regulations promulgated hereunder by Health & Human Services (HHS) and any other applicable federal statutes and regulations
 - b) The statutory and case law of the State of Alabama
 - c) The Alabama State Plan for Medical Assistance under Title XIX of the Social Security Act, as amended
 - d) The Medicaid Administrative Code
 - e) Medicaid's written response to prospective Vendor questions

B. Compliance with State and Federal Regulations

Contractor shall perform all services under the contract in accordance with applicable federal and state statutes and regulations. Medicaid retains full operational and administrative authority and responsibility over the Alabama Medicaid Program in accordance with the requirements of the federal statutes and regulations as the same may be amended from time to time.

C. Term of Contract

The contract shall be let for a total of eight (8) years. Current Alabama contract rules and regulations require a contract term to be no more than two (2) years when submitted to the Legislative Oversight Committee. Therefore, the original contract term will be for two (2) years, with three (3) two-year options for extension. Should the rule change or an exception become available, the Agency reserves the right to offer a four (4) year contract term where appropriate and to modify the renewal options accordingly to fit the total eight (8) year contract period. At the end of the contract period Alabama Medicaid may at its discretion, exercise the extension option and allow the period of performance to be extended at the rate indicated on the RFP Cover Sheet. The Contractor shall provide pricing for each year of the contract, including any extensions.

Contractor shall acknowledge and understand that this contract is not effective until it has received all requisite state government approvals, and the Contractor shall not begin performing work under this contract until notified to do so by Medicaid. Contractor is entitled to no compensation for work performed prior to the effective date of this contract.

D. Contract Amendments

No alteration or variation of the terms of the contract shall be valid unless made in writing and duly signed by the parties thereto. The contract may be amended by written agreement duly executed by the parties. Every such amendment shall specify the date its provisions shall be effective as agreed to by the parties.

The contract shall be deemed to include all applicable provisions of the State Plan and of all State and Federal laws and regulations applicable to the Alabama Medicaid Program, as they may be amended. In the

event of any substantial change in such Plan, laws, or regulations that materially affects the operation of the Alabama Medicaid Program or the costs of administering such Program, either party, after written notice and before performance of any related work, may apply in writing to the other for an equitable adjustment in compensation caused by such substantial change.

E. Confidentiality

Contractor shall treat all information, and in particular information relating to individuals that is obtained by or through its performance under the contract, as confidential information to the extent confidential treatment is provided under State and Federal laws, including 45 CFR §160.101 – 164.534. Contractor shall not use any information so obtained in any manner except as necessary for the proper discharge of its obligations and rights under this contract.

Contractor shall ensure safeguards that restrict the use or disclosure of information concerning individuals to purposes directly connected with the administration of the Plan in accordance with 42 CFR Part 431, Subpart F, as specified in 42 CFR § 434.6(a)(8). Purposes directly related to the Plan administration include:

1. Establishing eligibility;
2. Determining the amount of medical assistance;
3. Providing services for recipients; and
4. Conducting or assisting an investigation, prosecution, or civil or criminal proceeding related to the administration of the Plan.

Pursuant to requirements of the Health Insurance Portability and Accountability Act (HIPAA) of 1996 (Public Law 104-191), the successful Contractor shall sign and comply with the terms of a Business Associate agreement with the Agency ([Appendix B: Contract Attachments](#)).

F. Security and Release of Information

Contractor shall take all reasonable precautions to ensure the safety and security of all information, data, procedures, methods, and funds involved in the performance under the contract and shall require the same from all employees so involved. Contractor shall not release any data or other information relating to the Alabama Medicaid Program without prior written consent of Medicaid. This provision covers both general summary data as well as detailed, specific data. Contractor shall not be entitled to use of Alabama Medicaid Program data in its other business dealings without prior written consent of Medicaid. All requests for program data shall be referred to Medicaid for response by the Commissioner only.

G. Federal Nondisclosure Requirements

Each officer or employee of any person to whom Social Security information is or may be disclosed shall be notified in writing by such person that Social Security information disclosed to such officer or employee can be only used for authorized purposes and to that extent and any other unauthorized use herein constitutes a felony punishable upon conviction by a fine of as much as \$5,000 or imprisonment for as long as five years, or both, together with the cost of prosecution. Such person shall also notify each such officer or employee that any such unauthorized further disclosure of Social Security information may also result in an award of civil damages against the officer or employee in an amount not less than \$1,000 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRC Sections 7213 and 7431 and set forth at 26 CFR 301.6103(n).

Additionally, it is incumbent upon the Contractor to inform its officers and employees of penalties for improper disclosure implied by the Privacy Act of 1974, 5 USC 552a. Specifically, 5 USC 552a (i) (1), which is made applicable to contractors by 5 USC 552a (m) (1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the

Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses that material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

H. Contract a Public Record

Upon signing of this contract by all parties, the terms of the contract become available to the public pursuant to Alabama law. The Contractor shall agree to allow public access to all documents, papers, letters, or other materials subject to the current Alabama law on disclosure. It is expressly understood that substantial evidence of Contractor's refusal to comply with this provision shall constitute a material breach of contract.

I. Termination for Bankruptcy

The filing of a petition for voluntary or involuntary bankruptcy of a company or corporate reorganization pursuant to the Bankruptcy Act shall, at the option of Medicaid, constitute default by Contractor effective the date of such filing. Contractor shall inform Medicaid in writing of any such action(s) immediately upon occurrence by the most expeditious means possible. Medicaid may, at its option, declare default and notify the Contractor in writing that performance under the contract is terminated and proceed to seek appropriate relief from the Contractor.

J. Termination for Default

Medicaid may, by written notice, terminate performance under the contract, in whole or in part, for failure of the Contractor to perform any of the contract provisions. In the event the Contractor defaults in the performance of any of Contractor's material duties and obligations, written notice shall be given to Contractor specifying default. The Contractor shall have 10 calendar days, or such additional time as agreed to in writing by Medicaid, after the mailing of such notice to cure any default. In the event Contractor does not cure a default within 10 calendar days, or such additional time allowed by Medicaid, Medicaid may, at its option, notify Contractor in writing that performance under the contract is terminated and proceed to seek appropriate relief from Contractor.

K. Termination for Unavailability of Funds

Performance by the State of Alabama of any of its obligations under the contract is subject to and contingent upon the availability of State and Federal monies lawfully applicable for such purposes. If Medicaid, in its sole discretion, deems at any time during the term of the contract that monies lawfully applicable to this agreement shall not be available for the remainder of the term, Medicaid shall promptly notify Contractor to that effect, whereupon the obligations of the parties hereto shall end as of the date of the receipt of such notice and the contract shall at such time be cancelled without penalty to Medicaid and/or the State or Federal Government.

L. Proration of Funds

In the event of proration of the funds from which payment under this contract is to be made, this contract will be subject to termination.

M. Termination for Convenience

Medicaid may terminate performance of work under the contract in whole or in part whenever, for any reason, Medicaid, in its sole discretion determines that such termination is in the best interest of the State. In the event that Medicaid elects to terminate the contract pursuant to this provision, it shall so notify the Contractor by certified or registered mail, return receipt requested. The termination shall be effective as of the date specified in the notice. In such event, Contractor shall be entitled only to payment for all work satisfactorily completed and for reasonable, documented costs incurred in good faith for work in progress. Contractor shall not be entitled to payment for uncompleted work or for anticipated profit, unabsorbed overhead, or any other costs.

N. Force Majeure

Contractor shall be excused from performance hereunder for any period Contractor is prevented from performing any services pursuant hereto in whole or in part as a result of an act of God, war, civil disturbance, epidemic, or court order; such nonperformance shall not be a ground for termination for default.

O. Nondiscriminatory Compliance

Contractor shall comply with Title VII of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Executive Order No. 11246, as amended by Executive Order No. 11375, both issued by the President of the United States and the Americans with Disabilities Act of 1990, and with all applicable Federal and State laws, rules, and regulations implementing the foregoing statutes with respect to nondiscrimination in employment.

P. Conflict of Interest

The parties acknowledge and agree that the Contractor must be free of conflicts of interest in accordance with all Federal and State regulations while performing the duties within the contract and any amendments. The Contractor and Medicaid agree that each has no conflict of interest preventing the execution of this contract and any amendments or the requirements of the original contract and said parties will abide by applicable State and Federal regulations, specifically those requirements found in the Office of Federal Procurement Policy Act. 41 U.S.C.A. 2101 through 2107.

Q. Open Trade

In compliance with Ala. Act No. 2023-409, Contractor provides written verification that Contractor, without violating controlling law or regulation, does not and will not, during the term of the contract engage in economic boycotts as the term “economic boycott” is defined in Section 1 of the Act.

R. Small and Minority Business Enterprise Utilization

In accordance with the provisions of 45 CFR Part 75.330 and OMB Circular A-102, affirmative steps shall be taken to ensure that small and minority businesses are utilized when possible as sources of supplies, equipment, construction, and services.

S. Worker’s Compensation

Contractor shall take out and maintain, during the life of this contract, Worker’s Compensation Insurance for all of its employees under the contract or any subcontract thereof, if required by State law.

T. Employment of State Staff

Contractor shall not knowingly engage on a full-time, part-time, or other basis during the period of the contract any professional or technical personnel, who are or have been in the employment of Medicaid during the previous twelve (12) months, except retired employees or contractual consultants, without the written consent of Medicaid. Certain Medicaid employees may be subject to more stringent employment restrictions under the Alabama Code of Ethics, §36-25-1 et seq., Code of Alabama 1975.

U. Immigration Compliance

Contractor shall not knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama. Contractor shall comply with the requirements of the Immigration Reform and Control Act of 1986 and the Beason-Hammon Alabama Taxpayer and Citizen Protection Act (Ala. Act 2012- 491 and any amendments thereto) and certify its compliance by executing Attachment G. Contractor shall document that the Contractor is enrolled in the E-Verify Program operated by the US Department of Homeland Security as required by Section 9 of Act 2012-491. During the performance of the contract, the

Contractor shall participate in the E-Verify program and shall verify every employee that is required to be verified according to the applicable Federal rules and regulations. Contractor shall further agree that, should it employ or contract with any subcontractor(s) in connection with the performance of the services pursuant to this contract that the Contractor shall secure from such subcontractor documentation that subcontractor is enrolled in the E-Verify program prior to performing any work on the project. The subcontractor shall verify every employee that is required to be verified according to the applicable Federal rules and regulations. This subsection shall only apply to subcontractors performing work on a project subject to the provisions of this section and not to collateral persons or business entities hired by the subcontractor. Contractor shall maintain the subcontractor documentation, which shall be available upon request by the Alabama Medicaid Agency.

Pursuant to Ala. Code §31-13-9(k), by signing this contract, the contracting parties affirm, for the duration of the agreement, that they will not violate Federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damages resulting therefrom.

Failure to comply with these requirements may result in termination of the agreement or subcontract.

V. Share of Contract

No official or employee of the State of Alabama shall be admitted to any share of the contract or to any benefit that may arise therefrom.

W. Waivers

No covenant, condition, duty, obligation, or undertaking contained in or made a part of the contract shall be waived except by written agreement of the parties.

X. Warranties Against Broker's Fees

Contractor warrants that no person or selling agent has been employed or retained to solicit or secure the contract upon an agreement or understanding for a commission percentage, brokerage, or contingency fee excepting bona fide employees. For breach of this warranty, Medicaid shall have the right to terminate the contract without liability.

Y. Novation

In the event of a change in the corporate or company ownership of Contractor, Medicaid shall retain the right to continue the contract with the new owner or terminate the contract. The new corporate or company entity must agree to the terms of the original contract and any amendments thereto. During the interim between legal recognition of the new entity and Medicaid execution of the novation agreement, a valid contract shall continue to exist between Medicaid and the original Contractor. When, to Medicaid's satisfaction, sufficient evidence has been presented of the new owner's ability to perform under the terms of the contract, Medicaid may approve the new owner and a novation agreement shall be executed.

Z. Employment Basis

It is expressly understood and agreed that Medicaid enters into this agreement with the Contractor and any subcontractor as authorized under the provisions of this contract as an independent Contractor on a purchase of service basis and not on an employer-employee basis and not subject to State Merit System law.

AA. Disputes and Litigation

Except in those cases where the proposal response exceeds the requirements of the RFP, any conflict between the response of the Contractor and the RFP shall be controlled by the provisions of the RFP. Any dispute concerning a question of fact arising under the contract which is not disposed of by agreement shall be decided by the Commissioner of Medicaid.

The Contractor's sole remedy for the settlement of any and all disputes arising under the terms of this contract shall be limited to the filing of a claim with the board of Adjustment for the State of Alabama. Pending a final decision of a dispute hereunder, Contractor must proceed diligently with the performance of the contract in accordance with the disputed decision.

In the event of any dispute between the parties, senior officials of both parties shall meet and engage in a good faith attempt to resolve the dispute. Should that effort fail, and the dispute involves the payment of money, a party's sole remedy is the filing of a claim with the Board of Adjustment of the State of Alabama.

For any and all other disputes arising under the terms of this contract that are not resolved by negotiation, the parties agree to utilize appropriate forms of non-binding alternative dispute resolution including, but not limited to, mediation. Such dispute resolution shall occur in Montgomery, Alabama, utilizing where appropriate, mediators selected from the roster of mediators maintained by the Center For Dispute Resolution of the Alabama State Bar.

Any litigation brought by Medicaid or the Contractor regarding any provision of the contract shall be brought in either the Circuit Court of Montgomery County, Alabama, or the United States District Court for the Middle District of Alabama, Northern Division, according to the jurisdictions of these courts. This provision shall not be deemed an attempt to confer any jurisdiction on these courts which they do not by law have, but is a stipulation and agreement as to forum and venue only.

BB. Records Retention and Storage

Contractor shall maintain financial records, supporting documents, statistical records, and all other records pertinent to the Alabama Medicaid Program for a period of three years from the date of the final payment made by Medicaid to the Contractor under the contract. However, if audit, litigation, or other legal action by or on behalf of the State or Federal Government has begun but is not completed at the end of the three-year period, or if audit findings, litigation, or other legal action have not been resolved at the end of the three-year period, the records shall be retained until resolution.

CC. Inspection of Records

Contractor agrees that representatives of the Comptroller General, HHS, the General Accounting Office, the Alabama Department of Examiners of Public Accounts, and Medicaid and their authorized representatives shall have the right during business hours to inspect and copy Contractor's books and records pertaining to contract performance and costs thereof. Contractor shall cooperate fully with requests from any of the agencies listed above and shall furnish free of charge copies of all requested records. Contractor may require that a receipt be given for any original record removed from Contractor's premises.

DD. Use of Federal Cost Principles

For any terms of the contract which allow reimbursement for the cost of procuring goods, materials, supplies, equipment, or services, such procurement shall be made on a competitive basis (including the use of competitive bidding procedures) where practicable, and reimbursement for such cost under the contract shall be in accordance with 48 CFR, Chapter 1, Part 31. Further, if such reimbursement is to be made with funds derived wholly or partially from Federal sources, such reimbursement shall be subject to Contractor's

compliance with applicable Federal procurement requirements, and the determination of costs shall be governed by Federal cost principles.

EE. Payment

Contractor shall submit a detailed invoice to Medicaid for compensation for the deliverable and/or work performed monthly. The invoice will be based on the amounts submitted in Appendix C – Pricing Schedule. Each monthly invoice shall have a cover letter/memo addressed to the Medicaid Enterprise System (MES) Office Project Director and be printed on the MEVV Contractor’s company letterhead. The invoice shall contain line items for each tab in the Appendix C – Pricing Schedule that is applicable for the invoice date submitted.

Payments to Contractor shall be dependent upon successful completion and acceptance of described work and delivery of required documentation. The Agency will not reimburse the Contractor until (a) the Project Director has approved the invoice; and (b) the Agency has reviewed and approved all deliverables covered by the invoice.

FF. Notice to Parties

Any notice to Medicaid under the contract shall be sufficient when mailed to the Project Director. Any notice to Contractor shall be sufficient when mailed to Contractor at the address given on the return receipt from this RFP or on the contract after signing. Notice shall be given by certified mail, return receipt requested.

GG. Disclosure Statement

The successful Contractor shall be required to complete a financial disclosure statement with the executed contract.

HH. Debarment

Contractor hereby certifies that neither it nor its principals nor any subcontractor or its principals, is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this contract by any Federal department or agency.

II. Not to Constitute a Debt of the State

Under no circumstances shall any commitments by Medicaid constitute a debt of the State of Alabama as prohibited by Article XI, Section 213, Constitution of Alabama of 1901, as amended by Amendment 26. It is further agreed that if any provision of this contract shall contravene any statute or Constitutional provision or amendment, whether now in effect or which may, during the course of this contract, be enacted, then that conflicting provision in the contract shall be deemed null and void. Contractor’s sole remedy for the settlement of any and all disputes arising under the terms of this agreement shall be limited to the filing of a claim against Medicaid with the Board of Adjustment for the State of Alabama.

JJ. Qualification to do Business in Alabama

Should a foreign corporation (a business corporation incorporated under a law other than the law of this state) be selected to provide professional services in accordance with this RFP, it must be qualified to transact business in the State of Alabama and possess a valid “Application of Registration” issued by the Secretary of State at the time a professional services contract is executed. To obtain forms for an “Application for Registration,” contact the Secretary of State at (334) 242-5324 or www.sos.state.al.us. The “Application for Registration” showing application has been made must be submitted with the proposal.

KK. Choice of Law

The construction, interpretation, and enforcement of this contract shall be governed by the substantive contract law of the State of Alabama without regard to its conflict of laws' provisions. In the event any provision of this contract is unenforceable as a matter of law, the remaining provisions will remain in full force and effect.

LL. AMMIS Interface Standards

Contractor hereby certifies that any exchange of MMIS data with the Agency's fiscal agent will be accomplished by following the AMMIS Interface Standards Document, which will be posted on the Alabama Medicaid Procurement website.

(https://medicaid.alabama.gov/content/2.0_Newsroom/2.4_Procurement.aspx).

MM. Contract Liquidated Damages

Contractor shall receive written notice from Medicaid upon a finding of failure to comply with contract requirements, which contains a description of the events that resulted in such a finding. Contractor shall be allowed to submit rebuttal information or testimony in opposition to such findings. Medicaid shall make a final decision regarding implementation of liquidated damages. Contractor is responsible for meeting all terms of:

1. Executed contract;
2. RFP, and any amendments thereto;
3. Contractor's response to the RFP;
4. Medicaid's written responses to prospective bidders' questions; and
5. Contractor's clarifications as requested by Medicaid during the evaluation process.

In the event that Contractor fails to meet the RFP and contract requirements and damages are sustained by Medicaid, Contractor agrees to pay Medicaid the sums set forth below as liquidated damages unless these damages are waived by Medicaid.

A. Failure to deliver requisite reports/services/deliverables:

- 1) Failure to deliver requisite reports/services/deliverables as defined by the RFP by the date specified by Medicaid. - \$100 per day per report.
- 2) Failure to provide documentation as required by the RFP - \$500 per instance.
- 3) Failure to comply with any other requirement of the RFP - \$500 per instance.
- 4) Failure to perform tasks as specified in the RFP within the time specified by Medicaid - \$100 per instance.
- 5) Misrepresentation or falsification of information furnished to CMS, to the State - \$5,000 per instance.
- 6) Failure to meet technical requirements - \$500 per instance.

B. In addition:

- 1) Contractors shall be liable for any penalties or disallowance of Federal Financial Participation incurred by Medicaid due to Contractor's failure to comply with the terms of the contract. Total dollars may include State funds, as well as Federal funds.
- 2) Imposition of liquidated damages may be in addition to other contract remedies and does not waive Medicaid's right to terminate the contract.

- 3) Unauthorized use of information shall be subject to the imposition of liquidated damages plus any penalties incurred by Medicaid for said infractions.
- 4) Failure to safeguard confidential information of providers, recipients, or the Medicaid program shall be subject to the imposition of liquidated damages plus any penalties incurred by Medicaid for said infractions.

Written notification of each failure to meet material contract requirements not specifically mentioned above shall be given to the Contractor. Contractor shall have five (5) days from the date of receipt of written notification of a failure to perform to specifications to cure the failure. However, the Agency may, at its sole discretion, approve additional days if deemed necessary. If the Contractor does not resolve the failure within this warning/cure time period, damages shall be imposed retroactively to the date of failure to perform.

The Agency shall assess liquidated damages in the amount of one thousand dollars (\$1,000.00) per day for the first ten (10) days until the non-compliance is corrected. On the eleventh day, the Agency shall increase the amount assessed to one thousand five hundred dollars (\$1,500.00) per day for the next ten (10) days. The daily damages rate shall continue to increase by five hundred dollars (\$500.00) at each interval of ten (10) days until compliance is achieved.

Amounts owed the Agency due to liquidated damages shall be deducted by the Agency from any money payable to the Contractor pursuant to this contract. These amounts may be deducted from any actual damages claimed by the Agency in the event of litigation for non-compliance and default. Contractor shall have an approved Corrective Action Plan (CAP) within five (5) business days of a Medicaid request. Contractor shall be assessed liquidated damages in the amount of five hundred dollars (\$500) per business day until the plan is approved. The CAP must contain a schedule of events with a final resolution date that is no more than 30 calendar days from the plan approval date, or a final resolution date approved by Medicaid. If the Contractor does not resolve the issue defined in the CAP, they shall be assessed liquidated damages in the amount of one thousand dollars (\$1,000.00) for each day after the final resolution date.

If Medicaid elects not to impose liquidated damages in a particular instance, this decision shall not be construed as a waiver of Medicaid's right to pursue future assessment of that performance requirement and associated liquidated damages.

NN. Software and Ownership

In accordance with Federal regulations, if the AMA is using CMS enhanced funding for commercial-off-the-shelf (COTS) configuration or customization, those elements become subject to existing regulation at 45 CFR §96.617 regarding State and Federal ownership and royalty-free licensing. This regulation for royalty-free, non-exclusive, and irrevocable license to software applies only to software related to the customization and configuration of a COTS product for State use and does not apply to the core product.

Contractor agrees that, whether or not the Services are considered "works made for hire" or an employment to invent, all Work Products discovered, created, or developed under this contract shall, upon payment therefore according to the mutually agreed upon milestone payment schedule and fixed payments, thereafter be and remain the sole property of the State and its assignees, except as specifically set forth in writing and signed by both AMA and Contractor. Contractor agrees that the State shall have all rights with respect to any Work Product discovered, created, or developed under this contract without regard to the origin of the Work Product.

Additionally, in all instances, the State of Alabama owns any software designed, developed, installed, or enhanced with 90 % Federal Financial Participation (FFP). Upon payment as stated above, CMS has a royalty-free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use and authorize

others to use for Federal government purposes, software, modifications to software, and documentation that is designed developed, installed, or enhanced with 90% FFP.

Contractor shall obtain for Medicaid any necessary licenses for all commercial software not owned by the Contractor that is necessary for the performance of the duties and obligations expressed in this agreement. HHS reserves a royalty free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use, and authorize others to do so, such software, modifications, and documentation.

1. COTS / Contractor Intellectual Property (IP)

COTS / Contractor IP products and Software as a Service (SaaS) solutions are designed, developed, and licensed by the Contractor, and the State is not entitled to ownership rights to the core program. In standard software agreements, COTS/Contractor IP can be transferrable as a license, and SaaS solution can be transferable as a subscription.

However, if and to the extent that any Contractor IP is embodied or reflected in the Work Product, Supplier hereby grants to the State the irrevocable, perpetual, nonexclusive, worldwide, royalty-free right and license to (i) use, execute, reproduce, display, perform, distribute copies of and prepare derivative works based upon such Contractor IP and any derivative works thereof, under this contract, and (ii) authorize others to do any or all of the foregoing on its behalf. It is expressly understood that "perpetual "Contract Number: license rights shall commence upon delivery of the Work Product and shall exist in perpetuity unless otherwise terminated in accordance with the applicable provisions of the contract, except as otherwise agreed in this contract and its Exhibits.

The AMA is using CMS enhanced match funding for this solution and its configuration or customization, thereby enabling only those configured/customized elements to become subject to existing regulation at 45 CFR §96.617 regarding State and Federal ownership and royalty-free licensing. This regulation does not apply to the core work (COTS and/or SaaS) product. Additionally, AMA could freely share and re(use) the resulting COTS software elements/work products that are configured and customized for AMA with other states, subject to the licensing of the core COTS software products.

2. Solution Transferability

Contractor shall, upon termination of contract, ensure associated licenses with ownership are transferred to the Agency. If and to the extent that the Contractor may, under applicable law, be entitled to claim any ownership interest in the Work Product, Contractor hereby irrevocably transfers, grants, conveys, assigns, and relinquishes exclusively to the State any and all rights, title, and interest it now has or may hereafter acquire in and to the Work Product under patent, copyright, trade secret, and trademark law in perpetuity or for the longest period otherwise permitted by law. If any moral rights are created, the Contractor waives such rights in the Work Product. Contractor further agrees as to the Work Product to assist the State in every reasonable way to obtain and, from time to time, enforce patents, copyrights, trade secrets, and other rights and protection relating to the Work Product, and to that end, the Contractor and its employees shall execute all documents for use in applying for and obtaining such patents, copyrights, and other rights and protection, and in protecting trade secrets, with respect to such Work Product, as the State may reasonably request, together with any assignments thereof to the State or entities designated by the State.

OO. Limitation of Liability

Except as provided in the below paragraphs, in no event shall the aggregate liability arising out of, or related to, this Agreement, whether in contract, tort, or any other theory of liability, exceed the total value of the contract, regardless of amount paid or received under the contract at time the liability from which the cause of action arose. The foregoing shall apply regardless of the negligence or other fault of the Contractor and regardless of whether such liability arises from contract, negligence, tort, strict liability, or any other theory of legal liability, unless specifically mentioned herein.

This Limitation of Liability is only applicable to the damages between the Alabama Medicaid Agency and the Contractor. It shall not apply to claims under other Contractor responsibilities, even when those responsibilities exist because of, or directly relate to, the relationship created by this contract. These include but are not limited to any fees, damages, penalties, etc. which may arise due to rules and regulation of the Internal Revenue Service (IRS), Social Security Administration (SSA), Department of Health and Human Services (HHS), Center for Medicare & Medicaid Services (CMS) as a Business Associate for a Covered Entity, or other similar Federal or State agencies, or regulation. Likewise, this limitation of liability does not exist if the Contractor's actions cause damage to a third-party possessing standing to bring a cause of action against the Contractor. This Limitation of Liability shall also not apply to the Contractor's bad faith, willful misconduct, intentional torts, criminal acts, or fraudulent conduct.

Nothing herein is intended nor shall be interpreted as waiving any claim or defense based on the principle of sovereign immunity or other State or Federal constitutional provision or principle that otherwise would be available to the Alabama Medicaid Agency under applicable law. This limitation does not create a debt of the State, does not grant a new cause of action against the Alabama Medicaid Agency, or modify existing procedures before the Board of Adjustment as provided for under state law, nor does it supersede any immunity provision existing within the RFP.

IX. Appendices

| Appendix | Name |
|----------|---|
| A | Proposal Compliance Checklist |
| B | Contract Attachments |
| C | Pricing (Schedule; Excel File) |
| D | Contract Deliverables Table |
| E | Requirements Response Matrix (Excel File) |
| F | RFP Documentation |
| G | Corporate Reference Worksheet |
| H | Key Personnel Resume Sheet |

X. Appendix A: Proposal Compliance Checklist

Appendix A: Proposal Compliance Checklist

NOTICE TO VENDOR:

It is highly encouraged that the following checklist be used to verify completeness of Proposal content.

Vendor Name _____

RFP Coordinator _____

Review Date _____

*Proposals for which **ALL** applicable items are marked by the RFP Coordinator are determined to be compliant for responsive proposals.*

| <input checked="" type="checkbox"/> IF CORRECT | BASIC PROPOSAL COMPLIANCE | PROPOSAL REFERENCE |
|--|---|--------------------|
| Proposal Packet | | |
| <input type="checkbox"/> | 1. Vendor's original proposal received on time at correct location. | |
| <input type="checkbox"/> | 2. Vendor submitted the specified copies of proposal and in electronic format. <ul style="list-style-type: none"> a. One (1) original Proposal with original signatures in ink, in a three-ring binder. Tab 6 shall be printed single-sided; Vendor must identify the original hard copy clearly on the outside of the proposal; see Section VI.N. for additional guidance. b. One (1) additional hard copy (of the original proposal) in binder form. c. A jump drive with the following content: <ul style="list-style-type: none"> i. One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST be a complete version of the Vendor's response. ii. One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST have any information asserted as confidential or proprietary removed. iii. One separate searchable PDF file for each Tab of the proposal that MUST be a complete version of the Vendor's response, and the filename shall include the Tab number and name. iv. Where applicable, one separate searchable PDF file for each Tab of the proposal that has any information asserted as confidential or proprietary removed, and the filename shall include the Tab number and name and that is has been redacted. v. One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST be a complete version of the Vendor's response. vi. One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST have any information asserted as confidential or proprietary removed. | |

| <input checked="" type="checkbox"/> IF CORRECT | BASIC PROPOSAL COMPLIANCE | PROPOSAL REFERENCE |
|--|--|--------------------|
| | <ul style="list-style-type: none"> vii. Completed copy of the Pricing Schedule MS Excel file as submitted in the Vendor's response. viii. Completed copy of the Requirement Response Matrix (RRM) MS Excel file as submitted in the Vendor's response. | |
| <input type="checkbox"/> | 3. Printed and Signed (wet signature) and Dated Pricing Schedule. | |
| <input type="checkbox"/> | 4. Vendor submitted signed acknowledgement and all amendments to the RFP. | |
| RFP Cover Sheet | | |
| <input type="checkbox"/> | 5. The Proposal must include a completed and signed in ink RFP Cover Sheet by an individual authorized to legally bind the Vendor. | |
| <input type="checkbox"/> | 6. A Total Firm and Fixed Contract Price of all line items in the Pricing Schedule Template is entered on the RFP Cover Sheet Sheet Firm and Fixed Total Price box. (The amount entered must match the amount in the Pricing Schedule.) | |
| RFP Checklist | | |
| <input type="checkbox"/> | 7. The Proposal is a complete and independent document. <ul style="list-style-type: none"> a. Prepared in accordance with and meets the Proposal Format and Structure defined in RFP Section VI.N. – Submission Requirements – Proposal Format b. All pages are numbered c. All responses, as well as any reference material presented, must be written in English. d. Must not include references to information or documents located externally, such as Internet websites. e. Includes all defined Tabs in the Proposal Format and Structure section of the RFP. | |
| Transmittal Letter (needs to have): | | |
| <input type="checkbox"/> | 8. Statement of attestation, as part of the Transmittal Letter, that indicates: <ul style="list-style-type: none"> a. The Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed non-responsive. b. The Vendor understands and shall comply with all the specifications, requirements, and provisions of the RFP | |
| <input type="checkbox"/> | 9. A statement of compliance with Affirmative Action and Equal Employment Opportunity regulations. | |
| <input type="checkbox"/> | 10. A statement acknowledging and agreeing to all of the rights of the State contained in the provisions of this RFP. | |
| <input type="checkbox"/> | 11. A statement that, unless otherwise required by law, the prices quoted must not be knowingly disclosed by the Vendor, directly or indirectly, prior to award of the contract, to any other Vendor, competitor or any other person or entity. | |
| <input type="checkbox"/> | 12. A statement that no person or agency has been employed or retained to solicit or secure the proposed contract based on an | |

| <input checked="" type="checkbox"/> IF CORRECT | BASIC PROPOSAL COMPLIANCE | PROPOSAL REFERENCE |
|--|--|--------------------|
| | agreement or understanding for a commission, percentage, brokerage, or contingent fee. | |
| <input type="checkbox"/> | 13. A statement that any person submitted as a candidate, for any position defined in this RFP, will be exclusive to ONLY this Vendor proposal response and cannot be submitted as a candidate in another Vendor's proposal. Furthermore, any candidate submitted for any position defined in this RFP that is discovered to be submitted by more than one Vendor for potential work assigned as part of this engagement will be considered disqualified. | |
| <input type="checkbox"/> | 14. A statement that the Vendor and its subcontractors will maintain a drug-free workplace. | |
| <input type="checkbox"/> | 15. A statement that the successful Vendor will be required to complete (RFP) Contract and Attachments listed as Appendix B in this RFP, inclusive of the Alabama Medicaid Agency Business Associate Addendum and a State of Alabama Disclosure Statement with the executed contract. See Appendix B: Contract Attachments for all required forms. | |
| <input type="checkbox"/> | 16. A statement that the Vendor has reviewed PL15_AMA Enterprise Software List and number of accounts provided upon contract award. | |
| <input type="checkbox"/> | 17. A statement that the Vendor's Pricing Schedule includes all necessary solution components and services, as proposed, to meet the Agency's solution requirements and expectations as listed in this RFP. | |
| <input type="checkbox"/> | 18. The transmittal letter must include a statement identifying any and all subcontractors and percentage of work done by subcontractors, if any, which cannot exceed 49% of the total Proposal price, who are needed in order to satisfy the requirements of this RFP. | |
| <input type="checkbox"/> | 19. The proposal includes a written confirmation that the Agency will not reimburse the MEVV Contractor until: (a) the Project Director has approved the invoice; and (b) the Agency has received and approved all deliverables covered by the invoice. | |
| <input type="checkbox"/> | 20. The proposal includes a written confirmation that the MEVV Contractor understands the Conflict-of-Interest Exclusion prohibiting the Contractor from responding to any other contracts related to this RFP. | |
| Corporate Background | | |
| <input type="checkbox"/> | 21. The Proposal includes a corporate background for Vendor and Subcontractor, that contains the following: <ul style="list-style-type: none"> a. Name of the corporation or other legal entity submitting the proposal. Vendor must use this section to state whether it is a partnership, non-profit corporation, Alabama Corporation, Non-Alabama Corporation, or some other structure. b. Date established. c. Ownership (public company, partnership, subsidiary, etc.). | |

| <input checked="" type="checkbox"/> IF CORRECT | BASIC PROPOSAL COMPLIANCE | PROPOSAL REFERENCE |
|--|--|--------------------|
| | <p>Include an organizational chart depicting the Vendor’s organization in relation to any parent, subsidiary, or related organization.</p> <p>d. Number of employees and resources in regard to this contract.</p> <p>e. Statement indicating that all Contractor and subcontractor employees must work in the continental United States.</p> | |
| Corporate Reference | | |
| <input type="checkbox"/> | 22. A list of similar projects the vendor has completed withing the last three (3) years, and successfully operated at a minimum for two (2) state Medicaid Agencies for at least two (2) continuous years during the prior five (5) years of operations | |
| <input type="checkbox"/> | 23. The Proposal includes required three (3) Corporate Reference Worksheets, providing client references for contractor and/or subcontractor (with all identifying information in specified format and order). | |
| <input type="checkbox"/> | 24. Names and resumes of Senior Managers and partners working on or overseeing this contract. | |
| <input type="checkbox"/> | 25. Details of any pertinent judgment, criminal conviction, investigation, or litigation pending against the Vendor or any of its officers, directors, employees, agents, or subcontractors of which the Vendor has knowledge, or a statement that there are none. The Agency reserves the right to reject a proposal solely on the basis of this information. | |
| Corporate Financial and Registration | | |
| <input type="checkbox"/> | 26. The Vendor must provide audited financials for the last three (3) years, or similar evidence of financial stability for the last three (3) years. | |
| <input type="checkbox"/> | 27. The Vendor and subcontractor(s) will include a statement in the transmittal letter that they have all necessary business licenses, registration (or Application of Registration or letter/form showing application has been made with the Secretary of State), and professional certification (if applicable) at the time of the contracting to be able to do business in Alabama. | |
| <input type="checkbox"/> | 28. The Vendor and subcontractor(s) who are not registered in Alabama shall submit at the time of responding to this RFP a valid “Application for Registration” issued by the Secretary of State. | |
| <input type="checkbox"/> | 29. The response must include an E-Verify Memorandum of Understating with the Department of Homeland Security. | |
| Scope of Work | | |
| <input type="checkbox"/> | 30. The proposal includes signed Key Personnel resumes, and three (3) professional references must be submitted within the response. Use Appendix H: Key Personnel Resume Sheet. | |

XI. Appendix B: Contract Attachments

The following are the documents that must be signed **AFTER** contract award and prior to the meeting of the Legislative Contract Oversight Committee Meeting.

Sample Contract

- Attachment A:* Contract Review Report for Submission to Oversight Committee
- Attachment B:* Business Associate Addendum
- Attachment C:* Immigration Status
- Attachment D:* Instructions for Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion
- Attachment E:* Letter Regarding Reporting to Ethics Commission
- Attachment F:* Disclosure Statement
- Attachment G:* Beason-Hammon Certificate of Compliance
- Attachment H:* Governor's Additional Contract Questions

CONTRACT
BETWEEN
THE ALABAMA MEDICAID AGENCY
AND
Contractor's Name

KNOW ALL MEN BY THESE PRESENTS, that the Alabama Medicaid Agency, an Agency of the State of Alabama, and Contractor's Name, Contractor, agree as follows:

Contractor shall furnish all labor, equipment, and materials and perform all of the work required under the Enter Request for Proposal or Invitation to Bid (Enter Acronym for Contract Type) Number Enter RFP, dated Enter date of RFP strictly in accordance with the requirements thereof and Contractor's response thereto.

Contractor shall be compensated for performance under this contract in accordance with the provisions of the Enter Acronym for Contract Type and the price provided on the Enter Acronym for Contract Type Cover Sheet response, in an amount not to exceed Enter Not to Exceed Amount.

Contractor and the Alabama Medicaid Agency agree that the initial term of the contract is Enter Begin Date to Enter End Date.

This contract specifically incorporates by reference the Enter Acronym for Contract Type, any attachments and amendments thereto, and Contractor's response.

In the event of any dispute between the parties, senior officials of both parties shall meet and engage in a good faith attempt to resolve the dispute. Should that effort fail and the dispute involves the payment of money, a party's sole remedy is the filing of a claim with the Board of Adjustment of the State of Alabama.

For any and all other disputes arising under the terms of this contract which are not resolved by negotiation, the parties agree to utilize appropriate forms of non-binding alternative dispute resolution including, but not limited to, mediation. Such dispute resolution shall occur in Montgomery, Alabama, utilizing where appropriate, mediators selected from the roster of mediators maintained by the Center for Dispute Resolution of the Alabama State Bar.

All services rendered by Contractor shall be as an independent contractor and not as an employee (merit or otherwise) of the State of Alabama, and Contractor shall not be entitled to or receive Merit System benefits.

By signing this contract, the contracting parties affirm, for the duration of the agreement, that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the state of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damages resulting therefrom.

In compliance with Act 2016-312, the contractor hereby certifies that it is not currently engaged in, and will not engage in, the boycott of a person or an entity based in or doing business with a jurisdiction with which this state can enjoy open trade.

In compliance with Ala. Act No. 2023-409, by signing this contract, Contractor provides written verification that Contractor, without violating controlling law or regulation, does not and will not, during the term of the contract engage in economic boycotts as the term "economic boycott" is defined in Section 1 of the Act.

Failure to comply with these requirements may result in termination of the agreement or subcontract.

Contractor Name

Alabama Medicaid Agency

This contract has been reviewed for and is approved as to content.

Contractor Signature

Stephanie McGee Azar
Commissioner

Tax ID: _____

Date Signed: _____

Date Signed: _____

This contract has been reviewed for legal form and complies with all applicable laws, rules, and regulations of the State of Alabama governing these matters.

Legal Counsel

Chief Procurement Officer
State Purchasing

APPROVED:

Kay Ivey
Governor, State of Alabama

Contract Review Permanent Legislative Oversight Committee
Alabama State House — Montgomery, Alabama 36130

CONTRACT REVIEW REPORT
(Separate review report required for each contract)

Contractor Information

Name of Governmental Body or Purchasing Agency: _____

Name of Contractor: _____

Contractor's Physical Street Address (No P.O. Box Accepted) _____ City _____ State _____

Is Contractor a Sole Source? YES _____ NO _____ (If Yes, Attach Sole Source Approval from the Chief Procurement Officer)

Is Contractor organized as an Alabama Entity in Alabama? YES _____ NO _____

If No, is Contractor Registered with Alabama Secretary of State to do Business in Alabama? YES _____ NO _____

List the Members/Owners (e.g. John Smith) of the Contracting Entity: _____

Is Contractor a minority-owned business? YES _____ NO _____ Is Contractor a woman-owned business? YES _____ NO _____

Does Contractor have current member of Legislature or family member of Legislator employed? YES _____ NO _____

Is a Lobbyist/Consultant Affiliated with this Contractor OR Used to Secure this Contract? YES _____ NO _____

If Yes, Give Name: _____

Contract Information

Contract Number: _____ (See Fiscal Policies & Procedures Manual)

Contract Amount: \$ _____ (Put Amount You Are Asking For Today Only; See Fiscal Policies & Procedures Manual)

% State Funds: _____ % Federal Funds: _____ % Other Funds: _____**

**Please Specify Source of Other Funds (Fees, Grants, etc.) _____

Date Contract Effective: _____ Date Contract Ends: _____

Type of Contract: NEW: _____ RENEWAL: _____ AMENDMENT: _____

IF AMENDMENT or RENEWAL, Complete A through C: IF AMENDMENT, will it extend time? YES _____ NO _____

[A] ORIGINAL contract amount total \$ _____

[B] Contract Amount Total prior to this amendment or renewal \$ _____

[C] Contract Amount Total after this amendment or renewal \$ _____

RFP:

Was Contract Secured through RFP Process? YES _____ NO _____ IF RFP, Answer RFP Questions Below.

Date the RFP was solicited: _____ AND Date the RFP was awarded: _____

Was Contract Posted to Statewide RFP Database at <http://rfp.alabama.gov/login.aspx>? YES _____ NO _____

IF NO, give a brief explanation, including any statutory exemption, as to why not: _____

RFQ:

Was Contract Secured through RFQ Process? YES _____ NO _____ Date RFQ was solicited: _____ Date RFQ awarded: _____

Posted to Division of Construction Management Website? http://dcm.alabama.gov/ae_qualifications.aspx YES _____ NO _____

IF NO, give a brief explanation as to why not: _____

Summary of Contract Services to be Provided: _____

Why Contract Necessary AND why this service cannot be performed by merit employee: _____

I certify that the above information is correct

Signature of Governmental or Agency Head

Signature of Contractor

Printed Name of Governmental or Agency Head

Printed Name of Contractor

Governmental or Agency Contact: _____ Phone: _____

Revised 12/28/2022

ALABAMA MEDICAID AGENCY
BUSINESS ASSOCIATE AGREEMENT

Revised 06/2019

This Agreement is made effective the ____ day of _____, 20____, by and between the Alabama Medicaid Agency (“Covered Entity”), an agency of the State of Alabama, and _____ (“Business Associate”) (collectively the “Parties”).

