

Amendment 2 to RFP 2023-EVV-01

December 15, 2023

NOTE THE FOLLOWING AND ATTACHED ADDITIONS, DELETIONS AND/OR CHANGES TO THE REQUIREMENTS FOR THE REQUEST FOR PROPOSAL NUMBER: RFP 2023-EVV-01. THIS AMENDMENT MUST BE INCLUDED IN THE BIDDER'S RESPONSE AND MEET THE REQUIREMENTS AS DEFINED IN THE RFP.

THE VENDOR MUST SIGN AND RETURN THIS AMENDMENT WITH THEIR PROPOSAL.

1. Section VI.N.1.d.10 – Proposal Structure, Page 157 – Tab 4 – Transmittal Letter, Item 10 - Changed as follows:

Currently Reads as:

10. A statement that the Vendor has reviewed PL15_AMMP Tools List and understands the number of accounts provided upon contract award to the successful Vendor.

Revised as:

10. A statement that the Vendor has reviewed PL15_AMMP *Enterprise Software* ~~Tools~~ List and understands the number of accounts provided upon contract award to the successful Vendor.

2. Section V – Corporate Background and References, Page 151 – Items 7, 8 - Changed as follows:

Currently Reads as:

7. Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.H.8 – Scope of Work, Enterprise and General Services
8. General Staffing
9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

Revised as:

7. Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.H.8 – Scope of Work, Enterprise and General Services - *General Staffing*
8. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

3. Section VI.N.1.h – Proposal Structure, Page 160 – Tab 8 – Corporate Background, Experience, and Personnel – Items 7, 8 - Changed as follows:

Currently Reads as:

7. Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.H.8 – Scope of Work, Enterprise and General Services
8. [General Staffing](#)
9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

Revised as:

7. Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.H.8 – Scope of Work, Enterprise and General Services - *General Staffing*
8. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

4. Section VI.T.3 – Copies Required, Page 162, Items 3.b), 3.d) and 3.f) - Changed as follows:

Currently Reads as:

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

Revised as:

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

5. Section X. Appendix A: Proposal Compliance Checklist, Page 176 - Changed as follows:

Currently Reads as:

<input checked="" type="checkbox"/> IF CORRECT	BASIC PROPOSAL COMPLIANCE	PROPOSAL REFERENCE
Proposal Packet		
<input type="checkbox"/>	1. Vendor’s original proposal received on time at correct location.	
<input type="checkbox"/>	2. Vendor submitted the specified copies of proposal and in electronic format. <ul style="list-style-type: none"> a. One (1) original Proposal with original signatures in ink, in a three-ring binder. Tab 6 shall be printed single-sided; Vendor must identify the original hard copy clearly on the outside of the proposal; see Section VI.N. for additional guidance. b. One (1) additional hard copy (of the original proposal) in binder form. c. A jump drive with the following content: <ul style="list-style-type: none"> i. One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST be a complete version of the Vendor’s response. ii. One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST have any information asserted as confidential or proprietary removed. iii. One separate searchable PDF file for each Tab of the proposal that MUST be a complete version of the Vendor’s response, and the filename shall include the Tab number and name. iv. Where applicable, one separate searchable PDF file for each Tab of the proposal that has any information asserted as confidential or proprietary removed, and the filename shall include the Tab number and name and that is has been redacted. v. One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST be a complete version of the Vendor’s response. vi. One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST have any information asserted as confidential or proprietary removed. vii. Completed copy of the Pricing Schedule MS Excel file as submitted in the Vendor’s response. viii. Completed copy of the Requirement Response Matrix (RRM) MS Excel file as submitted in the Vendor’s response. 	

Revised as:

