

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.	

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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

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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.	

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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	<p>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.</p> <p>Vendor Response to Agency Narrative Questions (as included within) Section II – Scope of Work</p> <p>Response to Narrative Questions – Roles and Responsibilities</p> <p>Q-01 What are your experiences, and approaches you took in working with state/governmental agencies embarking on modular solutions?</p> <p><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></p>	<p>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.</p> <p>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?</p>	Vendors are to use the format in PL18.	
75	164	VIII.C	<p>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.</p>	<p>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?</p>	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	<p>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.</p>	<p>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.</p>	See Amendment 1.	A-1, #1, #2
77	Page 38	Item D-5	<p>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.</p>	<p>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.</p> <p>NN. Software and Ownership</p> <p>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.</p>	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	<p>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.</p>	<p>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.</p>	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.	

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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_M EVV3_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 EVV2021-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."	