1. BACKGROUND

- 1.1. Business Associate agrees to perform the following services for or on behalf of Covered Entity: [Enter a description below of the service(s) to be provided with sufficient detail to ensure clarity. Delete this parenthetical guidance from the document prior to execution.]
-
-

- 1.2. The relationship between Covered Entity and Business Associate is such that the Parties believe Business Associate is or may be a “business associate” within the meaning of the HIPAA Rules (as defined below).
- 1.3. The Parties enter into this Business Associate Agreement with the intention of complying with the HIPAA Rules allowing a covered entity to disclose protected health information to a business associate, and allowing a business associate to create or receive protected health information on its behalf, if the covered entity obtains satisfactory assurances that the business associate will appropriately safeguard the information.

2. DEFINITIONS

2.1 General Definitions

The following terms used in this Agreement shall have the same meaning as those terms in the HIPAA Rules: Breach, Data Aggregation, Designated Record Set, Disclosure, Electronic Protected Health Information, 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.

2.2 Specific Definitions

2.2.1 Business Associate. “Business Associate” shall generally have the same meaning as the term “business associate” at 45 C.F.R. § 160.103

2.2.2 Covered Entity. “Covered Entity” shall generally have the same meaning as the term “covered entity” at 45 C.F.R. § 160.103.

2.2.3 HIPAA Rules. “HIPAA Rules” shall mean the Privacy, Security, Breach Notification, and Enforcement Rules at 45 C.F.R. Part 160 and Part 164 of the Health Insurance Portability and Accountability Act of 1996, as amended by the Health Information Technology for Economic and Clinical Health (HITECH) Act of 2009, and the implementing regulations promulgated thereunder from time to time by the U.S. Department of Health and Human Services (HHS).

3. OBLIGATIONS OF BUSINESS ASSOCIATE

Business Associate agrees to the following:

- 3.1 Use or disclose PHI only as permitted or required by this Agreement or as Required by Law.
- 3.2 Use appropriate safeguards to prevent use or disclosure of PHI other than as provided for by this Agreement. Further, Business Associate will implement administrative, physical and technical safeguards (including

written policies and procedures) that reasonably and appropriately protect the confidentiality, integrity and availability of electronic PHI that it creates, receives, maintains or transmits on behalf of Covered Entity as required by Subpart C of 45 C.F.R. Part 164.

- 3.3 Mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a use or disclosure of PHI by Business Associate in violation of the requirements of this Agreement.
- 3.4 Report to Covered Entity within five (5) business days any use or disclosure of PHI not provided for by this Agreement of which it becomes aware.
- 3.5 Ensure that any subcontractors that create, receive, maintain, or transmit protected health information on behalf of the Business Associate agree to the same restrictions, conditions, and requirements that apply to the Business Associate with respect to such information in accordance with 45 C.F.R. § 164.502(e)(1)(ii) and § 164.308(b)(2), if applicable.
- 3.6 Provide Covered Entity with access to PHI within thirty (30) business days of a written request from Covered Entity, in order to allow Covered Entity to meet its requirements under 45 C.F.R. § 164.524, access to PHI maintained by Business Associate in a Designated Record Set.
- 3.7 Make amendment(s) to PHI maintained by Business Associate in a Designated Record Set that Covered Entity directs or agrees to, pursuant to 45 C.F.R. § 164.526 at the written request of Covered Entity, within thirty (30) calendar days after receiving the request.
- 3.8 Make internal practices, books, and records, including policies and procedures and PHI, relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of, Covered Entity, available to Covered Entity or to the Secretary within five (5) business days after receipt of written notice or as designated by the Secretary for purposes of determining compliance with the HIPAA Rules.
- 3.9 Maintain and make available the information required for Covered Entity to respond to a request by an individual for an accounting of disclosures of PHI as necessary to satisfy the Covered Entity's obligations under 45 C.F.R. § 164.528.
- 3.10 Provide to the Covered Entity, within thirty (30) days of receipt of a written request from Covered Entity, the information required for Covered Entity to respond to a request by an Individual or an authorized representative for an accounting of disclosures of PHI in accordance with 45 C.F.R. § 164.528.
- 3.11 Maintain a comprehensive security program appropriate to the size and complexity of the Business Associate's operations and the nature and scope of its activities as defined in the Security Rule.
- 3.12 Notify the Covered Entity within five (5) business days following the discovery of a breach of unsecured PHI on the part of the Contractor or any of its sub-contractors, and
 - 3.12.1 Provide the Covered Entity the following information:
 - 3.12.1(a) The number of recipient records involved in the breach.
 - 3.12.1(b) A description of what happened, including the date of the breach and the date of the discovery of the breach if known.
 - 3.12.1(c) A description of the types of unsecure protected health information that were involved in the breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other type information were involved).
 - 3.12.1(d) Any steps the individuals should take to protect themselves from potential harm resulting from the breach.
 - 3.12.1(e) A description of what the Business Associate is doing to investigate the breach, to mitigate harm to individuals and to protect against any further breaches.
 - 3.12.1(f) Contact procedures for individuals to ask questions or learn additional information, which shall include the Business Associate's toll-free number, email address, Web site, or postal address.
 - 3.12.1(g) A proposed media release developed by the Business Associate.

- 3.12.2 Work with Covered Entity to ensure the necessary notices are provided to the recipient, prominent media outlet, or to report the breach to the Secretary of Health and Human Services (HHS) as required by 45 C.F.R. Part 164, Subpart D.;
- 3.12.3 Pay the costs of the notification for breaches that occur as a result of any act or failure to act on the part of any employee, officer, or agent of the Business Associate;
- 3.12.4 Co-ordinate with the Covered Entity in determining additional specific actions that will be required of the Business Associate for mitigation of the breach.

4. PERMITTED USES AND DISCLOSURES

Except as otherwise limited in this Agreement, Business Associate may

- 4.1 Use or disclose PHI to perform functions, activities, or services for, or on behalf of, Covered Entity as agreed to, provided that such use or disclosure would not violate the Subpart E of 45 C.F.R. Part 164 if done by Covered Entity;
- 4.2 Use PHI for the proper management and administration of the Business Associate or to carry out the legal responsibilities of the Business Associate.
- 4.3 Disclose PHI for the proper management and administration of the Business Associate, provided that:
 - 4.3.1 Disclosures are Required by Law; or
 - 4.3.2 Business Associate obtains reasonable assurances from the person to whom the information is disclosed that it will remain confidential and used or further disclosed only as Required by Law or for the purpose for which it was disclosed to the person, and the person notifies the Business Associate of any instances of which it is aware in which the confidentiality of the information has been breached.
- 4.4 Use PHI to provide data aggregation services to Covered Entity as permitted by 42 C.F.R. § 164.504(e)(2)(i)(B).

5. REPORTING IMPROPER USE OR DISCLOSURE

The Business Associate shall report to the Covered Entity within five (5) business days from the date the Business Associate becomes aware of:

- 5.1 Any use or disclosure of PHI not provided for by this agreement
- 5.2 Any Security Incident and/or breach of unsecured PHI

6. OBLIGATIONS OF COVERED ENTITY

The Covered Entity agrees to the following:

- 6.1 Notify the Business Associate of any limitation(s) in its notice of privacy practices in accordance with 45 C.F.R. §164.520, to the extent that such limitation may affect Business Associate's use or disclosure of PHI.
- 6.2 Notify the Business Associate of any changes in, or revocation of, permission by an Individual to use or disclose PHI, to the extent that such changes may affect the Business Associate's use or disclosure of PHI.
- 6.3 Notify the Business Associate of any restriction to the use or disclosure of PHI that Covered Entity has agreed to in accordance with 45 C.F.R. § 164.522, to the extent that such restriction may affect the Business Associate's use or disclosure of PHI.

- 6.4 Not request Business Associate to use or disclose PHI in any manner that would not be permissible under the Privacy Rule if done by Covered Entity.
- 6.5 Provide Business Associate with only that PHI which is minimally necessary for Business Associate to provide the services to which this agreement pertains.

7. TERM AND TERMINATION

7.1 **Term.** The Term of this Agreement shall be effective as of the effective date stated above and shall terminate when the Business Associate no longer provides agreed upon services to the Covered Entity.

7.2 **Termination for Cause.** Upon Covered Entity's knowledge of a material breach by Business Associate, Covered Entity may, at its option:

- 7.2.1 Provide an opportunity for Business Associate to cure the breach or end the violation, and terminate this Agreement if Business Associate does not cure the breach or end the violation within the time specified by Covered Entity;
- 7.2.2 Immediately terminate this Agreement; or
- 7.2.3 If neither termination nor cure is feasible, report the violation to the Secretary as provided in the Privacy Rule.

7.3 Effect of Termination.

7.3.1 Except as provided in paragraph (2) of this section, upon termination of this Agreement, for any reason, Business Associate shall return or destroy all PHI received from Covered Entity, or created or received by Business Associate on behalf of Covered Entity. This provision shall apply to PHI that is in the possession of subcontractors or agents of Business Associate. Business Associate shall retain no copies of the PHI.

7.3.2 In the event that Business Associate determines that the PHI is needed for its own management and administration or to carry out legal responsibilities, and returning or destroying the PHI is not feasible, Business Associate shall provide to Covered Entity notification of the conditions that make return or destruction not feasible. Business Associate shall:

- 7.3.2(a) Retain only that PHI which is necessary for Business Associate to continue its proper management and administration or to carry out its legal responsibilities;
- 7.3.2(b) Return to Covered Entity or, if agreed to by Covered Entity, destroy the remaining PHI that the Business Associate still maintains in any form;
- 7.3.2(c) Continue to use appropriate safeguards and comply with Subpart C of 45 C.F.R. Part 164 with respect to electronic protected health information to prevent use or disclosure of the protected health information, other than as provided for in this Section, for as long as Business Associate retains the PHI;
- 7.3.2(d) Not use or disclose the PHI retained by Business Associate other than for the purposes for which such PHI was retained and subject to the same conditions set out at Section 4, "Permitted Uses and Disclosures" which applied prior to termination; and
- 7.3.2(e) Return to Covered Entity or, if agreed to by Covered Entity, destroy the PHI retained by Business Associate when it is no longer needed by Business Associate for its proper management and administration or to carry out its legal responsibilities.

7.4 Survival

The obligations of Business Associate under this Section shall survive the termination of this Agreement.

8. GENERAL TERMS AND CONDITIONS

- 8.1 Any ambiguity in this Agreement shall be resolved to permit Covered Entity to comply with the HIPAA Rules.
- 8.2 A breach of this Agreement by Business Associate shall be considered sufficient basis for Covered Entity to terminate the services of the Business Associate.

IMMIGRATION STATUS

I hereby attest that all workers on this project are either citizens of the United States or are in a proper and legal immigration status that authorizes them to be employed for pay within the United States.

Signature of Contractor

Witness

**Instructions for Certification Regarding Debarment, Suspension,
Ineligibility and Voluntary Exclusion**

(Derived from Appendix B to 45 CFR Part 76--Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transactions)

1. By signing and submitting this contract, the prospective lower tier participant is providing the certification set out therein.

2. The certification in this clause is a material representation of fact upon which reliance was placed when this contract was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Alabama Medicaid Agency (the Agency) may pursue available remedies, including suspension and/or debarment.

3. The prospective lower tier participant shall provide immediate written notice to the Agency if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.

4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, and voluntarily excluded, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this contract is submitted for assistance in obtaining a copy of those regulations.

5. The prospective lower tier participant agrees by submitting this contract that, should the contract be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.

6. The prospective lower tier participant further agrees by submitting this contract that it will include this certification clause without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.

8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the Agency may pursue available remedies, including suspension and/or debarment.



KAY IVEY

Governor

Alabama Medicaid Agency

501 Dexter Avenue
P.O. Box 5624
Montgomery, Alabama 36103-5624

www.medicaid.alabama.gov
e-mail: almedicaid@medicaid.alabama.gov

Telecommunication for the Deaf: 1-800-253-0799

334-242-5000 1-800-382-1504



STEPHANIE MCGEE AZAR

Commissioner

MEMORANDUM

SUBJECT: Reporting to Ethics Commission by Persons Related to Agency Employees

Section 36-25-16(b) Code of Alabama (1975) provides that anyone who enters into a contract with a state agency for the sale of goods or services exceeding \$7500 shall report to the State Ethics Commission the names of any adult child, parent, spouse, brother or sister employed by the agency.

Please review your situation for applicability of this statute. The address of the Alabama Ethics Commission is:

100 North Union Street
RSA Union Bldg.
Montgomery, Alabama 36104

A copy of the statute is reproduced below for your information. If you have any questions, please feel free to contact the Agency Office of General Counsel, at 242-5741.

Section 36-25-16. Reports by persons who are related to public officials or public employees and who represent persons before regulatory body or contract with state.

- (a) When any citizen of the state or business with which he or she is associated represents for a fee any person before a regulatory body of the executive branch, he or she shall report to the commission the name of any adult child, parent, spouse, brother, or sister who is a public official or a public employee of that regulatory body of the executive branch.
- (b) When any citizen of the State or business with which the person is associated enters into a contract for the sale of goods or services to the State of Alabama or any of its agencies or any county or municipality and any of their respective agencies in amounts exceeding seven thousand five hundred dollars (\$7500) he or she shall report to the commission the names of any adult child, parent, spouse, brother, or sister who is a public official or public employee of the agency or department with whom the contract is made.
- (c) This section shall not apply to any contract for the sale of goods or services awarded through a process of public notice and competitive bidding.
- (d) Each regulatory body of the executive branch, or any agency of the State of Alabama shall be responsible for notifying citizens affected by this chapter of the requirements of this section. (Acts 1973, No. 1056, p. 1699, §15; Acts 1975, No. 130, §1; Acts 1995, No. 95-194, p. 269, §1.)



State of Alabama Disclosure Statement

Required by Article 3B of Title 41, Code of Alabama 1975

ENTITY COMPLETING FORM

ADDRESS

CITY, STATE, ZIP

TELEPHONE NUMBER

STATE AGENCY/DEPARTMENT THAT WILL RECEIVE GOODS, SERVICES, OR IS RESPONSIBLE FOR GRANT AWARD

Alabama Medicaid Agency

ADDRESS

501 Dexter Avenue, Post Office Box 5624

CITY, STATE, ZIP

Montgomery, Alabama 36103-5624

TELEPHONE NUMBER

(334) 242-5833

This form is provided with:

Contract

Proposal

Request for Proposal

Invitation to Bid

Grant

Proposal

Have you or any of your partners, divisions, or any related business units previously performed work or provided goods to any State Agency/Department in the current or last fiscal year?

Yes

No

If yes, identify below the State Agency/Department that received the goods or services, the type(s) of goods or services previously provided, and the amount received for the provision of such goods or services.

STATE AGENCY/DEPARTMENT

TYPE OF GOODS/SERVICES

AMOUNT RECEIVED

Have you or any of your partners, divisions, or any related business units previously applied and received any grants from any State Agency/Department in the current or last fiscal year?

Yes

No

If yes, identify the State Agency/Department that awarded the grant, the date such grant was awarded, and the amount of the grant.

STATE AGENCY/DEPARTMENT

DATE GRANT AWARDED

AMOUNT OF GRANT

- List below the name(s) and address(es) of all public officials/public employees with whom you, members of your immediate family, or any of your employees have a family relationship and who may directly personally benefit financially from the proposed transaction. Identify the State Department/Agency for which the public officials/public employees work. (Attach additional sheets if necessary.)

NAME OF PUBLIC OFFICIAL/EMPLOYEE
DEPARTMENT/AGENCY

ADDRESS

STATE

2. List below the name(s) and address(es) of all family members of public officials/public employees with whom you, members of your immediate family, or any of your employees have a family relationship and who may directly personally benefit financially from the proposed transaction. Identify the public officials/public employees and State Department/Agency for which the public officials/public employees work. (Attach additional sheets if necessary.)

| NAME OF FAMILY MEMBER EMPLOYED | ADDRESS | NAME OF PUBLIC OFFICIAL/ PUBLIC EMPLOYEE | STATE DEPARTMENT/ AGENCY WHERE |
|--------------------------------|---------|---|-----------------------------------|
| | | | |
| | | | |

If you identified individuals in items one and/or two above, describe in detail below the direct financial benefit to be gained by the public officials, public employees, and/or their family members as the result of the contract, proposal, request for proposal, invitation to bid, or grant proposal. (Attach additional sheets if necessary.)

Describe in detail below any indirect financial benefits to be gained by any public official, public employee, and/or family members of the public official or public employee as the result of the contract, proposal, request for proposal, invitation to bid, or grant proposal. (Attach additional sheets if necessary.)

List below the name(s) and address(es) of all paid consultants and/or lobbyists utilized to obtain the contract, proposal, request for proposal, invitation to bid, or grant proposal:

| NAME OF PAID CONSULTANT/LOBBYIST | ADDRESS |
|----------------------------------|---------|
| | |
| | |

By signing below, I certify under oath and penalty of perjury that all statements on or attached to this form are true and correct to the best of my knowledge. I further understand that a civil penalty of ten percent (10%) of the Amount of the transaction, not to exceed \$10,000.00, is applied for knowingly providing incorrect or misleading information.

Signature _____ Date _____

Notary's Signature _____ Date _____ Date Notary Expires _____

Article 3B of Title 41, Code of Alabama 1975 requires the disclosure statement to be completed and filed with all proposals, bids, contracts, or grant proposals to the State of Alabama in excess of \$5,000.

State of _____)

County of _____)

CERTIFICATE OF COMPLIANCE WITH THE BEASON-HAMMON ALABAMA TAXPAYER AND CITIZEN PROTECTION ACT (ACT 2011-535, as amended by Act 2012-491)

DATE: _____

RE Contract/Grant/Incentive (describe by number or subject): Enter brief contract description by and between Enter Contractor Name (Contractor/Grantee) and Alabama Medicaid Agency (State Agency or Department or other Public Entity)

The undersigned hereby certifies to the State of Alabama as follows:

1. The undersigned holds the position of _____ with the Contractor/Grantee named above, and is authorized to provide representations set out in this Certificate as the official and binding act of that entity, and has knowledge of the provisions of THE BEASON-HAMMON ALABAMA TAXPAYER AND CITIZEN PROTECTION ACT (ACT 2011-535 of the Alabama Legislature, as amended by Act 2012-491) which is described herein as "the Act".
2. Using the following definitions from Section 3 of the Act, select and initial either (a) or (b), below, to describe the Contractor/Grantee's business structure.

BUSINESS ENTITY. Any person or group of persons employing one or more persons performing or engaging in any activity, enterprise, profession, or occupation for gain, benefit, advantage, or livelihood, whether for profit or not for profit. "Business entity" shall include, but not be limited to the following:

- a. Self-employed individuals, business entities filing articles of incorporation, partnerships, limited partnerships, limited liability companies, foreign corporations, foreign limited partnerships, foreign limited liability companies authorized to transact business in this state, business trusts, and any business entity that registers with the Secretary of State.
- b. Any business entity that possesses a business license, permit, certificate, approval, registration, charter, or similar form of authorization issued by the state, any business entity that is exempt by law from obtaining such a business license, and any business entity that is operating unlawfully without a business license.

EMPLOYER. Any person, firm, corporation, partnership, joint stock association, agent, manager, representative, foreman, or other person having control or custody of any employment, place of employment, or of any employee, including any person or entity employing any person for hire within the State of Alabama, including a public employer. This term shall not include the occupant of a household contracting with another person to perform casual domestic labor within the household.

_____(a) The Contractor/Grantee is a business entity or employer as those terms are defined in Section 3 of the Act.

_____(b) The Contractor/Grantee is not a business entity or employer as those terms are defined in Section 3 of the Act.

3. As of the date of this Certificate, Contractor/Grantee does not knowingly employ an unauthorized alien within the State of Alabama and hereafter it will not knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama;
4. Contractor/Grantee is enrolled in E-Verify unless it is not eligible to enroll because of the rules of that program or other factors beyond its control.

Certified this _____ day of _____ 20_____.

Name of Contractor/Grantee/Recipient

By: _____

Its _____

The above Certification was signed in my presence by the person whose name appears above, on

this _____ day of _____ 20_____.

WITNESS: _____

Print Name of Witness

**GOVERNOR'S ADDITIONAL CONTRACT QUESTIONS
FOR PROFESSIONAL AND PERSONAL SERVICES CONTRACTS**

PART I. Procurement method. Mark boxes as appropriate.

- Competitive sealed bids/ITBs (§ 41-4-132)**
 - This is a professional-services contract; CPO approval for use of ITB is attached.
Alabama Buys/STAARS solicitation number: _____
 - This is not a professional-services contract; no CPO approval for use of ITB required.
 - Adequate public notice of ITB was given for a reasonable time prior to bid opening.
 - Bids were opened publicly in the presence of one or more witnesses at time and place designated in the ITB.
- Competitive sealed proposals/RFPs (§ 41-4-133)**
 - Number of providers the RFP was distributed to: _____
 - Number of responses/proposals the agency reviewed: _____
 - RFP was posted to online database as required by § 41-4-66
Alabama Buys/STAARS solicitation number: _____
 - A written determination was made that accepted proposal is "most advantageous to the state."
 - Public notice of award was given promptly after contract award.
 - This is a contract for services governed by a DCM fee schedule.
 - Contract fees are within the approved DCM fee schedule.
 - DCM Director's approval for exceeding DCM fee schedule is attached.
 - This is a contract for an architect, landscape architect, engineer, land surveyor, or geoscientist.
 - A competitive, qualifications-based process was used per § 41-4-133(j).
- Small purchases (§ 41-4-134)**
 - Contract fees are below the small-purchase thresholds set forth in [Rule 355-4-3-05](#).
 - Lowest acceptable quote chosen from three written quotes solicited.
Solicitation number in Alabama Buys/STAARS is: _____
 - Per [Rule 355-4-3-05](#), no quotes required because: _____
- Sole-source procurement (§ 41-4-135)**
 - Written determination by CPO that there is only one source for the required professional service is attached.
- Emergency procurements (§ 41-4-136)**
 - Written determination for basis of the emergency and selection of the contractor attached.
 - Approval attached from CPO or agency head (not subject to delegation).
- Special procurements (§ 41-4-137)**
 - Written determination for basis of the emergency and selection of the contractor attached.
 - Approval attached from CPO or agency head.
- Physicians (§ 41-4-125.01)** – provider selected from Medical Licensure Commission list.
- Attorneys (§ 41-4-125)**
 - Litigation (Hourly)**
 - DAG appointment letter attached.
 - Governor's rate approval letter attached. (See [EO 726](#), ¶ 3.b.)
 - Litigation (Contingency Fee)**
 - DAG appointment letter attached.
 - Written determination attached as required by § 41-4-125(d)(1).
 - Fee within limits prescribed by § 41-4-125(d)(2)-(3) or AG/Governor written authorization for exceeding limits is attached as required by § 41-4-125(d)(5).
 - AG's standard contract addendum attached per § 41-4-125(d)(7).
 - Non-litigation**
 - Justification letter attached for not using in-house counsel or AG.

Please call the Governor's Legal Office at (334) 242-7120 for questions about this form.

Revised September 2023

XII. Appendix C: Pricing

This section provides detailed instructions to completing the Appendix C – Pricing.

Appendix C – Pricing Schedule is available via the Alabama Medicaid Procurement website (https://medicaid.alabama.gov/content/2.0_Newsroom/2.4_Procurement.aspx)

Inclusion of additional information not requested in Appendix C or alteration of the forms, in any way, may be grounds for Vendor proposal disqualification. Include all costs for furnishing the product(s) and/or service(s) included in this proposal. Failure to provide any requested information in the prescribed format may result in disqualification of the proposal. Appendix C must be signed (as designated on the Cover Page) and dated by an authorized Vendor signatory.

1. Appendix C.1 Pricing Schedule

Vendors must enter in the Pricing Schedule, their firm fixed prices and rates representing the fixed, not estimated, prices and rates that the Vendor will charge to complete this project according to the requirements and parameters of the schedules. Estimated prices and rates responses will not be evaluated, will not be considered, and will be deemed non-responsive. The Vendor must enter all required price information in schedules A through D. A signature on a printed copy of each pricing schedule is required. The electronic, soft copy file must also be included with the Vendor's submission.

Pricing Schedules that do not meet all of the above criteria will be considered non-responsive and not evaluated any further. Payments will be based upon contracted services actually performed in accordance with the proposed Firm Fixed Prices and Rates as indicated in the following documents:

1. RFP Cover Sheet
2. Pricing Schedule A – Total Evaluated Price
3. Pricing Schedule B – Deliverables Evaluated Price
4. Pricing Schedule C – Operations Evaluated Price
5. Pricing Schedule D – Extra Contractual Services Price

The file MEVV RFP Appendix C – Pricing Schedule.xlsx for this RFP is available for download with the RFP in Alabama Medicaid Procurement website. This workbook was created and tested using Microsoft Excel 2016, but Vendors are responsible for verifying all of their entries and their totals. These workbook forms must be completed, printed, and submitted in paper form to the Agency. Vendors must also save a copy of the workbook file to include identification in the filename (short or abbreviated name, for example: MEVV RFP Appendix C – Pricing Schedules – Acme MEVV.xlsx). This electronic, soft copy file must also be included with the Vendor's submission. Do not protect the file from reading, copying, or printing; unusable files will be considered non-responsible.

Where a signature block is indicated, the pricing schedule must be printed, complete, correct, signed, and dated by an appropriate corporate official.

2. Pricing Schedule A – Total Evaluated Price

To complete Schedule A, Vendors must adhere to the following Notes:

- Vendors must enter on Cost Proposal Schedule A the name of the corporation or other legal entity as entered on the Transmittal Letter, in cell D-E6.
- The pricing data from schedules B through D will be auto filled into Schedule A.
- The sum of the values populated in cells E11 through E18 should equal the value displayed in cell E10. These eight values in cells E11 through E18 must be used to populate the "Firm and Fixed

Price" on the RFP Cover Sheet.

- The value displayed in cell E8, TOTAL EVALUATED PRICE, will be the maximum contract value. It must equal the value displayed in cell E10. The contract cannot exceed this value.
- The TOTAL EVALUATED PRICE in cell E8 will be used to calculate the Cost Proposal score in RFP Section VII.E. – Evaluation and Selection Process – Scoring.
- When the Vendor has completed all schedules, verify that all entries are accurate and complete, and verify your totals. This pricing schedule workbook was created and tested only in Microsoft Excel 2016®.
- Print out Schedule A. A printed Schedule A must be signed and dated and returned with the proposal submission.

3. Pricing Schedule B – Deliverables Price

To complete Schedule B, Vendors must adhere to the following Notes:

- Pricing Schedule B must be completed by all Vendors. The workbook will transfer values to Schedule A, but Vendors must verify that the totals are correct.
- Enter data in green shaded cells.
- Enter the bid price for the required Design, Development, and Implementation contract items.
- The sum of each individual Design, Development, and Implementation contract item will be added to the TOTAL EVALUATED PRICE on Schedule A.
- The TOTAL EVALUATED PRICE will be used to calculate the Pricing Schedule score in RFP Section VII.E. – Evaluation and Selection Process – Scoring.
- The winning vendor's prices on Schedule B will become part of the firm fixed contract price. The detailed timing and invoicing of individual Design, Development, and Implementation contract items will be agreed upon in the Initiation and Planning Phase.
- When Schedule B has been completed, verify that all entries are accurate and complete, and verify your totals. This pricing schedule workbook was created and tested only in Microsoft Excel 2016®.
- Print out Schedule B. A printed Schedule B must be signed and dated and returned with the bid submission.

4. Pricing Schedule C – Operations Evaluated Price

To complete Schedule C, Vendors must adhere to the following Notes:

- Cost Proposal Schedule C must be completed by all vendors. The workbook will transfer values to Schedule A, but Vendors must verify that totals are correct.
- Enter data in green shaded cells.
- Enter the monthly proposal price to operate each of the required Design, Development, and Implementation (DDI) elements outlined in the table. The Vendor's cost for operations needs to account for cost of items such as hardware, software, staffing, EVV metrics and reporting (e.g. SLAs, KPIs) and deliverable updates. Examples of deliverable updates include: Monthly Operations Status Report, Training Curriculum, System Security Plan (SSP), Authorization Package, Test Evaluation and Management Plan (TEMP), Detailed Test Plan, Testing Phase Acceptance, Systems User Manuals, Service Desk Management Plan, Turnover Management Plan, Turnover Status Report, Requirement Traceability Matrix (RTM), Release Listing Document, Release Listing Document Update, and Configuration Management Summary Report. Refer to [Appendix D: Contract Deliverables Table](#) for the full list of deliverables that shall be updated during operations. All operational costs should be included in the firm and fixed price for Operations (Schedule C).
- Enter the price of each yearly operational component, which will be added to the Firm and Fixed Total Price on Schedule A.
- The Firm and Fixed Total Price will be used to calculate the Cost Proposal score in RFP Section VII.E. – Evaluation and Selection Process – Scoring.

- The winning Vendor's prices on Schedule C will become part of the firm fixed contract price. The detailed timing and invoicing of operational components will be agreed upon in the Initiation and Planning Phase.
- When Schedule C has been completed, verify that all entries are accurate and complete, and verify our totals. This pricing schedule workbook was created and tested only in Microsoft Excel 2016®.
- Print out Schedule C. A printed Schedule C must be signed and dated and returned with the proposal submission.

5. Pricing Schedule D – Extra Contractual Services Price

To complete Schedule D, Vendors must adhere to the following Notes:

- Cost Proposal Schedule D must be completed by all Vendors. The workbook will transfer values to Schedule A, but Vendors must verify that totals are correct.
- Enter data in green shaded cells.
- Enter an Hourly Personnel Rate for Extra Contractual services -- the single firm fixed aggregate hourly rate for personnel to develop and execute extra contractual services.
- For proposal evaluation only, the Agency will use 10,000 personnel-hours expended in each year in contract years 1 through 8 to calculate the extra contractual services evaluated price. The extra contractual services evaluated price will be added to the Firm and Fixed Total Price on Schedule A.
- The Firm and Fixed Total Price will be used to calculate the Cost Proposal score in RFP Section VII.E. – Evaluation and Selection Process – Scoring.
- The number and scope of extra contractual services to be issued has not been determined by the Agency. The Vendor's proposal is ceiling value, but not a guaranteed contract amount. The amount to be paid by the Agency--if any--will be determined as required for each extra contractual service that may be required in the future.
- When Schedule D has been completed, verify that all entries are accurate and complete, and verify your totals. This pricing schedule workbook was created and tested only in Microsoft Excel 2016®.
- Print out Schedule D. A printed Schedule D must be signed and dated and returned with the proposal submission.

XIII. Appendix D: Contract Deliverables Table

The following contract deliverables table provides the list of deliverables required for submission under the AMMP – MEVV Contract. The table provides fields that designate the following:

1. Deliverable Unique Identifier
2. Deliverable Name
3. (Brief) Deliverable Description
4. RFP Sectional Reference (Requirement ID)
5. (Expected) Delivery & Update Frequencies

As previously discussed in the MEVV Deliverables Section II. – Scope of Work, the Agency reserves the right to make deliverable template updates, changes, or additions at any time over the course of the contract engagement. Additionally, the MEVV Contractor shall attest to the following deliverable expectations:

- a) Submission of all deliverable templates/ Deliverable Expectation Documents (DMEVV) for Agency review/approval prior to usage
- b) Sole responsibility for keeping MEVV-related documentation current as changes occur through the Change Management process
- c) Continuous (previously approved) deliverable maintenance, updates, and revisions (as necessary and requested by the Agency) over the term of the Contract

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|------------------------|--|---|------------------------------------|---------------------------------------|
| AMA_01 | 4970 | AMA Attestation and Agreement document | The Contractor shall, within four (4) weeks from the Contract start date, sign and submit the AMA Attestation and Agreement Document that states they understand the AMMP plans, guides, and templates and they agree to follow them. | Four (4) weeks from Contract Start | Once at start of Contract |
| EVV2023-KIO-001 | 4530, 4533, 4748, 4749 | Kick-offs | Kick-offs shall address business area responsibilities, the phase timeline, the contact information of Contactor personnel that will support the business area during that phase, and any other information that helps the business stakeholders. | Two (2) weeks from Contract Start | Once at start of contract, each Phase |
| EVV2023-PPR-001 | 6203 | Project Progress Report | High-level summary of progress related to the overall progress of project delivery to be submitted to the agency on a weekly basis. | Four (4) weeks from Contract Start | Weekly |
| EVV2023-SCH-001 | 4606, 4712, 4745 | Project Schedule | A fully decomposed Project Schedule following the Integrated Master Schedule Management Plan (PMO-2-q-02). | Eight weeks from Contract Start | Updated weekly |

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|------------------|-------------------------|--|---|--|
| EVV2023-PSR-001 | 5035, 5042 | Project Status Report | Detailed summary of progress related to the overall status of project delivery. | Four (4) weeks from Contract Start | Monthly |
| EVV2023-RCA-001 | 6412 | Report Catalog | The Contractor shall produce and maintain an Agency-approved catalog of reports within their solution for on demand access by the Agency of all pre-defined reports that includes, but is not limited to: <ol style="list-style-type: none"> 1. Report Name 2. Functional Area 3. Report Description 4. User Access to Report 5. Frequency 6. Column Names and Descriptions 7. Valid Values for Prompted Fields 8. Agency Point of Contact 9. Date Report Last Accessed 10. Data Source (tables) | Six (6) months prior to the start of implementation | Every six (6) months |
| EVV2023-DIS-001 | 6267, 4949, 4950 | Contract Discovery | Contract Discovery Document (from template) Meeting minutes with risk, action items, issues and decisions identified. | Two (2) weeks after the Project Kick-off Meetings | Once at start of Contract |
| EVV2023-PMP-001 | 4776 | Project Management Plan | The PMP must contain the following components at a minimum: Project Initiation and Approach Plan Quality Management Plan Schedule Management Plan Communication Management Plan Risk Management Plan Issue Management Plan Scope Management Plan Stakeholder Management Plan Resource Management Plan Training and Knowledge Plan Contract Monitoring Plan | Eight (8) weeks from Contract Start | Every six (6) months for the first three (3) years of the Contract |
| EVV2023-CMP-001 | 4753 | Change Management Plan | Contractor-specific Change Management Plan. Collaboration with PMO Contractor in development and implementation of the AMMP Program Wide Change Management. | Eight (8) weeks from Contract Start | Every six (6) months for the first three (3) years of the Contract |

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|-------------------------------------|--|---|--|
| EVV2023-TKP-001 | 6248 | Training and Knowledge Plan | The Contractor shall provide a Training and Knowledge Plan that contains the overall approach and methodology to train all user's in using the Contractor's solution. | Eight (8) weeks from Contract Start | Every six (6) months throughout the Contract |
| EVV2023-TCU-001 | 6472 | Training Curriculum | The Contractor shall provide a Training Curriculum developed in collaboration with the OCM team, finalized, and submitted to the Agency for review and approval a minimum of sixty (60) days before any scheduled training delivery. Documentation provided shall include, but not be limited to: 1.Training Outline, identifying the learning objectives and target audience for each course 2.Systems Operations Manual, Instructor guides, participant guides. 3.User task-based job aids, fact sheets 4.Program policy requiring system updates/modifications 5.Online user tools or sites 6.Role based FAQs and troubleshooting steps 7.A knowledge check with answer key and noted pass/fail requirements | Two (2) months prior to any scheduled training delivery | Prior to any scheduled training delivery |
| EVV2023-MON-001 | 4776 | Contract Monitoring Plan | Collaborative review resulting in an attestation to adhere to the AMMP Program Contract monitoring Plan and Report Card. | Six (6) weeks from Contract Start | Once at start of Contract |
| EVV2023-CFP-001 | 4593 | Configuration Management Plan (CMP) | CMP that establishes the technical and administrative direction and surveillance for the management of releases and configuration items that are to be placed under configuration control. The Contractor shall develop and maintain a Configuration Management Plan that describes the planning, scheduling, and strategies for managing the configuration, development, testing and deployment including but not limited to software releases, versioning, naming standards, documentation. | Two (2) months from start of contract | Six (6) months |
| EVV2023-SSP-001 | 4648 | System Security Plan (SSP) | System Security Plan that meets the Security Specifications as described in | Three (3) months from | Annually |

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|----------------------------------|---|---|---------------------------|
| | | | the Medicaid Enterprise Security Policy. | Contract Start | |
| EVV2023-AUP-001 | 4731 | Authorization Package | PL-2: System Security Plan CA-2: Security assessment results CA-5: Plan of Action & Milestones Authorization to Operate certificate | Annually | Annually |
| EVV2023-RVP-001 | 4967 | Requirements Validation Plan | The Requirement Validation Plan shall identify the approach and process for requirements validation, as well as the topics and attendees for each Requirement Validation (RV) session. | Two (2) weeks after Contract Discovery Sessions | Once at start of Contract |
| EVV2023-GAP-001 | 4734 | GAP Analysis Document | The Gap Analysis document shall clarify the difference, or “gap,” of the contractual requirements and existing module/service capabilities. | Three (3) weeks after Requirement Validation Sessions | Once at start of Contract |
| EVV2023-DPD-001 | 5286 | Detailed Product Design | The Contractor shall produce a Detailed Product Design (DPD) document eight (8) weeks after the requirement validation sessions have been completed. When there are sub-functional areas, the Contractor must produce a Sub Detailed Product Design (Sub-DPD) document. The Contractor must use the Agency-provided templates for the DPD and Sub-DPD. Once operational, the DPD or Sub-DPD will need to be updated prior to system changes being released to production. | Eight (8) weeks after Requirement Validation Sessions | Every six (6) months |
| EVV2023-RTM-001 | 4965 | Requirement Traceability Matrix | The Contractor shall provide weekly extracts of requirements, for the term of the Contract, per REQ-2-a3-4-01 template format | Three (3) weeks after the RTM overview meeting | Weekly |
| EVV2023-ICD-001 | 4742 | Interface Control Document (ICD) | The ICD describes the interfaces between the Contractor System and other Federal, State and other external systems | Six (6) months prior to the start of implementation | Annually |

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|--|--|---|----------------------|
| EVV2023-DMP-001 | 6090 | Data Management Plan (DMP) | The DMP should align with the DGO Data Management Plan and describe how the Contractor handles data, ensures data integrity, quality and consistency, increases accountability, improves data security, and optimizes data usage. | Three (3) months from Contract Start | Every six (6) months |
| EVV2023-COO-001 | 4955 | Continuity of Operations (COOP) | The COOP shall define in detail the approach the Contractor shall follow to ensure continuity of operations when responding to a disaster | Two (2) months from Contract Start | Every Six (6) months |
| EVV2023-TEMP-001 | 6414 | Test Evaluation and Management Plan (TEMP) | The TEMP shall provide, but not limited to, a structured Testing vision; methodology; approach; schedule; and Entrance, Acceptance, and Exit criteria. | Four (4) months from Contract Start | Annually |
| EVV2023-DTP-001 | 4760 | Detailed Test Plan | Detailed test plan shall outline test activities for development of the Contractor's solution(s) and support/activities for testing across all integrated modules. | Four (4) months from Contract Start and twelve (12) weeks prior to Test Phase | Six (6) months |
| EVV2023-MTP-001 | 6411 | Master Test Plan | The Contractor shall develop a Master Test Plan that describes the test strategy, scope, objectives, resources, and processes required for the completion of testing. | Three (3) months from the start of the contract | Annually |
| EVV2023-TPA-001 | 5311 | Testing Phase Acceptance | The Contractor shall develop and submit a Test Phase Acceptance (TPA) Package to the Agency weekly during each test phase and a final TPA at the end of each test phase for review and approval. The contractor shall create the TPA for every module integration and Centralized Service through the term of the Contract. The Contractor shall submit the following: 1. RTM Coverage – provided weekly 2. Test Case Analysis – provided weekly | End of Test Phase | Annually |

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|--|--|---|------------------------------|
| | | | 3. Defect Analysis – provided weekly 4. Required Workaround – provided with final TPA package 5. Corrective Action Plan – provided with final TPA package 6. Acceptance Criteria Assessment – provided with final TPA package | | |
| EVV2023-DEP-001 | 5801 | Deployment Plan | The Contractor shall provide a Deployment Plan that addresses all criteria for implementation decision making as it pertains to go/no-go status | Three (3) months prior to the start of implementation | Annually |
| EVV2023-PISR-001 | 5281 | Post Implementation Summary Report | The Contractor shall provide a high-level summary of the results of the solution implementation along with the overall status of production deficiencies, defects, and issues encountered and their resolution and identified updates. | One (1) month post implementation | One time submission |
| EVV2023-SOM-001 | 6476 | System Operations Manual | System Operations Manual documents the system operating and maintenance procedures, for all facets of the technical operation of the system. | Three (3) months prior to the start of implementation | Annually |
| EVV2023-SDP-001 | 4564 | Service Desk Management Plan | Service Desk Management Plan that explains the Contractor’s Service Desk management process and how it will ensure that expected service operations are maintained and/or restored, in a timeline. | Three (3) months prior to the start of implementation | Annually |
| EVV2023-SOP-001 | 5800 | Service Desk Standard Operating Procedures | Service Desk Standard Operating Procedures that provide detailed guidance for performing day-to-day operation activities. | Three (3) months prior to the start of implementation | Annually |
| EVV2023-RVP-001 | 6475 | Release Listing Document | The Contractor shall develop and submit a release listing document five (5) business days prior to the release being applied to the production | Five (5) days prior to a release | Prior to every Release being |

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|---------------------------------|--|---|--|
| | | | environment through the term of the Contract. The release listing shall be stored on a shared documentation platform. | for the term of the Contract | applied to the production environment |
| EVV2023-RVP-001 | 6475 | Release Listing Document Update | The Contractor shall publish and notify agency any updates to the release listing document no later than noon of the business day following the release. | By noon of one (1) business day following the release | Following every Release being applied to the production environment |
| EVV2023-SUM-001 | 6476 | Systems User Manuals | The Contractor shall develop and submit Agency specific System User Manuals to the Agency within three (3) months prior to the start of the implementation period for review and approval. The Contractor shall update the Agency Specific System User Manual when there is a change to the system functionally. | Three (3) months prior to implementation | Annually |
| EVV2023-TSR-001 | 4783 | Turnover Status Report | The Contractor shall provide a Turnover Status Report monthly during the first three quarters of the turnover period, with weekly updates thereafter until the term of the Contract. The Turnover and Closeout phase is defined as the last twelve (12) months prior to the term of the Contract. The Contractor shall provide a Turnover Status Report for Agency review during the turnover period. The Turnover Status Report shall contain, at a minimum: 1. Overall turnover status 2. Turnover deliverables, milestones, key activities accomplished 3. Current blockers, concerns, or constraints 4. Status of Critical issues and/or risks 5. Upcoming Activities 6. Key decisions made or needed 7. Current Transition Checklist 8. Current status of Turnover Acceptance Criteria | Twelve (12) months prior to the term of the Contract | Monthly for three (3) quarters. Weekly starting three (3) months prior to the term of the Contract |
| EVV2023-CFR-001 | 6348 | Configuration Management | The Contractor shall provide a Configuration Management Summary report with a high-level overview of | One (1) month post | Monthly |

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|-----------------------------------|--|--------------------------------------|---|
| | | Summary Report | any upcoming changes to the system baseline configuration and any impact to operational usage as defined in the Configuration Management Plan. The reporting shall begin a month after system going live and should be produced on a monthly basis. | impleme ntation | |
| EVV2023-OSR-001 | 6477 | Monthly Operations Status Report | Provides the health and performance of the MEVV, the status of services, and upcoming activities. (SLA performance reporting is part of this Status Report.) | Post Impleme ntation | Monthly |
| EVV2023-DRP-001 | 4729 | Disaster Recovery Plan (DRP) | This DRP shall define in detail the approach to the return to operations following a disaster. The Contractor shall use the program approved Master DRP Template. | Two (2) months from Contract Start | Every six (6) months |
| EVV2023-TRN-001 | 4531 | Turnover Management Plan | Turnover Management Plan shall provide the details to successfully facilitate a seamless transition from the incumbent to an incoming contractor. | Six (6) months from Contract Start | Three (3) months prior to the start of the turnover period, then Quarterly, until final three (3) months. Weekly for final three (3) months |
| EVV2023-DCP-001 | 6091 | Data Transfer and Conversion Plan | The Contractor shall develop and submit a Data Transfer and Conversion Plan, inclusive of all designated data and data sources, to the Agency within six (6) months from Contract Start for review and approval. The contractor shall update the Data Transfer and Conversion Plan every three (3) months until go live. The contractor shall update the Data Transfer and Conversion Plan every six (6) months from go live through the term of the contract. | Three (3) months from Contract Start | Every three (3) months until go-live. Every six (6) months from go-live through the term of the contract |
| EVV2023-BRD-001 | 6420 | Business Requirement Document | The Contractor shall develop a Business Requirement Document that provides input into the PMO Requirement | Six (6) Weeks | Thirty (30) days |

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|-----------------------------------|---|---|------------------------|
| | | | Traceability Matrix including but not limited: <ul style="list-style-type: none"> • Performing gap analysis • Documenting business rule and requirements that are existing and changed • Identifying the purpose of the requirement • Development of use cases • Identifying and documenting cross functionality impacts • Identifying and proposing documentation updates | | |
| EVV2023-CDM-001 | 6408 | Change and Defect Management Plan | The Contractor shall develop a Change & Defect Management Plan that provides an approach to manage system changes and system defects that are identified by the testing results. | Three (3) months from the start of the contract | Six (6) months |
| EVV2023-CRT-001 | 6407 | CMS certification Plan | The Contractor shall develop a CMS certification plan that describes the approach the Contractor intends to follow to obtain outcome-based certification as defined by CMS EVV certification guidelines, including but not limited to: <ul style="list-style-type: none"> • Certification support • Development/production of all artifacts in support of each Key Performance Indicator • Certification issue resolution • Certification post-implementation support | Three (3) months from the start of the contract | Three (3) months |
| EVV2023-IRP-001 | 6204 | Incident Response Plan | The Contractor shall develop an Incident Response Plan with a set of instructions to detect, respond to, and recover from security incidents. | Three (3) months from the start of the contract | Annually |
| EVV2023-SLA-001 | 6409 | Service Level Agreement Plan | The Contractor shall develop a Service Level Agreement Plan that describes how they plan on meeting each SLA and on reporting the metrics for each SLA as defined in RFP which includes but is not limited to: | Three (3) months from the start of the contract | Every three (3) months |

| Deliverable Master ID | Master ID | Deliverable Name | Deliverable Description | Initial Delivery Date | Frequency |
|-----------------------|-----------|--|---|---|----------------------|
| | | | <ul style="list-style-type: none"> • MEVV architecture • Performance • Data Integration and Management • Enterprise and general Services | | |
| EVV2023-DTAP-001 | 6263 | Detailed Technical Architecture Package (DTAP) | The Contractor shall develop and submit a Detailed Technical Architecture Package (DTAP) to the Agency six (6) months after the contract start for review and approval. The Contractor shall update the DTAP every six (6) months through the term of the contract. | Six (6) months after the contract start | Every six (6) months |

XIV. Appendix E: Requirements Response Matrix

Inclusion of additional information not requested in Appendix E, or alteration of the forms, in any way, may be grounds for Vendor proposal disqualification. Vendors must enter the name of the corporation or other legal entity as entered on the Transmittal Letter, in the green shaded cells in the cost proposal spreadsheet.