<input checked="" type="checkbox"/> IF CORRECT	BASIC PROPOSAL COMPLIANCE	PROPOSAL REFERENCE
Proposal Packet		
<input type="checkbox"/>	3. Vendor’s original proposal received on time at correct location.	
<input type="checkbox"/>	4. Vendor submitted the specified copies of proposal and in electronic format. <ul style="list-style-type: none"> d. One (1) original Proposal with original signatures in ink, in a three-ring binder. Tab 6 shall be printed single-sided; Vendor must identify the original hard copy clearly on the outside of the proposal; see Section VI.N. for additional guidance. e. One (1) additional hard copy (of the original proposal) in binder form. f. A jump drive with the following content: <ul style="list-style-type: none"> i. One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST be a complete version of the Vendor’s response. ii. <i>Where applicable, one</i> One single searchable PDF file containing the entire proposal (Tabs 1 through 10) that MUST have any information asserted as confidential or proprietary removed. iii. One separate searchable PDF file for each Tab of the proposal that MUST be a complete version of the Vendor’s response, and the filename shall include the Tab number and name. iv. Where applicable, one separate searchable PDF file for each Tab of the proposal that has any information asserted as confidential or proprietary removed, and the filename shall include the Tab number and name and that is has been redacted. v. One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST be a complete version of the Vendor’s response. vi. <i>Where applicable, one</i> One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST have any information asserted as confidential or proprietary removed. vii. Completed copy of the Pricing Schedule MS Excel file as submitted in the Vendor’s response. viii. Completed copy of the Requirement Response Matrix (RRM) MS Excel file as submitted in the Vendor’s response. 	

6. Section II.H.8.b – General Staffing Requirements, Page 108 - Changed as follows:

Currently Reads as:

b. General Staffing Requirements

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

Revised as:

b. General Staffing Requirements

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

7. Section II.H.8.c – Key Personnel, Page 110 - Changed as follows:

Currently Reads as:

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

Revised as:

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

8. Section V – Corporate Background and References, Page 151 – Item 9 – Changed as follows:

Currently Reads as:

9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

Revised as:

9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), ~~as well as respond to Proposal Narrative Questions.~~

9. Section VI.N.1.h – Proposal Structure, Page 160 – Tab 8 – Corporate Background, Experience, and Personnel – Item 9 - Changed as follows:

Currently Reads as:

9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), as well as responses to Proposal Narrative Questions.

Revised as:

9. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#), ~~as well as respond to Proposal Narrative Questions.~~

10. Section XIV – Appendix E: Requirements Response Matrix, Page 211 - Changed as follows:

Currently Reads as:

For MEVV (system/solution requirements) only Columns F - J are required to be completed by Vendors. Column L, if applicable, can also be completed.

Revised as:

~~For MEVV (system/solution requirements) only Columns F - J are required to be completed by Vendors. Column L, if applicable, can also be completed.~~

Vendors are to make selections of pre-populated answers for columns F – K on the “Requirement Matrix” Tab within the Excel Workbook, in accordance with the instructions above and as informed by the RFP narrative document.

11. EVV AMMP Requirements Response Matrix (RRM) – Instructions and Legend Tab - Changed as follows:

Currently Reads as:

5	Vendors are to provide a short, narrative explanation in Column L to further explain and/or justify the selections made in Columns F - K.
6	For MEVV (system/solution requirements) only Columns F - J are required to be completed by Vendors. Column L, if applicable, can also be completed.
7	For Enterprise / General Services requirements and Deliverable requirements, Column K and, if applicable, Column L are appropriate for Vendor Response (all other Columns F - J need not apply)
8	Print out "Requirement Matrix" Tab (all pages), and must be signed and dated and returned with the bid submission.

Revised as:

5	Vendors are to provide a short, narrative explanation in Column L to further explain and/or justify the selections made in Columns F - K.
6	For MEVV (system/solution requirements) only Columns F - J are required to be completed by Vendors. Column L, if applicable, can also be completed.
7	For Enterprise / General Services requirements and Deliverable requirements, Column K and, if applicable, Column L are appropriate for Vendor Response (all other Columns F - J need not apply)
6 8	Print out "Requirement Matrix" Tab (all pages), and must be signed and dated and returned with the bid submission.

12. Section II.H.8.c Key Personnel, page 113, Table II-37 – Key Personnel – Testing Manager - Changed as follows:

Currently Reads as:

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

Revised as:

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

**13. Section II.H.8.c Key Personnel, page 117, Table II-42 – Key Personnel – Training Lead -
Changed as follows:**

Currently Reads as:

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

Revised as:

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

**14. Section II.H.8.c Key Personnel, page 118, Table II-43 – Key Personnel – Product Lead -
Changed as follows:**

Currently Reads as:

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

Revised as:

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

15. Section II.H.8.c Key Personnel, page 118, Table II-44 – Key Personnel – Organizational Change Management (OCM) Lead - Changed as follows:

Currently Reads as:

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

Revised as:

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

16. Section XVII Appendix H: Key Personnel Resume Sheet, page 216 - Changed as follows:

Currently Reads as:

Candidate:
 Full Name: Last Name First Name MI
 Address Street: City: State: Zip:
 U.S. Citizen Non-U.S. Citizen Visa Status:
 Status: Employee Self Employed Subcontractor (Name: _____)
 Other:

Education:

Mark highest level completed.	Some HS <input type="checkbox"/>	HS/GED <input type="checkbox"/>	Associate <input type="checkbox"/>	Bachelor <input type="checkbox"/>	Master <input type="checkbox"/>	Doctoral <input type="checkbox"/>
List most recent first, all secondary and post-secondary education (high school, GED, colleges, and universities) attended. Do not include copies of transcripts unless requested. Add additional rows if necessary						
School Name			Degree/Major	Degree Earned	Year Received	

Work Experience:
 Describe your work experience related specifically to the Request for Proposal to which you are responding. Please list most recent job first. To add work experience, copy the format below and add additional sheets as needed.

Work Experience #:			
Job Title:			
From	To	Reason for Leaving:	Hours per week
Describe your duties and responsibilities as they relate to the Request for Proposal:			

Revised as:

Candidate:

Full Name: Last Name First Name MI

Address State: *US State* (Used to verify services provided in Continental United States)

U.S. Citizen Non-U.S. Citizen Visa Status:
 Status: Employee Self Employed Subcontractor (Name: _____)
 Other:

Education:

Mark highest level completed.	Some HS <input type="checkbox"/>	HS/GED <input type="checkbox"/>	Associate <input type="checkbox"/>	Bachelor <input type="checkbox"/>	Master <input type="checkbox"/>	Doctoral <input type="checkbox"/>
List most recent first, all secondary and post-secondary education (high school, GED, colleges, and universities) attended. Do not include copies of transcripts unless requested. Add additional rows if necessary						
School Name			Degree/Major	Degree Earned	Year Received	

Required Certifications (when applicable):

<i>Certification</i>	<i>Year Initially Received</i>	<i>Certification Current</i>

Work Experience:

Describe your work experience related specifically to the Request for Proposal to which you are responding. Please list most recent job first. To add work experience, copy the format below and add additional sheets as needed.

Work Experience #:			
Job Title:			
From	To	Reason for Leaving:	Hours per week
Describe your duties and responsibilities as they relate to the Request for Proposal:			

17. Section XVII Appendix H: Key Personnel Resume Sheet, page 218 – Sample Key Personnel Resume Sheet - Changed as follows:

Currently Reads as:

Vendor Organization: Auburn University Montgomery
 Key Position: Technical Team – Communications Manager

Candidate:

Full Name: Jackson Hewlett M
 Address Street: 6760 Happy Lane Circle City: Oklahoma State: OK Zip: 54671
 U.S. Citizen Non-U.S. Citizen Visa Status:
 Status: Employee Self Employed Subcontractor (Name: __) Other:

Education:

Mark highest level completed.	Some HS <input type="checkbox"/>	HS/GED <input type="checkbox"/>	Associate <input type="checkbox"/>	Bachelor <input type="checkbox"/>	Master <input checked="" type="checkbox"/>	Doctoral <input type="checkbox"/>
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List most recent first, all secondary and post-secondary education (high school, GED, colleges, and universities) attended. Do not include copies of transcripts unless requested. Add additional rows if necessary			
School Name	Degree/Major	Degree Earned	Year Received
Harvard University	Master Business Administration	Yes	2001
Yale University	Bachelor of Science in Information Technology	Yes	2000
Princeton University	Associate in Data Processing Technology	Yes	1997

Work Experience:

Describe your work experience related specifically to the Request for Proposal to which you are responding. Please list most recent job first. To add work experience, copy the format below and add additional sheets as needed.

