



STATE OF ARKANSAS
OFFICE OF PROCUREMENT
ARKANSAS DEPARTMENT OF HUMAN SERVICES
700 Main Street
Little Rock, Arkansas 72201

TECHNICAL PROPOSAL PACKET
710-18-1006

CAUTION TO VENDOR

Vendor's failure to submit required items and/or information as specified in the *Bid Solicitation Document* **shall** result in disqualification.

PROPOSAL SIGNATURE PAGE

PROSPECTIVE CONTRACTOR'S INFORMATION			
Company:			
Address:			
City:		State:	Zip Code:
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Partnership	<input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Corporation	<input type="checkbox"/> Public Service Corp <input type="checkbox"/> Nonprofit
Minority and Women-Owned Designation*:	<input type="checkbox"/> Not Applicable <input type="checkbox"/> African American	<input type="checkbox"/> American Indian <input type="checkbox"/> Hispanic American	<input type="checkbox"/> Asian American <input type="checkbox"/> Pacific Islander American <input type="checkbox"/> Service Disabled Veteran <input type="checkbox"/> Women-Owned
	AR Certification #: _____ * See <i>Minority and Women-Owned Business Policy</i>		
PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
<i>Provide contact information to be used for bid solicitation related matters.</i>			
Contact Person:		Title:	
Phone:		Alternate Phone:	
Email:			
CONFIRMATION OF REDACTED COPY			
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.			
<i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Bid Solicitation for additional information.</i>			
ILLEGAL IMMIGRANT CONFIRMATION			
By signing and submitting a response to this <i>Bid Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.			
ISRAEL BOYCOTT RESTRICTION CONFIRMATION			
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract.			
<input type="checkbox"/> Prospective Contractor does not and will not boycott Israel.			

Type or Print the following information.

An official authorized to bind the Prospective Contractor to a resultant contract shall sign below.

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Bid Solicitation* **will cause the Prospective Contractor's proposal to be disqualified.**

Authorized Signature: _____ Title: _____
Use Ink Only.

Printed/Typed Name: _____ Date: _____

SECTION 1 - VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

Authorized Signature: _____
Use Ink Only.

Printed/Typed Name: _____ Date: _____

SECTION 2 - VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

Authorized Signature: _____
Use Ink Only.

Printed/Typed Name: _____ Date: _____

SECTIONS 3, 4, 5 - VENDOR AGREEMENT AND COMPLIANCE

- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section(s) of the bid solicitation.

Authorized Signature: _____
Use Ink Only.

Printed/Typed Name: _____ Date: _____

INFORMATION FOR EVALUATION

- Provide a response to each item/question in this section. Vendor may expand the space under each item/question to provide a complete response.
- Do not include additional information if not pertinent to the itemized request.

<u>TECHNICAL SOLUTIONS AND SCOPE OF WORK</u>	Maximum Available RAW Score
Multiple Point-of-Care: Please describe:	5 Points
How the Vendor proposes to provide multiple point-of-care options to include at a minimum telephone, real-time GPS technology, and fixed visit technology when no landline or cellular service is available.	
Role-Based Access: Please describe	5 Points
How the Vendor proposes to provide role-based access controls for real time jurisdictional views for Medicaid and other state agencies.	
How the Vendor proposes to provide role-based access controls to track and report modifications to the EVV system data input elements after the direct service worker has called in their time or services, including the name of the provider staff making the modifications and the reason for modifications.	
How the Vendor proposes to provide role-based access controls to limit providers' authority to modify service entries or input manual service entries based on program rules which may vary between programs to include limiting the number or percentage of manual service entries a provider is allowed to enter.	
How the Vendor proposes to provide role-based access controls in a multi-tiered environment that allow Medicaid, support coordinators and providers to create user roles and assign access to user roles for viewing of appropriate levels of data.	
How the Vendor proposes to provide role-based access controls that allow, based on the user's authority, an override process to reject, cancel or suspend automatic functions within the system.	
Describe how web-based access will be granted for all required areas listed in Performance Indicator #9	
How does Vendor propose , web-based access to the EVV which must provide for the following, without limitation: Stable and reliable accessibility based on ninety-nine percent (99%) or greater uptimes during rolling sixty (60) day performance periods.	
Scalability and Flexibility: Please describe	5 Points
How the Vendor proposes to allow for multiple groups or lists of acceptable service task activities to be billed and/or recorded based on program needs and rules.	
How the Vendor proposes to provide the capability for direct service/in-home providers to denote the recipient's status or need for other assistance in the EVV system and to require such notation where necessary based on program needs and rules.	
How the Vendor proposes to permit the fiscal/employer agent to load various rates of pay for individual direct service providers	
How the Vendor proposes to permit certain other providers to bypass entering a worker schedule, based on program-specific rules. Certain programs/services may require providers to enter providers' schedule, whereas other program/services may not require such.	
Verification of Hours Worked: Please describe	5 Points
How the Vendor proposes to handle multiple procedure codes, and modifiers.	
How the Vendor proposes to allow and enforce multiple service limits for different service ranges (i.e., day, week, month, and year).	
How the Vendor proposes to limit providers' authority to modify service information and create program rules as to how many modifications can be made by providers because they may differ based on the population or service/program.	
Reporting Features & Alerts: Please describe	5 Points