Download and save a copy of the Requirements Response Matrix (RRM) workbook as "RFP_AMMP_MEVV_RRM_VENDOR NAME," inserting your organization's name in place of VENDOR NAME.

Requirements have been pre-loaded and numbered to align with the Agency's requirement management software, and cross referenced to the applicable RFP Section/Sub-Section.

Vendors are to make selections of pre-populated answers for columns F - K on the "Requirement Matrix" Tab within this Excel workbook, in accordance with the instructions below and as informed by the RFP narrative document.

| Response Matrix Categorical Legend (Columns F - K): |
|--|
| Column F - Proposal Status |
| A - Included in the base release of the proposed solution, no configuration or custom development necessary. |
| B - Is an integrated third-party product (COTS), requires no configuration or custom development to satisfy RFP requirements. |
| C - Requires configuration of the base solution or integrated third party product (COTS) not to exceed 40 FTE hours. |
| D - Requires configuration of the base solution or integrated third party product (COTS) that exceeds 40 FTE hours. |
| E - Requires customization of an integrated third-party product (COTS). |
| F – Requires customization of the base solution. |
| G – Requires custom development. |
| N/A – Not applicable to this requirement. |
| Column G – Production Status |
| P1 – This functionality is currently offered, and in use by other customers/clients. |
| P2 – This functionality is currently offered, but not in use by other customers/clients. |
| P3 – This functionality is not currently offered, but under development and will be available by the time of system go live or within 12 months. |
| P4 – This functionality is not currently offered, but Vendor will deploy sub-contractor to fulfill. |
| P5 – This functionality is not offered and will not be part of the proposed solution. |
| N/A – Not applicable to this requirement. |
| Column H – Product Type |
| SaaS – Software as a Service |
| PaaS – Platform as a Service |
| COTS – Commercial Off the Shelf |
| OS – Open-Source Solution |
| CS – Custom Solution |
| N/A – Not applicable to this requirement. |
| Column I – Hosting |
| T – Third Party Hosting |
| F – FedRAMP Moderate Cloud Hosted |
| O – Other |

| |
|---|
| Response Matrix Categorical Legend (Columns F - K): |
| N/A – Not applicable to this requirement. |
| Column J – Security Tested |
| Y – The functionality has been security tested based on NIST 800-53 Rev 4. NOTE: The “Y” value can be applied to Hosting and Environment requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a “moderate” system risk assessment designation. |
| N – The application has not been security tested based on NIST 800-53 Rev 4. |
| N/A – Not applicable to this requirement (e.g., such as a Deliverable Requirement). |
| Column K - Deliverables / Documentation / Methodology |
| D1 - Currently exists, will be customized for this engagement. |
| D2 - Currently exists, will require minor configuration for this engagement. |
| D3 - Does not currently exist, will need to be created for this engagement. |
| N/A - Not applicable to this requirement (e.g., Any Product/Services/Solution rated in Columns F - J). |

Vendors are to provide a short, narrative explanation in Column L to further explain and/or justify the selections made in Columns F – K.

For MEVV (system/solution requirements) only Columns F - J are required to be completed by Vendors. Column L, if applicable, can also be completed.

Print out "Requirement Matrix" Tab (all pages), which must be signed and dated and returned with the proposal submission. The electronic, soft copy file must also be included with the Vendor’s submission.

Alabama Medicaid Procurement website
https://medicaid.alabama.gov/content/2.0_Newsroom/2.4_Procurement.aspx

XV. Appendix F: RFP Documentation

Procurement Library Contents

Alabama Medicaid Procurement website

(https://medicaid.alabama.gov/content/2.0_Newsroom/2.4_Procurement.aspx)

1. PL01_2024 Alabama State Holiday Schedule
2. PL02_Medicaid Enterprise Security Policy - Full Set - Moderate v1.4
3. PL03_AMMP Attestation and Agreement Document
4. PL04_Data Governance Memo 918
5. PL05_AMA Data Management Plan Template
6. PL06_Data Governance Vendor Compliance
7. PL07_MMIS Concept of Operations v.5.2.1
8. PL08_AMMP Plans Guides and Templates TOC
9. PL09_Technical Reference Architecture
10. PL10_AMMP Roadmap
11. PL11_Introduction to the Data Governance Framework
12. PL12_PM-9 AMA ISO Medicaid Risk Management Process
13. PL13_2019 MITA Maturity Matrix
14. PL14_AMMP Organizational Chart
15. PL15_AMMP Enterprise Software List
16. PL16_Vendor Question Template
17. PL17_AMA IST Governance SharePoint Site Request Form
18. PL18_Response to Narrative Questions Template
19. PL19_MES NTT DEL OCM2a OCM Approach
20. PL20_2020 Alabama Annual Medicaid Report
21. PL21_Alabama LTC HBCS Waivers Matrix
22. PL22_Contract Discovery Template

Access Controlled SharePoint Contents

23. IT Project Governance – Approved Policies, Procedures, and Artifacts
24. Security Governance – Approved Policies, Procedures, and Artifacts
25. Data Governance – Approved Policies, Procedures, and Artifacts

XVI. Appendix G: Corporate Reference Worksheet

The State reserves the right to contact any former client or employer with which the Contractor is known to have done business, whether provided as a reference or not.

As part of the response to this proposal, references must meet the criteria outlined in RFP Section V – Corporate Background and References.

| | |
|--------------------|--|
| Vendor Name | |
|--------------------|--|

Reference 1

| | | |
|---|---------------------------------------|---|
| Entity Name | | |
| Contact Name | | |
| Contact Title | | |
| Contact Telephone | | |
| Contact Email | | |
| Contact Address | | |
| Contract Description | | |
| How does this reference meet the requirements in section V.B – Experience Requirements | | |
| CAPs, Penalties, Discounts or CMS issues | | |
| Contract Type | Contract Size | Contract Duration |
| | | |
| Primary on Contract | Vendors Percentage of Contract | Certifications Received & Date |
| | | |

Reference 2

| | | |
|---|---------------------------------------|---|
| Entity Name | | |
| Contact Name | | |
| Contact Title | | |
| Contact Telephone | | |
| Contact Email | | |
| Contact Address | | |
| Contract Description | | |
| How does this reference meet the requirements in section V.B – Experience Requirements | | |
| CAPs, Penalties, Discounts or CMS issues | | |
| Contract Type | Contract Size | Contract Duration |
| | | |
| Primary on Contract | Vendors Percentage of Contract | Certifications Received & Date |
| | | |

Reference 3

| | | |
|---|---------------------------------------|---|
| Entity Name | | |
| Contact Name | | |
| Contact Title | | |
| Contact Telephone | | |
| Contact Email | | |
| Contact Address | | |
| Contract Description | | |
| How does this reference meet the requirements in section V.B – Experience Requirements | | |
| CAPs, Penalties, Discounts or CMS issues | | |
| Contract Type | Contract Size | Contract Duration |
| | | |
| Primary on Contract | Vendors Percentage of Contract | Certifications Received & Date |
| | | |

XVII. Appendix H: Key Personnel Resume Sheet

This form must be used to respond to key positions. For each named individual, a separate Key Personnel Resume Sheet must be submitted.

Vendor Organization: _____

Key Position: _____

Candidate:

Full Name: Last Name First Name MI
 Address Street: City: State: Zip:
 U.S. Citizen Non-U.S. Citizen Visa Status:
 Status: Employee Self Employed Subcontractor (Name: _____)
 Other:

Education:

| Mark highest level completed. | Some HS | HS/GED | Associate | Bachelor | Master | Doctoral |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| List most recent first, all secondary and post-secondary education (high school, GED, colleges, and universities) attended. Do not include copies of transcripts unless requested. Add additional rows if necessary | | | | | | |
| School Name | | | Degree/Major | Degree Earned | Year Received | |
| | | | | | | |
| | | | | | | |

Work Experience:

Describe your work experience related specifically to the Request for Proposal to which you are responding. Please list most recent job first. To add work experience, copy the format below and add additional sheets as needed.

| | | | |
|---|----|---------------------|----------------|
| Work Experience #: | | | |
| Job Title: | | | |
| From | To | Reason for Leaving: | Hours per week |
| | | | |
| Describe your duties and responsibilities as they relate to the Request for Proposal: | | | |
| | | | |

Professional References:

List 3 Professional References below.

| Reference 1 | | |
|-------------|-------|--------------|
| Name | Title | Organization |
| | | |

| | | |
|---------|----------------|----------------|
| Address | Phone () - | E-mail Address |
|---------|----------------|----------------|

| Reference 2 | | |
|-------------|----------------|----------------|
| Name | Title | Organization |
| Address | Phone () - | E-mail Address |

| Reference 3 | | |
|-------------|----------------|----------------|
| Name | Title | Organization |
| Address | Phone () - | E-mail Address |

Candidate and Vendor Certification

By submitting this data sheet to Alabama Medicaid Agency, the Candidate and Vendor certify that, to the best of their knowledge and belief, all of the information on and attached to this data sheet is true, correct, complete, and made in good faith. The candidate further authorizes the release of all relevant prior employment, military service, academic/school, and criminal records. False or fraudulent information on or attached to this data sheet may be grounds for disqualifying a candidate or firing a candidate once work has begun. Any information provided to Alabama Medicaid Agency may be investigated.

By submitting this data sheet to Alabama Medicaid Agency, the Candidate and Vendor certify that both parties understand the entire scope of requirements for this position as defined in the RFP and the Candidate agrees to be submitted for consideration exclusively by this Vendor. Any candidate that is submitted by more than one Vendor for a line item will be considered disqualified.

Candidate Data Sheets must be signed below by the Vendor.

Authorized Vendor Signature

Date

Sample Key Personnel Resume Sheet

Vendor Organization: Auburn University Montgomery
 Key Position: Technical Team – Communications Manager

Candidate:

Full Name: JacksonHewlettM
 Address Street: 6760 Happy Lane Circle City: Oklahoma State: OK Zip: 54671
 U.S. Citizen Non-U.S. Citizen Visa Status:
 Status: Employee Self Employed Subcontractor (Name: __) Other:

Education:

| | | | | | | |
|-------------------------------|----------------------------------|---------------------------------|------------------------------------|-----------------------------------|--|-----------------------------------|
| Mark highest level completed. | Some HS <input type="checkbox"/> | HS/GED <input type="checkbox"/> | Associate <input type="checkbox"/> | Bachelor <input type="checkbox"/> | Master <input checked="" type="checkbox"/> | Doctoral <input type="checkbox"/> |
|-------------------------------|----------------------------------|---------------------------------|------------------------------------|-----------------------------------|--|-----------------------------------|

List most recent first, all secondary and post-secondary education (high school, GED, colleges, and universities) attended. Do not include copies of transcripts unless requested. Add additional rows if necessary

| School Name | Degree/Major | Degree Earned | Year Received |
|----------------------|---|---------------|---------------|
| Harvard University | Master Business Administration | Yes | 2001 |
| Yale University | Bachelor of Science in Information Technology | Yes | 2000 |
| Princeton University | Associate in Data Processing Technology | Yes | 1997 |

Work Experience:

Describe your work experience related specifically to the Request for Proposal to which you are responding. Please list most recent job first. To add work experience, copy the format below and add additional sheets as needed.

| | | | |
|--|---------------|---------------------|----------------------|
| Work Experience #: 1 | | | |
| Job Title: Sr. SQL Administrator | | | |
| From 02/2001 | To Present | Reason for Leaving: | Hours per week 40 |
| Describe your duties and responsibilities as they relate to the Request for Proposal. Maintain and develop employee database, supply database, clientele databases, and administer programming for these databases, Keep all records up to date in hard copies and soft on a network. Keep general knowledge of network in order to coordinate employee computers. Keep clientele in a secure intranet database. | | | |

| | | | |
|---|---------------|--|-------------------------|
| Work Experience #: 2 | | | |
| Job Title: Software Application Engineer | | | |
| From 03/1995 | To 01/2001 | Reason for Leaving: New Job Opportunity | Hours per week 40 |
| <p>Describe your duties and responsibilities as they relate to the Request for Proposal. Designs, develops, debugs, modifies, and tests software programs by using current programming languages, methodologies and technologies.</p> <p>Documents software development and/or test development by writing documents, reports, memos, change requests. Methods used are determined by approved procedures and standards Tracks software development effort by creating and maintaining records in the approved tracking management tool. Analyzes, evaluates, and verifies requirements, software and systems by using software engineering practices.</p> | | | |

Professional References:

List 3 Professional References below.

| Reference 1 | | |
|--------------------------------|---------------------------|---|
| Name Bob Thornton | Title CEO | Organization Bob Thornton Enterprise |
| Address 3245 Grey Hat Drive | Phone (123) 456 - 7589 | E-mail Address bob@greyhat.com |

| Reference 2 | | |
|-----------------------------|---------------------------|--------------------------------------|
| Name Henry Ford | Title CEO | Organization Humpfrey Corp. |
| Address 234 Humpfrey St. | Phone (123) 456 - 7589 | E-mail Address hford@humpfrey.com |

| Reference 3 | | |
|----------------------------|----------------------------|---|
| Name Jack Smith | Title Software Director | Organization Red Brick Software Services |
| Address 987 Daniels Dr. | Phone (123) 456 - 7589 | E-mail Address j@daniels.com |

Candidate and Vendor Certification

By submitting this data sheet to Alabama Medicaid Agency, the Candidate and Vendor certify that, to the best of their knowledge and belief, all of the information on and attached to this data sheet is true, correct, complete, and made in good faith. The candidate further authorizes the release of all relevant prior employment, military service, academic/school, and criminal records. False or fraudulent information on or attached to this data sheet may be grounds for disqualifying a candidate or firing a candidate once work has begun. Any information provided to Alabama Medicaid Agency may be investigated.

By submitting this data sheet to Alabama Medicaid Agency, the Candidate and Vendor certify that both parties understand the entire scope of requirements for this position as defined in the RFP and the Candidate agrees to be submitted for consideration exclusively by this Vendor. Any candidate that is submitted by more than one Vendor for a line item will be considered disqualified.

Candidate Data Sheets must be signed below by the Vendor.
[SIGNATURE]

Authorized Vendor Signature

Date

SHIPPING AND BILLING

Shipping

Medicaid Headquarters Shipping
501 Dexter Avenue
Montgomery, AL 36104

Delivery Date:

Billing

Medicaid Headquarters Billing
501 Dexter Avenue
Montgomery, AL 36104

Delivery Type:

| | Document Phase | Document Description | Page 3 |
|-------------|----------------|--|-----------------|
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Request for Proposal Standard Terms and Conditions

1. Authority

Division 4 of the Department of Finance Administrative Code (Chapters 355-4-1 through 355-4-6), effective October 1, 2022, is incorporated by reference and made a part of this document. To view the relevant provisions of the Administrative Code, visit our website <https://purchasing.alabama.gov/>

2. Prohibited Contacts; Inquiries regarding this RFP

From the Release Date of this Request for Proposal (hereafter referred to as RFP) until a contract is awarded, parties that intend to submit, or have submitted, a Proposal are prohibited from communicating with any members of the Soliciting Party's Team for this transaction who may be identified herein or after the Release Date, or other employees or representatives of the Soliciting Party regarding this RFP or the underlying transaction except the designated contact(s).

3. Nonresponsive Proposals

Any Proposal that does not satisfy requirements of the RFP may be deemed non-responsive and may be disregarded without evaluation. Supplemental information, including information necessary to clarify a proposal, may be required from any Proposer.

4. Changes to RFP; Changes to Schedule

The Soliciting Party reserves the right to change or interpret the RFP prior to the Proposal Due Date. Changes will be communicated to those parties receiving the RFP who have not informed the Soliciting Party's designated contact that a Proposal will not be submitted. Changes to the deadline or other scheduled events may be made by the Soliciting Party as it deems to be in its best interest.

5. Expenses of Proposal

A Proposer will not be reimbursed for any expenses incurred in preparation of a proposal.

6. Rejection of Proposals

The State reserves the right to reject any and all proposals and cancel this Request if, in its sole discretion, it deems such action to be in its best interest.

7. The Final Terms of the Engagement

Issuance of this RFP in no way constitutes a commitment by the State to award a contract. The final terms of engagement for the service provider will be set out in a contract which will be effective upon its

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acceptance by the State as evidenced by the signature thereon of its authorized representative. Provisions of this RFP and the accepted Proposal may be incorporated into the terms of the engagement should the State so dictate. Notice is hereby given that there are certain terms standard to commercial contracts in private sector use which the State is prevented by law or policy from accepting, including indemnification and holding harmless a party to a contract or third parties, consent to choice of law and venue other than the State of Alabama, methods of dispute resolution other than negotiation and mediation, waivers of subrogation and other rights against third parties, agreement to pay attorney's fees and expenses of litigation, and some provisions limiting damages payable by a vendor, including those limiting damages to the cost of goods or services.

8. Choice of Law; Venue

This Contract will be governed by laws of the State of Alabama and the sole venue for litigation and alternative dispute resolution activities will be the City of Montgomery in the State of Alabama. No other court shall have jurisdiction.

9. Not to Constitute a Debt of the State

The terms and commitments contained in the solicitation, or any contract resulting from this solicitation, shall not constitute a debt of the State of Alabama, the incurring of which is prohibited by Section 213 of the Official Recompilation of the Constitution of Alabama, 1901, as amended.

10. Proration

Any provision of a contract resulting from this bid to the contrary notwithstanding, in the event of failure of the State to make payment hereunder as a result of partial unavailability, at the time such payment is due, of such sufficient revenues of the State to make such payment (proration of appropriated funds for the State having been declared by the governor pursuant to Section 41-4-90 of the Code of Alabama 1975), the supplier shall have the option, in addition to the other remedies of the contract, of renegotiating the contract (extending or changing payment terms or amounts) or terminating the contract.

11. Non-appropriation of funds

Section 41-4-144(c) of the Code of Alabama 1975 states: "(c) When funds are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal period, the contract shall be cancelled, and the supplier shall be reimbursed for the reasonable value of any non-recurring costs incurred but not amortized in the price of the supplies or services delivered under the contract. The cost of cancellation may be paid from any appropriations available for that purpose."

12. Open Trade/No Boycott

For the term of this contract, supplier represents that it is not currently engaged in, and agrees not to engage in, the boycott of a person or an entity based in or doing business with a jurisdiction with which this State can enjoy open trade.

13. Dispute Resolution

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In the event of any dispute between the parties arising from this solicitation and any agreement relating to purchases or leases resulting therefrom, senior officials of both parties shall meet and engage in a good faith attempt to resolve the dispute. Should that effort fail and the dispute involves the payment of money, supplier's sole remedy is the filing of a claim with the Board of Adjustment of the State of Alabama. For any and all other disputes arising under the terms of this contract which are not resolved by negotiation, the parties agree to utilize appropriate forms of non-binding alternative dispute resolution including, but not limited to, mediation. Such dispute resolution shall occur in Montgomery, Alabama, utilizing where appropriate, mediators selected from the roster of mediators maintained by the Center for Dispute Resolution of the Alabama State Bar Association.

14. Cancellation

A contract for supplies may be canceled by the Chief Procurement Officer, for justifiable cause, by giving the supplier thirty (30) days written notice. A supplier may request cancellation and the Chief Procurement Officer may grant the request, in his or her sole discretion, if performance is prevented by an act of God, act of War, order of legal authority, or other unavoidable circumstances not attributable to the fault or negligence of the supplier. Contracts for services may be cancelled for justifiable cause by the Chief Procurement Officer by giving the vendor at least 72 hours' written notice. The burden of proof for such relief rests with the supplier. All correspondence pertaining to cancellation of a contract must be addressed to the Chief Procurement Officer with a copy to the using agency.

15. Sales Tax Exemption

Pursuant to Section 40-23-4 (a)(11) of the Code of Alabama 1975, the State of Alabama is exempt from paying sales tax. An exemption letter will be furnished upon request.

16. No Indemnification

Supplier acknowledges and agrees that, under the terms of this solicitation and agreements relating to purchases or leases resulting therefrom, the State is prohibited from indemnifying the supplier. The State does not agree to and will not indemnify the supplier for any reason. The State of Alabama does not release or waive, expressly or implied, the State of Alabama's right to assert sovereign immunity or any other affirmative defense right it may have under law. The State of Alabama shall control the defense and settlement of any legal proceeding on behalf of the State, including the selection of attorneys.

17. Foreign Corporation – Alabama Secretary of State Registration

Section 10A-1-7.01 to -7.14 of the Code of Alabama 1975 require a foreign entity (an out-of-state company/firm) to register with the Alabama Secretary of State's Office before transacting business in the State.

18. Beason-Hammon Alabama Taxpayer and Citizen Protection Act

A contract resulting from this RFP will include provisions for compliance with certain requirements of the Beason-Hammon Alabama taxpayer and Citizen Protection Act, Sections 31-13-1 through 35, Code of Alabama 1975 as follows:

E- VERIFY ENROLLMENT DOCUMENTATION AND PARTICIPATION. As required by Section 31-13-9(b), Code of Alabama 1975 Contractor that is a "business entity" or "employer" as defined in

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Section 31-13-3, will enroll in the E-Verify Program administered by the United States Department of Homeland Security, will provide a copy of its Memorandum of Agreement with the United States Department of Homeland Security that program and will use that program for the duration of this contract.

As required by Section 31-13-9(k) of the Code of Alabama 1975, the supplier agrees to the following: “By signing this contract, the contracting parties affirm, for the duration of any agreement that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damages resulting therefrom.”

To enroll in the E-Verify program visit <https://www.e-verify.gov/>

19. Conflict of Law

If any provision of this solicitation and any subsequent award shall contravene any statute or Constitutional provision or amendment, either now in effect or which may, during the course of this agreement, be enacted, then that conflicting provision shall be deemed null and void.

20. Disclosure Statement

A Proposal must include one original Disclosure Statement as required by Code Section 41-16-82, et seq., of the Code of Alabama 1975. The Disclosure Statement, and information, may be downloaded from the State of Alabama Attorney General’s web site at <https://www.alabamaag.gov/Forms>

21. Certification Pursuant to Act No. 2006-557

Section 41-4-142 of the Code of Alabama 1975 (Act No. 2006-557) provides that every bid submitted and contract executed shall contain a certification that the supplier, supplier, and all of its affiliates that make sales for delivery into Alabama or leases for use in Alabama are registered, collecting, and remitting Alabama State and local sales, use, and/or lease tax on all taxable sales and leases into Alabama. By submitting this bid or proposal, the supplier is hereby certifying that they are in full compliance with Section 41-4-142, they are not barred from bidding or entering into a contract as a result and acknowledges that the awarding authority may declare the contract void if the certification is false.

22. Supplier Qualifications

After bid opening, the State reserves the right to request written proof of qualifications including, but not limited to, manufacturer’s reseller authorization, professional licenses, certificates of insurance, etc.

23. Pricing

The State of Alabama reserves the right to conduct analysis based on cost realism and/or price reasonableness for any or all bids as determined necessary in the sole discretion of the Chief Procurement Officer. Such analysis may include requests pursuant to Section 41-4-141 of the Code of Alabama 1975.

24. Product Delivery, Receiving and Acceptance:

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In accordance with the Uniform Commerce Code (Title 7 of the Code of Alabama 1975), after delivery, the State of Alabama shall have the right to inspect all products before accepting. The State will inspect products in a reasonable timeframe. Signature on a delivery document does not constitute acceptance by the State. The State will accept products only after satisfactory inspection.

25. Invoices

Inquiries concerning invoice payments are to be directed to the receiving agency.

26. Late Payments

Penalty for agencies paying invoices late may not exceed the rate charged by State of Alabama Comptroller's Office per Section 41-16-3 of the Code of Alabama 1975 and as established by the Secretary of the Treasury under the authority of 26 U.S.C. §6621.

27. Electronic Payments

Vendors must accept multiple forms of electronic payment at no additional cost to the State. Payment forms include but are not limited to state issued credit cards, P-cards, EFT or other forms of electronic payment.

28. Supplier Registration

Suppliers may receive bid notices by registering for commodities at the Alabama Buys supplier portal, <https://alabamabuys.gov>

29. Internet Website Links

Internet and/or website links will not be accepted in bid responses as a means to supply any requirements stated in this solicitation.

30. Solicitation Responses and Results

The complete bid file will be made available for review as provided by (or as outlined) in Section 41-4-115 of the Code of Alabama 1975 and Rule 355-4-1-.04 of the Department of Finance Administrative Code.

31. Exception to Terms and Conditions

Suppliers may place any qualifications, exceptions, conditions, reservations, limitations, or substitutions in their bid or proposal concerning the contract terms and conditions. However, the State is not obligated to accept any changes to the published terms and conditions of the solicitation.

32. Intent to Award

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The State of Alabama Office of the Chief Procurement Officer will issue an 'Intent to Award' before a final award is made. The 'Intent to Award' will continue for a period of fourteen (14) calendar days, after which the award will be final provided there are no protests. A detailed explanation of this process may be reviewed in the Alabama Administrative Code – Chapter 355-4-6-.01. All protest communications filed via email must be sent to: protests@purchasing.alabama.gov

33. Confidentiality

Procurement information is a public record to the extent provided by state law and shall be available to the public. Section 41-4-115 of the Code of Alabama 1975 defines what is exempt from disclosure. Additional rules are included in Rules 355-4-1-.03(4) and 355-4-1-.04 of the Alabama Department of Finance Administrative Code.

34. Click Wrap

The State of Alabama acknowledges that additional terms between the supplier and the State or third-party terms may apply but does not agree to be bound by them unless provided for review and separately agreed to in writing by an authorized official of the State of Alabama. If the purchase or use of the supplies or services provided utilizes a computer interface, no State of Alabama end user shall be deemed to have agreed to any clause by virtue of it appearing in an "I agree" click box or other comparable mechanism ("click-wrap" or "browse-wrap"); rather the terms and conditions, such as End User License Agreements, may only be accepted by inclusion in an agreement and signature by an authorized official of the State of Alabama. If the terms and conditions or any other third-party terms and conditions are invoked through click wrap, execution by any unauthorized individual shall not bind the end user or the State of Alabama to such clause. Any clause which requires the State of Alabama to indemnify another party or clause which assigns jurisdiction to any state other than Alabama which is contained in such click-wrap is deemed to be stricken from the terms and conditions unless expressly agreed in writing and under the signature of an authorized individual.

35. Assignment

Any contract which results from this solicitation shall not be assignable by supplier without written consent of the State of Alabama. Any assignment or other transfer in violation of this provision will be null and void.

36. Debarment and Suspension

Supplier certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any governmental department or agency. If supplier cannot certify this statement, supplier must attach a written explanation for review by the Chief Procurement Officer.

37. Merit System Exclusion

It is understood and agreed that supplier is an independent supplier and as such all services rendered by supplier and its agents and employees thereof shall be as an independent supplier and not as an employee, Merit or otherwise, of the State of Alabama, and supplier or its agents and employees thereof shall not be entitled to or receive Merit System benefits.

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38. Severability

In the event any provision of this solicitation or resulting contract shall not be enforceable, the remaining provisions shall continue in full force and effect.

39. Volume of Business

Except as otherwise stated in this solicitation, the State of Alabama cannot and does not guarantee any volume of business.

40. Waiver

The failure of the State of Alabama to require performance of any provisions of this solicitation or resulting contract shall not affect the State's right to require performance at any time thereafter, nor shall a waiver of any breach or default constitute a waiver of any subsequent breach or default nor constitute a waiver of the provision itself.

41. Legislative Contract Review Committee

Personal and professional services contracts with the State may be subject to review by the Contract Review Permanent Legislative Oversight Committee in accordance with Section 29-2-40, et seq. of the Code of Alabama 1975. The vendor is required to be knowledgeable of the provisions of that statute and the rules of the committee. These rules can be found at <https://alison.legislature.state.al.us/contract-review>. If a contract resulting from this RFP is to be submitted for review the service provider must provide the forms and documentation required for that process.

42. Compliance with Ala. Act No. 2023-409.

In compliance with Ala. Act No. 2023-409, by signing this contract, Supplier provides written verification that Supplier, without violating controlling law or regulation, does not and will not, during the term of the contract engage in economic boycotts as the term "economic boycott" is defined in Section 1 of the Act. Under Section 2 of the Act, the written verification may be waived if the contracting governmental entity determines based on cost and quality factors that such a waiver is clearly in the best interest of the public.

By submitting a response, I hereby affirm the following:

I acknowledge receipt of the solicitation and all amendments (new rounds). I have read the solicitation and agree to furnish each item or service offered at the price quoted. I will comply with all terms and conditions contained within this solicitation. I have not been in any agreement of collusion among bidders in restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding. I further certify that I am not barred from bidding or entering into a contract and acknowledge that the State may declare the contract void if this certification is false.

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ATTENTION: Alabama Medicaid intends to post AMMP Modularity Electronic Visit Verification RFP specifications document by the close of business on 10/25/2023, to the Alabama Medicaid website at: http://www.medicaid.alabama.gov/CONTENT/2.0_newsroom/2.4_Procurement.aspx.

All questions concerning this RFP must be directed to: MEVV@medicaid.alabama.gov

Amendment 1 to RFP 2023-EVV-01

November 30, 2023

NOTE THE FOLLOWING AND ATTACHED ADDITIONS, DELETIONS AND/OR CHANGES TO THE REQUIREMENTS FOR THE REQUEST FOR PROPOSAL NUMBER: RFP 2023-EVV-01. THIS AMENDMENT MUST BE INCLUDED IN THE BIDDER'S RESPONSE AND MEET THE REQUIREMENTS AS DEFINED IN THE RFP.

THE VENDOR MUST SIGN AND RETURN THIS AMENDMENT WITH THEIR PROPOSAL.

1. Section XII.5 – Pricing Schedule D, Page 199 – Extra Contractual Services Price - Changed as follows:

Currently Reads as:

To complete Schedule D, Vendors must adhere to the following Notes:

- Cost Proposal Schedule D must be completed by all Vendors. The workbook will transfer values to Schedule A, but Vendors must verify that totals are correct.
- Enter data in green shaded cells.
- Enter an Hourly Personnel Rate for Extra Contractual services -- the single firm fixed aggregate hourly rate for personnel to develop and execute extra contractual services.
- For proposal evaluation only, the Agency will use 10,000 personnel-hours expended in each year in contract years 1 through 8 to calculate the extra contractual services evaluated price. The extra contractual services evaluated price will be added to the Firm and Fixed Total Price on Schedule A.

Revised as:

To complete Schedule D, Vendors must adhere to the following Notes:

- Cost Proposal Schedule D must be completed by all Vendors. The workbook will transfer values to Schedule A, but Vendors must verify that totals are correct.
 - Enter data in green shaded cells.
 - Enter an Hourly Personnel Rate for Extra Contractual services -- the single firm fixed aggregate hourly rate for personnel to develop and execute extra contractual services.
 - For proposal evaluation only, the Agency will use 1,000 personnel-hours expended in each year in contract years 1 through 8 to calculate the extra contractual services evaluated price. The extra contractual services evaluated price will be added to the Firm and Fixed Total Price on Schedule A.

2. Appendix C – Pricing Schedule, Schedule D - Changed as follows:

Currently Reads as:

| State of Alabama Alabama Medicaid Agency AMMP - Electronic Visit Verification Cost Proposal Schedule D Extra Contractual Services Evaluated Price | | | |
|---|--------------------------------|--|--|
| Vendor Name: | | 0 | |
| | | EXTRA CONTRACTUAL SERVICES EVALUATED PRICE | |
| | | \$ - | |
| Contract Year | Contract Item | Hourly Personnel Rate for Extra Contractual Services | Evaluated Price (1,000 hours per year) |
| 1 | Extra Contractual Services Fee | | \$ - |
| 2 | Extra Contractual Services Fee | | \$ - |
| 3 | Extra Contractual Services Fee | | \$ - |
| 4 | Extra Contractual Services Fee | | \$ - |
| 5 | Extra Contractual Services Fee | | \$ - |
| 6 | Extra Contractual Services Fee | | \$ - |
| 7 | Extra Contractual Services Fee | | \$ - |
| 8 | Extra Contractual Services Fee | | \$ - |
| EXTRA CONTRACTUAL SERVICES EVALUATED PRICE | | | \$ - |
| Signature: | | Date: | |

Notes to Bidders:
 Cost Proposal Schedule D must be completed by all vendors. The workbook will transfer values to Schedule A, but vendors must verify that the totals are correct.
 Enter data in green shaded cells.
 Enter an Hourly Personnel Rate for Extra Contractual services --the single firm fixed aggregate hourly rate for personnel to develop and execute extra contractual services.
 For proposal evaluation only, the Agency will use 8,400 personnel-hours expended in each year in contract years 1 through 8 to calculate the extra contractual services evaluated price. The extra contractual services evaluated price will be added to the Firm and Fixed Total Price on Schedule A.
 The Firm and Fixed Total Price will be used to calculate the Cost Proposal score in RFP Section VII.E. – Evaluation and Selection Process – Scoring.
 The number and scope of extra contractual services to be issued has not been determined by the Agency. The

Revised as:

| State of Alabama Alabama Medicaid Agency AMMP - Electronic Visit Verification Cost Proposal Schedule D Extra Contractual Services Evaluated Price | | | |
|---|--------------------------------|--|--|
| Vendor Name: | | 0 | |
| | | EXTRA CONTRACTUAL SERVICES EVALUATED PRICE | |
| | | \$ - | |
| Contract Year | Contract Item | Hourly Personnel Rate for Extra Contractual Services | Evaluated Price (1,000 hours per year) |
| 1 | Extra Contractual Services Fee | | \$ - |
| 2 | Extra Contractual Services Fee | | \$ - |
| 3 | Extra Contractual Services Fee | | \$ - |
| 4 | Extra Contractual Services Fee | | \$ - |
| 5 | Extra Contractual Services Fee | | \$ - |
| 6 | Extra Contractual Services Fee | | \$ - |
| 7 | Extra Contractual Services Fee | | \$ - |
| 8 | Extra Contractual Services Fee | | \$ - |
| EXTRA CONTRACTUAL SERVICES EVALUATED PRICE | | | \$ - |
| Signature: | | Date: | |
| 0 | | | |

Notes to Bidders:
 Cost Proposal Schedule D must be completed by all vendors. The workbook will transfer values to Schedule A, but vendors must verify that the totals are correct.
 Enter data in green shaded cells.
 Enter an Hourly Personnel Rate for Extra Contractual services --the single firm fixed aggregate hourly rate for personnel to develop and execute extra contractual services.
 For proposal evaluation only, the Agency will use 1,000 personnel-hours expended in each year in contract years 1 through 8 to calculate the extra contractual services evaluated price. The extra contractual services evaluated price will be added to the Firm and Fixed Total Price on Schedule A.
 The Firm and Fixed Total Price will be used to calculate the Cost Proposal score in RFP Section VII.E. – Evaluation and Selection Process – Scoring.
 The number and scope of extra contractual services to be issued has not been determined by the Agency. The vendor's proposal is ceiling value, but not a guaranteed contract amount. The amount to be paid by the Agency--if any--will be determined as required for each extra

3. Section B. Schedule of Events, Page 3, Table I-1: Schedule of Events - Changed as follows:

Currently Reads as:

Table Error! No text of specified style in document.-1: Schedule of Events

| EVENT | DATES |
|--|-------------------------|
| RFP Issued | 10/25/2023 |
| Questions Due by 5 p.m. CT | 11/16/2023 |
| Posting of Questions and Answers | 12/11/2023 |
| Last date to request Access to SharePoint | 12/12/2023 |
| Proposals Due by 5 p.m. CT | 12/27/2023 |
| Evaluation Period | 01/12/2024 - 01/29/2024 |
| Intent to Award Issued | 02/28/2024 |
| Contract Review Committee* | 05/02/2024 |
| Contractor Begins Work / Start Date* | 07/01/2024 |

Revised as:

Table Error! No text of specified style in document.-2: Schedule of Events

| EVENT | DATES |
|--|-------------------------|
| RFP Issued | 10/25/2023 |
| Questions Due by 5 p.m. CT | 11/16/2023 |
| Posting of Questions and Answers | 12/11/2023 |
| Last date to request Access to SharePoint | 12/12/2023 |
| Proposals Due by 5 p.m. CT | 01/12/2024 |
| Evaluation Period | 01/30/2024 – 02/13/2024 |
| Intent to Award Issued | 03/14/2024 |
| Contract Review Committee* | 06/06/2024 |
| Contractor Begins Work / Start Date* | 08/01/2024 |

4. Section I. Background, Page 9 - Changed as follows:

Currently Reads as:

The MEVV and future modules will follow the project methodologies defined by the Alabama MES Modernization Program (AMMP). Software development methodologies will be defined by each module vendor. The Vendor will be required by the State to operate under all provisions of the Omnibus Budget Reconciliation Act (OBRA) 1990, the Social Security Act, and all applicable State and Federal laws. State regulatory authority is derived from Alabama Act No. 2003-297 and Alabama Medicaid Agency Administrative Code Chapter One. The projected MEVV contract execution date is July 1, 2024.

Revised as:

The MEVV and future modules will follow the project methodologies defined by the Alabama MES Modernization Program (AMMP). Software development methodologies will be defined by each module vendor. The Vendor will be required by the State to operate under all provisions of the Omnibus Budget Reconciliation Act (OBRA) 1990, the Social Security Act, and all applicable State and Federal laws. State regulatory authority is derived from Alabama Act No. 2003-297 and Alabama Medicaid Agency Administrative Code Chapter One. The projected MEVV contract execution date is **August 1, 2024**.

I hereby acknowledge the receipt of Amendment 1 to *RFP 2023-EVV-01*.

Authorized [Proposer/Vendor] Signature

Date

[Proposer/Vendor] Organization

Amendment 2 to RFP 2023-EVV-01

December 15, 2023

NOTE THE FOLLOWING AND ATTACHED ADDITIONS, DELETIONS AND/OR CHANGES TO THE REQUIREMENTS FOR THE REQUEST FOR PROPOSAL NUMBER: RFP 2023-EVV-01. THIS AMENDMENT MUST BE INCLUDED IN THE BIDDER'S RESPONSE AND MEET THE REQUIREMENTS AS DEFINED IN THE RFP.

THE VENDOR MUST SIGN AND RETURN THIS AMENDMENT WITH THEIR PROPOSAL.

1. Section VI.N.1.d.10 – Proposal Structure, Page 157 – Tab 4 – Transmittal Letter, Item 10 - Changed as follows:

Currently Reads as:

10. A statement that the Vendor has reviewed PL15_AMMP Tools List and understands the number of accounts provided upon contract award to the successful Vendor.