Revised as:

Vendor Organization: Auburn University Montgomery
Key Position: Technical Team – Communications Manager

Candidate:

Full Name: Jackson Hewlett M

Address State: AZ (Used to verify services provided in Continental United States)

U.S. Citizen Non-U.S. Citizen
Status: Employee Self Employed Subcontractor (Name: __) Other:

Education:

Mark highest level completed.	Some HS <input type="checkbox"/>	HS/GED <input type="checkbox"/>	Associate <input type="checkbox"/>	Bachelor <input type="checkbox"/>	Master <input checked="" type="checkbox"/>	Doctoral <input type="checkbox"/>
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List most recent first, all secondary and post-secondary education (high school, GED, colleges, and universities) attended. Do not include copies of transcripts unless requested. Add additional rows if necessary

School Name	Degree/Major	Degree Earned	Year Received
Harvard University	Master Business Administration	Yes	2001
Yale University	Bachelor of Science in Information Technology	Yes	2000
Princeton University	Associate in Data Processing Technology	Yes	1997

Required Certifications (when applicable):

<i>Certification</i>	<i>Year Initially Received</i>	<i>Certification Current</i>
PMP	2001	Yes

Work Experience:

Describe your work experience related specifically to the Request for Proposal to which you are responding. Please list most recent job first. To add work experience, copy the format below and add additional sheets as needed.

18. Section II.H.8.b General Staffing Requirements, page 108, Table II-34 - Changed as follows:

Currently Reads as:

Master ID	Requirement Description
6294	The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the MEVV Module including, but not limited to: <ol style="list-style-type: none">1. Project Manager2. Testing Manager3. Technical Manager4. Security Manager5. Program Manager6. Training Lead7. Product Lead8. OCM Lead

Revised as:

Master ID	Requirement Description
6294	The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the MEVV Module <i>plus 90 days</i> including, but not limited to: <ol style="list-style-type: none">1. Project Manager2. Testing Manager3. Technical Manager4. Security Manager5. Program Manager6. Training Lead7. Product Lead8. OCM Lead

19. Section II.H.8.b General Staffing Requirements, page 109, Table II-34 - Changed as follows:

Currently Reads as:

Master ID	Requirement Description
6295	<p>The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the MEVV Module including, but not limited to:</p> <ol style="list-style-type: none"> 1. Operations Manager 2. Configuration Manager 3. Security Manager 4. Technical Manager 5. Product Lead 6. Training Lead

Revised as:

Master ID	Requirement Description
6295	<p>The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the MEVV Module including, but not limited to:</p> <ol style="list-style-type: none"> 1. Operations Manager 2. Configuration Manager 3. Security Manager 4. Technical Manager 5. Product Lead 6. Training Lead 7. <i>Testing Manager</i> 8. <i>Program Manager</i> 9. <i>OCM Lead</i>

20. EVV AMMP Requirements Response Matrix (RRM) – Requirement Matrix Tab - Changed as follows:

Currently Reads as:

Req ID	RFP Section Reference	RFP Section Name	RFP Subsection Name	Requirement	Proposal Status	Production Status	Pro Typ
6294	II.H.8	Enterprise and General Services	General Staffing	The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the MEVV Module including, but not limited to: 1. Project Manager 2. Testing Manager 3. Technical Manager 4. Security Manager 5. Program Manager 6. Training Lead 7. Product Lead 8. OCM Lead			
6295	II.H.8	Enterprise and General Services	General Staffing	The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the MEVV Module including, but not limited to: 1. Operations Manager 2. Configuration Manager 3. Security Manager 4. Technical Manager 5. Product Lead 6. Training Lead			
6300	II.H.8	Enterprise and General Services	General Staffing	The Contractor shall provide their allocated staff the necessary training and support to become			

Revised as:

Req ID	RFP Section Reference	RFP Section Name	RFP Subsection Name	Requirement	Proposal Status	Production Status	Pro Typ
6294	II.H.8	Enterprise and General Services	General Staffing	The Contractor shall fill Key Implementation Personnel identified by the Agency from the Contract Start through Federal Certification of the MEVV Module plus 90 days including, but not limited to: 1. Project Manager 2. Testing Manager 3. Technical Manager 4. Security Manager 5. Program Manager 6. Training Lead 7. Product Lead 8. OCM Lead			
6295	II.H.8	Enterprise and General Services	General Staffing	The Contractor shall fill Key Operations Personnel identified by the Agency from Operational Readiness Review (ORR) through the term of the contract of the MEVV Module including, but not limited to: 1. Operations Manager 2. Configuration Manager 3. Security Manager 4. Technical Manager 5. Product Lead 6. Training Lead 7. Testing Manager 8. Program Manager 9. OCM Lead			
6300	II.H.8	Enterprise and General Services	General Staffing	The Contractor shall provide their allocated staff the necessary training and support to become knowledgeable in			