How the Vendor proposes to permit support coordinators to receive alerts for monitoring purposes.	
How the Vendor proposes to handle automatic loading of provider and recipient files.	
How the Vendor proposes to securely handle and store sensitive participant and provider information in accordance with Health Insurance Portability and Accountability Act (HIPAA) requirements, including the Health Information Technology for Economic and Clinical Health (HITECH) Act amendments. Vendor owned resources must be compliant with industry standard physical and procedural safeguards (NIST Page 9 SP 800-114, NIST SP 800-66, NIST 800-53A, ISO 17788, etc.) for confidential information (HITECH, 45 CFR Part 164)	
How the Vendor proposes to align with Medicaid Information Technology Architecture (MITA).	
How the Vendor proposes to provide verification that the hours reported occurred in the client's home.	
How the Vendor proposes to allow for review/approval of time by the client or a client designee.	
How the Vendor proposes to provide real-time multi-level escalating alerts of pending late and missed visits to the provider, support coordination agency, and other entities as determined by Medicaid	
How the Vendor proposes to provide direct service worker reporting, including but not limited to service delivery, timesheets, etc. How the Vendor proposes to provide scheduling reports.	
How the Vendor proposes to provide reports on claims filed and unbilled encounters including activity by recipient, agency, support coordination agency, and direct service provider.	
How the Vendor proposes to provide Claims/Authorizations/Services reconciliation reports.	
How the Vendor proposes to provide daily system activity reports including all calls received, calls by recipient, calls by direct service providers, late or missed visits, and unscheduled visits.	
How the Vendor proposes to retain direct service worker and recipient service data for at least four (4) years with sufficient capacity to allow for recording and storing of all data for at least four (4) years.	
Authorization, Claims Submissions & Customer Service: Please describe	5 points
How the Vendor proposes to provide for a consistent, rules-based billing and scheduling software platform across all service providers.	
How the Vendor proposes to ensure only claims for which the service has been verified, and the services are within Medicaid limit rules, are sent to the Fiscal Agent.	
How the Vendor proposes to provide technical support during normal business hours (8 a.m. to 5 p.m. Central Time) to Medicaid, administering agencies, and providers to address questions and issues pertaining to the use of the EVV program.	
Training, Education, and Outreach: Please describe, Part 1	5 points
How the Vendor proposes to provide written communication, participate in stakeholder meetings, and provide web-based outreach and training materials for users of the system.	
How the Vendor proposes to provide initial, refresher, and ongoing system training at least annually to Medicaid, providers, support coordinators, and others as deemed necessary by Medicaid.	
Training, Education, and Outreach: Please describe, Part 2	5 points
For any additional training the offeror should include the proposed training environment option (s), for example on-site, web, or other	
Distinguish the advantages of each successive option	
Training, Education, and Outreach: Please describe, Part 3	5 points
How the Vendor proposes to provide a detailed plan for initial and ongoing training, including a training manual and Self-Paced Web Based Training Modules.	
How the Vendor proposes to address how questions will be received and answered once the system is up and running.	
Disaster Recovery and Business Continuity: Please describe	5 points
How the Vendor proposes to provide recovery procedures from all events ranging from a minor malfunction to a major disaster.	
How the Vendor proposes to provide recovery procedures for offsite environments, roles and responsibilities of vendor, State, and outsourcer staff.	
How the Vendor proposes to provide recovery procedures for checkpoint/restart capabilities.	