Revised as:

10. A statement that the Vendor has reviewed PL15_AMMP *Enterprise Software* ~~Tools~~ List and understands the number of accounts provided upon contract award to the successful Vendor.

2. Section V – Corporate Background and References, Page 151 – Items 7, 8 - Changed as follows:

Currently Reads as:

7. Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.H.8 – Scope of Work, Enterprise and General Services
8. [General](#) Staffing
9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

Revised as:

7. Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.H.8 – Scope of Work, Enterprise and General Services - *General Staffing*
8. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

3. Section VI.N.1.h – Proposal Structure, Page 160 – Tab 8 – Corporate Background, Experience, and Personnel – Items 7, 8 - Changed as follows:

Currently Reads as:

7. Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.H.8 – Scope of Work, Enterprise and General Services
8. [General Staffing](#)
9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

Revised as:

7. Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.H.8 – Scope of Work, Enterprise and General Services - *General Staffing*
8. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

4. Section VI.T.3 – Copies Required, Page 162, Items 3.b), 3.d) and 3.f) - Changed as follows:

Currently Reads as:

- a) One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST be a complete version of the Vendor's response.
- b) One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST have any information asserted as confidential or proprietary removed.
- c) One separate searchable PDF file for each Tab of the proposal that MUST be a complete version of the Vendor's response, and the filename shall include the Tab number and name.
- d) Where applicable, one separate searchable PDF file for each Tab of the proposal that has any information asserted as confidential or proprietary removed, and the filename shall include the Tab number and name and that it has been redacted.
- e) One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST be a complete version of the Vendor's response.
- f) One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST have any information asserted as confidential or proprietary removed.

Revised as:

- a) One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST be a complete version of the Vendor's response.
- b) *Where applicable, one* ~~One~~ single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST have any information asserted as confidential or proprietary removed.
- c) One separate searchable PDF file for each Tab of the proposal that MUST be a complete version of the Vendor's response, and the filename shall include the Tab number and name.
- d) Where applicable, one separate searchable PDF file for each Tab of the proposal that has any information asserted as confidential or proprietary removed, and the filename shall include the Tab number and name and that it has been redacted.
- e) One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST be a complete version of the Vendor's response.
- f) *Where applicable, one* ~~One~~ MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST have any information asserted as confidential or proprietary removed.

5. Section X. Appendix A: Proposal Compliance Checklist, Page 176 - Changed as follows:

Currently Reads as:

| <input checked="" type="checkbox"/> IF CORRECT | BASIC PROPOSAL COMPLIANCE | PROPOSAL REFERENCE |
|--|--|--------------------|
| Proposal Packet | | |
| <input type="checkbox"/> | 1. Vendor’s original proposal received on time at correct location. | |
| <input type="checkbox"/> | 2. Vendor submitted the specified copies of proposal and in electronic format. <ul style="list-style-type: none"> a. One (1) original Proposal with original signatures in ink, in a three-ring binder. Tab 6 shall be printed single-sided; Vendor must identify the original hard copy clearly on the outside of the proposal; see Section VI.N. for additional guidance. b. One (1) additional hard copy (of the original proposal) in binder form. c. A jump drive with the following content: <ul style="list-style-type: none"> i. One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST be a complete version of the Vendor’s response. ii. One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST have any information asserted as confidential or proprietary removed. iii. One separate searchable PDF file for each Tab of the proposal that MUST be a complete version of the Vendor’s response, and the filename shall include the Tab number and name. iv. Where applicable, one separate searchable PDF file for each Tab of the proposal that has any information asserted as confidential or proprietary removed, and the filename shall include the Tab number and name and that is has been redacted. v. One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST be a complete version of the Vendor’s response. vi. One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST have any information asserted as confidential or proprietary removed. vii. Completed copy of the Pricing Schedule MS Excel file as submitted in the Vendor’s response. viii. Completed copy of the Requirement Response Matrix (RRM) MS Excel file as submitted in the Vendor’s response. | |

Revised as:

| ☒ IF CORRECT | BASIC PROPOSAL COMPLIANCE | PROPOSAL REFERENCE |
|------------------------|--|--------------------|
| Proposal Packet | | |
| ☐ | 3. Vendor’s original proposal received on time at correct location. | |
| ☐ | 4. Vendor submitted the specified copies of proposal and in electronic format. <ul style="list-style-type: none"> d. One (1) original Proposal with original signatures in ink, in a three-ring binder. Tab 6 shall be printed single-sided; Vendor must identify the original hard copy clearly on the outside of the proposal; see Section VI.N. for additional guidance. e. One (1) additional hard copy (of the original proposal) in binder form. f. A jump drive with the following content: <ul style="list-style-type: none"> i. One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST be a complete version of the Vendor’s response. ii. <i>Where applicable, one</i> One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST have any information asserted as confidential or proprietary removed. iii. One separate searchable PDF file for each Tab of the proposal that MUST be a complete version of the Vendor’s response, and the filename shall include the Tab number and name. iv. Where applicable, one separate searchable PDF file for each Tab of the proposal that has any information asserted as confidential or proprietary removed, and the filename shall include the Tab number and name and that is has been redacted. v. One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST be a complete version of the Vendor’s response. vi. <i>Where applicable, one</i> One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST have any information asserted as confidential or proprietary removed. vii. Completed copy of the Pricing Schedule MS Excel file as submitted in the Vendor’s response. viii. Completed copy of the Requirement Response Matrix (RRM) MS Excel file as submitted in the Vendor’s response. | |

6. Section II.H.8.b – General Staffing Requirements, Page 108 - Changed as follows:

Currently Reads as:

b. General Staffing Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

Revised as:

b. General Staffing Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), ~~as well as respond to Proposal Narrative Questions.~~

7. Section II.H.8.c – Key Personnel, Page 110 - Changed as follows:

Currently Reads as:

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Tables II-35 through II-44 for Key Personnel and all requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to Proposal Narrative Questions. The Key Personnel tables list their roles, engagement parameters, responsibilities, and required experience/qualifications.

Revised as:

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Tables II-35 through II-44 for Key Personnel and all requirements located in [Appendix E: Requirements Response Matrix](#), ~~as well as respond to Proposal Narrative Questions.~~ The Key Personnel tables list their roles, engagement parameters, responsibilities, and required experience/qualifications.

8. Section V – Corporate Background and References, Page 151 – Item 9 – Changed as follows:

Currently Reads as:

9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

Revised as:

9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), ~~as well as respond to Proposal Narrative Questions.~~

9. Section VI.N.1.h – Proposal Structure, Page 160 – Tab 8 – Corporate Background, Experience, and Personnel – Item 9 - Changed as follows:

Currently Reads as:

9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

Revised as:

9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), ~~as well as respond to Proposal Narrative Questions.~~

10. Section XIV – Appendix E: Requirements Response Matrix, Page 211 - Changed as follows:

Currently Reads as:

For MEVV (system/solution requirements) only Columns F - J are required to be completed by Vendors. Column L, if applicable, can also be completed.

Revised as:

~~For MEVV (system/solution requirements) only Columns F - J are required to be completed by Vendors. Column L, if applicable, can also be completed.~~

Vendors are to make selections of pre-populated answers for columns F – K on the “Requirement Matrix” Tab within the Excel Workbook, in accordance with the instructions above and as informed by the RFP narrative document.

11. EVV AMMP Requirements Response Matrix (RRM) – Instructions and Legend Tab - Changed as follows:

Currently Reads as:

| | |
|---|---|
| 5 | Vendors are to provide a short, narrative explanation in Column L to further explain and/or justify the selections made in Columns F - K. |
| 6 | For MEVV (system/solution requirements) only Columns F - J are required to be completed by Vendors. Column L, if applicable, can also be completed. |
| 7 | For Enterprise / General Services requirements and Deliverable requirements, Column K and, if applicable, Column L are appropriate for Vendor Response (all other Columns F - J need not apply) |
| 8 | Print out "Requirement Matrix" Tab (all pages), and must be signed and dated and returned with the bid submission. |

Revised as:

| | |
|--------------|--|
| 5 | Vendors are to provide a short, narrative explanation in Column L to further explain and/or justify the selections made in Columns F - K. |
| 6 | For MEVV (system/solution requirements) only Columns F - J are required to be completed by Vendors. Column L, if applicable, can also be completed. |
| 7 | For Enterprise / General Services requirements and Deliverable requirements, Column K and, if applicable, Column L are appropriate for Vendor Response (all other Columns F - J need not apply) |
| 6 8 | Print out "Requirement Matrix" Tab (all pages), and must be signed and dated and returned with the bid submission. |

12. Section II.H.8.c Key Personnel, page 113, Table II-37 – Key Personnel – Testing Manager - Changed as follows:

Currently Reads as:

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|--|----------|--|--|------------------------------|
| Testing Manager | | | | |
| Key (Named) | 1.00 FTE | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Manage testing activities during DDI and Operations • Manage testing activities for enhancements and maintenance and operations, as needed • Direct and oversee the development of the Test Plan and Strategy for DDI and ongoing operations • Coordinate, plan, document, and facilitate the testing preparation, activities, and tasks • Produce and maintain associated schedules, plans, and procedures for testing • Set project or program controls and tracking to allow effective management of the defined tasks; report progress to project or program management as required • Lead training of Agency personnel and Agency-designated contractors in the use of testing tools • Validate that testing activities are carried out according to quality standards • Oversee testing processes, test scripts, preparation of test environments; verify that requirements are tested and test plans that can be traced to requirements • Provide testing metrics and reports and report on test case completion, defects, and defect resolution • Work with the Agency in support of User Acceptance Testing (UAT) | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| Minimum 4 Years professional experience leading teams for software testing, E2E testing, integration testing, UAT, and/or automation testing | | | Bachelor's Degree - Software Engineering, Information Systems, or other Technical. | |

Revised as:

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|--|----------|--|---|------------------------------|
| Testing Manager | | | | |
| Key (Named) | 1.00 FTE | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Manage testing activities during DDI and Operations • Manage testing activities for enhancements and maintenance and operations, as needed • Direct and oversee the development of the Test Plan and Strategy for DDI and ongoing operations • Coordinate, plan, document, and facilitate the testing preparation, activities, and tasks • Produce and maintain associated schedules, plans, and procedures for testing • Set project or program controls and tracking to allow effective management of the defined tasks; report progress to project or program management as required • Lead training of Agency personnel and Agency-designated contractors in the use of testing tools • Validate that testing activities are carried out according to quality standards • Oversee testing processes, test scripts, preparation of test environments; verify that requirements are tested and test plans that can be traced to requirements • Provide testing metrics and reports and report on test case completion, defects, and defect resolution • Work with the Agency in support of User Acceptance Testing (UAT) | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| Minimum 4 Years professional experience leading teams for software testing, E2E testing, integration testing, UAT, and/or automation testing | | | Bachelor's Degree - Software Engineering, Information Systems, or other Technical degree <i>or equivalent work experience as listed in the MRE.</i> | |

**13. Section II.H.8.c Key Personnel, page 117, Table II-42 – Key Personnel – Training Lead -
Changed as follows:**

Currently Reads as:

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|--|----------|--|---|------------------------------|
| Training Lead | | | | |
| Key (Named) | 1.00 | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Developing and designing training programs that align with the organization's goals and objectives by identifying training needs, determining learning objectives, and creating training materials and curriculum. • Collaborating with key stakeholders to identify skill gaps, training requirements, understand specific training needs to identify training need • Creating or overseeing the development of Alabama specific training materials, including presentations, handouts, manuals, videos, and e-learning modules. Ensuring that training materials clear, concise, and engaging for the target audience. • Delivering training sessions and workshops to employees using various methods such as classroom training, online learning platforms, webinars, or on-the-job training. Ensuring the delivery of effective and engaging training programs. • Coordinating and scheduling training sessions, including logistics, venue arrangements, participant registration and managing training calendars • Implementing evaluation methods to assess the effectiveness of training programs. • Maintaining accurate records and documentation related to training attendance, evaluation results, and training materials. • Staying updated with the latest trends and best practices in training and development. | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| <ul style="list-style-type: none"> • 6+ years of experience as a lead trainer for complex software applications in Medicaid, or Major Health Care Payer projects • 5+ years of experience developing training material, conducting training sessions, instructional design methodologies, adult learning principles, and training delivery techniques • 4+ years of experience designing, developing, and delivering training programs in Medicaid Home and Community-Based Services | | | Bachelor's degree in computer science, information systems, or equivalent work experience as listed in the MRE. Certifications in Certified Professional in Learning and Performance (CPLP) or Certified Instructional Designer (CID); and can showcase knowledge and expertise in designing and delivering effective training programs. | |

Revised as:

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|--|----------|--|--|------------------------------|
| Training Lead | | | | |
| Key (Named) | 1.00 | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Developing and designing training programs that align with the organization's goals and objectives by identifying training needs, determining learning objectives, and creating training materials and curriculum. • Collaborating with key stakeholders to identify skill gaps, training requirements, understand specific training needs to identify training need • Creating or overseeing the development of Alabama specific training materials, including presentations, handouts, manuals, videos, and e-learning modules. Ensuring that training materials clear, concise, and engaging for the target audience. • Delivering training sessions and workshops to employees using various methods such as classroom training, online learning platforms, webinars, or on-the-job training. Ensuring the delivery of effective and engaging training programs. • Coordinating and scheduling training sessions, including logistics, venue arrangements, participant registration and managing training calendars • Implementing evaluation methods to assess the effectiveness of training programs. • Maintaining accurate records and documentation related to training attendance, evaluation results, and training materials. • Staying updated with the latest trends and best practices in training and development. | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| <ul style="list-style-type: none"> • 6+ years of experience as a lead trainer for complex software applications in Medicaid, or Major Health Care Payer projects • 5+ years of experience developing training material, conducting training sessions, instructional design methodologies, adult learning principles, and training delivery techniques • 4+ years of experience designing, developing, and delivering training programs in Medicaid Home and Community-Based Services | | | Bachelor's degree in computer science, information systems, or equivalent work experience as listed in the MRE. Certifications in Certified Professional in Learning and Performance (CPLP) or Certified Instructional Designer (CID) <i>or years of training experience that exceed the minimum requirements</i> ; and can showcase knowledge and expertise in designing and delivering effective training programs. | |

**14. Section II.H.8.c Key Personnel, page 118, Table II-43 – Key Personnel – Product Lead -
 Changed as follows:**

Currently Reads as:

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|---|---|--|--|------------------------------|
| Product Lead | | | | |
| Key (Named) | 1.00 | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Understanding the RFP requirements and translating these needs and requirements into clear product definitions and user stories. • Collaborating with cross-functional teams to ensure product requirements, features, and specifications are being configured and implemented according to project timelines. • Collaborating with Alabama stakeholders and Contractor’s designers and user experience specialists to create intuitive and engaging product experiences. Providing guidance on user interface design, usability, and user research to ensure the product meets customer needs and expectations. • Monitoring product performance metrics, such as user adoption, customer satisfaction, and analyzing data and customer feedback to identify areas for improvement. • Engaging with Agency internal and external stakeholders to plan and execute product launches. • Facilitating effective communication and collaboration across teams to drive successful product outcomes. • Ensuring product quality and reliability by working closely with Agency quality assurance teams. • Monitoring customer support inquiries and feedback to identify and address product issues and improve customer satisfaction. | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| <ul style="list-style-type: none"> • 7+ years of experience as a product lead for complex software applications in Medicaid, or Major Health Care Payer projects • 4+ years of experience developing and implementing products in the Medicaid or Healthcare domain • 4+ years of experience designing, developing, and delivering and implementing product features in Medicaid Home and Community-Based Services • Expert understanding of technical concepts like APIs, data migrations, systems integration, etc. | Bachelor’s degree in computer science, information systems, or equivalent work experience as listed in the MRE. Certifications in Product Management | | | |

Revised as:

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|---|--|--|--|------------------------------|
| Product Lead | | | | |
| Key (Named) | 1.00 | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Understanding the RFP requirements and translating these needs and requirements into clear product definitions and user stories. • Collaborating with cross-functional teams to ensure product requirements, features, and specifications are being configured and implemented according to project timelines. • Collaborating with Alabama stakeholders and Contractor’s designers and user experience specialists to create intuitive and engaging product experiences. Providing guidance on user interface design, usability, and user research to ensure the product meets customer needs and expectations. • Monitoring product performance metrics, such as user adoption, customer satisfaction, and analyzing data and customer feedback to identify areas for improvement. • Engaging with Agency internal and external stakeholders to plan and execute product launches. • Facilitating effective communication and collaboration across teams to drive successful product outcomes. • Ensuring product quality and reliability by working closely with Agency quality assurance teams. • Monitoring customer support inquiries and feedback to identify and address product issues and improve customer satisfaction. | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| <ul style="list-style-type: none"> • 7+ years of experience as a product lead for complex software applications in Medicaid, or Major Health Care Payer projects • 4+ years of experience developing and implementing products in the Medicaid or Healthcare domain • 4+ years of experience designing, developing, and delivering and implementing product features in Medicaid Home and Community-Based Services • Expert understanding of technical concepts like APIs, data migrations, systems integration, etc. | Bachelor’s degree in computer science, information systems, or equivalent work experience as listed in the MRE. <i>Certifications in Product Management or years of product management experience that exceed the minimum requirements.</i> | | | |

15. Section II.H.8.c Key Personnel, page 118, Table II-44 – Key Personnel – Organizational Change Management (OCM) Lead - Changed as follows:

Currently Reads as:

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|--|----------|--|--|------------------------------|
| Organizational Change Management Lead | | | | |
| Key (Named) | 1.00 | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Think strategically and plan communications that align with MEVV’s goals • Identifies and analyses stakeholders who will be impacted and develop a stakeholder engagement strategy and plan • Manages relationships with stakeholders, including clients, employees, and external partners • Designs and implements effective communication strategies to inform employees and stakeholders about the change, its purpose, benefits, and potential impact. • Develops communication materials, such as emails, newsletters, presentations, and intranet content, and ensure consistent and timely messaging across various channels. • Communicates effectively and clearly in both verbal and written formats • Assesses training needs, tracks training progress, and provides ongoing support • Coordinates with stakeholders to gather information to be communicated within and outside the program • Be adaptable and be able to quickly adjust to changing situations and priorities • Possess strong leadership skills and facilitate key communication decision • Develops and promotes branding initiatives consistent with AMMP goals and objectives. • Responsible for the development and execution of all communications strategies for the MEVV Project • Evaluate the success of various communication strategies; and provide and implement recommendations for improvement. • Ensure that all materials are developed and distributed according to an appropriate timeline. | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| <ul style="list-style-type: none"> • 7+ years of experience as an OCM lead for complex software applications in Medicaid, or Major Health Care Payer projects • 4+ years of experience developing and implementing OCM strategies, plans, training, and communication content in Medicaid or Healthcare domain • 4+ years of experience designing, developing, and delivering and implementing OCM solutions for an EVV solution • Expert in change implementation and support | | | <p>Bachelor’s degree in communication, organization psychology, information systems, or business.</p> <p>Certification in change management, such as Prosci's Certified Change Management Professional (CCMP) or the Association of Change Management Professionals (ACMP)</p> | |

Revised as:

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|--|----------|--|---|------------------------------|
| Organizational Change Management Lead | | | | |
| Key (Named) | 1.00 | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Think strategically and plan communications that align with MEVV’s goals • Identifies and analyses stakeholders who will be impacted and develop a stakeholder engagement strategy and plan • Manages relationships with stakeholders, including clients, employees, and external partners • Designs and implements effective communication strategies to inform employees and stakeholders about the change, its purpose, benefits, and potential impact. • Develops communication materials, such as emails, newsletters, presentations, and intranet content, and ensure consistent and timely messaging across various channels. • Communicates effectively and clearly in both verbal and written formats • Assesses training needs, tracks training progress, and provides ongoing support • Coordinates with stakeholders to gather information to be communicated within and outside the program • Be adaptable and be able to quickly adjust to changing situations and priorities • Possess strong leadership skills and facilitate key communication decision • Develops and promotes branding initiatives consistent with AMMP goals and objectives. • Responsible for the development and execution of all communications strategies for the MEVV Project • Evaluate the success of various communication strategies; and provide and implement recommendations for improvement. • Ensure that all materials are developed and distributed according to an appropriate timeline. | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| <ul style="list-style-type: none"> • 7+ years of experience as an OCM lead for complex software applications in Medicaid, or Major Health Care Payer projects • 4+ years of experience developing and implementing OCM strategies, plans, training, and communication content in Medicaid or Healthcare domain • 4+ years of experience designing, developing, and delivering and implementing OCM solutions for an EVV solution • Expert in change implementation and support | | | Bachelor’s degree in communication, organization psychology, information systems, or business <i>or equivalent work experience as listed in the MRE.</i> Certification in change management, such as Prosci’s Certified Change Management Professional (CCMP) or the Association of Change Management Professionals (ACMP) | |

16. Section XVII Appendix H: Key Personnel Resume Sheet, page 216 - Changed as follows:

Currently Reads as:

Candidate:
 Full Name: Last Name First Name MI
 Address Street: City: State: Zip:
 U.S. Citizen Non-U.S. Citizen Visa Status:
 Status: Employee Self Employed Subcontractor (Name: _____)
 Other:

Education:

| | | | | | | |
|---|-------------------------------------|------------------------------------|---------------------------------------|--------------------------------------|------------------------------------|--------------------------------------|
| Mark highest level completed. | Some HS <input type="checkbox"/> | HS/GED <input type="checkbox"/> | Associate <input type="checkbox"/> | Bachelor <input type="checkbox"/> | Master <input type="checkbox"/> | Doctoral <input type="checkbox"/> |
| List most recent first, all secondary and post-secondary education (high school, GED, colleges, and universities) attended. Do not include copies of transcripts unless requested. Add additional rows if necessary | | | | | | |
| School Name | | | Degree/Major | Degree Earned | Year Received | |
| | | | | | | |
| | | | | | | |

Work Experience:
 Describe your work experience related specifically to the Request for Proposal to which you are responding. Please list most recent job first. To add work experience, copy the format below and add additional sheets as needed.

| | | | |
|---|----|---------------------|----------------|
| Work Experience #: | | | |
| Job Title: | | | |
| From | To | Reason for Leaving: | Hours per week |
| | | | |
| Describe your duties and responsibilities as they relate to the Request for Proposal: | | | |
| | | | |

Revised as:

Candidate:

Full Name: Last Name First Name MI

Address State: *US State* (Used to verify services provided in Continental United States)

U.S. Citizen Non-U.S. Citizen Visa Status:
 Status: Employee Self Employed Subcontractor (Name: _____)
 Other:

Education:

| | | | | | | |
|---|-------------------------------------|------------------------------------|---------------------------------------|--------------------------------------|------------------------------------|--------------------------------------|
| Mark highest level completed. | Some HS <input type="checkbox"/> | HS/GED <input type="checkbox"/> | Associate <input type="checkbox"/> | Bachelor <input type="checkbox"/> | Master <input type="checkbox"/> | Doctoral <input type="checkbox"/> |
| List most recent first, all secondary and post-secondary education (high school, GED, colleges, and universities) attended. Do not include copies of transcripts unless requested. Add additional rows if necessary | | | | | | |
| School Name | | | Degree/Major | Degree Earned | Year Received | |
| | | | | | | |
| | | | | | | |

Required Certifications (when applicable):

| <i>Certification</i> | <i>Year Initially Received</i> | <i>Certification Current</i> |
|----------------------|--------------------------------|------------------------------|
| | | |
| | | |

Work Experience:

Describe your work experience related specifically to the Request for Proposal to which you are responding. Please list most recent job first. To add work experience, copy the format below and add additional sheets as needed.

| | | | |
|---|----|---------------------|----------------|
| Work Experience #: | | | |
| Job Title: | | | |
| From | To | Reason for Leaving: | Hours per week |
| | | | |
| Describe your duties and responsibilities as they relate to the Request for Proposal: | | | |
| | | | |

17. Section XVII Appendix H: Key Personnel Resume Sheet, page 218 – Sample Key Personnel Resume Sheet - Changed as follows:

Currently Reads as:

Vendor Organization: Auburn University Montgomery
 Key Position: Technical Team – Communications Manager

Candidate:

Full Name: Jackson Hewlett M
 Address Street: 6760 Happy Lane Circle City: Oklahoma State: OK Zip: 54671
 U.S. Citizen Non-U.S. Citizen Visa Status:
 Status: Employee Self Employed Subcontractor (Name: __) Other:

Education:

| | | | | | | |
|-------------------------------|-------------------------------------|------------------------------------|---------------------------------------|--------------------------------------|---|--------------------------------------|
| Mark highest level completed. | Some HS <input type="checkbox"/> | HS/GED <input type="checkbox"/> | Associate <input type="checkbox"/> | Bachelor <input type="checkbox"/> | Master <input checked="" type="checkbox"/> | Doctoral <input type="checkbox"/> |
|-------------------------------|-------------------------------------|------------------------------------|---------------------------------------|--------------------------------------|---|--------------------------------------|

| List most recent first, all secondary and post-secondary education (high school, GED, colleges, and universities) attended. Do not include copies of transcripts unless requested. Add additional rows if necessary | | | |
|---|---|---------------|---------------|
| School Name | Degree/Major | Degree Earned | Year Received |
| Harvard University | Master Business Administration | Yes | 2001 |
| Yale University | Bachelor of Science in Information Technology | Yes | 2000 |
| Princeton University | Associate in Data Processing Technology | Yes | 1997 |

Work Experience:

Describe your work experience related specifically to the Request for Proposal to which you are responding. Please list most recent job first. To add work experience, copy the format below and add additional sheets as needed.

Revised as:

Vendor Organization: Auburn University Montgomery
 Key Position: Technical Team – Communications Manager

Candidate:

Full Name: Jackson Hewlett M

Address State: AZ (Used to verify services provided in Continental United States)

U.S. Citizen Non-U.S. Citizen
 Status: Employee Self Employed Subcontractor (Name: __) Other:

Education:

| | | | | | | |
|-------------------------------|-------------------------------------|------------------------------------|---------------------------------------|--------------------------------------|---|--------------------------------------|
| Mark highest level completed. | Some HS <input type="checkbox"/> | HS/GED <input type="checkbox"/> | Associate <input type="checkbox"/> | Bachelor <input type="checkbox"/> | Master <input checked="" type="checkbox"/> | Doctoral <input type="checkbox"/> |
|-------------------------------|-------------------------------------|------------------------------------|---------------------------------------|--------------------------------------|---|--------------------------------------|

| List most recent first, all secondary and post-secondary education (high school, GED, colleges, and universities) attended. Do not include copies of transcripts unless requested. Add additional rows if necessary | | | |
|---|---|---------------|---------------|
| School Name | Degree/Major | Degree Earned | Year Received |
| Harvard University | Master Business Administration | Yes | 2001 |
| Yale University | Bachelor of Science in Information Technology | Yes | 2000 |
| Princeton University | Associate in Data Processing Technology | Yes | 1997 |

Required Certifications (when applicable):

| <i>Certification</i> | <i>Year Initially Received</i> | <i>Certification Current</i> |
|----------------------|--------------------------------|------------------------------|
| <i>PMP</i> | <i>2001</i> | <i>Yes</i> |
| | | |

Work Experience:

Describe your work experience related specifically to the Request for Proposal to which you are responding. Please list most recent job first. To add work experience, copy the format below and add additional sheets as needed.

18. Section II.H.8.b General Staffing Requirements, page 108, Table II-34 - Changed as follows:

Currently Reads as:

| Master ID | Requirement Description |
|-----------|---|
| 6294 | The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the MEVV Module including, but not limited to: <ol style="list-style-type: none">1. Project Manager2. Testing Manager3. Technical Manager4. Security Manager5. Program Manager6. Training Lead7. Product Lead8. OCM Lead |

Revised as:

| Master ID | Requirement Description |
|-----------|---|
| 6294 | The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the MEVV Module <i>plus 90 days</i> including, but not limited to: <ol style="list-style-type: none">1. Project Manager2. Testing Manager3. Technical Manager4. Security Manager5. Program Manager6. Training Lead7. Product Lead8. OCM Lead |

19. Section II.H.8.b General Staffing Requirements, page 109, Table II-34 - Changed as follows:

Currently Reads as:

| Master ID | Requirement Description |
|-----------|---|
| 6295 | <p>The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the MEVV Module including, but not limited to:</p> <ol style="list-style-type: none"> 1. Operations Manager 2. Configuration Manager 3. Security Manager 4. Technical Manager 5. Product Lead 6. Training Lead |

Revised as:

| Master ID | Requirement Description |
|-----------|---|
| 6295 | <p>The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the MEVV Module including, but not limited to:</p> <ol style="list-style-type: none"> 1. Operations Manager 2. Configuration Manager 3. Security Manager 4. Technical Manager 5. Product Lead 6. Training Lead 7. <i>Testing Manager</i> 8. <i>Program Manager</i> 9. <i>OCM Lead</i> |

20. EVV AMMP Requirements Response Matrix (RRM) – Requirement Matrix Tab - Changed as follows:

Currently Reads as:

| Req ID | RFP Section Reference | RFP Section Name | RFP Subsection Name | Requirement | Proposal Status | Production Status | Pro Typ |
|--------|-----------------------|---------------------------------|---------------------|--|-----------------|-------------------|---------|
| 6294 | II.H.8 | Enterprise and General Services | General Staffing | The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the MEVV Module including, but not limited to: 1. Project Manager 2. Testing Manager 3. Technical Manager 4. Security Manager 5. Program Manager 6. Training Lead 7. Product Lead 8. OCM Lead | | | |
| 6295 | II.H.8 | Enterprise and General Services | General Staffing | The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the MEVV Module including, but not limited to: 1. Operations Manager 2. Configuration Manager 3. Security Manager 4. Technical Manager 5. Product Lead 6. Training Lead | | | |
| 6300 | II.H.8 | Enterprise and General Services | General Staffing | The Contractor shall provide their allocated staff the necessary training and support to become | | | |

Revised as:

| Req ID | RFP Section Reference | RFP Section Name | RFP Subsection Name | Requirement | Proposal Status | Production Status | Pro Typ |
|--------|-----------------------|---------------------------------|---------------------|---|-----------------|-------------------|---------|
| 6294 | II.H.8 | Enterprise and General Services | General Staffing | The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the MEVV Module plus 90 days including, but not limited to: 1. Project Manager 2. Testing Manager 3. Technical Manager 4. Security Manager 5. Program Manager 6. Training Lead 7. Product Lead 8. OCM Lead | | | |
| 6295 | II.H.8 | Enterprise and General Services | General Staffing | The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the MEVV Module including, but not limited to: 1. Operations Manager 2. Configuration Manager 3. Security Manager 4. Technical Manager 5. Product Lead 6. Training Lead 7. Testing Manager 8. Program Manager 9. OCM Lead | | | |
| 6300 | II.H.8 | Enterprise and General Services | General Staffing | The Contractor shall provide their allocated staff the necessary training and support to become knowledgeable in | | | |

21. Section VI.N.1.h Tab 8 – Corporate Background, Experience, and Personnel and Tab 9 – Corporate References, page 160 - Changed as follows:

Currently Reads as:

4. Vendors must furnish at least three (3) references to support the experience requirements listed below in Section B, using [Appendix G: Corporate Reference Worksheet](#) to document experience. A reference may be for an experience of the Vendor or of the subcontractor(s). On the Corporate Reference Worksheet, Vendors should add information; for example, include prominently the applicable experience; and include the subcontractor’s name with any reference provided by that subcontractor. Vendors/subcontractors should only list references that are from projects of similar size and scope, including contact name, title, telephone number, and address. Performance references must also include contract type, size, and duration of services rendered. Vendors/subcontractors cannot use any Alabama Medicaid Agency personnel as a reference.
 5. Vendor Procurement Participation Restrictions: Provide a narrative response that describes and explains the Vendor’s understanding of the Procurement Participation Restrictions as laid out in the RFP.
 6. Experience Requirements: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, meet and exceed the Experience Requirements as laid out in the Section V.B. – MEVV Experience.
 7. Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.H.8 – Scope of Work, Enterprise and General Services – [General Staffing](#)
 8. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#).
- i. Tab 9 – Corporate References
- The proposal response for this tab does not have a page count requirement or limitation, and should include:
- All required (and any optional/additional and subcontractors) and completed [Appendix G: Corporate Reference Worksheet](#).
 - Minimum of three (3) references ([Appendix G: Corporate Reference Worksheet](#)). Vendors are encouraged to submit additional references, beyond the three (3) required references to help illustrate additional experience with EVV or the services required in this RFP.

Revised as:

~~4—Vendors must furnish at least three (3) references to support the experience requirements listed below in Section B, using [Appendix G: Corporate Reference Worksheet](#) to document experience. A reference may be for an experience of the Vendor or of the subcontractor(s). On the Corporate Reference Worksheet, Vendors should add information; for example, include prominently the applicable experience; and include the subcontractor's name with any reference provided by that subcontractor. Vendors/subcontractors should only list references that are from projects of similar size and scope, including contact name, title, telephone number, and address. Performance references must also include contract type, size, and duration of services rendered. Vendors/subcontractors cannot use any Alabama Medicaid Agency personnel as a reference.~~

4. Vendor Procurement Participation Restrictions: Provide a narrative response that describes and explains the Vendor's understanding of the Procurement Participation Restrictions as laid out in the RFP.
5. Experience Requirements: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, meet and exceed the Experience Requirements as laid out in the Section V.B. – MEVV Experience.
6. Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.H.8 – Scope of Work, Enterprise and General Services – [General Staffing](#).
7. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#).

i. Tab 9 – Corporate References

The proposal response for this tab does not have a page count requirement or limitation, and should include:

- All required (and any optional/additional and subcontractors) and completed [Appendix G: Corporate Reference Worksheet](#).
- Minimum of three (3) references (Appendix G: Corporate Reference Worksheet). Vendors are encouraged to submit additional references, beyond the three (3) required references to help illustrate additional experience with EVV or the services required in this RFP.
- *Vendors must furnish at least three (3) references to support the experience requirements listed below in Section B, using [Appendix G: Corporate Reference Worksheet](#) to document experience. A reference may be for an experience of the Vendor or of the subcontractor(s). On the Corporate Reference Worksheet, Vendors should add information; for example, include prominently the applicable experience; and include the subcontractor's name with any reference provided by that subcontractor. Vendors/subcontractors should only list references that are from projects of similar size and scope, including contact name, title, telephone number, and address. Performance references must also include contract type, size, and duration of services rendered. Vendors/subcontractors cannot use any Alabama Medicaid Agency personnel as a reference.*

22. Section II.A.1 – Overview of Alabama’s Electronic Visit Verification (EVV) Services, page 10 - Changed as follows:

Currently Reads as:

A high-level matrix of the HCBS waivers is available at the following link:
[6.1 LTC HCBS Waivers Matrix 9-30-22.pdf](#).

Revised as:

A high-level matrix of the HCBS waivers is available at the following link:
~~[6.1 LTC HCBS Waivers Matrix 9-30-22.pdf](#)~~.

[6.1 LTC HCBS Waivers Matrix 11-15-23.pdf \(alabama.gov\)](#)

23. Section VIII, General Terms and Conditions, Page 167 - Changed as follows:

Currently Reads as:

Q. Open Trade

In compliance with Ala. Act No. 2023-409, Contractor provides written verification that Contractor, without violating controlling law or regulation, does not and will not, during the term of the contract engage in economic boycotts as the term “economic boycott” is defined in Section 1 of the Act.

Revised as:

Q. ~~Open Trade~~Boycott Clauses

In compliance with Ala. Act No. 2023-409, Contractor provides written verification that Contractor, without violating controlling law or regulation, does not and will not, during the term of the contract engage in economic boycotts as the term “economic boycott” is defined in Section 1 of the Act.

In compliance with Act 2016-312, the contractor hereby certifies that it is not currently engaged in, and will not engage in, the boycott of a person or an entity based in or doing business with a jurisdiction with which this state can enjoy open trade.

24. Section XIV Appendix E: Requirements Response Matrix, Page 211 - Changed as follows:

Currently Reads as:

| Column J – Security Tested |
|---|
| Y – The functionality has been security tested based on NIST 800-53 Rev 4. NOTE: The “Y” value can be applied to Hosting and Environment requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a “moderate” system risk assessment designation. |
| N – The application has not been security tested based on NIST 800-53 Rev 4. |
| N/A – Not applicable to this requirement (e.g., such as a Deliverable Requirement). |

Revised as:

| Column J – Security Tested |
|--|
| Y – The functionality has been security tested based on NIST 800-53- Rev 4 . NOTE: The “Y” value can be applied to Hosting and Environment requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53- rev 4 at a “moderate” system risk assessment designation. |
| N – The application has not been security tested based on NIST 800-53- Rev 4 . |
| N/A – Not applicable to this requirement (e.g., such as a Deliverable Requirement). |

25. EVV AMMP Requirements Response Matrix (RRM) – Instructions and Legend Tab - Changed as follows:

Currently Reads as:

| | |
|----|---|
| 53 | State of Alabama |
| 54 | Alabama Medicaid Agency - AMMP Modular Electronic Verification (MEVV) - RRM |
| 55 | RFP Number: 2023-EVV-01 |
| 56 | INSERT VENDOR / ORGANIZATION NAME HERE |
| 57 | Instructions to Vendors |
| 58 | Column J - Security Tested |
| 59 | Y - The functionality has been security tested based on NIST 800-53 Rev 4. NOTE: The "Y" value can be applied to Hosting and Environment requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a "moderate" system risk assessment designation. |
| 60 | N - The application has not been security tested based on NIST 800-53 Rev 4. |
| 61 | N/A - Not applicable to this requirement. (e.g., such as a Deliverable Requirement) |
| 62 | Column K - Deliverables / Documentation / Methodology |

Revised as:

| | |
|----|--|
| 53 | State of Alabama |
| 54 | Alabama Medicaid Agency - AMMP Modular Electronic Verification (MEVV) - RRM |
| 55 | RFP Number: 2023-EVV-01 |
| 56 | INSERT VENDOR / ORGANIZATION NAME HERE |
| 57 | Instructions to Vendors |
| 58 | Column J - Security Tested |
| 59 | Y - The functionality has been security tested based on NIST 800-53 Rev 4 . NOTE: The "Y" value can be applied to Hosting and Environment requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a "moderate" system risk assessment designation. |
| 60 | N - The application has not been security tested based on NIST 800-53 Rev 4 . |
| 61 | N/A - Not applicable to this requirement. (e.g., such as a Deliverable Requirement) |
| 62 | Column K - Deliverables / Documentation / Methodology |

26. Section II.H.13.b – Training Requirements, Page 138 - Changed as follows:

Currently Reads as:

| | |
|------|--|
| 6268 | The Contractor shall prepare and deliver pre-planned refresher trainings (live, instructor-led), post solution implementation, to help facilitate knowledge gains by end-users from solution use. This training should be delivered upon Agency request, no later than eight (8) weeks after system go-live. |
|------|--|

Revised as:

| | |
|------|---|
| 6268 | The Contractor shall prepare and deliver pre-planned refresher trainings (live, instructor-led), post solution implementation, to help facilitate knowledge gains by end-users from solution use. <i>This refresher training can be virtual.</i> This training should be delivered upon Agency request, no later than eight (8) weeks after system go-live. |
|------|---|

27. EVV AMMP Requirements Response Matrix (RRM) – Requirements Tab - Changed as follows:

Currently Reads as:

| VENDOR NAME: | | | | INSERT VENDOR / ORGANIZATION NAME | | |
|--------------|-----------------------|---------------------------------|---------------------|--|-----------------|----------------|
| Req ID | RFP Section Reference | RFP Section Name | RFP Subsection Name | Requirement | Proposal Status | Product Status |
| 6205 | II.H.13 | Enterprise and General Services | Training Management | The Contractor shall develop onboarding and training processes for new Contractor staff brought in to support the scope of work of this RFP or to address turnover in staff. These processes shall be outlined in the Resource Management Plan. | | |
| 6268 | II.H.13 | Enterprise and General Services | Training Management | The Contractor shall prepare and deliver pre-planned refresher trainings (live, instructor-led), post solution implementation, to help facilitate knowledge gains by end-users from solution use. This training should be delivered upon Agency request, no later than eight (8) weeks after system go-live. | | |
| 4607 | II.H.13 | Enterprise and | Training | The Contractor shall provide a Training Curriculum that will be developed in collaboration with | | |

Revised as:

| VENDOR NAME: | | | | INSERT VENDOR / ORGANIZATION NAME | | |
|--------------|-----------------------|---------------------------------|---------------------|---|-----------------|----------------|
| Req ID | RFP Section Reference | RFP Section Name | RFP Subsection Name | Requirement | Proposal Status | Product Status |
| 6205 | II.H.13 | Enterprise and General Services | Training Management | The Contractor shall develop onboarding and training processes for new Contractor staff brought in to support the scope of work of this RFP or to address turnover in staff. These processes shall be outlined in the Resource Management Plan. | | |
| 6268 | II.H.13 | Enterprise and General Services | Training Management | The Contractor shall prepare and deliver pre-planned refresher trainings (live, instructor-led), post solution implementation, to help facilitate knowledge gains by end-users from solution use. This refresher training can be virtual. This training should be delivered upon Agency request, no later than eight (8) weeks after system go-live. | | |
| 4607 | II.H.13 | Enterprise and | Training | The Contractor shall provide a Training Curriculum that will be developed in collaboration with | | |

I hereby acknowledge the receipt of Amendment 2 to *RFP 2023-EVV-01*.

Authorized [Proposer/Vendor] Signature

Date

[Proposer/Vendor] Organization

Amendment 2 to RFP 2023-EVV-01

December 15, 2023

NOTE THE FOLLOWING AND ATTACHED ADDITIONS, DELETIONS AND/OR CHANGES TO THE REQUIREMENTS FOR THE REQUEST FOR PROPOSAL NUMBER: RFP 2023-EVV-01. THIS AMENDMENT MUST BE INCLUDED IN THE BIDDER'S RESPONSE AND MEET THE REQUIREMENTS AS DEFINED IN THE RFP.

THE VENDOR MUST SIGN AND RETURN THIS AMENDMENT WITH THEIR PROPOSAL.

1. Section VI.N.1.d.10 – Proposal Structure, Page 157 – Tab 4 – Transmittal Letter, Item 10 - Changed as follows:

Currently Reads as:

10. A statement that the Vendor has reviewed PL15_AMMP Tools List and understands the number of accounts provided upon contract award to the successful Vendor.

Revised as:

10. A statement that the Vendor has reviewed PL15_AMMP *Enterprise Software* ~~Tools~~ List and understands the number of accounts provided upon contract award to the successful Vendor.