21. Section VI.N.1.h Tab 8 – Corporate Background, Experience, and Personnel and Tab 9 – Corporate References, page 160 - Changed as follows:

Currently Reads as:

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

Revised as:

~~4—Vendors must furnish at least three (3) references to support the experience requirements listed below in Section B, using [Appendix G: Corporate Reference Worksheet](#) to document experience. A reference may be for an experience of the Vendor or of the subcontractor(s). On the Corporate Reference Worksheet, Vendors should add information; for example, include prominently the applicable experience; and include the subcontractor's name with any reference provided by that subcontractor. Vendors/subcontractors should only list references that are from projects of similar size and scope, including contact name, title, telephone number, and address. Performance references must also include contract type, size, and duration of services rendered. Vendors/subcontractors cannot use any Alabama Medicaid Agency personnel as a reference.~~

4. Vendor Procurement Participation Restrictions: Provide a narrative response that describes and explains the Vendor's understanding of the Procurement Participation Restrictions as laid out in the RFP.
5. Experience Requirements: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, meet and exceed the Experience Requirements as laid out in the Section V.B. – MEVV Experience.
6. Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.H.8 – Scope of Work, Enterprise and General Services – [General Staffing](#).
7. General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in [Table II-34: General Staffing Requirements](#) and related requirements located in [Appendix E: Requirements Response Matrix](#).

i. Tab 9 – Corporate References

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

- All required (and any optional/additional and subcontractors) and completed [Appendix G: Corporate Reference Worksheet](#).
- Minimum of three (3) references (Appendix G: Corporate Reference Worksheet). Vendors are encouraged to submit additional references, beyond the three (3) required references to help illustrate additional experience with EVV or the services required in this RFP.
- *Vendors must furnish at least three (3) references to support the experience requirements listed below in Section B, using [Appendix G: Corporate Reference Worksheet](#) to document experience. A reference may be for an experience of the Vendor or of the subcontractor(s). On the Corporate Reference Worksheet, Vendors should add information; for example, include prominently the applicable experience; and include the subcontractor's name with any reference provided by that subcontractor. Vendors/subcontractors should only list references that are from projects of similar size and scope, including contact name, title, telephone number, and address. Performance references must also include contract type, size, and duration of services rendered. Vendors/subcontractors cannot use any Alabama Medicaid Agency personnel as a reference.*

22. Section II.A.1 – Overview of Alabama’s Electronic Visit Verification (EVV) Services, page 10 - Changed as follows:

Currently Reads as:

A high-level matrix of the HCBS waivers is available at the following link:
[6.1 LTC HCBS Waivers Matrix 9-30-22.pdf](#).

Revised as:

A high-level matrix of the HCBS waivers is available at the following link:
~~[6.1 LTC HCBS Waivers Matrix 9-30-22.pdf](#)~~.

[6.1 LTC HCBS Waivers Matrix 11-15-23.pdf \(alabama.gov\)](#)

23. Section VIII, General Terms and Conditions, Page 167 - Changed as follows:

Currently Reads as:

Q. Open Trade

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

Revised as:

Q. ~~Open Trade~~Boycott Clauses

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

In compliance with Act 2016-312, the contractor hereby certifies that it is not currently engaged in, and will not engage in, the boycott of a person or an entity based in or doing business with a jurisdiction with which this state can enjoy open trade.

24. Section XIV Appendix E: Requirements Response Matrix, Page 211 - Changed as follows:

Currently Reads as:

Column J – Security Tested
Y – The functionality has been security tested based on NIST 800-53 Rev 4. NOTE: The “Y” value can be applied to Hosting and Environment requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a “moderate” system risk assessment designation.
N – The application has not been security tested based on NIST 800-53 Rev 4.
N/A – Not applicable to this requirement (e.g., such as a Deliverable Requirement).

Revised as:

Column J – Security Tested
Y – The functionality has been security tested based on NIST 800-53- Rev 4 . NOTE: The “Y” value can be applied to Hosting and Environment requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53- rev 4 at a “moderate” system risk assessment designation.
N – The application has not been security tested based on NIST 800-53- Rev 4 .
N/A – Not applicable to this requirement (e.g., such as a Deliverable Requirement).