2. Section V – Corporate Background and References, Page 151 – Items 7, 8 - Changed as follows:

Currently Reads as:

7. Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.H.8 – Scope of Work, Enterprise and General Services
8. General Staffing
9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

Revised as:

7. Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.H.8 – Scope of Work, Enterprise and General Services - *General Staffing*
8. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

3. Section VI.N.1.h – Proposal Structure, Page 160 – Tab 8 – Corporate Background, Experience, and Personnel – Items 7, 8 - Changed as follows:

Currently Reads as:

7. Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.H.8 – Scope of Work, Enterprise and General Services
8. [General Staffing](#)
9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

Revised as:

7. Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.H.8 – Scope of Work, Enterprise and General Services - *General Staffing*
8. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

4. Section VI.T.3 – Copies Required, Page 162, Items 3.b), 3.d) and 3.f) - Changed as follows:

Currently Reads as:

- a) One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST be a complete version of the Vendor's response.
- b) One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST have any information asserted as confidential or proprietary removed.
- c) One separate searchable PDF file for each Tab of the proposal that MUST be a complete version of the Vendor's response, and the filename shall include the Tab number and name.
- d) Where applicable, one separate searchable PDF file for each Tab of the proposal that has any information asserted as confidential or proprietary removed, and the filename shall include the Tab number and name and that it has been redacted.
- e) One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST be a complete version of the Vendor's response.
- f) One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST have any information asserted as confidential or proprietary removed.

Revised as:

- a) One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST be a complete version of the Vendor's response.
- b) *Where applicable, one* ~~One~~ single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST have any information asserted as confidential or proprietary removed.
- c) One separate searchable PDF file for each Tab of the proposal that MUST be a complete version of the Vendor's response, and the filename shall include the Tab number and name.
- d) Where applicable, one separate searchable PDF file for each Tab of the proposal that has any information asserted as confidential or proprietary removed, and the filename shall include the Tab number and name and that it has been redacted.
- e) One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST be a complete version of the Vendor's response.
- f) *Where applicable, one* ~~One~~ MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST have any information asserted as confidential or proprietary removed.

5. Section X. Appendix A: Proposal Compliance Checklist, Page 176 - Changed as follows:

Currently Reads as:

| <input checked="" type="checkbox"/> IF CORRECT | BASIC PROPOSAL COMPLIANCE | PROPOSAL REFERENCE |
|--|--|--------------------|
| Proposal Packet | | |
| <input type="checkbox"/> | 1. Vendor’s original proposal received on time at correct location. | |
| <input type="checkbox"/> | 2. Vendor submitted the specified copies of proposal and in electronic format. <ul style="list-style-type: none"> a. One (1) original Proposal with original signatures in ink, in a three-ring binder. Tab 6 shall be printed single-sided; Vendor must identify the original hard copy clearly on the outside of the proposal; see Section VI.N. for additional guidance. b. One (1) additional hard copy (of the original proposal) in binder form. c. A jump drive with the following content: <ul style="list-style-type: none"> i. One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST be a complete version of the Vendor’s response. ii. One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST have any information asserted as confidential or proprietary removed. iii. One separate searchable PDF file for each Tab of the proposal that MUST be a complete version of the Vendor’s response, and the filename shall include the Tab number and name. iv. Where applicable, one separate searchable PDF file for each Tab of the proposal that has any information asserted as confidential or proprietary removed, and the filename shall include the Tab number and name and that is has been redacted. v. One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST be a complete version of the Vendor’s response. vi. One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST have any information asserted as confidential or proprietary removed. vii. Completed copy of the Pricing Schedule MS Excel file as submitted in the Vendor’s response. viii. Completed copy of the Requirement Response Matrix (RRM) MS Excel file as submitted in the Vendor’s response. | |

Revised as:

| ☒ IF CORRECT | BASIC PROPOSAL COMPLIANCE | PROPOSAL REFERENCE |
|------------------------|---|--------------------|
| Proposal Packet | | |
| ☐ | 3. Vendor’s original proposal received on time at correct location. | |
| ☐ | <p>4. Vendor submitted the specified copies of proposal and in electronic format.</p> <ul style="list-style-type: none"> d. One (1) original Proposal with original signatures in ink, in a three-ring binder. Tab 6 shall be printed single-sided; Vendor must identify the original hard copy clearly on the outside of the proposal; see Section VI.N. for additional guidance. e. One (1) additional hard copy (of the original proposal) in binder form. f. A jump drive with the following content: <ul style="list-style-type: none"> i. One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST be a complete version of the Vendor’s response. ii. <i>Where applicable, one</i> One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST have any information asserted as confidential or proprietary removed. iii. One separate searchable PDF file for each Tab of the proposal that MUST be a complete version of the Vendor’s response, and the filename shall include the Tab number and name. iv. Where applicable, one separate searchable PDF file for each Tab of the proposal that has any information asserted as confidential or proprietary removed, and the filename shall include the Tab number and name and that is has been redacted. v. One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST be a complete version of the Vendor’s response. vi. <i>Where applicable, one</i> One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST have any information asserted as confidential or proprietary removed. vii. Completed copy of the Pricing Schedule MS Excel file as submitted in the Vendor’s response. viii. Completed copy of the Requirement Response Matrix (RRM) MS Excel file as submitted in the Vendor’s response. | |

6. Section II.H.8.b – General Staffing Requirements, Page 108 - Changed as follows:

Currently Reads as:

b. General Staffing Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

Revised as:

b. General Staffing Requirements

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), ~~as well as respond to Proposal Narrative Questions.~~

7. Section II.H.8.c – Key Personnel, Page 110 - Changed as follows:

Currently Reads as:

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Tables II-35 through II-44 for Key Personnel and all requirements located in [Appendix E: Requirements Response Matrix](#), as well as respond to Proposal Narrative Questions. The Key Personnel tables list their roles, engagement parameters, responsibilities, and required experience/qualifications.

Revised as:

As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Tables II-35 through II-44 for Key Personnel and all requirements located in [Appendix E: Requirements Response Matrix](#), ~~as well as respond to Proposal Narrative Questions.~~ The Key Personnel tables list their roles, engagement parameters, responsibilities, and required experience/qualifications.

8. Section V – Corporate Background and References, Page 151 – Item 9 – Changed as follows:

Currently Reads as:

9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

Revised as:

9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), ~~as well as respond to Proposal Narrative Questions.~~

9. Section VI.N.1.h – Proposal Structure, Page 160 – Tab 8 – Corporate Background, Experience, and Personnel – Item 9 - Changed as follows:

Currently Reads as:

9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

Revised as:

9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), ~~as well as respond to Proposal Narrative Questions.~~

10. Section XIV – Appendix E: Requirements Response Matrix, Page 211 - Changed as follows:

Currently Reads as:

For MEVV (system/solution requirements) only Columns F - J are required to be completed by Vendors. Column L, if applicable, can also be completed.

Revised as:

~~For MEVV (system/solution requirements) only Columns F – J are required to be completed by Vendors. Column L, if applicable, can also be completed.~~

Vendors are to make selections of pre-populated answers for columns F – K on the “Requirement Matrix” Tab within the Excel Workbook, in accordance with the instructions above and as informed by the RFP narrative document.

11. EVV AMMP Requirements Response Matrix (RRM) – Instructions and Legend Tab - Changed as follows:

Currently Reads as:

| | |
|---|---|
| 5 | Vendors are to provide a short, narrative explanation in Column L to further explain and/or justify the selections made in Columns F - K. |
| 6 | For MEVV (system/solution requirements) only Columns F - J are required to be completed by Vendors. Column L, if applicable, can also be completed. |
| 7 | For Enterprise / General Services requirements and Deliverable requirements, Column K and, if applicable, Column L are appropriate for Vendor Response (all other Columns F - J need not apply) |
| 8 | Print out "Requirement Matrix" Tab (all pages), and must be signed and dated and returned with the bid submission. |

Revised as:

| | |
|-----|--|
| 5 | Vendors are to provide a short, narrative explanation in Column L to further explain and/or justify the selections made in Columns F - K. |
| 6 | For MEVV (system/solution requirements) only Columns F – J are required to be completed by Vendors. Column L, if applicable, can also be completed. |
| 7 | For Enterprise / General Services requirements and Deliverable requirements, Column K and, if applicable, Column L are appropriate for Vendor Response (all other Columns F – J need not apply) |
| 6 8 | Print out "Requirement Matrix" Tab (all pages), and must be signed and dated and returned with the bid submission. |

12. Section II.H.8.c Key Personnel, page 113, Table II-37 – Key Personnel – Testing Manager - Changed as follows:

Currently Reads as:

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|--|----------|--|--|------------------------------|
| Testing Manager | | | | |
| Key (Named) | 1.00 FTE | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Manage testing activities during DDI and Operations • Manage testing activities for enhancements and maintenance and operations, as needed • Direct and oversee the development of the Test Plan and Strategy for DDI and ongoing operations • Coordinate, plan, document, and facilitate the testing preparation, activities, and tasks • Produce and maintain associated schedules, plans, and procedures for testing • Set project or program controls and tracking to allow effective management of the defined tasks; report progress to project or program management as required • Lead training of Agency personnel and Agency-designated contractors in the use of testing tools • Validate that testing activities are carried out according to quality standards • Oversee testing processes, test scripts, preparation of test environments; verify that requirements are tested and test plans that can be traced to requirements • Provide testing metrics and reports and report on test case completion, defects, and defect resolution • Work with the Agency in support of User Acceptance Testing (UAT) | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| Minimum 4 Years professional experience leading teams for software testing, E2E testing, integration testing, UAT, and/or automation testing | | | Bachelor's Degree - Software Engineering, Information Systems, or other Technical. | |

Revised as:

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|--|----------|--|---|------------------------------|
| Testing Manager | | | | |
| Key (Named) | 1.00 FTE | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Manage testing activities during DDI and Operations • Manage testing activities for enhancements and maintenance and operations, as needed • Direct and oversee the development of the Test Plan and Strategy for DDI and ongoing operations • Coordinate, plan, document, and facilitate the testing preparation, activities, and tasks • Produce and maintain associated schedules, plans, and procedures for testing • Set project or program controls and tracking to allow effective management of the defined tasks; report progress to project or program management as required • Lead training of Agency personnel and Agency-designated contractors in the use of testing tools • Validate that testing activities are carried out according to quality standards • Oversee testing processes, test scripts, preparation of test environments; verify that requirements are tested and test plans that can be traced to requirements • Provide testing metrics and reports and report on test case completion, defects, and defect resolution • Work with the Agency in support of User Acceptance Testing (UAT) | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| Minimum 4 Years professional experience leading teams for software testing, E2E testing, integration testing, UAT, and/or automation testing | | | Bachelor's Degree - Software Engineering, Information Systems, or other Technical degree <i>or equivalent work experience as listed in the MRE.</i> | |

**13. Section II.H.8.c Key Personnel, page 117, Table II-42 – Key Personnel – Training Lead -
Changed as follows:**

Currently Reads as:

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|--|----------|--|---|------------------------------|
| Training Lead | | | | |
| Key (Named) | 1.00 | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Developing and designing training programs that align with the organization's goals and objectives by identifying training needs, determining learning objectives, and creating training materials and curriculum. • Collaborating with key stakeholders to identify skill gaps, training requirements, understand specific training needs to identify training need • Creating or overseeing the development of Alabama specific training materials, including presentations, handouts, manuals, videos, and e-learning modules. Ensuring that training materials clear, concise, and engaging for the target audience. • Delivering training sessions and workshops to employees using various methods such as classroom training, online learning platforms, webinars, or on-the-job training. Ensuring the delivery of effective and engaging training programs. • Coordinating and scheduling training sessions, including logistics, venue arrangements, participant registration and managing training calendars • Implementing evaluation methods to assess the effectiveness of training programs. • Maintaining accurate records and documentation related to training attendance, evaluation results, and training materials. • Staying updated with the latest trends and best practices in training and development. | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| <ul style="list-style-type: none"> • 6+ years of experience as a lead trainer for complex software applications in Medicaid, or Major Health Care Payer projects • 5+ years of experience developing training material, conducting training sessions, instructional design methodologies, adult learning principles, and training delivery techniques • 4+ years of experience designing, developing, and delivering training programs in Medicaid Home and Community-Based Services | | | Bachelor's degree in computer science, information systems, or equivalent work experience as listed in the MRE. Certifications in Certified Professional in Learning and Performance (CPLP) or Certified Instructional Designer (CID); and can showcase knowledge and expertise in designing and delivering effective training programs. | |

Revised as:

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|--|----------|--|--|------------------------------|
| Training Lead | | | | |
| Key (Named) | 1.00 | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Developing and designing training programs that align with the organization's goals and objectives by identifying training needs, determining learning objectives, and creating training materials and curriculum. • Collaborating with key stakeholders to identify skill gaps, training requirements, understand specific training needs to identify training need • Creating or overseeing the development of Alabama specific training materials, including presentations, handouts, manuals, videos, and e-learning modules. Ensuring that training materials clear, concise, and engaging for the target audience. • Delivering training sessions and workshops to employees using various methods such as classroom training, online learning platforms, webinars, or on-the-job training. Ensuring the delivery of effective and engaging training programs. • Coordinating and scheduling training sessions, including logistics, venue arrangements, participant registration and managing training calendars • Implementing evaluation methods to assess the effectiveness of training programs. • Maintaining accurate records and documentation related to training attendance, evaluation results, and training materials. • Staying updated with the latest trends and best practices in training and development. | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| <ul style="list-style-type: none"> • 6+ years of experience as a lead trainer for complex software applications in Medicaid, or Major Health Care Payer projects • 5+ years of experience developing training material, conducting training sessions, instructional design methodologies, adult learning principles, and training delivery techniques • 4+ years of experience designing, developing, and delivering training programs in Medicaid Home and Community-Based Services | | | Bachelor's degree in computer science, information systems, or equivalent work experience as listed in the MRE. Certifications in Certified Professional in Learning and Performance (CPLP) or Certified Instructional Designer (CID) <i>or years of training experience that exceed the minimum requirements</i> ; and can showcase knowledge and expertise in designing and delivering effective training programs. | |

**14. Section II.H.8.c Key Personnel, page 118, Table II-43 – Key Personnel – Product Lead -
 Changed as follows:**

Currently Reads as:

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|---|---|--|--|------------------------------|
| Product Lead | | | | |
| Key (Named) | 1.00 | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Understanding the RFP requirements and translating these needs and requirements into clear product definitions and user stories. • Collaborating with cross-functional teams to ensure product requirements, features, and specifications are being configured and implemented according to project timelines. • Collaborating with Alabama stakeholders and Contractor’s designers and user experience specialists to create intuitive and engaging product experiences. Providing guidance on user interface design, usability, and user research to ensure the product meets customer needs and expectations. • Monitoring product performance metrics, such as user adoption, customer satisfaction, and analyzing data and customer feedback to identify areas for improvement. • Engaging with Agency internal and external stakeholders to plan and execute product launches. • Facilitating effective communication and collaboration across teams to drive successful product outcomes. • Ensuring product quality and reliability by working closely with Agency quality assurance teams. • Monitoring customer support inquiries and feedback to identify and address product issues and improve customer satisfaction. | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| <ul style="list-style-type: none"> • 7+ years of experience as a product lead for complex software applications in Medicaid, or Major Health Care Payer projects • 4+ years of experience developing and implementing products in the Medicaid or Healthcare domain • 4+ years of experience designing, developing, and delivering and implementing product features in Medicaid Home and Community-Based Services • Expert understanding of technical concepts like APIs, data migrations, systems integration, etc. | Bachelor’s degree in computer science, information systems, or equivalent work experience as listed in the MRE. Certifications in Product Management | | | |

Revised as:

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|---|--|--|--|------------------------------|
| Product Lead | | | | |
| Key (Named) | 1.00 | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Understanding the RFP requirements and translating these needs and requirements into clear product definitions and user stories. • Collaborating with cross-functional teams to ensure product requirements, features, and specifications are being configured and implemented according to project timelines. • Collaborating with Alabama stakeholders and Contractor’s designers and user experience specialists to create intuitive and engaging product experiences. Providing guidance on user interface design, usability, and user research to ensure the product meets customer needs and expectations. • Monitoring product performance metrics, such as user adoption, customer satisfaction, and analyzing data and customer feedback to identify areas for improvement. • Engaging with Agency internal and external stakeholders to plan and execute product launches. • Facilitating effective communication and collaboration across teams to drive successful product outcomes. • Ensuring product quality and reliability by working closely with Agency quality assurance teams. • Monitoring customer support inquiries and feedback to identify and address product issues and improve customer satisfaction. | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| <ul style="list-style-type: none"> • 7+ years of experience as a product lead for complex software applications in Medicaid, or Major Health Care Payer projects • 4+ years of experience developing and implementing products in the Medicaid or Healthcare domain • 4+ years of experience designing, developing, and delivering and implementing product features in Medicaid Home and Community-Based Services • Expert understanding of technical concepts like APIs, data migrations, systems integration, etc. | Bachelor’s degree in computer science, information systems, or equivalent work experience as listed in the MRE. <i>Certifications in Product Management or years of product management experience that exceed the minimum requirements.</i> | | | |

15. Section II.H.8.c Key Personnel, page 118, Table II-44 – Key Personnel – Organizational Change Management (OCM) Lead - Changed as follows:

Currently Reads as:

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|--|----------|--|--|------------------------------|
| Organizational Change Management Lead | | | | |
| Key (Named) | 1.00 | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Think strategically and plan communications that align with MEVV’s goals • Identifies and analyses stakeholders who will be impacted and develop a stakeholder engagement strategy and plan • Manages relationships with stakeholders, including clients, employees, and external partners • Designs and implements effective communication strategies to inform employees and stakeholders about the change, its purpose, benefits, and potential impact. • Develops communication materials, such as emails, newsletters, presentations, and intranet content, and ensure consistent and timely messaging across various channels. • Communicates effectively and clearly in both verbal and written formats • Assesses training needs, tracks training progress, and provides ongoing support • Coordinates with stakeholders to gather information to be communicated within and outside the program • Be adaptable and be able to quickly adjust to changing situations and priorities • Possess strong leadership skills and facilitate key communication decision • Develops and promotes branding initiatives consistent with AMMP goals and objectives. • Responsible for the development and execution of all communications strategies for the MEVV Project • Evaluate the success of various communication strategies; and provide and implement recommendations for improvement. • Ensure that all materials are developed and distributed according to an appropriate timeline. | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| <ul style="list-style-type: none"> • 7+ years of experience as an OCM lead for complex software applications in Medicaid, or Major Health Care Payer projects • 4+ years of experience developing and implementing OCM strategies, plans, training, and communication content in Medicaid or Healthcare domain • 4+ years of experience designing, developing, and delivering and implementing OCM solutions for an EVV solution • Expert in change implementation and support | | | <p>Bachelor’s degree in communication, organization psychology, information systems, or business.</p> <p>Certification in change management, such as Prosci's Certified Change Management Professional (CCMP) or the Association of Change Management Professionals (ACMP)</p> | |

Revised as:

| Position Type | Min. FTE | Phases | Scope of Work | Allocation |
|--|----------|--|---|------------------------------|
| Organizational Change Management Lead | | | | |
| Key (Named) | 1.00 | Contract Start Date through Turnover and Closeout. | Entire Scope of Work | 100% allocated to the Agency |
| Minimum Required Responsibilities | | | | |
| <ul style="list-style-type: none"> • Think strategically and plan communications that align with MEVV’s goals • Identifies and analyses stakeholders who will be impacted and develop a stakeholder engagement strategy and plan • Manages relationships with stakeholders, including clients, employees, and external partners • Designs and implements effective communication strategies to inform employees and stakeholders about the change, its purpose, benefits, and potential impact. • Develops communication materials, such as emails, newsletters, presentations, and intranet content, and ensure consistent and timely messaging across various channels. • Communicates effectively and clearly in both verbal and written formats • Assesses training needs, tracks training progress, and provides ongoing support • Coordinates with stakeholders to gather information to be communicated within and outside the program • Be adaptable and be able to quickly adjust to changing situations and priorities • Possess strong leadership skills and facilitate key communication decision • Develops and promotes branding initiatives consistent with AMMP goals and objectives. • Responsible for the development and execution of all communications strategies for the MEVV Project • Evaluate the success of various communication strategies; and provide and implement recommendations for improvement. • Ensure that all materials are developed and distributed according to an appropriate timeline. | | | | |
| Minimum Required Experience (MRE) | | | Minimum Required Qualifications | |
| <ul style="list-style-type: none"> • 7+ years of experience as an OCM lead for complex software applications in Medicaid, or Major Health Care Payer projects • 4+ years of experience developing and implementing OCM strategies, plans, training, and communication content in Medicaid or Healthcare domain • 4+ years of experience designing, developing, and delivering and implementing OCM solutions for an EVV solution • Expert in change implementation and support | | | Bachelor’s degree in communication, organization psychology, information systems, or business <i>or equivalent work experience as listed in the MRE.</i> Certification in change management, such as Prosci’s Certified Change Management Professional (CCMP) or the Association of Change Management Professionals (ACMP) | |

16. Section XVII Appendix H: Key Personnel Resume Sheet, page 216 - Changed as follows:

Currently Reads as:

Candidate:
 Full Name: Last Name First Name MI
 Address Street: City: State: Zip:
 U.S. Citizen Non-U.S. Citizen Visa Status:
 Status: Employee Self Employed Subcontractor (Name: _____)
 Other:

Education:

| | | | | | | |
|---|-------------------------------------|------------------------------------|---------------------------------------|--------------------------------------|------------------------------------|--------------------------------------|
| Mark highest level completed. | Some HS <input type="checkbox"/> | HS/GED <input type="checkbox"/> | Associate <input type="checkbox"/> | Bachelor <input type="checkbox"/> | Master <input type="checkbox"/> | Doctoral <input type="checkbox"/> |
| List most recent first, all secondary and post-secondary education (high school, GED, colleges, and universities) attended. Do not include copies of transcripts unless requested. Add additional rows if necessary | | | | | | |
| School Name | | | Degree/Major | Degree Earned | Year Received | |
| | | | | | | |
| | | | | | | |

Work Experience:
 Describe your work experience related specifically to the Request for Proposal to which you are responding. Please list most recent job first. To add work experience, copy the format below and add additional sheets as needed.

| | | | |
|---|----|---------------------|----------------|
| Work Experience #: | | | |
| Job Title: | | | |
| From | To | Reason for Leaving: | Hours per week |
| | | | |
| Describe your duties and responsibilities as they relate to the Request for Proposal: | | | |
| | | | |

Revised as:

Candidate:

Full Name: Last Name First Name MI

Address State: *US State* (Used to verify services provided in Continental United States)

U.S. Citizen Non-U.S. Citizen Visa Status:
 Status: Employee Self Employed Subcontractor (Name: _____)
 Other:

Education:

| Mark highest level completed. | Some HS | HS/GED | Associate | Bachelor | Master | Doctoral |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| List most recent first, all secondary and post-secondary education (high school, GED, colleges, and universities) attended. Do not include copies of transcripts unless requested. Add additional rows if necessary | | | | | | |
| School Name | Degree/Major | | | Degree Earned | Year Received | |
| | | | | | | |
| | | | | | | |

Required Certifications (when applicable):

| <i>Certification</i> | <i>Year Initially Received</i> | <i>Certification Current</i> |
|----------------------|--------------------------------|------------------------------|
| | | |
| | | |

Work Experience:

Describe your work experience related specifically to the Request for Proposal to which you are responding. Please list most recent job first. To add work experience, copy the format below and add additional sheets as needed.

| | | | |
|---|----|---------------------|----------------|
| Work Experience #: | | | |
| Job Title: | | | |
| From | To | Reason for Leaving: | Hours per week |
| Describe your duties and responsibilities as they relate to the Request for Proposal: | | | |

17. Section XVII Appendix H: Key Personnel Resume Sheet, page 218 – Sample Key Personnel Resume Sheet - Changed as follows:

Currently Reads as:

Vendor Organization: Auburn University Montgomery
 Key Position: Technical Team – Communications Manager

Candidate:

Full Name: Jackson Hewlett M
 Address Street: 6760 Happy Lane Circle City: Oklahoma State: OK Zip: 54671
 U.S. Citizen Non-U.S. Citizen Visa Status:
 Status: Employee Self Employed Subcontractor (Name: __) Other:

Education:

| | | | | | | |
|-------------------------------|-------------------------------------|------------------------------------|---------------------------------------|--------------------------------------|---|--------------------------------------|
| Mark highest level completed. | Some HS <input type="checkbox"/> | HS/GED <input type="checkbox"/> | Associate <input type="checkbox"/> | Bachelor <input type="checkbox"/> | Master <input checked="" type="checkbox"/> | Doctoral <input type="checkbox"/> |
|-------------------------------|-------------------------------------|------------------------------------|---------------------------------------|--------------------------------------|---|--------------------------------------|

| List most recent first, all secondary and post-secondary education (high school, GED, colleges, and universities) attended. Do not include copies of transcripts unless requested. Add additional rows if necessary | | | |
|---|---|---------------|---------------|
| School Name | Degree/Major | Degree Earned | Year Received |
| Harvard University | Master Business Administration | Yes | 2001 |
| Yale University | Bachelor of Science in Information Technology | Yes | 2000 |
| Princeton University | Associate in Data Processing Technology | Yes | 1997 |

Work Experience:

Describe your work experience related specifically to the Request for Proposal to which you are responding. Please list most recent job first. To add work experience, copy the format below and add additional sheets as needed.

Revised as:

Vendor Organization: Auburn University Montgomery
 Key Position: Technical Team – Communications Manager

Candidate:

Full Name: Jackson Hewlett M

Address State: AZ (Used to verify services provided in Continental United States)

U.S. Citizen Non-U.S. Citizen
 Status: Employee Self Employed Subcontractor (Name: __) Other:

Education:

| | | | | | | |
|-------------------------------|-------------------------------------|------------------------------------|---------------------------------------|--------------------------------------|---|--------------------------------------|
| Mark highest level completed. | Some HS <input type="checkbox"/> | HS/GED <input type="checkbox"/> | Associate <input type="checkbox"/> | Bachelor <input type="checkbox"/> | Master <input checked="" type="checkbox"/> | Doctoral <input type="checkbox"/> |
|-------------------------------|-------------------------------------|------------------------------------|---------------------------------------|--------------------------------------|---|--------------------------------------|

| List most recent first, all secondary and post-secondary education (high school, GED, colleges, and universities) attended. Do not include copies of transcripts unless requested. Add additional rows if necessary | | | |
|---|---|---------------|---------------|
| School Name | Degree/Major | Degree Earned | Year Received |
| Harvard University | Master Business Administration | Yes | 2001 |
| Yale University | Bachelor of Science in Information Technology | Yes | 2000 |
| Princeton University | Associate in Data Processing Technology | Yes | 1997 |

Required Certifications (when applicable):

| <i>Certification</i> | <i>Year Initially Received</i> | <i>Certification Current</i> |
|----------------------|--------------------------------|------------------------------|
| <i>PMP</i> | <i>2001</i> | <i>Yes</i> |
| | | |

Work Experience:

Describe your work experience related specifically to the Request for Proposal to which you are responding. Please list most recent job first. To add work experience, copy the format below and add additional sheets as needed.

18. Section II.H.8.b General Staffing Requirements, page 108, Table II-34 - Changed as follows:

Currently Reads as:

| Master ID | Requirement Description |
|-----------|---|
| 6294 | The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the MEVV Module including, but not limited to: <ol style="list-style-type: none">1. Project Manager2. Testing Manager3. Technical Manager4. Security Manager5. Program Manager6. Training Lead7. Product Lead8. OCM Lead |

Revised as:

| Master ID | Requirement Description |
|-----------|---|
| 6294 | The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the MEVV Module <i>plus 90 days</i> including, but not limited to: <ol style="list-style-type: none">1. Project Manager2. Testing Manager3. Technical Manager4. Security Manager5. Program Manager6. Training Lead7. Product Lead8. OCM Lead |

19. Section II.H.8.b General Staffing Requirements, page 109, Table II-34 - Changed as follows:

Currently Reads as:

| Master ID | Requirement Description |
|-----------|---|
| 6295 | <p>The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the MEVV Module including, but not limited to:</p> <ol style="list-style-type: none"> 1. Operations Manager 2. Configuration Manager 3. Security Manager 4. Technical Manager 5. Product Lead 6. Training Lead |

Revised as:

| Master ID | Requirement Description |
|-----------|---|
| 6295 | <p>The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the MEVV Module including, but not limited to:</p> <ol style="list-style-type: none"> 1. Operations Manager 2. Configuration Manager 3. Security Manager 4. Technical Manager 5. Product Lead 6. Training Lead 7. <i>Testing Manager</i> 8. <i>Program Manager</i> 9. <i>OCM Lead</i> |

20. EVV AMMP Requirements Response Matrix (RRM) – Requirement Matrix Tab - Changed as follows:

Currently Reads as:

| Req ID | RFP Section Reference | RFP Section Name | RFP Subsection Name | Requirement | Proposal Status | Production Status | Pro Typ |
|--------|-----------------------|---------------------------------|---------------------|--|-----------------|-------------------|---------|
| 6294 | II.H.8 | Enterprise and General Services | General Staffing | The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the MEVV Module including, but not limited to: 1. Project Manager 2. Testing Manager 3. Technical Manager 4. Security Manager 5. Program Manager 6. Training Lead 7. Product Lead 8. OCM Lead | | | |
| 6295 | II.H.8 | Enterprise and General Services | General Staffing | The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the MEVV Module including, but not limited to: 1. Operations Manager 2. Configuration Manager 3. Security Manager 4. Technical Manager 5. Product Lead 6. Training Lead | | | |
| 6300 | II.H.8 | Enterprise and General Services | General Staffing | The Contractor shall provide their allocated staff the necessary training and support to become | | | |

Revised as:

| Req ID | RFP Section Reference | RFP Section Name | RFP Subsection Name | Requirement | Proposal Status | Production Status | Pro Typ |
|--------|-----------------------|---------------------------------|---------------------|---|-----------------|-------------------|---------|
| 6294 | II.H.8 | Enterprise and General Services | General Staffing | The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the MEVV Module plus 90 days including, but not limited to: 1. Project Manager 2. Testing Manager 3. Technical Manager 4. Security Manager 5. Program Manager 6. Training Lead 7. Product Lead 8. OCM Lead | | | |
| 6295 | II.H.8 | Enterprise and General Services | General Staffing | The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the MEVV Module including, but not limited to: 1. Operations Manager 2. Configuration Manager 3. Security Manager 4. Technical Manager 5. Product Lead 6. Training Lead 7. Testing Manager 8. Program Manager 9. OCM Lead | | | |
| 6300 | II.H.8 | Enterprise and General Services | General Staffing | The Contractor shall provide their allocated staff the necessary training and support to become knowledgeable in | | | |

21. Section VI.N.1.h Tab 8 – Corporate Background, Experience, and Personnel and Tab 9 – Corporate References, page 160 - Changed as follows:

Currently Reads as:

4. Vendors must furnish at least three (3) references to support the experience requirements listed below in Section B, using [Appendix G: Corporate Reference Worksheet](#) to document experience. A reference may be for an experience of the Vendor or of the subcontractor(s). On the Corporate Reference Worksheet, Vendors should add information; for example, include prominently the applicable experience; and include the subcontractor's name with any reference provided by that subcontractor. Vendors/subcontractors should only list references that are from projects of similar size and scope, including contact name, title, telephone number, and address. Performance references must also include contract type, size, and duration of services rendered. Vendors/subcontractors cannot use any Alabama Medicaid Agency personnel as a reference.
 5. Vendor Procurement Participation Restrictions: Provide a narrative response that describes and explains the Vendor's understanding of the Procurement Participation Restrictions as laid out in the RFP.
 6. Experience Requirements: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, meet and exceed the Experience Requirements as laid out in the Section V.B. – MEVV Experience.
 7. Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.H.8 – Scope of Work, Enterprise and General Services – [General Staffing](#)
 8. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#).
- i. Tab 9 – Corporate References
- The proposal response for this tab does not have a page count requirement or limitation, and should include:
- All required (and any optional/additional and subcontractors) and completed [Appendix G: Corporate Reference Worksheet](#).
 - Minimum of three (3) references ([Appendix G: Corporate Reference Worksheet](#)). Vendors are encouraged to submit additional references, beyond the three (3) required references to help illustrate additional experience with EVV or the services required in this RFP.

Revised as:

~~4—Vendors must furnish at least three (3) references to support the experience requirements listed below in Section B, using [Appendix G: Corporate Reference Worksheet](#) to document experience. A reference may be for an experience of the Vendor or of the subcontractor(s). On the Corporate Reference Worksheet, Vendors should add information; for example, include prominently the applicable experience; and include the subcontractor's name with any reference provided by that subcontractor. Vendors/subcontractors should only list references that are from projects of similar size and scope, including contact name, title, telephone number, and address. Performance references must also include contract type, size, and duration of services rendered. Vendors/subcontractors cannot use any Alabama Medicaid Agency personnel as a reference.~~

4. Vendor Procurement Participation Restrictions: Provide a narrative response that describes and explains the Vendor's understanding of the Procurement Participation Restrictions as laid out in the RFP.
5. Experience Requirements: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, meet and exceed the Experience Requirements as laid out in the Section V.B. – MEVV Experience.
6. Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.H.8 – Scope of Work, Enterprise and General Services – [General Staffing](#).
7. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#).

i. Tab 9 – Corporate References

The proposal response for this tab does not have a page count requirement or limitation, and should include:

- All required (and any optional/additional and subcontractors) and completed [Appendix G: Corporate Reference Worksheet](#).
- Minimum of three (3) references (Appendix G: Corporate Reference Worksheet). Vendors are encouraged to submit additional references, beyond the three (3) required references to help illustrate additional experience with EVV or the services required in this RFP.
- *Vendors must furnish at least three (3) references to support the experience requirements listed below in Section B, using [Appendix G: Corporate Reference Worksheet](#) to document experience. A reference may be for an experience of the Vendor or of the subcontractor(s). On the Corporate Reference Worksheet, Vendors should add information; for example, include prominently the applicable experience; and include the subcontractor's name with any reference provided by that subcontractor. Vendors/subcontractors should only list references that are from projects of similar size and scope, including contact name, title, telephone number, and address. Performance references must also include contract type, size, and duration of services rendered. Vendors/subcontractors cannot use any Alabama Medicaid Agency personnel as a reference.*

22. Section II.A.1 – Overview of Alabama’s Electronic Visit Verification (EVV) Services, page 10 - Changed as follows:

Currently Reads as:

A high-level matrix of the HCBS waivers is available at the following link:
[6.1 LTC HCBS Waivers Matrix 9-30-22.pdf](#).

Revised as:

A high-level matrix of the HCBS waivers is available at the following link:
~~[6.1 LTC HCBS Waivers Matrix 9-30-22.pdf](#)~~.

[6.1 LTC HCBS Waivers Matrix 11-15-23.pdf \(alabama.gov\)](#)

23. Section VIII, General Terms and Conditions, Page 167 - Changed as follows:

Currently Reads as:

Q. Open Trade

In compliance with Ala. Act No. 2023-409, Contractor provides written verification that Contractor, without violating controlling law or regulation, does not and will not, during the term of the contract engage in economic boycotts as the term “economic boycott” is defined in Section 1 of the Act.

Revised as:

Q. ~~Open Trade~~Boycott Clauses

In compliance with Ala. Act No. 2023-409, Contractor provides written verification that Contractor, without violating controlling law or regulation, does not and will not, during the term of the contract engage in economic boycotts as the term “economic boycott” is defined in Section 1 of the Act.

In compliance with Act 2016-312, the contractor hereby certifies that it is not currently engaged in, and will not engage in, the boycott of a person or an entity based in or doing business with a jurisdiction with which this state can enjoy open trade.

24. Section XIV Appendix E: Requirements Response Matrix, Page 211 - Changed as follows:

Currently Reads as:

| Column J – Security Tested |
|---|
| Y – The functionality has been security tested based on NIST 800-53 Rev 4. NOTE: The “Y” value can be applied to Hosting and Environment requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a “moderate” system risk assessment designation. |
| N – The application has not been security tested based on NIST 800-53 Rev 4. |
| N/A – Not applicable to this requirement (e.g., such as a Deliverable Requirement). |

Revised as:

| Column J – Security Tested |
|--|
| Y – The functionality has been security tested based on NIST 800-53- Rev 4 . NOTE: The “Y” value can be applied to Hosting and Environment requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53- rev 4 at a “moderate” system risk assessment designation. |
| N – The application has not been security tested based on NIST 800-53- Rev 4 . |
| N/A – Not applicable to this requirement (e.g., such as a Deliverable Requirement). |

25. EVV AMMP Requirements Response Matrix (RRM) – Instructions and Legend Tab - Changed as follows:

Currently Reads as:

| | |
|----|---|
| 53 | State of Alabama |
| 54 | Alabama Medicaid Agency - AMMP Modular Electronic Verification (MEVV) - RRM |
| 55 | RFP Number: 2023-EVV-01 |
| 56 | INSERT VENDOR / ORGANIZATION NAME HERE |
| 57 | Instructions to Vendors |
| 58 | Column J - Security Tested |
| 59 | Y - The functionality has been security tested based on NIST 800-53 Rev 4. NOTE: The "Y" value can be applied to Hosting and Environment requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a "moderate" system risk assessment designation. |
| 60 | N - The application has not been security tested based on NIST 800-53 Rev 4. |
| 61 | N/A - Not applicable to this requirement. (e.g., such as a Deliverable Requirement) |
| 62 | Column K - Deliverables / Documentation / Methodology |

Revised as:

| | |
|----|--|
| 53 | State of Alabama |
| 54 | Alabama Medicaid Agency - AMMP Modular Electronic Verification (MEVV) - RRM |
| 55 | RFP Number: 2023-EVV-01 |
| 56 | INSERT VENDOR / ORGANIZATION NAME HERE |
| 57 | Instructions to Vendors |
| 58 | Column J - Security Tested |
| 59 | Y - The functionality has been security tested based on NIST 800-53 Rev 4 . NOTE: The "Y" value can be applied to Hosting and Environment requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a "moderate" system risk assessment designation. |
| 60 | N - The application has not been security tested based on NIST 800-53 Rev 4 . |
| 61 | N/A - Not applicable to this requirement. (e.g., such as a Deliverable Requirement) |
| 62 | Column K - Deliverables / Documentation / Methodology |

26. Section II.H.13.b – Training Requirements, Page 138 - Changed as follows:

Currently Reads as:

| | |
|------|--|
| 6268 | The Contractor shall prepare and deliver pre-planned refresher trainings (live, instructor-led), post solution implementation, to help facilitate knowledge gains by end-users from solution use. This training should be delivered upon Agency request, no later than eight (8) weeks after system go-live. |
|------|--|

Revised as:

| | |
|------|---|
| 6268 | The Contractor shall prepare and deliver pre-planned refresher trainings (live, instructor-led), post solution implementation, to help facilitate knowledge gains by end-users from solution use. <i>This refresher training can be virtual.</i> This training should be delivered upon Agency request, no later than eight (8) weeks after system go-live. |
|------|---|

27. EVV AMMP Requirements Response Matrix (RRM) – Requirements Tab - Changed as follows:

Currently Reads as:

| VENDOR NAME: | | | | INSERT VENDOR / ORGANIZATION NAME | | |
|--------------|-----------------------|---------------------------------|---------------------|--|-----------------|----------------|
| Req ID | RFP Section Reference | RFP Section Name | RFP Subsection Name | Requirement | Proposal Status | Product Status |
| 6205 | II.H.13 | Enterprise and General Services | Training Management | The Contractor shall develop onboarding and training processes for new Contractor staff brought in to support the scope of work of this RFP or to address turnover in staff. These processes shall be outlined in the Resource Management Plan. | | |
| 6268 | II.H.13 | Enterprise and General Services | Training Management | The Contractor shall prepare and deliver pre-planned refresher trainings (live, instructor-led), post solution implementation, to help facilitate knowledge gains by end-users from solution use. This training should be delivered upon Agency request, no later than eight (8) weeks after system go-live. | | |
| 4607 | II.H.13 | Enterprise and | Training | The Contractor shall provide a Training Curriculum that will be developed in collaboration with | | |

Revised as:

| VENDOR NAME: | | | | INSERT VENDOR / ORGANIZATION NAME | | |
|--------------|-----------------------|---------------------------------|---------------------|---|-----------------|----------------|
| Req ID | RFP Section Reference | RFP Section Name | RFP Subsection Name | Requirement | Proposal Status | Product Status |
| 6205 | II.H.13 | Enterprise and General Services | Training Management | The Contractor shall develop onboarding and training processes for new Contractor staff brought in to support the scope of work of this RFP or to address turnover in staff. These processes shall be outlined in the Resource Management Plan. | | |
| 6268 | II.H.13 | Enterprise and General Services | Training Management | The Contractor shall prepare and deliver pre-planned refresher trainings (live, instructor-led), post solution implementation, to help facilitate knowledge gains by end-users from solution use. This refresher training can be virtual. This training should be delivered upon Agency request, no later than eight (8) weeks after system go-live. | | |
| 4607 | II.H.13 | Enterprise and | Training | The Contractor shall provide a Training Curriculum that will be developed in collaboration with | | |

I hereby acknowledge the receipt of Amendment 2 to *RFP 2023-EVV-01*.

Authorized [Proposer/Vendor] Signature

Date

[Proposer/Vendor] Organization

AMMP MODULAR ELECTRONIC VISIT VERIFICATION SYSTEM (MEVV) REQUEST FOR PROPOSAL (RFP)

| Question/ Comment# | Page# | Section | RFP Text | Vendor Comment or Question | Agency Response | Amendment Reference (A-X; #XX) |
|--------------------|-----------------------------------|----------------------------------|---|---|---|--------------------------------|
| 1 | 1 | Cover Page | Return Proposal to: Alabama Medicaid Agency Attn: Shannon Crane Lurleen B. Wallace Building 501 Dexter Avenue PO Box 5624 Montgomery, AL 36103-5624 | Due to restrictions of FedEx and UPS shipping to a PO Box, please provide a separate address for overnight delivery by a courier (FedEx or UPS)? | Please use the address listed on the Cover Sheet: Alabama Medicaid Agency Attn: Shannon Crane Lurleen B. Wallace Building 501 Dexter Avenue Montgomery, AL 36103-5624 | |
| 2 | 1 | Cover Page | Return Proposal to: Alabama Medicaid Agency Attn: Shannon Crane Lurleen B. Wallace Building 501 Dexter Avenue PO Box 5624 Montgomery, AL 36103-5624 | Will Alabama Medicaid Agency accept delivery with "signature required" to sign/accept delivery of the submission package? | Yes, the Agency will accept proposal delivery with the signature required. | |
| 3 | 3 | B | Schedule of Events: Proposals Due by 5 p.m. CT 12/27/23 | Given the major upcoming holidays and the complexity of the RFP response, we respectfully request an extension of the RFP Due Date to January 12, 2024 (5 pm CT). | See Amendment 1. | A-1, #3, #4 |
| 4 | 3 | B | Schedule of Events: Proposals Due by 5 p.m. CT 12/27/23 | If an extension is not granted, would the Alabama Medicaid Agency allow electronic submission of bids via email prior to the published RFP Due Date and Time with receipt of the printed copies and thumb drive shortly thereafter? | See Amendment 1. | A-1, #3, #4 |
| 5 | 150 | V.2.h | The Vendor must provide audited financial statements for the last three years or similar evidence of financial stability for the last three years. | Our three years of audited financial statements total nearly five hundred pages alone. May vendors omit the three years of annual financial statements from the hard copies, and only submit their financial statement files electronically on the USB/thumb drive, clearly identifying the location/cross-reference to the appropriate section of the electronic bidder response? If electronic only is not acceptable, will the State allow for the 3 financial statements to be submitted as a single, separate binder? | Vendors are allowed to submit the financial statements in a separate binder. | |
| 6 | 157 | VI.N.1.d.10 | A statement that the Vendor has reviewed PL15_AMMP Tools List and understands the number of accounts provided upon contract award to the successful Vendor | Cannot locate referenced document; The document available on the Procurement website is "2.4_PL15_AMA_Enterprise_Software_List_10-25-23.pdf". Please clarify which document is to be referenced here. | See Amendment 2. | A-2, #1 |
| 7 | 161 | VI.T.3 | Vendors must submit the following in response to this RFP: A jump drive clearly labeled with the Vendor name with the following content. | Please specify <i>exactly</i> what should appear on the label that is to appear on the jump drive. For example, should this simply be the name of the vendor on the label? | See Section VI.T.3. | |
| 8 | RRM 'Instructions and Legend' tab | Instructions to Vendors - Item 7 | 2.4_Final_MEVV3_RRM_10-25-23 document - "For Enterprise / General Services requirements and Deliverable requirements, Column K and, if applicable, Column L are appropriate for Vendor Response (all other Columns F - J need not apply)" | Please clarify the State's guidance for the use of Column L by bidders. The instructions tab #5 indicates that "Vendors are to provide..." while the Column L title indicates to use sparingly. Is it the State's expectation that vendors enter at least something for every requirement in the RRM? In other words, will vendors be scored negatively if no Response Notes are included?onse'. | Vendors are to provide a short, narrative explanation in Column L to further explain and/or justify the selections made in Columns F – K. Column L is to be completed only if applicable. | |

AMMP MODULAR ELECTRONIC VISIT VERIFICATION SYSTEM (MEVV) REQUEST FOR PROPOSAL (RFP)

| Question/ Comment# | Page# | Section | RFP Text | Vendor Comment or Question | Agency Response | Amendment Reference (A-X; #XX) |
|--------------------|-----------------------------------|----------------------------------|--|--|--|--------------------------------|
| 9 | RFP 160 | VI.N.1.h. Tab 8, part 8 | 8. General Staffing | Please confirm that the referenced item is a typo. Our current interpretation is that responses pertaining to Tab 8, item 8. General Staffing and 9. General Staffing should be collapsed into a single response to 8. General Staffing. | See Amendment 2. | A-2, #2, #3 |
| 10 | RRM 'Instructions and Legend' tab | Instructions to Vendors - Item 8 | 2.4_Final_MEVV3_RRM_10-25-23 document - "Print out "Requirement Matrix" Tab (all pages), and must be signed and dated and returned with the bid submission" | Please confirm that vendors can insert a single signature block (signed and dated) on the first page [Instructions and Legend tab] to satisfy the signature requirement. | All pages of the Requirement Matrix must be Printed out and must be signed and dated and returned with the bid submission. | |
| 11 | PL18 1, 2, 3 | Tab 6-10 instructions | Example: "Tab 8: Corporate Background and Experience (RFP\$V and RFP\$II.H.8)" appearing in '2.4_PL18_Response_Narrative_Questions_Template_10-25-23' document | PL18 includes additional RFP section references in the Tab heading. Given that this document is referenced as an "example" structure, is it a requirement to include the RFP section references such as "(RFP\$V and RFP\$II.H.8)" within each section title of the vendor's RFP response? | Yes, the format of PL18 should be followed. | |
| 12 | 157 | VI.N.1.a | The proposal response for this tab must ONLY contain a completed RFP Cover Sheet. The completed RFP Cover Sheet must identify a contact person for the proposal including full name, title, address, telephone number, e-mail address and fax number. All correspondence regarding the proposal will be directed to this individual | The Cover Sheet appearing in the RFP that we are required to use includes areas allowing us to enter information for the following: Vendor Name/Address, Authorized Vendor Signatory, Vendor Phone Number, Vendor FAX Number, Vendor Federal ID Number, Vendor E-Mail Address. If the Authorized Vendor Signatory and the Contact person are different people, where would the State like the contact person's name and title to appear? | Contact information is listed in the information section of the Cover Sheet. The Authorized Vendor Signatory is for the authorized person in the Company to sign only. The other fields in the Vendor Information Section are procurement related which would include the contact information. | |
| 13 | RRM 'Instructions and Legend' tab | Column J - Security Tested | Y - The functionality has been security tested based on NIST 800-53 Rev 4. NOTE: The "Y" value can be applied to Hosting and Environment requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a "moderate" system risk assessment designation. | If vendor must develop new functionality to meet requirement, but application overall has been security tested, what should be reported in Column J? | Column J should reflect "Y" if application has been security tested per the RFP specifications (i.e. FedRAMP or NIST 800-53 "moderate" baseline). Additional Functionality will be tested as part of Alabama Medicaid's Security Assessment processes. | |
| 14 | RFP 162, 163 | VI.T.3.b,d, & f | Vendors must submit the following in response to this RFP: b) One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST have any information asserted as confidential or proprietary removed. d) Where applicable, one separate searchable PDF file for each Tab of the proposal that has any information asserted as confidential or proprietary removed, and the filename shall include the Tab number and name and that it has been redacted. f) One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST have any information asserted as confidential or proprietary removed. | Please confirm that if a vendor does not have any confidential or proprietary information in its bid, no separate files are required on the jump drive as listed in subsection VI.T. Copies Required: 3.b), d) and f). Should vendors note specifically that no separate files are needed in Appendix A – Proposal Compliance Checklist, item 2.c? | See Amendment 2. | A-2, #4, #5 |

AMMP MODULAR ELECTRONIC VISIT VERIFICATION SYSTEM (MEVV) REQUEST FOR PROPOSAL (RFP)

| Question/ Comment# | Page# | Section | RFP Text | Vendor Comment or Question | Agency Response | Amendment Reference (A-X; #XX) |
|--------------------|------------------------------------|-------------------------------------|--|--|---|--------------------------------|
| 15 | RFP 151 | V | 9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in Table II-34: General Staffing Requirements and related requirements located in Appendix E: Requirements Response Matrix, as well as responses to Proposal Narrative Questions. | Narrative questions 56-67 are tied to Section II.H Enterprise and General Services appearing in Tab 6; Instructions for Tab 6 indicate that responses pertaining to sub-section 8 - General Staffing are to be included in tab 8. Which Narrative Questions is the State expecting to appear in Tab 8? | See Amendment 2. | A-2, #6, #7, #8, #9 |
| 16 | | | Our team is trying to locate the document below. Can you please let us know where we can find it? 1. Detailed Technical Architecture Package (EUV2023-DTAP-001) | | See Section II.H.3.a. Note that this is a contract deliverable. | |
| 17 | STAARS - 7 RFP - 156 | STAARS 31 RFP: VI. N.1.d | STAARS - 31. Exception to Terms and Conditions Suppliers may place any qualifications, exceptions, conditions, reservations, limitations, or substitutions in their bid or proposal concerning the contract terms and conditions. However, the State is not obligated to accept any changes to the published terms and conditions of the solicitation. RFP, Letter of Transmittal: 2. A statement that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed non-responsive. | As it is very unlikely that any respondent will be able to meet 100% of the requirements, SLAs, and KPIs listed within the proposal documents, will the Agency confirm that there will be an opportunity to negotiate with the State after selection? For example, language in the 2.4_AMMP-EVV_STAARS_10-25-23 document, page 7, item 31, indicates that it is possible for a vendor to note exceptions, qualifications, etc. in the proposal response. However, there is potentially conflicting information stated in RFP section VI.N.1.d (Letter of Transmittal), where bidders are required to make a statement indicating compliance with terms and conditions, with any addition or exception rendered null and void. | No, the Vendor will not have the opportunity to negotiate changes in the Terms and Conditions after selection. The Agency will not add further interpretations to this Sub-Section. | |
| 18 | STAARS - 7 RFP - 157 | STAARS 31 RFP: VI. N.1.d | STAARS - 31. Exception to Terms and Conditions Suppliers may place any qualifications, exceptions, conditions, reservations, limitations, or substitutions in their bid or proposal concerning the contract terms and conditions. However, the State is not obligated to accept any changes to the published terms and conditions of the solicitation. RFP, Letter of Transmittal: 2. A statement that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed non-responsive. | Assuming that the answer to the question above is that negotiation will be allowed, what is the process/method for noting potential exceptions or qualifications, etc. for negotiation after selection? | The Vendor will not have the opportunity to negotiate changes in the Terms and Conditions after selection. The Agency will not add further interpretations to this Sub-Section. | |
| 19 | Entire RRM document RFP 154 | Entire RRM document RFP VI.F | The entirety of 2.4_Final_MEVV3_RRM_10-25-23 and its associated requirements within the Alabama Medicaid MEVV RFP (2.4_AMMP_MEVV3_RFP_10-25-23) RFP, page 154: F. Adherence to Specifications and Requirements Vendors must submit a statement that the Vendor has an understanding of and will comply with the specifications and requirements described in this RFP. | Industry-leading MEVV solutions are built as a SaaS platform, where the base solution is utilized across multiple states. These offerings allow for configuration for clients, but are not fully-customized solutions. As it is very unlikely that any proven solution will be able to meet 100% of the requirements, and based on the language in the RFP, if a vendor were to respond no to any requirements, will they be disqualified? | See Appendix B - Requirements Response Matrix. Vendors are to make selections of pre-populated answers for columns F - K on the "Requirement Matrix". Column F is the proposal status. The Vendor should enter the correct information in Column F accordingly. | |

AMMP MODULAR ELECTRONIC VISIT VERIFICATION SYSTEM (MEVV) REQUEST FOR PROPOSAL (RFP)

| Question/ Comment# | Page# | Section | RFP Text | Vendor Comment or Question | Agency Response | Amendment Reference (A-X; #XX) |
|-----------------------|-------|-------------------------|---|---|---|--------------------------------------|
| 20 | Tab 1 | 2.4_Final_MEV V3_RRM | Instructions and Legend Tab: Vendors are to provide a short, narrative explanation in Column L to further explain and/or justify the selections made in Columns F - K. Requirement Matrix Tab, Column L: Requirement Response notes(use sparingly, if needed to justify response) | Can the Agency confirm that comments are desired in column 12 only for those requirements that may need further clarification? Or is a comment preferred for each requirement? | Vendors are to provide a short, narrative explanation in Column L to further explain and/or justify the selections made in Columns F – K. Column L is to be completed only if applicable. | |
| 21 | 3 | B | Table I-1: Schedule of Events | The due date for this response is currently 12/27/23. In anticipation of delays in shipping which commonly occur over the holiday season, vendors will likely look to ship proposals with extra time to ensure delivery by the deadline. Given the potential delays due to the holidays, if vendors ship proposals but then the State issues an amendment (which requires a signature and inclusion) after the vendor has shipped, will the State allow for subsequent submissions of signed materials due to the impact of holiday shipping? | See Amendment 1. | A-1, #3, #4 |
| 22 | 9 | I | The Agency intends to procure a MEVV solution for home health services (HHCS) and personal care services (PCS) that require an in-home visit by a provider. | Can the agency provide an estimated number of members anticipated to receive services under HHCS? | The current HHCS estimate is 3,700 recipients. | |
| 23 | 24 | II.C | The Agency requires the MEVV solution to be implemented within twelve (12) months of contract start date. | The length of time for the implementation window will impact the pricing provided by bidders. In order to ensure like-for-like pricing comparisons, should bidders price for a 12-month implementation? Bidders may price based on the 12-months, believing that is the State's preference, while other bidders may price for a shorter window, creating prices that are not comparable. | See Section II.C. The Agency requires the MEVV solution to be implemented within twelve (12) months of the contract start date. | |
| 24 | 26 | II.C | Requirement 6155: The Contractor shall provide a solution that enforces multiple service limits for different service ranges (i.e., day, week, month, and year) as defined by the Agency. | Can the State provide clarification or an example of what is considered a 'service limit' in this use case? | See Section II.B.1 for an overview of the State Operating Agencies (OAs) and waivers supported by EVV. The waivers have different business rules for their service limits. As an example, while one waiver requires authorizations to be assigned as units per week, another waiver requires authorizations to be assigned as units per month. The MEVV Contractor's solution must be capable of accepting and editing against multiple service limits with different ranges. | |
| 25 | 26 | II.C | Requirement 6126: The Contractor shall provide a solution that updates existing authorization records but will not overwrite/override the existing authorization records. The updates will include but not be limited to: <ul style="list-style-type: none"> • Capturing full audit history (current and previous values) • Displaying full audit history (previous values) • Adjusting the available units/dollars appropriately • Paid units/dollars not being adjustable • Providing edits to ensure authorization updates follow Agency defined rules (limitations, etc.) | Can the State provide an example of a use case where an authorization update would not override or overwrite the previous authorization record? | An example is an increase in the quantity of units authorized. The solution must allow the existing authorization record to be updated with the new quantity while preserving the original quantity in the audit history. | |

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| 26 | 26 | II.C | <p>Requirement 6156: The Contractor shall provide an Agency-approved automated EVV and program verification process including but not limited to ensuring:</p> <ul style="list-style-type: none"> • The billing and rendering provider in the EVV visit record is approved for the recipient • The visit procedure codes match those in the EVV authorization record • The number of units charged does not exceed the total number of units approved • The visit record has a clock in and clock out time • The verification of the date of service • The phone number and address on the visit record matches the information in the member file • The Medicaid recipient name and Medicaid ID match the authorization record • The visit record includes the service attendant's name • The Activities of Daily Living (ADL) task list code is present/valid • The visit record contains the Employer of Record (EOR) – for HCBS self-directed only • HCBS Records are Nurse Supervisory Visit compliant | <p>Can the State provide an outline of the process expected for ensuring the rendering provider is approved, and what the vendor's responsibilities are expected to be in this process?</p> | <p>Where applicable, the Operating Agency (OA) will include the rendering Provider ID in the authorization record. The MEVV Contractor must edit visit records to ensure the rendering Provider ID matches the authorization.</p> | |
| 27 | 26 | II.C | <p>Requirement 6126: The Contractor shall provide a solution that updates existing authorization records but will not overwrite/override the existing authorization records. The updates will include but not be limited to:</p> <ul style="list-style-type: none"> • Capturing full audit history (current and previous values) • Displaying full audit history (previous values) • Adjusting the available units/dollars appropriately • Paid units/dollars not being adjustable • Providing edits to ensure authorization updates follow Agency defined rules (limitations, etc.) | <p>Can the State provide a listing or examples of what auto-fill forms are expected for the solution?</p> | <p>Please see Requirement 6181. An example of an auto-fill field on a form would be a US State.</p> | |
| 28 | 27 | II.C | <p>6166: The Contractor shall provide a configurable, single sign-on dashboard as define by the Agency, which includes but is not limited to:</p> <ul style="list-style-type: none"> • OA Administrators • AMA State Administrators • Lead Case Managers • Case Managers • OA Back Office Staff • Service Provider staff | <p>Can the State provide elaboration or further description of the SSO dashboard, or perhaps use cases where something similar is in place for another of the State's solutions?</p> | <p>As an example for the MEVV Contractor, Agency staff must have the ability to log in to all portals using SSO instead of using a different user ID and password for each portal. An example of a State solution with SSO is the ADSS case management software which allows a SSO for multiple dashboards which is role/permission based.</p> | |

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| 29 | 27 | II.C | 6166: The Contractor shall provide a configurable, single sign-on dashboard as define by the Agency, which includes but is not limited to: <ul style="list-style-type: none"> • OA Administrators • AMA State Administrators • Lead Case Managers • Case Managers • OA Back Office Staff • Service Provider staff | Is the expectation of this requirement that all levels of the solution and all users (except for caregivers) require SSO? | The expectation is for a SSO per individual, including caregivers. | |
| 30 | 28 | II.C | Requirement 6182: The Contractor shall provide a solution that provides a user friendly front end application that: <ul style="list-style-type: none"> • Is compatible across multiple operating systems • Has the ability to capture, store and transmit EVV visit records from multiple media sources/mobile devices | Can the State provide clarification or examples of what media sources are envisioned for this requirement? | Examples include, but are not limited to, IVR via landline and users who may input data using a desktop computer. | |
| 31 | 28 | II.C | Requirement 6139: The Contractor shall provide a solution to accept claims extract files from the Fiscal Agent. | Can the State please clarify if "claims" in this context refers to 837s or 835s? | See Section II.C.1 - MEVV Data, specifically the paragraph with the heading "Paid Claims Data". | |
| 32 | 28 | II.C | Requirement 6139: The Contractor shall provide a solution to accept claims extract files from the Fiscal Agent. | As a general question for this requirement as well as the full RFP, can the State clarify that claims are not expected to be generated out of the EVV system within the scope of this RFP, with the exception of file transmittal to the Fiscal Agent? | See Section II.C.3 - MEVV Workflow which states "For this RFP the Contractor will not be involved in the claims process". | |
| 33 | 28 | II.C | Requirement 6185: The Contractor shall provide a solution to enroll and certify providers using the Agency's enrollment process. | Can the State provide clarification for the process to enroll and certify providers? Is there an expectation that the vendor take responsibility for credentialing providers to be able to service members? | The MEVV Contractor will not be responsible for credentialing providers. Once the Agency enrolls the provider in the Medicaid program, the MEVV Contractor will use the information provided by Medicaid to add the providers to the Contractor's solution. | |
| 34 | 28 | II.C | Requirement 6132: The Contractor shall provide a configurable role-based solution that allows authorized users to edit certain fields and records as defined by the Agency's rules and policies. For example, providers should not have the capability to change certain demographic information in the recipient profile and visit records. | Can the Agency provide the rules and policies which define the authorizations and the information that should not be editable by providers? | One Alabama-specific example of information that is not editable by providers is the diagnosis code. The Agency will provide rules and policies to the MEVV Contractor following contract award. | |
| 35 | 28 | II.C | Requirement 6145: The Contractor shall provide a solution with a document repository for sharing documents with stakeholders as approved by the Agency. | Please confirm that the stakeholders in this context are considered "internal," referring to stakeholders at the State and the vendor. | This requirement is related to the repository for "external" stakeholders. Per Section II.H.1.10, the MEVV Contractor is required to store all project-related documentation in the Agency-approved repository (e.g., SharePoint). | |
| 36 | 29 | II.C | Requirement 6141: The Contractor shall ingest historic operational data to ensure business continuity for historical data purposes. | Does the Agency expect any additional historical data will need to be ingested beyond what the incumbent already has in their system? | See Section II.C.1 - MEVV Data which requires the MEVV Contractor's aggregator solution to "include historical EVV data from previous contractors" and Section II.G.2 under Data Conversion which requires the MEVV Contractor to "maintain a minimum of six years of historical data". | |
| 37 | 29 | II.C | Requirement 6152: The Contractor's data aggregator portal to produce on demand canned and ad hoc reports and metrics as required by the Agency. | Please provide the Agency's definition of 'ad hoc.' Is this the capability for an analyst on the Agency side pulling together queries from the solution, or requests to the vendor to produce new reports on demand? | The Agency is open to either option; namely, an Agency analyst creating the queries from the MEVV Contractor solution or the MEVV Contractor producing the new reports as needed. | |

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| 38 | 30 | II.C.1 | Data Aggregator The MEVV Contractor's solution shall provide data aggregation functionality for the collection and processing of EVV data from all sources including but not limited to OAs, FMSAs, the Agency's fiscal agent, and other EVV third parties. | Can the State verify that under the scope of this project, the MEVV solution is aggregating data for self direction, but not providing any EVV tools? | The MEVV Contractor will not be required to provide an EVV solution for the self-directed population. However, the MEVV Contractor must aggregate all data, including the EVV data for the self-directed population. | |
| 39 | 31 | II.C.1 | Requirement 6343: The Contractor shall provide a solution with the capability to denote the recipient's status and update the need for additional assistance. | Can the Agency please define and/or provide examples of 'recipient status' in this context? | The MEVV Contractor's solution must be able to apply updates from OAs and other entities related to recipient status, examples include, but are not limited to, active and terminated. | |
| 40 | 31 | II.C.1 | Requirement 6343: The Contractor shall provide a solution with the capability to denote the recipient's status and update the need for additional assistance. | Can the State define or provide examples of 'recipient status' in this requirement? | The MEVV Contractor's solution must be able to apply updates from OAs and other entities related to recipient status, such as active and terminated. | |
| 41 | 31 | II.C.1 | Req 6225 - The Contractor shall provide a solution that supports mass/bulk transfer process that is capable of reassigning records including all current data and related history which should including but not limited to Recipients, Case Workers, Providers, and In-Home Service Workers based on Agency approved rules. | Can the State clarify what is meant by mass bulk/transfer, and to where? Can an example be provided of where the vendor will be required to transfer/move data? | An example of a bulk/mass transfer is the initial loading of all current recipients and authorizations (etc.) into the MEVV Contractor's solution prior to implementation. | |
| 42 | 32 | II.C.1 | Req 6304 - The Contractor shall provide a solution with an Agency-centric, dynamic rules based EVV for storing, managing and updating Agency approved business rules that: • Guide day-to-day business activities • Provide for operational business decisions • Assist with reduction in errors | Can the Agency provide a summary of anticipated dynamic rules that are desired to deploy in the solution? | The Agency will provide the dynamic rules to the MEVV Contractor following contract award. | |
| 43 | 32 | II.C.1 | Req 6335 - The Contractor shall provide a solution that sends the response file with approved/unapproved visit data to self-directed recipients from the Financial Management Systems Agencies (FMSAs). | Can the Agency provide a use case for this scenario? In self-direction, the recipient/member is responsible for approvals, so what data would then need to be sent to them for their review/approval? | The MEVV Contractor will be responsible for performing edits/validations prior to ingesting visit data; for example, validate that all required data elements are present. The response file informs the FMSAs which records were accepted and which records contain errors. | |
| 44 | 42 | II.E.1.c | The Agency requires that the Contractor's Alabama MEVV solution implementation be independent and not rely on its enterprise product roadmap and enterprise platform product team in prioritizing work to be done for Alabama. | The industry standard for EVV solutions is to provide a SaaS platform designed to meet the federal requirements of the Cures Act, while also allowing for state-specific configuration. This means that it is not possible for the roadmap to be dictated by any one client. Can the State clarify if the desire with this requirement is to have a custom solution designed solely for Alabama, or is a SaaS platform that is configurable but not a custom solution for Alabama acceptable? | See Section II.E.1.c - Software; specifically the first paragraph which states "The Agency intends to use COTS products and SaaS to the extent possible. Any software proposed must be easily configurable ...". This requirement is related to prioritizing work to be done for Alabama. | |
| 45 | 43 | II. E.1 | Requirement 6137: The Contractor shall retain any data or data files that are sent or received from any external entity including but not limited to any State Agency or provider for twelve (12) months unless otherwise specified. | A standard provision in similar client contracts across the country is to retain data sent/received from external entities for 90 days. A longer term results in additional risk and storage cost for both the client and the vendor. Is the State amenable to reducing the retention period to 3 months? | No. "The Contractor shall retain any data or data files that are sent or received from any external entity including but not limited to any State Agency or provider for twelve (12) months unless otherwise specified." | |
| 46 | 49 | II.F.1 | SaaS Service Level Agreement Standards table - Association of EVV Record to Claim | As the State has established that the MEVV vendor will not be involved in the claim process, can the State verify that the Association of EVV Record to Claim SLA is specific to the CMS OBC KPI for post payment reconciliation? | See Section II.F.1.a - Service Level Agreement - Association of EVV Record to Claim which does not specify the entity involved in the claims process. | |

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| 47 | 49 | II.F.1 | SaaS Service Level Agreement Standards table - Association of EVV Record to Claim | As the State has established that the MEVV vendor will not be involved in the claim process, is the MEVV vendor solely responsible for ensuring that the encounter data (paid claims) data that it receives are successfully run through the system, or is the expectation that the MEVV vendor is responsible if the claim does not associate to an EVV record in the MEVV system? | See Section II.F.1.a - Service Level Agreement - Association of EVV Record to Claim which indicates "The MEVV contractor shall compare all EVV claims that are non-duplicative and were paid during the month, with those claims that have a complete EVV visit records. Complete EVV visit records are those that have captured in the record all required data elements according to the 21st Century Cures Act." | |
| 48 | 49 | II.F.1 | SaaS Service Level Agreement Standards table - EVV Records Without Manual Edits | Manual edits are a standard requirement as it pertains to EVV, as circumstances may exist that result in a caregiver attending to a member prior to clocking in for urgent care needs. In order to maintain a threshold of visits without manual edits, specific policy will be needed from the state. In addition, the MEVV vendor can track and report on the manual visits, but will not have control over enforcing a limit if the system allows manual edits. Can the state confirm that a policy will be mandated as well as state resources will be tasked will following up on high manual visit usage providers? | The Agency has plans to develop policies for providers that have a high volume of manual edits and will have resources to follow up providers who have a high volume of manual edits. | |
| 49 | 49 | II.F.1 | SaaS Service Level Agreement Standards table - EVV Records Without Manual Edits | If the State will be allowing manual visits, can the State clarify how the MEVV vendor will be measured as a technology vendor is not a policy enforcer, but rather a system provider with rules and functionality? If providers are over using manual visits, which results in the KPI number being lower than the table shows, what is the expectation on the MEVV vendor for rectifying as the system is still performing as expected? | The Agency has plans to develop policies for providers that have a high volume of manual edits and will have resources to follow up providers who have a high volume of manual edits. | |
| 50 | 51 | II.F.1.d | d. Service Level Agreement - Maintenance/Updates/Upgrades 1. Maintenance/Updates. All recurring planned maintenance must be scheduled and performed outside of working hours (M-F, 6:00 a.m. - 7:00 p.m. Central Time, non-holidays) with State advance approval. Urgent planned maintenance may be scheduled and performed during working hours with State advance approval if non-working hours are nonviable. Planned downtime should occur between 11:00 p.m. - 5:00 a.m. CT. | As a SaaS solution, we are obligated to deploy maintenance, updates, and upgrades across platform to our entire client base at the same time, allowing for equal access to our solution. We provide notice of these scheduled maintenance windows, which always occur outside of working hours, but we cannot delay maintenance updates for the approval of one client. Is the intent of this requirement that the State approve the timing of scheduled maintenance windows? | Yes. See Requirement 4592 which indicates "The Contractor shall utilize and adhere to Agency-approved standard maintenance windows to minimize MES Stakeholder disruption in a multi-contractor, integrated system wide enterprise solution." | |
| 51 | 52 | II.F.1.f | f. Key Performance Indicator - Backups Backup restorations from short-term storage, including transaction logs and testing, shall complete within eight (8) hours. Backup restorations from long-term storage shall complete within five (5) calendar days. This would be used for finding something in a point in time; this would not occur within the Production environment. | Backup restorations can take varying amounts of time, often for reasons outside of the vendor's control. Is the State amenable to modifying short-term restoration for completion within 24 hours, in alignment with industry standards? | The time frames named in the backup restoration KPI's are fixed values. Business Objectives & requirements dictate Contingency Planning terms like the Recovery Point Objective (RPO), Recovery Time Objective (RTO), and Maximum Tolerable Downtime (MTD), not industry standards. | |

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| 52 | 53 | II.F.1.g | <p>g. Key Performance Indicator - Disaster Recovery The MEVV Contractor shall meet the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements listed below in the case of disaster recovery. The MEVV Contractor shall test and document the disaster recovery process at least bi-annually (twice a year) to ensure compliance with the RTO and RPO.</p> <ul style="list-style-type: none"> • Recovery Time Objective (RTO): < 6.0 clock hours <ol style="list-style-type: none"> 1. Measurement Item. Recovery time objective testing 2. Measurement Description. Disaster recovery completed 3. Measurement Logic. The measurement logic is Time < 6 hours 4. Measurement Period. Bi-annually • Recovery Point Objective (RPO): < 6.0 clock hours <ol style="list-style-type: none"> 1. Measurement Item. Recovery point objective testing 2. Measurement Description. Disaster recovery completed 3. Measurement Logic. The measurement logic is Time < 6 hours 4. Measurement Period. Bi-annually | <p>As a SaaS solution, we offer RTO 24 hrs and RPO 4 hrs, which prevails in our contracts for clients of similar scope across the country, and which we defined according to HIPAA regulations and guidance in International Organization for Standardization (ISO) 22301 and from the National Institute of Standards and Technology (NIST). Is the State amenable to adjusting these required RTO/RPO thresholds, or will a vendor be disqualified if they cannot meet these RTO requirements?</p> | <p>The time frames named in the backup restoration KPI's are fixed values. Business Objectives & requirements dictate Contingency Planning terms like the Recovery Point Objective (RPO), Recovery Time Objective (RTO), and Maximum Tolerable Downtime (MTD), not industry standards.</p> | |
| 53 | 53 | II.F.1.h | <p>h. Service Level Agreement - Escalation/Managed Security Service Providers (MSSP) 1. Monitoring. The MEVV Contractor shall provide a 24/7 security and event management or equivalent solution to aggregate logs, monitor system activity, identify suspect behavior/anomalies, security events, file integrity, evaluate logs, and provide an alerting capability. Solution shall provide the ability to audit/track all activity specific to each user and process, including at minimum, date and time of last login, invalid login attempts, system errors, and all transaction activities, including inquiries. Solution shall also provide a user interface for the State to review activity and alerts. Access and authentication reports shall be provided daily to the State, and the State shall have the ability to view access logs on the fly. Logs shall be kept and archived on a schedule as approved by the State.</p> | <p>As a SaaS solution with multiple clients on our platform, we cannot provide access/user interface to our SIEM to any client for the purpose of reviewing security events, file integrity, and evaluate logs, as it poses a security risk for all other clients. The application itself allows the Agency to view user access. Is the State amenable to negotiating a reporting cadence for these needs, or will a vendor who cannot allow this access be disqualified?</p> | <p>No, the State will not negotiate a reporting cadence. No, a vendor will not automatically be disqualified as a result of its inability to meet this requirement. See Table VII-1 - MEVV RFP Evaluation Scoring Breakdown.</p> | |
| 54 | 55 | II.F.1.K | <p>K. Service Level Agreement - Performance Discount Calculations, 6144: The Contractor shall provide a configurable and interactive dashboard that provides real-time information that is used to track Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) that are agreed upon by the Agency.</p> | <p>We currently offer monthly reporting to our clients for SLA and KPI metrics. Will a vendor be disqualified if a dashboard for these items is not part of the solution?</p> | <p>See Requirement 6144. This is a requirement, not a preference.</p> | |
| 55 | 58 | II.E.1 | <p>Requirement 6109: The Contractor shall work with the Fiscal Agent to send and receive data.</p> | <p>Can the Agency please clarify or provide examples of what specific data is included in this requirement?</p> | <p>As an example, see Section II.C.1 - MEVV Data, specifically the paragraph with the heading "Paid Claims Data".</p> | |
| 56 | 58 | II.E.1 | <p>Req 6109 - The Contractor shall work with the Fiscal Agent to send and receive data.</p> | <p>Can the State define/provide which specific data files are expected to be sent/received?</p> | <p>As an example, see Section II.C.1 - MEVV Data, specifically the paragraph with the heading "Paid Claims Data".</p> | |

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| 57 | 58 | II.E.1 | Req 6097 - The Contractor shall provide a solution that supports metadata management program that encompasses metadata, master data, data dictionaries, reference data, and business rules with established Agency polices, processes, and procedures. | Can the State clarify specifically what type of data they need to have supported and provide an example of how you wish to use the data? | The Contractor will be responsible for supporting all Agency defined Master data management processes and any additional data elements designated by the Program areas for quality and integrity. The scope includes all transactional and administrative data elements, in motion and at rest, utilized by the Agency and the associated programs to improve data quality and integrity. | |
| 58 | 58 | II.E.1 | Req 6101 - The Contractor shall provide, implement, maintain, and support comprehensive metadata management for all metadata defined within the Contractor's environments including, but not limited to, a data dictionary, history of changes, all ETL/ELT mappings, and all interface, file, and dataset definitions for their solution to align with the Enterprise Data Management Plan. | Can the State clarify specifically what type of data they need to have supported and provide an example of how you wish to use the data? | The Contractor will be responsible for supporting all Agency defined Master data management processes and any additional data elements designated by the Program areas for quality and integrity. The scope includes all transactional and administrative data elements, in motion and at rest, utilized by the Agency and the associated programs to improve data quality and integrity. | |
| 59 | 97 | II.H.5 | Req ID 4504 - The Contractor shall provide a back-up and recovery solution system in compliance with State of Alabama Information Technology Policy 673-00 and CFR 164.308 (7)(ii)(A) rules and regulations to ensure full back-up. | Can Alabama Information Technology Policy 673-00 be provided? We were unable to find it in the procurement library or the SharePoint repository to which we were granted access. | Following is a link to this Policy: https://oit.alabama.gov/wp-content/uploads/2022/07/Policy_673_Backup_and_Recovery-1.pdf | |
| 60 | 98 | II.H.5 | Req ID 4517 - The Contractor shall ensure their solution allows for a maximum Recovery Time Objective (RTO) of six (6) hours for the module's solutions and services. | Will a vendor be disqualified for following best practice with an RTO of 24 hours instead of 6? | No, a vendor will not automatically be disqualified as a result of an inability to meet RTO time frames. See Table VII-1 - MEVV RFP Evaluation Scoring Breakdown. | |
| 61 | 100 | II.H.6.a | In April 2022, CMS published the Streamlined Modular Certification for Medicaid Enterprise Systems Certification Guidance Version 1.0. As such, the Agency will utilize the Streamlined Module Certification (SMC) approach for individual module-based and enterprise-wide system certification, or an alternate certification methodology as required by CMS at the time the MEVV module is ready to be certified. | On October 24, 2019, CMS established Outcomes-based Certification for Electronic Visit Verification (EVV) Systems. CMS has established this as the standard for certifying an EVV system. The Streamlined Modular Certification was established as stated in 2022, but CMS has not replaced the EVV OBC Cert with the streamlined requirements. Can the State confirm that certification is required as it pertains to the CMS Outcomes-based Certification for Electronic Visit Verification (EVV) Systems? | See Requirement 4551 which states "The Contractor shall be able to adapt to changes to the Outcomes-Based Certification (OBC)/SMC approach as they become available from CMS in order to support the Agency complying with CMS' Conditions and Standards for Enhanced Federal Funding and achieving and maintaining Federal certification." | |

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| 62 | 108 | II.H.8.b | <p>The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the MEVV Module including, but not limited to:</p> <ol style="list-style-type: none"> 1. Project Manager 2. Testing Manager 3. Technical Manager 4. Security Manager 5. Program Manager 6. Training Lead 7. Product Lead 8. OCM Lead <p>The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the MEVV Module including, but not limited to:</p> <ol style="list-style-type: none"> 1. Operations Manager 2. Configuration Manager 3. Security Manager 4. Technical Manager 5. Product Lead 6. Training Lead | <p>Can a vendor propose that a fully qualified employee fill more than one key role, as long as there is no negative impact on project and operational milestones, deliverables, and tasks?</p> | <p>See Section II.H - General Staffing; Tables II-35 through II-44. Each position has Min. FTE and Allocation information per role.</p> | |
| 63 | 108 | II.H.8.b | <p>The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the MEVV Module including, but not limited to:</p> <ol style="list-style-type: none"> 1. Project Manager 2. Testing Manager 3. Technical Manager 4. Security Manager 5. Program Manager 6. Training Lead 7. Product Lead 8. OCM Lead <p>The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the MEVV Module including, but not limited to:</p> <ol style="list-style-type: none"> 1. Operations Manager 2. Configuration Manager 3. Security Manager 4. Technical Manager 5. Product Lead 6. Training Lead | <p>If a vendor cannot meet all requirements related to one of the dedicated positions, is it acceptable to submit either a person who meets most requirements or commit to a qualified hire upon selection? Vendors may have difficulty assigning qualified personnel who are actively engaged on or currently committed to other projects at the time of selection.</p> | <p>No. See Section II.H.8 - General Staffing.</p> | |

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| 64 | 108 | II.H.8.b | <p>The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the MEVV Module including, but not limited to:</p> <ol style="list-style-type: none"> 1. Project Manager 2. Testing Manager 3. Technical Manager 4. Security Manager 5. Program Manager 6. Training Lead 7. Product Lead 8. OCM Lead <p>The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the MEVV Module including, but not limited to:</p> <ol style="list-style-type: none"> 1. Operations Manager 2. Configuration Manager 3. Security Manager 4. Technical Manager 5. Product Lead 6. Training Lead | <p>Industry best practices often call for Key Personnel to be dedicated fully to the applicable phase of a project, with flexibility to be less active during other project phases where the role is not as applicable. The State is requiring that several key roles be available throughout the entirety of the project (Technical Manger, Security Manager, Training Lead, Product Lead, etc.). Will the State confirm that these Key Roles must be 100% dedicated through every phase of the project, for all years? Or may these roles have flexibility to be completely dedicated during individual relevant project points?</p> | <p>See Section II.H - General Staffing; Tables II-35 through II-44. Each position has the specific phases listed per role. See also Amendment 2.</p> | |
| 65 | 110 | II.H.8.c | <p>Key Personnel - Project Manager - From Contract Start Date Through Federal Certification of the MEVV Module until 90 days post certification review</p> | <p>Current pricing forms do not allow for assumptions or incidental costs. Please provide a process or revised form that allows vendors to note these items as they may impact implementation costs. For example, CMS has established that at least 6 months must pass after go-live before CR can be completed. In addition, CMS may be backlogged on certifications and has previously taken more than a year in some instances to provide official certification. As dedicated staff are a cost to vendors, how will unexpected delays that are not the fault of the MEVV vendor be handled if they extend the period of dedication for a resource beyond the expected timeline?</p> | <p>See Section II.H.6 - Certification Management. Specifically, "Finally, the MEVV Contractor must understand that any/all certification assistance and work activities required will span the term of the Contract."</p> | |
| 66 | 115 | II.H.8.b | <p>Table II-41: Key Personnel - Program Manager, Min. FTE 2.00</p> | <p>The table summarizing the requirements and qualifications for the key personnel position of Program Manager currently indicates it as "2.00" for minimum FTE, where the other roles all indicate "1.00" minimum FTE. Can the Agency please clarify if this should instead be 1 FTE?</p> | <p>The position is stated correctly as a minimum of 2.00 FTE for the position of Program Manager due to the complexity of the requirements in this RFP.</p> | |
| 67 | 131 | II.H.11.e | <p>The MEVV Contractor shall participate in the Agency Incident Response Capability which includes, but is not limited to:</p> <ul style="list-style-type: none"> • Forwarding system logs to the Agency Security Information and Event Management (SIEM) platform, as requested by Medicaid | <p>Our solution is a true SaaS platform. As the application is hosted in a multi-tenant environment, we are unable to forward system logs to the Agency as the logs contain data for other customers. In lieu of direct shipment of logs, can a monthly review of a MDR solution be performed to go over alerts and remediation activities.</p> | <p>No, a monthly review of a MDR solution cannot be performed in lieu of direct shipment of logs.</p> | |
| 68 | 135 | II.H.12 | <p>Requirement 6278: The Contractor shall provide a process that corrects errors under their control within twenty (20) days of identification of the errors.</p> | <p>Can the Agency provide a definition or example of errors in this context?</p> | <p>In this context, "error" means any data or action which is incorrect or inaccurate regardless of the cause of the error (e.g. bug, defect, anomaly, etc.).</p> | |

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| 69 | 135 | II.H.12 | Requirement 6275: The Contractor shall notify third-party vendors within three (3) business days of the error being identified for errors not under the Contractor's control. | Can the Agency provide a definition or example of errors in this context? | As an example, if the MEVV Contractor's solution rejects or is unable to process a file submitted by a third-party vendor, the MEVV Contractor must notify the vendor within three (3) business days. | |
| 70 | 140 | II.H.13 | Requirement 6234: The Contractor shall work collaboratively with the Agency to ensure the tools, training assets, and knowledge transfer processes managed by the Contractor are modified to be compatible with the Agency's Enterprise Learning Solution. | Is the intent of this requirement that the vendor integrate their training videos or learning content into the Agency's tool? | Requirement 6234 is specifically related to the Agency's Enterprise Learning Solution. The Agency is currently working on an Enterprise Learning Solution and the Agency will work collaboratively with the Contractor at that time when it is available. See also Requirement 6345 which is related to a separate solution. This requirement indicates "The Contractor shall provide a solution that allows role and privilege-based access to all Alabama-specific training materials." | |
| 71 | 145 | II.H.14 | Req 4651 - The Contractor shall actively participate in the Agency Vulnerability Management Program, which includes but is not limited to: 1. Authenticated system component vulnerability and configuration scans 2. Dynamic application scans 3. Static code scans 4. Database configuration and vulnerability scans 5. Penetration testing exercises | Our solution is a true SaaS platform. We contract with a 3rd party vendor to perform authenticated component scans, database vulnerability scans and penetration tests. We are able to provide the full detail of these reports along with exports of our dynamic and static code scans. Is this an acceptable alternative to ensure the confidentiality of the SaaS environment? | Yes, if Alabama Medicaid is able to obtain detailed vulnerability reports from the vendor according to the cadence defined in Medicaid Enterprise Security Policy, then the Agency will accept this as a response. All 5 inclusions must be provided: 1. Authenticated system component vulnerability and configuration scans 2. Dynamic application scans 3. Static code scans 4. Database configuration and vulnerability scans 5. Penetration testing exercises | |
| 72 | 151 | V.7 & 8 | 7. Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.H.8 – Scope of Work, Enterprise and General Services– 8. General Staffing. | There is a paragraph break in the middle of the requirement for #7 that appears to be accidental. Can the Agency please confirm that requirement 8 should be part of requirement 7, and therefore the total list for this section has 8 requirements and not 9? | See Amendment 2. | A-2, #6, #7, #8, #9 |
| 73 | 154 | VI.G | In the event of inconsistencies or contradictions between language contained in the RFP and a Vendor's response, the language contained in the RFP will prevail. Should the State issue addenda to the original RFP, then said addenda, being more recently issued, would prevail against both the original RFP and the Vendor's proposal in the event of an inconsistency, ambiguity, or conflict. | Can the Agency please provide further clarification around this statement? Is the intent that in the event there is a typo or other change in the original RFP requirements/text as it appears in the vendor's response, the original RFP text prevails? | The language of the RFP, as amended, will prevail. | |