25. EVV AMMP Requirements Response Matrix (RRM) – Instructions and Legend Tab - Changed as follows:

Currently Reads as:

53	State of Alabama
54	Alabama Medicaid Agency - AMMP Modular Electronic Verification (MEVV) - RRM
55	RFP Number: 2023-EVV-01
56	INSERT VENDOR / ORGANIZATION NAME HERE
57	Instructions to Vendors
58	Column J - Security Tested
59	Y - The functionality has been security tested based on NIST 800-53 Rev 4. NOTE: The "Y" value can be applied to Hosting and Environment requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a "moderate" system risk assessment designation.
60	N - The application has not been security tested based on NIST 800-53 Rev 4.
61	N/A - Not applicable to this requirement. (e.g., such as a Deliverable Requirement)
62	Column K - Deliverables / Documentation / Methodology

Revised as:

53	State of Alabama
54	Alabama Medicaid Agency - AMMP Modular Electronic Verification (MEVV) - RRM
55	RFP Number: 2023-EVV-01
56	INSERT VENDOR / ORGANIZATION NAME HERE
57	Instructions to Vendors
58	Column J - Security Tested
59	Y - The functionality has been security tested based on NIST 800-53 Rev 4 . NOTE: The "Y" value can be applied to Hosting and Environment requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a "moderate" system risk assessment designation.
60	N - The application has not been security tested based on NIST 800-53 Rev 4 .
61	N/A - Not applicable to this requirement. (e.g., such as a Deliverable Requirement)
62	Column K - Deliverables / Documentation / Methodology

26. Section II.H.13.b – Training Requirements, Page 138 - Changed as follows:

Currently Reads as:

6268	The Contractor shall prepare and deliver pre-planned refresher trainings (live, instructor-led), post solution implementation, to help facilitate knowledge gains by end-users from solution use. This training should be delivered upon Agency request, no later than eight (8) weeks after system go-live.
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Revised as:

6268	The Contractor shall prepare and deliver pre-planned refresher trainings (live, instructor-led), post solution implementation, to help facilitate knowledge gains by end-users from solution use. <i>This refresher training can be virtual.</i> This training should be delivered upon Agency request, no later than eight (8) weeks after system go-live.
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27. EVV AMMP Requirements Response Matrix (RRM) – Requirements Tab - Changed as follows:

Currently Reads as:

VENDOR NAME:				INSERT VENDOR / ORGANIZATION NAME		
Req ID	RFP Section Reference	RFP Section Name	RFP Subsection Name	Requirement	Proposal Status	Product Status
6205	II.H.13	Enterprise and General Services	Training Management	The Contractor shall develop onboarding and training processes for new Contractor staff brought in to support the scope of work of this RFP or to address turnover in staff. These processes shall be outlined in the Resource Management Plan.		
6268	II.H.13	Enterprise and General Services	Training Management	The Contractor shall prepare and deliver pre-planned refresher trainings (live, instructor-led), post solution implementation, to help facilitate knowledge gains by end-users from solution use. This training should be delivered upon Agency request, no later than eight (8) weeks after system go-live.		
4607	II.H.13	Enterprise and	Training	The Contractor shall provide a Training Curriculum that will be developed in collaboration with		

Revised as:

VENDOR NAME:				INSERT VENDOR / ORGANIZATION NAME		
Req ID	RFP Section Reference	RFP Section Name	RFP Subsection Name	Requirement	Proposal Status	Product Status
6205	II.H.13	Enterprise and General Services	Training Management	The Contractor shall develop onboarding and training processes for new Contractor staff brought in to support the scope of work of this RFP or to address turnover in staff. These processes shall be outlined in the Resource Management Plan.		
6268	II.H.13	Enterprise and General Services	Training Management	The Contractor shall prepare and deliver pre-planned refresher trainings (live, instructor-led), post solution implementation, to help facilitate knowledge gains by end-users from solution use. This refresher training can be virtual. This training should be delivered upon Agency request, no later than eight (8) weeks after system go-live.		
4607	II.H.13	Enterprise and	Training	The Contractor shall provide a Training Curriculum that will be developed in collaboration with		

I hereby acknowledge the receipt of Amendment 2 to *RFP 2023-EVV-01*.

Authorized [Proposer/Vendor] Signature

Date

[Proposer/Vendor] Organization