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| 74 | 158 | VI.N.1.f | The Narrative Response to the entire SOW must be laid out, organized, and flowed in accordance with the order/manner as it is presented and laid out, within this RFP. Vendor Response to Agency Narrative Questions (as included within) Section II – Scope of Work Response to Narrative Questions – Roles and Responsibilities Q-01 What are your experiences, and approaches you took in working with state/governmental agencies embarking on modular solutions? <i>Vendor response to Question/Statement. Identify and/or label any specific references to applicable requirements in-line with the text (e.g., "REQ – XXXX").</i> | The Agency provides an example of a layout for a question and response in both this section of the RFP as well as in 2.4_PL18_Response_Narrative_Questions_Template_10-25-23. Is the italic font for the vendor response used to differentiate between the required question and the Agency's guidance on how to respond, or is the intent to have the bidder's responding language in italics for each question? Is it sufficient to have clear differentiation between each question and the bidder response, without the response being in italics? | Vendors are to use the format in PL18. | |
| 75 | 164 | VIII.C | The contract shall be let for a total of eight (8) years. Current Alabama contract rules and regulations require a contract term to be no more than two (2) years when submitted to the Legislative Oversight Committee. Therefore, the original contract term will be for two (2) years, with three (3) two-year options for extension. Should the rule change or an exception become available, the Agency reserves the right to offer a four (4) year contract term where appropriate and to modify the renewal options accordingly to fit the total eight (8) year contract period. | In order to ensure bidders are proposing like-for-like pricing, understanding that pricing is required for all 8 years, can the State clarify if the contract will have a base period of 2 years or 4 years? | See Section VIII.C. - Term of Contract which indicates "the original contract term will be two (2) years, with three (3) two-year options for extension." | |
| 76 | Appendix C | Schedule D | For proposal evaluation only, the Agency will use 8,400 personnel-hours expended in each year in contract years 1 through 8 to calculate the extra contractual services evaluated price. The extra contractual services evaluated price will be added to the Firm and Fixed Total Price on Schedule A. | The text in the column header and the associated formula are based on 1,000 hours a year. The instructions show 8,400 hours each year. Please clarify the correct number of personnel hours the state intends to use. | See Amendment 1. | A-1, #1, #2 |
| 77 | Page 38 | Item D-5 | Each deliverable must be oriented, branded, and presented as the property of the Agency. Each deliverable, upon submittal into the 10-5-5 review process, becomes the permanent organizational asset of the Agency. Each deliverable will be reviewed and approved by the stakeholders identified in the deliverables Responsibility, Accountability, Consulted and Informed (RACI) Chart with approval authority. | Please confirm that the language on Page 172 below governs the ownership of the software and what is and what is not the property of the agency. NN. Software and Ownership In accordance with Federal regulations, if the AMA is using CMS enhanced funding for commercial-off-the-shelf (COTS) configuration or customization, those elements become subject to existing regulation at 45 CFR §96.617 regarding State and Federal ownership and royalty-free licensing. This regulation for royalty-free, non-exclusive, and irrevocable license to software applies only to software related to the customization and configuration of a COTS product for State use and does not apply to the core product. | Section NN - Software and Ownership refers to system ownership. Section II.D.5 refers to project deliverables such as, but not limited to, the Project Schedule and the Project Management Plan. | |
| 78 | Page 86 | Item 6263 | 6263 The Contractor shall develop and submit a Detailed Technical Architecture Package (DTAP) to the Agency six (6) months after the contract start for review and approval. The Contractor shall update the DTAP every six (6) months through the term of the contract. | Please confirm that these requirements and other similar requirements do not apply to require the contractor to disclose information about its proprietary core COTS SaaS system. | See Section II.E.1.a. This deliverable is specifically related to the set up, configuration, and implementation for the Alabama-specific requirements for the EVV solution. The Agency is not seeking proprietary information. | |

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| 79 | Page 15 | 2.4_AMMP_MEVV3_RFP_10-25-23 C.Modular Electronic Visit Verification | The Modular Electronic Visit Verification (MEVV) is a module within the MES. This RFP will procure the MEVV solution for the next contract term. The MEVV solution provides multiple methods – Mobile, Telephone, and Web application for capturing related Electronic Visit Verification (EVV) data. The MEVV solution aggregates EVV data from third-party systems. Providers are required to submit standardized visit-related data as defined by the Alabama Medicaid Agency and the MEVV Contractor to the MEVV solution. The Alabama Department of Mental Health, Alabama Department of Senior Services, and the Alabama Department of Rehabilitation Services also submit data via Secure File Transfer Protocol (SFTP) to the MEVV solution to allow for various users of the system to submit visit and verification data. The MEVV module Contractor must work closely with the SIS Contractor to successfully implement Centralized services for MES. | It states here that providers are required to submit standardized visit-related data ...to the MEVV solution and the OAs listed (ADMH, ADSS and ADRS) send their EVV data via SFTP. What programs/agencies are the previously referenced "Providers" under? What services/programs are remaining that are not under one of the OAs that would be submitting EVV data through a 3rd Party system or directly into the MEVV open system? | Alabama Technology Assisted (TA) waiver, home health and private duty nursing are examples of providers whose data does not come in from the OAs via SFTP. ADPH may use an SFTP process. | |
| 80 | RFP Appendix C, p.199 / MEVV3 Appendix C Pricing Schedule | Sched D tab | RFP page 199: For proposal evaluation only, the Agency will use 10,000 personnel-hours expended in each year in contract years 1 through 8 to calculate the extra contractual services evaluated price. The extra contractual services evaluated price will be added to the Firm and Fixed Total Price on Schedule A. Appendix C, Sched D tab: For proposal evaluation only, the Agency will use 8,400 personnel-hours expended in each year in contract years 1 through 8 to calculate the extra contractual services evaluated price. The extra contractual services evaluated price will be added to the Firm and Fixed Total Price on Schedule A. | The RFP Appendix C indicates that the Agency will use 10,000 personnel-hours expended in each year in contract years 1 through 8 to calculate the extra contractual services evaluated price. The instructions block in the Sched D tab states that the Agency will use 8,400 personnel-hours expended in each year in contract years 1 through 8 to calculate the extra contractual services evaluated price. However, the workbook and formula are using 1,000 hours per year. Please confirm that the 1,000 hours per year is correct for proposal evaluation only. | See Amendment 1. | A-1, #1, #2 |
| 81 | RFP p.156 | VI.N.1.b | b. Tab 2 – Proposal Compliance Checklist The Proposal Response in this tab should ONLY contain a completed copy of Appendix A: Proposal Compliance Checklist. | Please clarify whether vendors should fill in the Proposal Reference column with cross-reference information (when applicable) or whether this column is for use by only the RFP Coordinator. Also, assuming the RFP Coordinator will check the boxes for each row once compliance is verified (that is, not to be checked by the vendor). | The Proposal Reference column is provided for the Vendor to cross reference the location of the proposal information. | |
| 82 | RRM 'Instructions and Legend' tab | Instructions to Vendors - Item 6 | For MEVV (system/solution requirements) only Columns F - J are required to be completed by Vendors. Column L, if applicable, can also be completed. | Should this instruction also apply to the MEVV Architecture requirements? | See Amendment 2. | A-2, #10, #11 |
| 83 | RFP 179 | Appendix A Checklist # 30 | 30. The proposal includes signed Key Personnel resumes, and three (3) professional references must be submitted within the response. Use Appendix H: Key Personnel Resume Sheet. | Please confirm that the required signature noted in Appendix H with "Authorized Vendor Signature" is the same as the "Authorized Vendor Signatory" on the RFP Cover Sheet. | Yes, the "Authorized Vendor Signature" required in Appendix H is the same as the "Authorized Vendor Signatory" on the RFP Cover Page. | |

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| 84 | RFP pp. 112-119 | II.H.8 General Staffing | c. Key Personnel - Tables II-36 through II-44, Min FTE and Allocation columns | <p>The Key Personnel tables all indicate a minimum of 1 FTE with a 100% allocation to the MEVV project. Key Personnel alone, total a minimum of 11 FTEs. We have found that, while these key roles are all important at different times throughout the implementation and operations phases, full-time staff allocated 100% for extended periods of time throughout implementation or the life of the contract is too much and will unnecessarily increase the price of the project.</p> <p>Please update this section and related tables so that vendors have the opportunity to propose the appropriate staffing roles and levels at the appropriate time of the project to successfully implement, operate, maintain and support the MEVV project with the most cost-effective use of staff allocated at the appropriate times and percentages depending on the project phase and throughout the life of the contract.</p> | The Vendor is required to propose an overall staffing structure that will support the requirements, specifications, and expectations laid out within this RFP. See RFP Table II-34 - General Staffing Requirements. | |
| 85 | RFP p.158 | VI.N.1 Proposal Structure, f. Tab 6 | Instructions for Tab 6: Duplicative/Repetitive answers can be cross referenced for brevity | Instructions for Tab 6 indicate that "Duplicative/Repetitive answers can be cross referenced for brevity." Please clarify whether vendors can cross reference duplicate/repetitive content that resides in a different tab. Examples include E. MEVV Architecture in Tab 6 and Tab 7, Design and Technical Architecture Package/proposed software components (requested in both sections/tabs). | Vendors may not cross reference duplicate/repetitive content that resides in a different tab. Scorers/reviewers may not have access to tabs other than the one they are currently reviewing. | |
| 86 | RRM | Req 5055 | The Contractor shall provide a solution that allows importing and exporting of training-related data through an Agency-approved industry standard tool, including, but not limited to, Microsoft 365 and Adobe. | Please clarify what is meant by "training-related data" in the context of Req 5055. | As an example, Alabama-specific user guides. | |
| 87 | RFP p.110 | 8. General Staffing, c. Key Personnel | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Tables II-35 through II-44 for Key Personnel and all requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. The Key Personnel tables list their roles, engagement parameters, responsibilities, and required experience/qualifications. | Can one person fill more than one Key Role identified in the RFP? As we assemble and design the team to align with both the RFP-identified requirements as well as our delivery model, which includes additional roles to those identified in the RFP, the ability to name the same person for more than one role allows the flexibility to present the best organized and most cost-efficient team possible. | See Section II.H - General Staffing; Tables II-35 through II-44. Each position has the Min FTEs listed per role. | |
| 88 | RFP p.115 | Table II-41: Key Personnel – Program Manager | Minimum Required Responsibilities (Program Manager) | Our staffing model can meet all of the Minimum Required Responsibilities without the need for additional Program Manager roles (2 FTEs) through a combination of other roles that we will propose including the Project Manager, Organizational Change Lead, Service Manager and other key staff. Please remove the Program Manager role from the required Key Personnel so that vendors can provide the most cost-efficient team possible. | The position is stated correctly as a minimum of 2.00 FTE for the position of Program Manager due to the complexity of the requirements in this RFP. | |

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| 89 | RFP p.117 | Table II-42: Key Personnel – Training Lead (and others) | Minimum Required Qualifications (various certifications by role) | In certain cases, the certification requirements limit the ability to present the best possible candidate. One example is the the Training Lead certification requirements. Similar to the RFP language around degrees, would the state allow for additional years of training experience that exceed the minimum requirements to be an allowable substitute for certifications? | See Amendment 2. | A-2, #12, #13, 14, 15 |
| 90 | RFP p.216 | Appendix H - Key Personnel Resume Sheet | Education | If certifications for any roles remain a mandatory requirement, please note that Appendix H - Key Personnel Resume Sheet does not provide a space to populate that information. Please update Appendix H accordingly. One suggestion would be to update the education fields with instructions to include certification information. | See Amendment 2. | A-2, #16, #17 |
| 91 | RFP p.216 | Appendix H - Key Personnel Resume Sheet | Address | Appendix H - Key Personnel Resume Sheets require that reference provide a physical address. Please remove this particular requirement since some professional references have retired, work remotely, etc., and have requested to not share their respective personal addresses. | See Amendment 2. | A-2, #16, #17 |
| 92 | RFP pg. 159 | VI.N.1.h.2.d & #24 of X. Appendix A: Proposal Compliance Checklist | d) Names and resumes of Senior Managers and Partners in regard to this contract. 24. Names and resumes of Senior Managers and partners working on or overseeing this contract. | Will the State accept Vendor-formatted biography/resumes for the Senior Managers instead of 'Appendix H - Key Personnel Resume Sheet'? | No. See XVII. Appendix H: Key Resume Sheet | |
| 93 | RFP p. 159 & p. 179 | II.H.8, & VI.N.1.h.2.f, & Item #30 in X. Appendix A: Proposal Compliance Checklist | Vendors are required to provide résumés for all resources that are proposed to hold a Key Personnel position in accordance with the form/format presented in Appendix H: Key Personnel Resume Sheet and should be included as part of the proposal response in Tab 8 f) A detailed breakdown of proposed staffing for this project, including names, education background and resumes of all employees that will be assigned to this project. 30. The proposal includes signed Key Personnel resumes, and three (3) professional references must be submitted within the response. Use Appendix H: Key Personnel Resume Sheet. | Please confirm that only 'Appendix H - Key Personnel Resume Sheet' should be used for proposed staffing/Key Personnel resumes submitted and no secondary [full] resumes are required. | Yes, only Appendix H - Key Personnel Resume Sheet is required. | |
| 94 | RFP p. 155 | VI.M M. E-Verify Memorandum of Understanding | The proposal response must include an E-Verify Memorandum of Understanding with the Department of Homeland Security. | Where are vendors expected to include the E-Verify Memorandum of Understanding within their response? | See Section VI.N.1.d - Tab 4 - Transmittal Letter; specifically 17. | |

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| 95 | 29 | Table II-2 | 6336 The Contractor shall provide a solution that supports non-native English speakers, per the Civil Rights Act of 1964 and the Affordable Care Act of 2010. | Can you please specify all the Non English languages the Agency will require for EVV | The following languages are the most common non-English languages spoken by Alabama EVV recipients: Spanish (approximately 98% on non-English), Korean and Chinese (less than 2% between both languages). In your proposal, please document the capabilities of your EVV solution to accommodate non-English languages. The Agency will discuss in detail with the EVV Contractor following contract award. | |
| 96 | 29 | Table II-2 | N/A | What non-English languages are in the current EVV program? | This is not defined from a program stand-point. If an Alabama Medicaid recipient is enrolled in a program who needs a different translation, the Agency provides a resource to assist with identifying a translator service. | |
| 97 | 9 | II Scope of Work | The purpose of this RFP is to solicit proposals from qualified respondents for the procurement of a Modular Electronic Visit Verification (MEVV) solution for AMMP. The chosen MEVV Contractor shall provide a configurable MEVV solution capable of meeting the requirements of various providers and programs. The MEVV contractor shall fully test and implement the new solution, develop Alabama-specific training/learning materials, train end users and administrators, support the operational solution at established service levels, obtain CMS certification of the solution and, at the end of this contract, transition to a future follow-on EVV solution.... | Is the current EVV Program CMS Certified? | The Agency has only received the notice of successful completion of the Operational Readiness Review (ORR) on 1/28/22. | |
| 98 | 3 | B. Schedule of Events | | Would the Agency consider an extension to early January since the Agency QA responses will not be provided until 12/11 and we must print and ship Vendor responses prior to Christmas to arrive on the proposal due date of 12/27. There are also many staff out on vacation during the holiday season that will impact the response process. | See Amendment 1. | A-1, #3, #4 |
| 99 | MEVV3 RFP page 199 and Appendix C Pricing schedule | Pricing Schedule D – Extra Contractual Services Price | MEVV3 RFP: • For proposal evaluation only, the Agency will use 10,000 personnel-hours expended in each year in contract years 1 through 8 to calculate the extra contractual services evaluated price. The extra contractual services evaluated price will be added to the Firm and Fixed Total Price on Schedule A. Appendix C Pricing Schedule: For proposal evaluation only, the Agency will use 8,4000 personnel-hours expended in each year in contract years... | MEVV3 RFP: This section states 10,000 personnel-hours expended in each year in contract years 1 through 8 to calculate the extra contractual services evaluated price. Appendix C: Tab Schedule D states 8,400 hours for Contractual Services. Please clarify the correct amount and update the appropriate document | See Amendment 1. | A-1, #1, #2 |

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| 100 | 33 | MEVV Workflow | 3. MEVV Workflow The Alabama MEVV high level workflow is provided for the Contractor to gain insight about the stakeholders involved in the EVV and claims process. For this RFP the Contractor will not be involved in the claims process. However, the Contractor will need to interface with the Fiscal Agent (FA) to receive the paid claims data to be used in their EVV solution and send operational and historical data to the Agency's Data Lake. The data to be received from the FA and the data to be sent to the Agency's Data Lake will need to be transmitted using the System Integration (SI) services. | Is the plan for the Alabama Fiscal Agent (Gainwell) to send claims post adjudication/payment or pre-PR adjudication/payment? Please provide additional clarification on the Agency's EVV Validation and claims process. | See Section II.C.1 - MEVV Data. The claims data from the Fiscal Agent will include post-payment claims only. | |
| 101 | 33 | RRM 6109 | The Contractor shall provide a solution that is capable of producing, accepting and processing HIPAA compliance response files (999, TA1). | Per our question above, it is our understanding the Fiscal Agent will send a claims file to the EVV Aggregator to validate EVV data exists for the claim, and the EVV Vendor will not be directly involved in the claims process. Please clarify requirement 6109 and clarify how the EVV system will be involved in response files, since response files should be a part of the MMIS/Fiscal Agent claims process. | See Requirement 6105 which requires the MEVV Contractor's solution to accept HIPAA 278 transactions. These transactions would require the MEVV Contractor to respond with a HIPAA compliance response file (e.g. 999, TA1). | |
| 102 | 33 | MEVV Workflow | 3. MEVV Workflow The Alabama MEVV high level workflow is provided for the Contractor to gain insight about the stakeholders involved in the EVV and claims process. For this RFP the Contractor will not be involved in the claims process. However, the Contractor will need to interface with the Fiscal Agent (FA) to receive the paid claims data to be used in their EVV solution and send operational and historical data to the Agency's Data Lake. The data to be received from the FA and the data to be sent to the Agency's Data Lake will need to be transmitted using the System Integration (SI) services. | Please confirm that the claims file that Gainwell/Fiscal Agent will send to the EVV vendor will not include duplicate claims, even if provided pre-adjudication. Please clarify any additional considerations and requirements the EVV Vendor should anticipate in the EVV Visit and Claims Validation process. | See Section II.C.1 - MEVV Data. The claims data from the Fiscal Agent will include post-payment claims only. | |
| 103 | 33 | MEVV Workflow | 3. MEVV Workflow The Alabama MEVV high level workflow is provided for the Contractor to gain insight about the stakeholders involved in the EVV and claims process. For this RFP the Contractor will not be involved in the claims process. However, the Contractor will need to interface with the Fiscal Agent (FA) to receive the paid claims data to be used in their EVV solution and send operational and historical data to the Agency's Data Lake. The data to be received from the FA and the data to be sent to the Agency's Data Lake will need to be transmitted using the System Integration (SI) services. | Is the state open to alternative EVV claims validation solutions that achieve the same program goals and meet CMS KPI requirements? If open to alternate claims validation options, where should the EVV Vendor include that in the RFP response given the RFP structure and page limit? | See Section II.3 - MEVV Workflow. The Agency requires EVV claims verification as set forth in the RFP. Please see the applicable page limit in Section VI.N.1.f - Tab 6 - Scope of Work and Narrative Response. | |
| 104 | 34 | MEVV High Level Workflow | See Figure II-3 MEVV High Level Workflow | Please confirm that all Self Directed FMSA will use a third party EVV data system and send their visit data to the Aggregator. Please specify what EVV systems they are using. | The Agency can confirm that the Self-Directed FMSAs will use a third party EVV system and will send their visit data to the Aggregator. However, the Agency cannot specify the EVV systems that are being used or will be used. | |

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|--------------------|-------|---------------------------|--|---|---|--------------------------------|
| 105 | 110 | Key Personnel | Table II-35 Key Personnel | There are discrepancies between the Operational Key Personnel details in the RFP document and RRM 6295, specifically: 1) The RFP document indicates the Testing Manager, Program, Product (2) and OCM is through DDI and Operations, but not included in RRM Operations key personnel requirement 360 2) The RFP Document indicates the Technical Manager will no longer be required for Operations, yet they are listed in RRM Operations Key Personnel requirement 360. Please clarify and update the Key Personnel requirements to align in both documents. | See Amendment 2. | A-2, #18, #19, #20 |
| 106 | 33 | MEVV Workflow | 3. MEVV Workflow The Alabama MEVV high level workflow is provided for the Contractor to gain insight into the stakeholders involved in the EVV and claims process. For this RFP the Contractor will not be involved in the claims process. However, the Contractor will need to interface with the Fiscal Agent (FA) to receive the paid claims data to be used in their EVV solution and send operational and historical data to the Agency's Data Lake. The data to be received from the FA and the data to be sent to the Agency's Data Lake will need to be transmitted using the System Integration (SI) services. | Does Gainwell pay all claims for all the OAs in the EVV program? If not, what other systems are used to pay claims and what resulting information is provided to the Gainwell system and will come to the MEVV system? | The Fiscal Agency's system pays all EVV claims for Alabama Medicaid recipients. No other claims will be included in the Paid Claims File from the Fiscal Agent's system. | |
| 107 | 35 | Contract Start Up | The Agency recognizes that the initiation and onboarding phase is crucial to the resulting success of the overall engagement. Through the facilitation of Kick-off Meetings and Contract Discovery sessions during this period, the MEVV Contractor and the Agency begin the activities to establish a common understanding between all stakeholders involved in the project, communicate the overarching business objectives and requirements of the project, and clarify initial roles and expectations of all... | Please expand on the Discovery Session process and outcomes. For example, if there are items in the RRM the Vendor identifies as not currently available then will the Discovery sessions be a venue to discuss 1) if the requirement is required 2) if required, the plan to address requirement. For example, if additional unplanned Vendor development is a result of the discovery session, will the Agency use contractual services funds to pay for the functionality? | Refer to Section II.H.1.b. of the RFP. Additional information will be shared upon contract award. See also Section II.H.11.b - Change Order Requests and Scope of Work. | |
| 108 | 154 | VI Submission Requirement | E. Acceptance of Standard Terms and Conditions Vendors must submit a statement stating that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Additions or exceptions to the standard terms and conditions are not allowed. | If there is content within the General Terms and Conditions that needs discussion or negotiation, how will that be handled given no exceptions are allowed. Will there be an opportunity to negotiate terms and conditions upon award? | As stated in the RFP Section VI. E. Additions or exceptions to the standard terms and conditions are not allowed. Any inconsistency, ambiguity, or conflict may be discussed during the Contract Discovery sessions following contract award. | |
| 109 | 110 | Key Personnel | c. Key Personnel For the purpose of this contract, the term "Key Personnel" refers to senior manager, contract personnel deemed by the Agency to be essential to the satisfactory performance of this contract. All Key Personnel shall be employed by the MEVV Contractor.... | Given the MEVV project is not slated to begin until July 1,2024, the Vendor may be putting forward Key Personnel that are not available 6 months from now. Please confirm the awarded vendor will be able to determine and confirm Key Personnel at contract award/execution. | The Vendor is required to propose an overall staffing structure that will support the requirements, specifications, and expectations laid out within this RFP. See RFP Table II-34 - General Staffing Requirements. | |

AMMP MODULAR ELECTRONIC VISIT VERIFICATION SYSTEM (MEVV) REQUEST FOR PROPOSAL (RFP)

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| 110 | 100 | CMS Streamlined Module Certification | . CMS Streamlined Module Certification (SMC) In April 2022, CMS published the Streamlined Modular Certification for Medicaid Enterprise Systems Certification Guidance Version 1.0. As such, the Agency will utilize the Streamlined Module Certification (SMC) approach for individual module-based and enterprise-wide system certification, or an alternate certification methodology as required by CMS at the time the MEVV module is ready to be certified. The program-wide Certification Support Management Plan (COM-16) defines the activities and the schedule related to the CMS certification of each contractor within the AMMP. The MEVV Contractor shall provide resources to execute comprehensive certification support. As part of that support, the MEVV Contractor shall submit all necessary Federal documentation, reports, and required artifacts while performing all necessary business services to assist the Agency in obtaining system certifications in accordance with the published Federal guidance... | In this section of the RFP, it indicates that the AMMP MEVV Module will use the MES Modular Certification process. Given our extensive EVV CMS Certification experience, including 16 Certified states and recent meetings with CMS and MITRE in working with four states currently going through CMS Certification, we have been instructed by CMS/MITRE that all EVV Modules (even those in MES) must following the EVV OBC Certification process (including using the EVV OBC Intake Form and Criterion). The CMS Certification requirements in the MEVV requirements matrix indicate Alabama will be following the EVV OBC process. Please CONFIRM Alabama intends to use the EVV OBC Certification process and that all Vendor responses should support and align the EVV OBC Certification process | See Requirement 4551 which states "The Contractor shall be able to adapt to changes to the Outcomes-Based Certification (OBC)/SMC approach as they become available from CMS in order to support the Agency complying with CMS' Conditions and Standards for Enhanced Federal Funding and achieving and maintaining Federal certification." See also Section II.H.6 - Certification Management. Specifically, "The Agency views Federal certification as a collaborative and cooperative process between all vested internal and external stakeholders and partners. This partnership between all stakeholders will work to ensure that the MEVV solution and business support responsibilities comply with Federal guidance, conditions, and standards required of all states." | |
| 111 | | Req 6347 | The Contractor shall provide a mobile application, at a minimum, to be one version prior to the latest release. | Please provide additional details on this requirement. | This requirement is to ensure that the EVV mobile application is compatible with the latest release of operating systems such as iOS and, at a minimum, one prior release. | |
| 112 | | Req 6181 | The Contractor shall provide a solution that includes easily accessible auto-fill forms. | We are assuming that the State is looking for a forms solution (versus standard web pages). What types of forms are expected? | Please see Requirement 6181. An example of an auto-fill field on a form would be a US State. | |
| 113 | | Req 6177 | The Contractor shall provide a solution that allows for split shifts as defined by the Operating Agencies. | What defines a split shift in the state programs? | The Operating Agencies define split shifts and the business rules for reporting visit records. An example of a split shift is a recipient receiving unskilled respite on 8/11 from 5:49 pm until 8/12 at 1:49 am (overnight split) and then from 8/12 at 5:54 pm until 8/13 at 1:54 am (two shifts in one day on 8/12). The MEVV Contractor's solution must be able to accommodate accurate reporting and editing of these visit records. The Agency will provide specific rules and policies to the MEVV Contractor following contract award. | |
| 114 | | Req 4509 | The Contractor shall provide awareness training of the COOP to all staff within four (4) weeks of onboarding. | Please clarify the business reason for the Continuity of Operations (COOP) training and the participants and purpose of the COOP training, given all EVV COOP activity is managed by the EVV vendor in a SaaS solution. | This training is to ensure all parties involved in the Alabama Medicaid MEVV contract understand the COOP processes, procedures, responsibilities and contact information. | |

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| 115 | | Requirements Matrix | | There are many requirements in the RRM that must only use Column K for a response. It is unclear how to respond if we agree and meet the requirement given the current response options 1) Currently exists and will be customized for this engagement 2) Currently exists but will require minor configuration for this engagement 3) Does not currently exist and will need to be created for this engagement 4) N/A Not applicable to this requirement. Can the Agency add an option for OK/Agree or provide guidance on how to respond with the current options? | Please answer in accordance with the Requirements Response Matrix (RRM). | |
| 116 | | Requirements Matrix | | There are many requirements in the RRM that must only use Column K for a response. It is unclear how to respond if the EVV vendor agrees to the requirement yet has additional clarification for the requirement that will not require conjugation/customization or creation given the current response options : 1) Currently exists and will be customized for this engagement 2) Currently exists but will require minor configuration for this engagement 3) Does not currently exist and will need to be created for this engagement 4) N/A Not applicable to this requirement. Can the Agency add a response option for this specific scenario or provide guidance on how to respond with the current response options? | Please answer in accordance with the Requirements Response Matrix (RRM). | |
| 117 | | Requirements Matrix | | There are many requirements in the RRM that require additional discussion to confirm Vendor acceptance, and we believe they would be discussed during contract negotiation or the discovery sessions. It is unclear which response to use for these specific scenarios. Can the Agency add a response that specifies the request to discuss at contract negotiation/discovery session? | Please answer in accordance with the Requirements Response Matrix (RRM). | |
| 118 | | Req 6317 | The Contractor shall create and maintain training materials for each type of user (e.g., Agency and External Users). The Contractor shall attach, link, and/or include all relevant training materials to each training, course summary, and/or course registration within the learning solution. The Contractor shall follow the agreed upon style guides and development requirements set by the Agency. The Contractor shall submit training materials to the Agency for approval and shall be uploaded to the chosen learning solution upon Agency approval within the agreed upon timeframe | The State has a number of requirements that will be resource intensive and therefore costly, i.e. State specific guides/materials for all users (example only). We use standard user specific training materials that have been successfully leveraged across our multiple programs that could meet the needs of AMMP MEVV program. If we are proposing our standard training material solution, how does the State recommend we respond to the requirement in the RRM since these are the only options in Column K: 1) Currently exists and will be customized for this engagement 2) Currently exists but will require minor configuration for this engagement 3) Does not currently exist and will need to be created for this engagement 4) N/A Not applicable to this requirement. | See II.H.13.a. Training and Knowledge Management Plan - specifically, "Customized Training and Knowledge Material tailored to Alabama-specific solutions, systems, groups, and processes." Please answer in accordance with the Requirements Response Matrix (RRM). | |
| 119 | | Req 6234 | The Contractor shall ensure that their training tools/solution integrate with the Agency's Enterprise Learning Solution. | Please clarify the LMS integration requested and what exactly is required so we can price and plan accordingly. | Requirement 6234 is specifically related to the Agency's Enterprise Learning Solution. The Agency is currently working on an Enterprise Learning Solution and the Agency will work collaboratively with the Contractor at that time when it is available. | |

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| 120 | | Req 6668 | The Contractor shall have personnel available during normal Agency business hours, 8:00 a.m. to 5:00 p.m. Central Time, Monday through Friday, excluding State holidays and emergency closures. | We need to add EVV Vendor holidays to this requirement in our response. Please specify EXACTLY how we should complete the RRM given we only have the following options in Column K: 1) Currently exists and will be customized for this engagement 2) Currently exists but will require minor configuration for this engagement 3) Does not currently exist and will need to be created for this engagement 4) N/A Not applicable to this requirement. | Requirement 6668 accounts for Alabama Medicaid business hours, not the vendor's business hours. Please answer in accordance with the Requirements Response Matrix (RRM), and that most closely fits your solution. | |
| 121 | 110 | c. Key Personnel | For the purpose of this contract, the term "Key Personnel" refers to senior manager, contract personnel deemed by the Agency to be essential to the satisfactory performance of this contract. | Request for clarification as oftentimes senior or executive management oversee the customer account but are not listed as key personnel for the team. | If senior or executive management oversee the customer account, they should be listed as key personnel for the team in accordance with contract specifications. | |
| 122 | 110 | c.Key Personnel | Key Staff Minimum Required Experience (MRE) | Request for clarification as several of the MRE's based on experience do not contribute well to a qualified candidate. Is the State open to discussion on MRE's based on contract award? | The Vendor is required to propose an overall staffing structure that will support the requirements, specifications, and expectations laid out within this RFP. See RFP Table II-34 - General Staffing Requirements. | |
| 123 | 111 | Key Personnel Project Manager | Contract administration and coordination of basic contractual/invoicing requirements | Request for clarification, in general during the project the Project Manager is not the contract administrator of the program. Is the State open to discussion based on roles and responsibilities for DDI and Operational phases? | The Vendor is required to propose an overall staffing structure that will support the requirements, specifications, and expectations laid out within this RFP. See RFP Table II-34 - General Staffing Requirements. | |
| 124 | | Req 6129 | The Contractor shall provide a solution that is capable of notifying users when the interactive voice response system is not available and provides instructions on caller actions/options. | Assuming that communication of an outage fulfills this requirement – if the IVR system is non-operational, it cannot provide instructions. | The MEVV Contractor will be required to use all means available to notify users when the IVR is not available including but not limited to e-mail notifications and banner messages in the mobile application and portals. | |
| 125 | | Req 6185 | The Contractor shall provide a solution to enroll and certify providers using the Agency's enrollment process. | Please clarify this requirement. In our State EVV programs the State is responsible for identifying, certifying, and providing the EVV Vendor the providers that are in the EVV program. | The MEVV Contractor will not be responsible for identifying, certifying or providing EVV providers. Once the Agency enrolls the provider in the Medicaid program, the MEVV Contractor will use the information provided by Medicaid to add the providers to the Contractor's solution. | |
| 126 | | Req 6147 / 6141 | The Contractor shall provide a solution that allows access to historical EVV data to be accessed by users as required by the Agency. The Contractor shall ingest historic operational data to ensure business continuity for historical data purposes. | What volume of historic data will be provided from the current vendor (# of years, approx. # of visits/year) | As of today, the volume of data is comprised of least 1 year (12 months) but not more than 5 years (60 months). The current data volume is approximately 336 MB. | |
| 127 | | Req 4797 | The Contractor shall be financially responsible for providing licenses and user access to all contractor or sub-contractors systems for authorized Agency personnel, its Contractors, and stakeholders, throughout the term of the Contract. | Please clarify the Agency personnel, contractors, and stakeholders that will require user access beyond MEVV users (providers, caregivers) and State Staff overseeing the MEVV program. Our EVV system does not require licenses, but our UAT and BI systems do, and therefore there will be limitations to licenses/access. | The Agency anticipates between 20-30 licenses will be required for the UAT and BI systems. | |
| 128 | 48 | Performance SLAs and KPIs | | There are a number of SLAs that require additional discussion and clarification to confirm agreement. Will SLA discussion and negotiation be a part of the contract process or discovery gap process post contract execution? | See Section II.F.1 - Performance SLAs and KPIs; specifically, "The MEVV Contractor shall provide in the Service Level Agreement Plan how they will follow their best practices and tools for providing the MEVV solution. " Typically, during the discovery sessions, the Agency and the Vendor discuss any questions and concerns as it relates to KPIs and SLAs which will be an input into said Plan. | |

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| 129 | 49 | Service Level Agreement – Association of EVV Record to Claim (RA) | The MEVV data aggregator must be able to associate all EVV claims to an EVV visit record, including those generated from outside systems. | Please provide additional clarification regarding this SLA. The vendor cannot be responsible for provider EVV program compliance nor ensuring an EVV visit for every claim. What sort of policy will the State have in place for EVV program compliance and to ensure the association of EVV record to a claim. | The MEVV Contractor's responsibility is to ensure that edits are in place to reject visit records that do not meet Agency-required criteria and CMS-requirements (e.g., edit to ensure call-in address is present and not a PO Box). The Agency will recoup payments to providers for visits that do not have an approved visit record in the MEVV Contractor's solution. | |
| 130 | | Req 6306 | The Contractor shall provide a solution to accommodate the creation and assignment of new Agency approved user defined functions, updating of existing functions, which shall be assigned to an existing role or a new role. | Please provide additional clarification for this requirement. What New Agency Approved User Defined Functions does the State envision? | This requirement is related to ensuring the MEVV Contractor's solution can define new roles as necessary (e.g. different levels of case managers - not just one level) and update existing roles (e.g. if a program case manager is promoted to a new role). | |
| 131 | | Req 6108 | The Contractor shall work with other modules as needed to provide report outputs via the process to be defined by the Agency. | What other modules (outside of the contractor's products) are envisioned? What is the process? | Please see II.C.3. MEVV Workflow and Figure II-3: MEVV High Level Workflow. These Sections list some of the integration points as it relates to modules. The process will be discussed with the MEVV Contractor following contract award. | |
| 132 | | Req 6232 | The Contractor shall provide a solution that integrates, captures, and verifies all required EVV data and other information from multiple stakeholder systems using HIPAA-compliant formats, national standards, and Agency approved formats. | Can the agency provide a list of the expected data formats | The specific formats will be discussed with the MEVV Contractor following contract award. Examples of data formats include but are not limited to the 278 HIPAA transaction and delimited flat files. | |
| 133 | | Req 6335 | The Contractor shall provide a solution that sends the response file with approved/unapproved visit data to self-directed recipients from the Financial Management Systems Agencies (FMSAs). | This requirement is unclear. Requirement 6333 implies that the FMSA's have their own visit collection systems. Please provide the use case where the EVV vendor would send visit data to self-directed recipients? The FMSA's will be able to do that directly using their EVV system. | The MEVV Contractor will not send visit data to self-directed recipients. Rather, the FMSAs will send visit data to the MEVV Contractor's solution. The MEVV Contractor is responsible for performing edits/validations prior to ingesting this visit data; for example, validate that all required data elements are present. The response file from the MEVV Contractor's solution will inform the FMSAs which records were accepted and which records contained errors. | |
| 134 | 46 | Service Level Agreement – System Availability (As) | Measurement Description: Measurement of system availability and number of downtime events include both planned and unplanned downtimes. Measurements are based on clock and calendar: 24 hours per day, 7 days per week, and 365 days per year (or 366 days in those years that are leap years). The system is considered available when the system and all components are available for normal operations. A downtime event is a single incidence of the system not being available, contiguous in time and irrespective of duration. A planned downtime may include multiple system shutdowns and restarts and is considered a single downtime event, and the actual duration (not scheduled duration) will be considered the non-available time. | Please confirm that the EVV Vendor does not need to provide a response to the SLA/KPI requirements and sections throughout Tab 6: Scope of Work and Narrative Response. | See Section VI.N.1.f - Tab 6 - Scope of Work and Narrative Response. This section indicates that Tab 6 "must include narrative responses to all sub-sections within RFP Section II - Scope of Work and all section-specific narrative questions contained within this RFP; with the exception of responses pertaining to Section II.H. – Scope of Work – Enterprise and General Services, Sub-Section 8 – General Staffing, which will be included in Tab 8." | |

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| 135 | 71 | h. Project Management Requirements | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-19: Project Management Requirements and Table II-20: Project Management Deliverables and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | Please confirm the Agency is asking the EVV Vendor to respond to the requirements listed in Table II-19 and Table II-20 within the Appendix E. Requirements Response Matrix (RRM) ONLY and that the EVV Vendor does not have to provide additional information in the f. Tab 6 – Scope of Work and Narrative Response since we will be responding to these specific requirements in the RRM. | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-19: Project Management Requirements and Table II-20: Project Management Deliverables and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | |
| 136 | 77 | c. Change Management Requirements | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-21: Change Management Requirements, Table II-22: Organizational Change Management Requirements, and Table II-23: Change Management Deliverables and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | Please confirm the Agency is asking the EVV Vendor to respond to the requirements listed in Table II-21 and Table II-22 within the Appendix E. Requirements Response Matrix (RRM) ONLY and that the EVV Vendor does not have to provide additional information in f. Tab 6 – Scope of Work and Narrative Response since we will be responding to these specific requirements in the RRM.. | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-21: Change Management Requirements, Table II-22: Organizational Change Management Requirements, and Table II-23: Change Management Deliverables and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | |
| 137 | 83 | i. DDI Requirements | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-24: DDI Requirements and Table II-25: DDI Deliverables and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | Please confirm the Agency is asking the EVV Vendor to respond to the requirements listed in Table II-24 and Table II-25 within the Appendix E. Requirements Response Matrix (RRM) ONLY and that the EVV Vendor does not have to provide additional information in f. Tab 6 – Scope of Work and Narrative Response since we will be responding to these specific requirements in the RRM. | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-24: DDI Requirements and Table II-25: DDI Deliverables and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | |
| 138 | 90 | j. Operations Requirements | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-26: Operations Requirements and Table II-27: Operations Deliverables and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | Please confirm the Agency is asking for the EVV Vendor to respond to the requirements listed in Table II-26 and Table II-27 within the Appendix E. Requirements Response Matrix ONLY and that the EVV Vendor does not have to provide additional information in f. Tab 6 – Scope of Work and Narrative Response since we will be responding to these specific requirements in the RRM. | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-26: Operations Requirements and Table II-27: Operations Deliverables and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | |
| 139 | 97 | g. COOP/DR Requirements | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-28: COOP/DR Requirements and Table II-29: COOP/DR Deliverables and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | Please confirm the Agency is asking the EVV Vendor to respond to the requirements listed in Table II-28 and Table II-29 within the Appendix E. Requirements Response Matrix(RRM) ONLY and that the EVV Vendor does not have to provide additional information in f. Tab 6 – Scope of Work and Narrative Response since we will be responding to these specific requirements in the RRM. | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-28: COOP/DR Requirements and Table II-29: COOP/DR Deliverables and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | |
| 140 | 101 | c. Certification Requirements | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-30: Certification Management Requirements and Table II-30: Certification Management Requirements, Table II-31: Certification Deliverables and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | Please confirm the Agency is asking the EVV Vendor to respond to the requirements in Table II-30 and Table II-31 within the Appendix E. Requirements Response Matrix (RRM) ONLY and that the EVV Vendor does not have to provide additional information in f. Tab 6 – Scope of Work and Narrative Response since we will be responding to these specific requirements in the RRM. | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-30: Certification Management Requirements and Table II-30: Certification Management Requirements, Table II-31: Certification Deliverables and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | |

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| 141 | 105 | d. Turnover and Closeout Management Requirements | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-32: End of Contract and Turnover Requirements and Table II-33: End of Contract and Turnover Deliverables all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | Please confirm the Agency is asking the EVV Vendor to respond to the requirements listed in Table II-32 and Table II-33 within Appendix E. Requirements Response Matrix (RRM) ONLY and that the EVV Vendor does not have to provide additional information in f. Tab 6 – Scope of Work and Narrative Response since we will be responding to these specific requirements in the RRM. | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-32: End of Contract and Turnover Requirements and Table II-33: End of Contract and Turnover Deliverables all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | |
| 142 | 108 | b. General Staffing Requirements | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-34: General Staffing Requirements and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | Please confirm the Agency is asking for the Vendor to respond to the requirements listed in Table II-34 within Appendix E. Requirements Response Matrix(RRM) ONLY and that the EVV Vendor does not have to provide additional information in f. Tab 6 – Scope of Work and Narrative Response since we will be responding to these specific requirements in the RRM. | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-34: General Staffing Requirements and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | |
| 143 | 124 | f. Testing Management Requirements | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-45: Testing Management Requirements and Table II-46: Testing Deliverables and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | Please confirm the Agency is asking for the EVV Vendor to respond to the requirements listed in Table II-45 and Table II-46 within Appendix E. Requirements Response Matrix (RRM) ONLY and that the EVV Vendor does not have to provide additional information in f. Tab 6 – Scope of Work and Narrative Response since we will be responding to these specific requirements in the RRM. | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-45: Testing Management Requirements and Table II-46: Testing Deliverables and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | |
| 144 | 128 | a. Document Management Requirements | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-47: Document Management Requirements and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | Please confirm the Agency is asking for the EVV Vendor to respond to the requirements listed in Table II-47 within Appendix E. Requirements Response Matrix (RRM) ONLY and that the EVV Vendor does not have to provide additional information in f. Tab 6 – Scope of Work and Narrative Response since we will be responding to these specific requirements in the RRM. | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-47: Document Management Requirements and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | |
| 145 | 132 | f. Contract Management Requirements | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-48: Contract Management Requirements and Table II-49: Contract Management Deliverables and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | Please confirm the Agency is asking for the EVV Vendor to respond to the requirements listed in Table II-48/49 within Appendix E. Requirements Response Matrix (RRM) ONLY and that the EVV Vendor does not have to provide additional information in f. Tab 6 – Scope of Work and Narrative Response since we will be responding to these specific requirements in the RRM. | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-48: Contract Management Requirements and Table II-49: Contract Management Deliverables and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | |
| 146 | 134 | c. Maintenance and Modification Requirements | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-50: Maintenance and Modification Requirements and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions | Please confirm the Agency is asking for the EVV Vendor to respond to the requirements listed in Table II-50 within Appendix E. Requirements Response Matrix (RRM) ONLY and that the EVV Vendor does not have to provide additional information in f. Tab 6 – Scope of Work and Narrative Response since we will be responding to these specific requirements in the RRM. | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-50: Maintenance and Modification Requirements and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | |
| 147 | 137 | b. Training Requirements | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-51: Training Requirements and Table II-52: Training Deliverables and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | Please confirm the Agency is asking for the EVV Vendor to respond to the requirements listed in Table II-51/52 within Appendix E. Requirements Response Matrix (RRM) ONLY and that the EVV Vendor does not have to provide additional information in f. Tab 6 – Scope of Work and Narrative Response since we will be responding to these specific requirements in the RRM. | As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-51: Training Requirements and Table II-52: Training Deliverables and all related requirements located in Appendix E: Requirements Response Matrix, as well as respond to Proposal Narrative Questions. | |

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| 148 | 29 | Table II-1: MEVV Solution Requirements | The Contractor shall provide a solution that allows for a single recipient to be assigned to multiple branches within a single provider as defined by the Agency. | Please provide examples of this kind of branching to allow us to properly respond to this question. | As an example, the Agency enrolls provider agencies who operate multiple offices within the State. The MEVV Contractor's solution must be able to move a recipient from one office to another office for the same provider. | |
| 149 | 28 | Table II-1: MEVV Solution Requirements | The Contractor shall notify submitters immediately upon the completion of the processing of their transmissions if the records were accepted or rejected for non-HIPAA transmissions/files which shall include but not be limited to: 29 Page • Transmissions that fail compliance will return a response and the entire file will be rejected/not processed • Transmissions that pass compliance shall continue processing and a status of acceptance or rejection shall be assigned to each record within the transmission and this status will be returned to the submitter • Records within the transmission that are assigned an acceptance status shall continue processing through the system • Records within the transmission that are assigned a rejected status will not continue processing through the system, the submitter will be required to review, correct and resubmit | Is this requirement specifically referring to X12-278N transactions? If not, please provide examples pf this requirement. | Requirement 6193 specifically indicates "non-HIPAA transmissions/files". An example would be the Paid Claim file from the Fiscal Agent. | |
| 150 | 32 | Table II-3: MEVV Data Requirements | The Contractor shall provide a flexible, configurable solution that has the capability to meet Federal and State rules and requirements including varying requirements from State Operating Agencies, for processing and handling EVV related data in various formats. | Please list the specific formats needed to meet this requirement. | The specific formats will be discussed with the MEVV Contractor following contract award. Examples of data formats include but are not limited to the 278 HIPAA transaction and delimited flat files. | |
| 151 | 32 | Table II-3: MEVV Data Requirements | The Contractor shall provide a solution that sends the response file with approved/unapproved visit data to self-directed recipients from the Financial Management Systems Agencies (FMSAs). | Please provide examples of what is needed to meet this requirement. What is needed inside the response file. Is this just a 999? | The MEVV Contractor is responsible for performing edits/validations prior to ingesting visit data; for example, validate that all required data elements are present. The response file from the MEVV Contractor's solution will inform the FMSAs which records were accepted and which records contained errors. | |
| 152 | 33 | Table II-3: MEVV Data Requirements | The Contractor shall provide a solution that allows third party users read-only access. | Is this referring to EVV Aggregator access? What types of data does a third party user need to see? | This requirement is referring to EVV Aggregator access (e.g. to run reports), as well as the MEVV Contractor solution's visit record screens (e.g. to verify visit data). | |
| 153 | 63 | Table II-18: Program Integrity Requirements | The Contractor shall work with Program Agency staff on Program Integrity-related issues for the term of the contract. The time and effort required to support Program Integrity concerns shall not be billable hours. | Please provide additional details and examples of this requirement. | See section II.G.7 - Program Integrity. An example of this requirement would be the MEVV Contractor providing records and/or reports related to the investigation of a specific instance of suspected fraud. | |
| 154 | 84 | Table II-24: DDI Requirements | The Contractor shall provide a system that can be configured with automation to accommodate leap year and other date anomalies. | Please provide additional details and examples of this requirement. | An example is listed in II.E.1.e. Service Level Agreement - System Availability. Specifically, "Measurements are based on clock andcalendar: 24 hours per day, 7 days per week, and 365 days per year (or 366 days in those yearsthat are leap years)." | |

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| 155 | 134 | Table II-50: Maintenance and Modification Requirements | The Contractor shall follow CAB defined processes to coordinate and communicate all system outages, scheduled maintenance, and emergency maintenance. | Please provide additional clarification on this requirement and examples. | The Agency is establishing an enterprise change management process facilitated by a Change Advisory Board (CAB). All module contractors will be required to follow the CAB defined processes. | |
| 156 | 135 | Table II-50: Maintenance and Modification Requirements | The Contractor shall provide system maintenance, which is not billable, to support operations of the system. System maintenance includes, but is not limited to: 1. Configuration changes 2. Updates to tables 3. Updates to values 4. Updates to flags or switches 5. Updates due to changes to Federal regulations 6. Recurring file maintenance | Please provide additional details and examples of this requirement. | An example of a non-billable change is the addition of procedure codes or modifiers. | |
| 157 | 9 | Terms & Conditions | "By submitting a response, I hereby affirm the following:" | Is the Bidder required to sign the RFP the RFP Standard Terms and Conditions document? If so, where should this affirmation be located in the response? | Please review Section X. Appendix A: Basic Proposal Compliance Checklist with attention to #5 and #8. | |
| 158 | 16 | II.B.2.f | | Are EVV providers enrolled in the Provider Management module? If not, please explain how and where EVV providers are enrolled in Medicaid. | Currently, EVV providers are enrolled in the Agency's MMIS system. As part of the Alabama MES Modernization Project (AMMP), the Provider Management module will be used to enroll EVV providers in the future. | |
| 159 | 19 | II.B.3.c.4.a | | Who is the PMO contractor? | The PMO contractor is NTT Data. | |
| 160 | 20 | II.B.3.c.4.c | | Who is the TCOE contractor? | The TCOE contractor is Ernst & Young. | |
| 161 | 40 | II.B.3.E.1.a | Describe your recommended approach for development and delivery of the Design and Technical Architecture Package (DTAP). As part of your answer, provide a detailed list and description of proposal artifacts/documents to be included in the DTAP | Please describe what format State would like the DTAP. | The Vendor is responsible for providing a Design and Technical Architecture Package (DTAP). Per Section II.E.1.a, the Agency will work with the MEVV Contractor to finalize the contents of the DTAP deliverable upon contract award. | |
| 162 | 49 | II.F.1. | | Please define "manual edit" for the calculation of this KPI. Does this include any changes to any data element of the visit? Or, for example, does this only apply to any changes clock in time, clock out time, location, care provider, care recipient, and/or service code? | Manual edit refers to any changes to any data elements of the visit. The Agency does require that the MEVV Contractor's solution not allow edits to specific fields. These specific fields/edits will be discussed with the MEVV Contractor following contract award. | |
| 163 | 49 | II.F.1. | The Contractor does not have control over how frequently providers use the Contractor's system which may make manual edits (despite training sessions, automated reminders, and business rules in effort to minimize these). | Does the Agency intend to directly hold providers accountable for completing timely EVV with limited manual edits? Does the Agency intend to withhold funds from the Contractor if providers do not complete this responsibility? Will the Contractor have the authority to inactivate providers who are repeatedly not completing this responsibility? | The Agency has plans to develop policies for providers that have a high volume of manual edits and will have resources to follow up providers who have a high volume of manual edits. | |
| 164 | 52 | II.F.1.f | | Is the expectation that historical data from previous EVV system is available through a separate authentication and authorization mechanism? | See Section II.G.2 - Data Management; the subsection entitled Data Conversion specifically indicates the "MEVV Contractor shall be responsible for converting data from the current MEVV Contractor ...". | |
| 165 | 54 | II.F.1.i. | There appear to be conflicting Security Incident S1 and S2 Response Time/Targets in different sections of the document. | Please clarify the expected Security Incident S1 and S2 Response Time/Targets? | The Agency has verified there is no conflicting information in the RFP related to Security Incident S1 and S2 Response Time/Targets. See Section II.F.1.i which lists different Response Time/Target requirements for initial reporting and for updates related to S1 and S2 incidents. | |

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| 166 | 66 | II.1.4 | "The MEVV Contractor must provide a high-level project schedule with the RFP response." | Please clarify whether a bidder is required to submit the project schedule in their RFP response or is the MEVV contractor required to submit the project schedule as a deliverable. | See Section II.H.1.a.4 which indicates "The MEVV Contractor must provide a high-level project schedule with the RFP response." See also Table II-20: Project Management Deliverables which indicates the initial delivery date of the detailed Project Schedule is eight (8) weeks from Contract Start with weekly updates. | |
| 167 | 90 | II.H.4.i. | As a best practice, we provide our system instructions in our easily accessible, 508 compliant, searchable online Help Center. | Can role-based manuals be provided in this format? | See Section II.H.4.i - System User Manual. Specifically, "The MEVV Contractor shall develop and submit Agency-specific System User Manuals that provide detailed guidance to users of the MEVV that reflect Alabama Medicaid Agency specifications." | |
| 168 | 96 | II.H.5.f. | There appear to be conflicting required disaster recovery test frequencies in different sections of the RFP. | Please clarify the expected disaster recovery test frequency? | The Disaster Recovery exercise is required annually. Updates to the Disaster Recovery Plan deliverable are required every six (6) months. See Requirement 4510 which indicates in part "The Contractor shall perform annual disaster recovery and business continuity exercises." See Requirement 4729 which indicates in part that the Disaster Recovery Plan (DRP) "shall be kept current with an update every six (6) months." | |
| 169 | 100 | II.H.6 | We assume CMS will continue to designate the Outcome Based Certification (OBC) requirements for certification. The other potential frameworks for federal certification have never been part of the CMS certification requirements. | Who will determine if these other (FedRAMP, SSA, NIST, HiTrust or FTI Data) frameworks will be required for the MEVV CMS certification? If the Agency decides to add these frameworks will the requirement be added to the SOW vis a change order? | The Federal agencies make the determination. As part of the Federal certification process with CMS, the following are in place now: CMS, FedRamp, NIST, HiTrust. Others may be added based on Federal guidelines. See Section II.H.6. - Certification Management. | |
| 170 | 101 | II.H.6.b | The SSA Certification applies to State and Local Agencies Exchanging Electronic Information with the Social Security Administration. | How does this apply to the MEVV contractor directly? | See Section II.H.6.b. As an electronic data interchange partner, the MEVV Contractor must adhere to the requirements of this section. | |
| 171 | 102/123 | Req ID 6283/II.H.9.e | These final TPA package requirements are in conflict. Requirement 6283 states "...produce a comprehensive final TPA package for Agency review and approval 45 days prior to CMS Operational Readiness Review (ORR)" while the Test Phase Acceptance states " The final TPA package must be provided at least two weeks prior to the Operational Readiness Review Checklist milestone." | Please clarify when the Final TPA package is required. | Per Requirement 6283, a draft of the final TPA must be provided 45 days prior to CMS ORR to allow the Agency time to review. Per Section II.H.9.e, the final TPA package must be provided at least two weeks prior to ORR Checklist milestone. | |
| 172 | 104 | II.H.7.a | | Please provide the current MEVV Contractor's initial turnover plan for bidder review. | This information will be provided to the MEVV Contractor following contract award. | |
| 173 | 108 | II.H.8.a | | How much space will the Agency provide for the MEVV contractor staff? We assume the provided space will include desks and chairs. What other equipment/computers, printers will be available for contractor staff use? | The MEVV Contractor will be allowed a maximum of two furnished office spaces. In addition, please see Requirement 4583. | |
| 174 | 115 | Table II-41 | | Please confirm that 2 Program Managers are required from contract start date through turnover and closeout. | See Table II-41 - specifically the "Phases" section. | |
| 175 | 150 | V.2.d | | Are the resumes of Senior Managers and Partners in addition to the Key Personnel resumes? | Yes. See Section V.2.d. | |

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| 176 | 150 | V.2.f | We assume the names and education background for proposed staff are for the Key Personnel only. | Please confirm. | Per the RFP, the names and education background requirement is related to "all employees that will be assigned to this Project". See V.2.f) - Corporate Background and References. | |
| 177 | 152 | V.B.1 Bullet 4 | | If all MEVV Experience criteria in this section must be met exactly, this will significantly limit the pool of competitive Vendors. Will the Agency holistically evaluate these criteria as part of the 'Corporate Background and Experience' factor outlined in scoring? Or, will missing a single one of these criteria be a disqualification? | See Section V.B.1 - MEVV Experience. Specifically, "The vendor has successfully achieved CMS certification in Electronic Visit Verification in at least two (2) other states." | |
| 178 | 152/153 | V.B.1 Bullet 4/VI.A Optional | "Whenever possible, the State will design specifications, proposal requests, and conditions to accomplish this objective, consistent with the necessity to satisfy the State's need to procure technically sound, cost- effective services and supplies." | If a bidder can demonstrate they have a technically sound, cost effective solution with years of experience in the Fiscal Employer Agent (F/EA), Financial Management Services (FMS) would the Agency accept other certification experience? | Per the RFP, see Section V.B.1 - MEVV Experience. Specifically, "The vendor has successfully achieved CMS certification in Electronic Visit Verification in at least two (2) other states." | |
| 179 | 158 | VI.N 1.e | | Please confirm that the Tab 5 - Pricing Schedule is submitted in the response and not as a separate Cost Proposal. | See Section VI.N.1.e. which indicates this is a separate tab in the proposal. | |
| 180 | 159 | VI.N.1.g & h | | Do Tabs 7 or Tab 8 have page restrictions? | See Section VI.N.1.g and Section VI.N.1.h which do not indicate a page restriction for these Tabs. | |
| 181 | 160 | VI.N.1.h | | Please provide instructions on requirement 8.General Staffing and the difference between 8 General Staffing and 9 General Staffing. | See Amendment 2. | A-2, #6, #7, #8, #9 |
| 182 | 160 | Tab 8 #4/Tab9 | Tab 8 #4 and Tab 9 seems to be the same requirement for client references. | Please explain the difference or delete the duplication. | See Amendment 2. | A-2, #21 |

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| 183 | 161 | VI.R | We assume the instructions for redacting proprietary or confidential information should be submitted as a separate redacted proposal submission. | Please confirm. | See Section VI.T.3. - Copies Required. Specifically: a) One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST be a complete version of the Vendor's response. b) One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST have any information asserted as confidential or proprietary removed. c) One separate searchable PDF file for each Tab of the proposal that MUST be a complete version of the Vendor's response, and the filename shall include the Tab number and name. d) Where applicable, one separate searchable PDF file for each Tab of the proposal that has any information asserted as confidential or proprietary removed, and the filename shall include the Tab number and name and that it has been redacted. e) One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST be a complete version of the Vendor's response. f) One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST have any information asserted as confidential or proprietary removed. g) Completed copy of the Pricing Schedule MS Excel file as submitted in the Vendor's response. h) Completed copy of the Requirement Response Matrix (RRM) MS Excel file as submitted in the Vendor's response | |
| 184 | 163 | VII. | | Will the Agency consider a request a vendor demonstration as part of the evaluation process? | No, a Vendor demonstration will not be part of the evaluation process. | |
| 185 | 166 | VIII.H | | Can any portions of the Contract which contain IP be redacted? | See Section VI.R - Disclosure of Proposal Content. | |
| 186 | 166 | VIII.K | | How would this apply to any services already performed but not yet paid? | The Contractor retains those rights as stated in the RFP and in accordance with applicable law. | |
| 187 | 166 | VIII.M | We are concerned that the last sentence of this clause is onerous. For example, it is concerning work is not paid based on work performed, but rather based on work that is "satisfactorily, completed" and for "reasonable, documented costs". | Who would be making that evaluation, and based on what criteria? Would the Agency consider adjusting this language during the contracting phase with the Contractor? | The Agency shall make all necessary evaluations of work performed. The language will not be adjusted during the contracting period. | |
| 188 | 169 | VIII.AA | This clause appears it may be contradictory. | Does Contractor retain right to seek any damages in federal or state court? | Contractor retains those rights as stated in the RFP and in accordance with applicable law. | |
| 189 | 169 | VIII.CC | As written, it seems these audits could technically be unlimited. | Would the Agency consider limiting these to once per term or once per year? | No. The Agency will not limit this clause. | |
| 190 | 170 | VIII.FF | | In addition to mail, can email with read receipt requested be added as a medium for notice? | No. Certified mail return receipt requested shall be required for notice. | |
| 191 | 176 | Appendix A | We assume the bidder is required to enter the Proposal Reference information only. | Please confirm. | The Proposal Reference column is provided for the vendor to cross reference the location of the proposal information. | |
| 192 | RTM | Req ID 5052 | | What content would the Agency like to export (published as SCORM ("Sharable Content Object Reference Model" 4th edition)? | An example of content to export is training materials. | |

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| 193 | RTM | Req ID 6140 | The RFP documents reference a data lake which the Agency uses for historical data and analytics purposes, while this requirement also requires loading historical data into the Contractor's data aggregator. | What is the use case for historical data within the data aggregator? Is this use case distinct from the data lake? | By requiring the historical data in the MEVV Contractor's aggregator solution, queries and reports can be generated taking into account both real-time data captured in the MEVV Contractor's solution and historical data. | |
| 194 | RTM | Req ID 6156 | | Please provide the ADL task list codes. | The ADL List will be provided to the MEVV Contractor following contract award. | |
| 195 | RTM | Req ID 6177 | | Please define split shift. | The Operating Agencies define split shifts and the business rules for reporting visit records. An example of a split shift is a recipient receiving unskilled respite on 8/11 from 5:49 pm until 8/12 at 1:49 am (overnight split) and then from 8/12 at 5:54 pm until 8/13 at 1:54 am (two shifts in one day on 8/12). The MEVV Contractor's solution must be able to accommodate accurate reporting and editing of these visit records. The Agency will provide specific rules and policies to the MEVV Contractor following contract award. | |
| 196 | RTM | Req ID 6181 | | Please provide examples of the "easily accessible auto-fill forms" desired. | An example of an auto-fill field on a form would be a US State. | |
| 197 | RTM | Req IDs 6184/6138 | Requirements 6184 "...shall be device agnostic." and 6138 "...device specifications such as the types of devices supported, and the minimum required operating system versions supported." Seem to be in conflict. | Please explain the difference between these two requirements. | Requirement 6184 is related to devices such as cell phones and tablets. Requirement 6138 is related to operating systems to ensure that the EVV mobile application is compatible with the latest release of operating systems such as iOS and, at a minimum, one prior release. | |
| 198 | RTM | Req ID 6185 | | Please provide more details about what is needed for the "solution to enroll and certify providers using the Agency's enrollment process." For example, which data about providers is needed? What is the certification process which needs to be completed? | The MEVV Contractor will not be responsible for identifying or certifying EVV providers. Once the Agency enrolls the provider in the Medicaid program, the MEVV Contractor will use the information provided by Medicaid to add the providers to the Contractor's solution. | |
| 199 | RTM | Req ID 6196 | | Please define "register" a provider or worker self-acquired mobile device. How is the registry used? By whom? | Requirement 6196 is related to ensuring the EVV application recognizes mobile devices once registered. The EVV solution must have the functionality in order to produce a user name and PIN for the mobile devices. | |
| 200 | RTM | Req ID 6207 | The description of the SOC states contractor must respond to the Agency, who will provide the written response to the SOC; however, the requirement states the contractor must respond to the PMO, who will provide the written response. | Who is responsible for the SOC, the Agency or the PMO contractor? | The SOC will be submitted to the Agency and the PMO for review. The PMO will be responsible for communicating responses (e.g. questions or concerns) related to the SOC to the Contractor. | |
| 201 | RTM | Req ID 6218 | | Please describe or provide the required Agency encryption policy. | Currently, the required Agency encryption policy is Federal Information Processing Standard (FIPS) 140-2. | |
| 202 | RTM | Req ID 6261 | "The Contractor shall create and submit required systems documentation and artifacts for Agency review and approval three (3) months prior to the Operational Readiness Reviews (ORR)." The ORR meeting is usually scheduled two to three weeks prior to the Go Live date. We assume "...submitting required systems documentation and artifacts..." will be in draft form since development and/or testing will not be completed 3 months prior to the ORR meeting. | Please confirm. | Requirement 6261 requires the submission of this documentation three (3) months prior to ORR for Agency review . This three (3) months takes into account the extensive nature of the documentation and artifacts to be reviewed. | |

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| 203 | RTM | Req ID 6228 | | What are the requirements for integrating with the Agency's Enterprise Learning Solution? What training data is transmitted between the contractor and the Enterprise Learning System? | Requirement 6228 is specifically related to the Agency's Enterprise Learning Solution. The Agency is currently working on an Enterprise Learning Solution and the Agency will work collaboratively with the Contractor at that time when it is available. | |
| 204 | RTM | Req ID 6234 | | Please provide more information about the "Agency's Enterprise Learning Solution." | Requirement 6228 is specifically related to the Agency's Enterprise Learning Solution. The Agency is currently working on an Enterprise Learning Solution and the Agency will work collaboratively with the Contractor at that time when it is available. | |
| 205 | RTM | Req ID 6245 | | Please define "incomplete visit". For example, is there specific timing or criteria which would determine a visit to be "incomplete"? | This criteria will be discussed with the MEVV Contractor following contract award. | |
| 206 | RTM | Req ID 6268 | | Please clarify the frequency of required refresher training sessions. Must these all be live, instructor-led, or can they be provided as self-guided and/or recorded trainings? | See requirement 6268 which indicates refresher training must be live and instructor-led and delivered upon Agency request no later than eight (8) weeks after system go-live. | |
| 207 | RTM | Req ID 6274 | We assume the "federal testing expectations and recommendations" are the Medicaid Enterprise Systems (MES) Testing Guidance Framework. | Please confirm. If not, please provide the federal testing expectations and recommendations. | See Section II.H.6 - Certification Management. Specifically, "the Agency will provide the MEVV Contractor any additional processes, procedures, and guidance as it is released from all Federal agencies to the Agency." | |
| 208 | RTM | Req ID 6309 | | Please clarify user expiration process and the difference from password expiration process. | A user expiration process refers to identifying users who have not logged in for a defined period of time (e.g. 6 months). | |
| 209 | RTM | Req ID 6324 | | Does the specific Agency source of the authorization need to be displayed in the EVV user interface at the time of clock in? Or can this be provided in separate display in order to facilitate a simple and streamlined clock in UI for providers? | This requirement does not specify at the time of clock in. The Agency will discuss with the MEVV Contractor following contract award. | |
| 210 | RTM | Req ID 6324 | | Aside from the System Integration Platform (SIP), are there any other currently identified external systems from which to ingest and integrate data? Please provide more information about any such additional systems and anticipated integration requirements. | See section II.C.1 - MEVV Data which indicates in part that the MEVV Contractor's solution "shall provide data aggregation functionality for the collection and processing of EVV data from all sources including but not limited to OAs, FMSA, the Agency's fiscal agent, and other EVV third parties." Please also see II.C.3. MEVV Workflow and Figure II-3: MEVV High Level Workflow. These Sections list some of the integration points as it relates to modules. The process will be discussed with the MEVV Contractor following contract award. | |
| 211 | RTM | Req ID 6324 | "The Contractor shall be responsible for resolving all compliance errors". | Please clarify scope and definition of compliance errors. For example, will the contractor be responsible for provider errors made with provider managed data on the system? | The MEVV Contractor will be responsible for resolving compliance errors in their solution. An example of a compliance error is approved visit records in the MEVV Contractor's solution with missing CMS-required data elements. | |
| 212 | RTM | Req ID 6332 | | Please describe the requirements for a person-centered note. | The person-centered note must allow for free form text to capture unique descriptions of the reason for the late or missed services, as opposed to being a specific value from a list (e.g. "sick"). | |

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|-----------------------|-------|--|---|---|---|--------------------------------------|
| 213 | RTM | Req ID 6344 | | What other languages are required by the Agency in addition to English and Spanish? | The following languages are the most common non-English languages spoken by Alabama EVV recipients: Spanish (approximately 98% on non-English), Korean and Chinese (less than 2% between both languages). In your proposal, please document the capabilities of your EVV solution to accommodate non-English languages. The Agency will discuss in detail with the EVV Contractor following contract award. | |
| 214 | RTM | Req ID 6465 | | What is the is Alabama Operational Report Workbook? This requirements is the only reference to this requirement in the RFP. Please provide the Alabama Operational Report Workbook for bidder review. | This document is related to documenting information for CMS Certification and will be discussed in detail with the MEVV Contractor following contract award. | |
| 215 | 26 | 2.4_AMMP_ME VV3_RFP_10-25- 23 C: MEVV Solution #6140 | The Contractor shall convert and load all data from the Agency's previous contractor into the data aggregator component to ensure business continuity for historical data purposes. | Can you please provide the approximate size of the data to be covered? | As of today, the volume of data is comprised of least 1 year (12 months) but not more than 5 years (60 months). The current data volume is approximately 336 MB. | |
| 216 | 29 | 2.4_AMMP_ME VV3_RFP_10-25- 23 C: MEVV Solution #6431 | The Contactor shall provide a solution with a single portal for each HCBS Operating Agency (OA). OAs can operate one or multiple programs. | Typically there is one portal with different log ins that would direct you to the appropriate user interface. Are you asking for multiple portals with different URL's or is it okay to have a single entry point that directs the user to the appropriate place? | See Requirement 6431. Each Operating Agency (OA) shall have a single portal. | |
| 217 | 31 | 2.4_AMMP_ME VV3_RFP_10-25- 23 C: MEVV Solution #6343 | The Contractor shall provide a solution with the capability to denote the recipient's status and update the need for additional assistance. | Can the State please elaborate on this? Does the recipient need to update, or can the caregiver/rendering provider provide the status? | The MEVV Contractor's solution must be able to apply updates from OAs and other entities related to recipient status, such as active and terminated. | |

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| 218 | 100 | 2.4_AMMP_ME VV3_RFP_10-25-23 H: Enterprise and General Services 6a: CMS Streamlined Module Certification | Agency will utilize the Streamlined Module Certification (SMC) approach for individual module-based and enterprise-wide system certification, or an alternate certification methodology as required by CMS at the time the MEVV module is ready to be certified. | CMS does not include EVV in SMC. EVV is, at this time, using Outcomes Based Certification (OBC). Where we recognize there may be modules in the overall MES architecture that will have SMC that the MEVV vendor needs to participate in, can this section be updated to recognize that the MEVV module is OBC? | See Requirement 4551 which states "The Contractor shall be able to adapt to changes to the Outcomes-Based Certification (OBC)/SMC approach as they become available from CMS in order to support the Agency complying with CMS' Conditions and Standards for Enhanced Federal Funding and achieving and maintaining Federal certification." See also Section II.H.6 - Certification Management. Specifically, "The Agency views Federal certification as a collaborative and cooperative process between all vested internal and external stakeholders and partners. This partnership between all stakeholders will work to ensure that the MEVV solution and business support responsibilities comply with Federal guidance, conditions, and standards required of all states." | |
| 219 | 102 | 2.4_AMMP_ME VV3_RFP_10-25-23 H: Enterprise and General Services 6a: #4555 | The Contractor shall prepare and load updated, Agency approved system documentation to the Certification Documents Repository thirty (30) business days prior to all Federal certification reviews. | For the ORR for MEVV, we have never had permission from CMS to access their Certification Repository. Additionally, most evidence is collected as the testing progresses and may not be available until 3 weeks prior to ORR, which has historically been scheduled close to the go live date. CMS requires OBC evidence to be uploaded 14 days prior to the ORR or CR event. Is the state open to adopting CMS' required timeline for evidence submission? | See Requirement 4555 which indicates the "Certification Documents Repository but does not specify the "CMS" Certification Repository. See also Requirement 6261 which requires the submission of certification "documentation and artifacts" three (3) months prior to ORR for Agency review and approval . | |
| 220 | 102 | 2.4_AMMP_ME VV3_RFP_10-25-23 H: Enterprise and General Services 6a: #6261 | The Contractor shall create and submit required systems documentation and artifacts for Agency review and approval three (3) months prior to the Operational Readiness Reviews (ORR). | For the ORR for MEVV, most evidence is collected as the testing progresses and may not be available until 3 weeks prior to ORR, which has historically been scheduled close to the go live date. CMS requires OBC evidence to be uploaded 14 days prior to the ORR or CR event. Is the state open to adopting CMS' required timeline for evidence submission? | Requirement 6261 requires the submission of this documentation three (3) months prior to ORR for Agency review and approval . | |
| 221 | 108 | 2.4_AMMP_ME VV3_RFP_10-25-23 8: General Staffing #6294 | 8: General Staffing #6294 | Can one person hold multiple roles? | See Section II.H - General Staffing; Tables II-35 through II-44. Each position has Min. FTE and Allocation information per role. | |
| 222 | 109 | 2.4_AMMP_ME VV3_RFP_10-25-23 8: General Staffing #6294 | The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the MEVV Module including, but not limited to: | Can one person hold multiple roles? | See Section II.H - General Staffing; Tables II-35 through II-44. Each position has Min. FTE and Allocation information per role. | |
| 223 | 10 | 2.4_AMMP_ME VV3_RFP_10-25-23 1. Overview of Alabama's EVV Services | Alabama's EVV programs currently serve over 15,000 recipients, 289 providers, and four (4) FMSAs. | Would the State please breakdown the EVV recipients and providers by program? | See Amendment 2. | A-2, #22 |

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| 224 | 10 | 2.4_AMMP_ME VV3_RFP_10-25-23 1. Overview of Alabama's EVV Services | Alabama's EVV programs currently serve over 15,000 recipients, 289 providers, and four (4) FMSAs. | Would the State please state the number of monthly EVV visits and or the number of transactions by program annually? | The Agency will discuss with the MEVV Contractor following contract award. | |
| 225 | 28 | 2.4_AMMP_ME VV3_RFP_10-25-23 C. MEVV Solution | The MEVV Contractor's solution must be able to accommodate different business rules for the different programs. Since Alabama has multiple operating agencies, the Contractor must develop separate portals for each of the agencies. | Will separate feeds for members, providers, auths, etc be sent for each operating entity (ADSS,ADRS, ADMH) or will they all be contained in the same file? | See Section II.C.1 - MEVV Data. Separate files will be sent for each operating agency. | |
| 226 | 140 | 2.4_AMMP_ME VV3_RFP_10-25-23 b. Training Requirements | The Contractor shall prepare and deliver pre-planned refresher trainings (live, instructor-led), post solution implementation, to help facilitate knowledge gains by end-users from solution use. This training should be delivered upon Agency request, no later than eight (8) weeks after system go-live. | Can refresher training be held via: live webinar or does this have to be inperson? | See Requirement 6268. The refresher training can be virtual. See Amendment 2. | A-2, #26, #27 |
| 227 | 135 | 2.4_AMMP_ME VV3_RFP_10-25-23 13. Training Management | The MEVV Contractor shall, in consultation with the Agency, secure onsite facilities to conduct in-person training commensurate with the approved Training and Knowledge Plan. | What is the expectation for onsite in person trainings? What is the expected time frame for onsite trainings? Will this be in one location or multiple locations throughout the state over an extended time period? We have found online training allows us to train a broader audience at one time and also simplifies potential travel challenges and expenses in reaching the travel site. Users may also have complex challenges with child care or travel, whereas remote training allows users to successfully attend training while minimizing these complex and stressful challenges. | In-person training is expected to take no more than two weeks and be held in 3-4 locations throughout the State. The expectations for in-person training will be finalized with the EVV Contractor following contract award prior to creation of the Training and Knowledge Plan. See also Section II.H.13 - Training Management. Specifically, "The MEVV Contractor shall, in consultation with the Agency, secure onsite facilities to conduct in-person training commensurate with the approved Training and Knowledge Plan." | |
| 228 | 140 | 2.4_AMMP_ME VV3_RFP_10-25-23 b. Training Requirements | The Contractor shall provide all necessary Alabama-specific training materials for on-site training sessions for the Agency, Operating Agencies, Providers, Support Coordinators, and other parties as deemed necessary by the Agency, at Agency approved locations. The Contractor shall ensure at least two (2) trainers are available and present at each on-site training session. | Can the second trainer be an assistant trainer as long as the main trainer meets the minimum required experience? | See Requirement 6257. Only the Training Lead is considered Key Personnel and must meet the minimum experience requirements. One of the trainers can be the Training Lead. See Section II.H.8.c Key Personnel. | |
| 229 | 135 | 2.4_AMMP_ME VV3_RFP_10-25-23 13. Training Management | The trainings and training materials must be 508 compliant and must be available in Spanish and other languages as requested by the Agency. | Does the Agency have a list of other languages that will be requested? | The current language requirements for training materials are English and Spanish. | |

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| 230 | 45 | 2.4_AMMP_MEVV3_RFP_10-25-23 2. Downtime and Liquidated Damages | Failure to meet availability SLA will result in a penalty to be credited to the State as set forth using a method to be determined by the State. | Can you please elaborate on the method used by the State? | The details will be discussed with the MEVV Contractor following contract award. | |
| 231 | | 2.4 Final_MEVV3_RM #4610 | 4610. The Contractor shall align its overall project management methodology to conform and comply with Agency-approved AMMP PMO methodologies, protocols, plans, templates, and processes. | Can you please provide the Quality Management Plan (PMO-2-k)? | See the AMMP Plans, Guides, and Templates TOC document in the Procurement Library for a description of this deliverable and the sections included. | |
| 232 | | 2.4 Final_MEVV3_RM #4610 | 4610. The Contractor shall align its overall project management methodology to conform and comply with Agency-approved AMMP PMO methodologies, protocols, plans, templates, and processes. | Can you please provide the Quality Control Checklist (PMO-2-k-01)? | See the AMMP Plans, Guides, and Templates TOC document in the Procurement Library for a description of this deliverable and the sections included. | |
| 233 | | 2.4 Final_MEVV3_RM #4635 | The Contractor shall follow the Agency approved styles and standards as defined in PMO-2-k-03: AMMP Style Guide for all deliverables. | Can you please provide the PMO-2-k-03: AMMP Style Guide for all deliverables? | See the AMMP Plans, Guides, and Templates TOC document in the Procurement Library for a description of this deliverable and the sections included. | |
| 234 | | 2.4 Final_MEVV3_RM #4748 | The Contractor shall follow the Kick-off Meetings Protocol Guide (PMO-2-c) and work with the Agency and the MES PMO to conduct a kick-off meeting within two (2) weeks of the Contract start date and shall use the program kick-off template (PMO-2-c-01). | Can you please provide the Kick-off Meetings Protocol Guide (PMO-2-c) and the program kick-off template (PMO-2-c-01)? | See the AMMP Plans, Guides, and Templates TOC document in the Procurement Library for a description of this deliverable and the sections included. | |
| 235 | | 2.4_PL15_AMA_Enterprise_Software_List_10-25-23 (1).pdf #13 | This tool will be used to produce the Executive Dashboard for the module project. The contractor will enter data, provide data files, and maintain data for the dashboard. | Is PowerBI required for a reporting dashboard readout or is the state open to other options for demonstrating status and implementation excellence? | The MEVV Contractor will be required to enter data, provide data files and maintain data for the dashboard. The dashboard data entry template will be provided to the MEVV Contractor following contract award. | |
| 236 | | 2.4_PL15_AMA_Enterprise_Software_List_10-25-23 (1).pdf | General | Will the state allow the vendor to use tool not listed in 2.4_PL15_AMA_Enterprise_Software_List_10-25-23 (1).pdf | Please see the Procurement Library AMA Enterprise Software List, specifically the column heading "Description" which indicates what is required. | |

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| 237 | 26 | 2.4_AMMP_ME VV3_RFP_10-25-23 Table II - 1: MEVV Solution Requirements Master ID: 6140 | Contractor shall convert and load all data from the Agency's previous contractor into the data aggregator component to ensure business continuity for historical data purposes. | Will the State not have access to the current system as part of the transition plan of the current vendor, if necessary? | See Section II.G.2 - Data Management; the subsection entitled Data Conversion specifically indicates the "MEVV Contractor shall be responsible for converting data from the current MEVV Contractor ...". | |
| 238 | 26 | 2.4_AMMP_ME VV3_RFP_10-25-23 Table II - 1: MEVV Solution Requirements Master ID: 6128 | The Contractor shall provide a solution for toll-free interactive voice response which is accessible through the landline or mobile phone to provide functionality including but not limited to retrieving, recording, verifying, and validating the EVV visit data | Does the State allow mobile phone to be used for IVR? | See Requirement 6128 which specifically indicates landline or mobile phone. | |
| 239 | 27 | 2.4_AMMP_ME VV3_RFP_10-25-23 Table II - 1: MEVV Solution Requirements Master ID: 6181 | 2.4_AMMP_MEVV3_RFP_10-25-23 The Contractor shall provide a solution that includes easily accessible auto-fill forms. | Can the Agency provide a definition for forms? What types of forms are being captured in the EVV solution? | See Requirement 6181. An example of an auto-fill field on a form would be a US State. Specific auto-fill fields and forms will be discussed with the MEVV Contractor following contract award. | |
| 240 | 28 | 2.4_AMMP_ME VV3_RFP_10-25-23 Table II - 1: MEVV Solution Requirements Master ID: 6139 | The Contractor shall provide a solution to accept claims extract files from the Fiscal Agent. | Can the state verify if the Fiscal Agent would be required to implement an integrated workflow vs. the EVV solution accepting claims files? | See Requirement 6139. Specifically, "The Contractor shall provide a solution to accept claims extract files from the Fiscal Agent." | |

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| 241 | 28 | 2.4_AMMP_ME VV3_RFP_10-25-23 Table II - 1: MEVV Solution Requirements Master ID: 6145 | The Contractor shall provide a solution with a document repository for sharing documents with stakeholders as approved by the Agency. | Can the State provide an example of a type of document that would be shared with the Agency? | See Requirement 6345 for an example of documentation shared with stakeholders. Specifically, "The Contractor shall provide a solution that allows role and privilege-based access to all Alabama-specific training materials. " Alabama-specific training materials include but are not limited to, work aids, and user guides. | |
| 242 | 35 | 2.4_AMMP_ME VV3_RFP_10-25-23 Section D Contract Startup 1. Initiation & Onboarding | The Agency will schedule a full-day project Kick-off meeting within the first two (2) weeks after Contract start-up. | Will this session be onsite or remote/virtual? | The MEVV Contractor is not required to be onsite for the full-day project kick-off meetings. In previous contract start-up activities, the Vendor often preferred to be onsite and attend in person for these types of contract discussions. In addition, the discovery sessions are typically paired with the kick-off meetings to reduce travel burden. | |
| 243 | 42 | 2.4_AMMP_ME VV3_RFP_10-25-23 Section d. Security and Access | The MEVV Contractor's solution must include role-based single sign-on capability for all users whether they are accessing the EVV system or the Aggregator solution.... While the Agency envisions a single sign-on solution to be implemented by our System Integrator Contractor, the MEVV module will not be required to use this solution. Table II-8: Technical Architecture and Environments Requirements | Does the Agency require caregivers to be included in the SSO capabilities? Will the SSO be authenticated through a state system? If so, what SSO platform does the state use? This section is unclear, can the Agency confirm what the requirement of the Contractor is as it relates to SSO? | The Agency requires single sign-on for all individuals, including caregivers. Regarding the State's solution, see Section II.E.d. - Security and Access. Specifically, "While the Agency envisions a single sign-on solution to be implemented by our System Integrator Contractor, the MEVV module will not be required to use this solution." As an example for the MEVV Contractor, Agency staff must have the ability to log in to all portals using SSO instead of using a different user ID and password for each portal. | |

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| 244 | 110 | 2.4_AMMP_ME VV3_RFP_10-25-23 c. Key Personnel Table II-35: Key Personnel – Project Manager Table II-36: Key Personnel – Technical Manager Table II-37: Key Personnel – Testing Manager Table II-38: Key Personnel – Operations Manager Table II-39: Key Personnel – Configuration Manager | 100% allocated to the Agency | Can the Agency confirm that every Key Personnel role is required for the duration of the entire contract (DDI through operations phase). For example, the project manager is still 100% allocated to the State in operations phase/years. | See the "Phases" section of Tables II-35 through II-44 for the duration required for each role. | |
| 245 | 152 | 2.4_AMMP_ME VV3_RFP_10-25-23 1. MEVV Experience | Obtain CMS Certification after CR | Has the Agency received a successful EVV Certification leveraging the existing EVV technology implemented? | The Agency has only received the notice of successful completion of the Operational Readiness Review (ORR) on 1/28/22. | |
| 246 | 202 | 2.4_AMMP_ME VV3_RFP_10-25-23 EVB2021-TCU-001 6472 Training Curriculum | The Contractor shall provide a Training Curriculum developed in collaboration with the OCM team, finalized, and submitted to the Agency for review and approval a minimum of sixty (60) days before any scheduled training delivery. Documentation provided shall include, but not be limited to: 1. Training Outline, identifying the learning objectives | Will the Agency be maintaining its own EVV website for townhall, stakeholder documents, communications & training materials? Or will the Agency require the Contractor to maintain & support? | See Requirement 6345; specifically, "The Contractor shall provide a solution that allows role and privilege-based access to all Alabama-specific training materials." | |
| 247 | 34 | 2.4_AMMP_ME VV3_RFP_10-25-23 4. Narrative Questions Q-15 | How will you ensure your program and project documentation, deliverables and artifacts are following the established AMMP standards? | Will the Agency be required to approve deliverable templates prior to Contractor beginning submission? | See Section II.H.10 - Document Management. Specifically, "The MEVV Contractor must receive approval from the PMO Contractor and the Agency before using anything other than the approved PMO Contractor document templates provided." | |