How the Vendor proposes to provide recovery procedures for retention and storage of backup files and software.	
How the Vendor proposes to provide recovery procedures for hardware backup for the main processor.	
How the Vendor proposes to provide recovery procedures for application and operating system software libraries, including related documentation.	
How the Vendor proposes to provide recovery procedures for identification of the core business processes involved in the Electronic Visit Verification System.	
How the Vendor proposes to provide a recovery procedure that includes documentation of contingency plans.	
How the Vendor proposes to provide a recovery procedure plan to include a definition of triggers for activating contingency plans.	
How the Vendor proposes to provide a recovery procedure plan for replacement of hardware and software.	
Contract Turnover Requirements, Post-Turnover Services: Please describe	5 points
The vendor's approach to and schedule for transfer of activities and operational support information.	
How the Vendor proposes to provide a draft Turnover Plan in adherence with the requirements referenced to section 2.13.	
How the Vendor proposes to provide a draft Post-Turnover Plan in adherence with the requirements referenced to section 2.14.	
How the Vendor proposes to provide a Turnover Results Report documenting the completion and results of each part of the Turnover Plan	
How the Vendor proposes to provide "Turnover Assistance" services of a knowledgeable employee who has worked on the contract for at least one (1) year and who has access to other technical experts within the EVVM vendor's operations.	
Connectivity/Communications: Please describe Part 1	5 points
The Quality and Completeness of the Vendor's Work Plan	
Multiple technologies the Vendor proposes to use to address recipients in all locations including: <ul style="list-style-type: none"> a. Telephony, integrated GPS-enabled apps for mobile devices (iOS and Android) and alternative fixed devices that can be used in the recipient's home; b. Caregiver timesheets generated for the provider agency; c. System to submit billing within twenty-four (24) hours of services rendered; and d. Recipient-centric digital documentation management. 	
How the Contractor proposes to provide visit verification that prevents provider abuse by collecting customer and caregiver information electronically at the beginning and end of services provided in the home and other settings. The EVV system must maintain an audit trail that electronically and accurately documents and tracks login and logout times of visits by caregivers. In addition, the system must allow for multiple in/out activities per day;	
How the Contractor proposes to maintain a response time (to call-in transactions) that shall be less than three (3) seconds for user submitted data for ninety-eight percent (98%) of the transactions;	
Connectivity/Communications: Please describe Part 2	5 points
How the Contractor proposes to use biometric voice verification or another proposed method approved by the State that provides at least ninety-nine percent (99%) accuracy to assure the correct caregiver is identified. Proposal must include method(s) for acquiring caregiver's baseline verification information;	
How the Vendor proposes to provide the capability to provide various reports to the State, MCO and providers to help identify and reduce fraud, waste and abuse. Contractor shall provide a list or sample reports and attach these to the technical report.	
How the Vendor proposes to provide multi-payer reporting for providers and State oversight that will allow users to filter reports by specific payer and view payer information for each claim in record layout;	
How the Vendor proposes to allow provider entry of Third Party Systems (TPS) information at the client (to be applied to all claims for a client) or claim level before a (TPS) affected claim can be submitted;	
Connectivity/Communications: Please describe Part 3	5 points
How the Vendor proposes to provide real-time visibility into the services being provided;	

How the Vendor proposes to provide the capability of interfacing with third-party (system) agency management applications;	
How the Vendor proposes to provide real-time, multi-level escalating alerts of pending, late and missed visits to the provider, support coordinating agency, and other entities as determined by DMS/DHS. For instance, the provider is made aware if the caregiver does not show up, so that the provider can schedule an alternate worker and/or make contact with the recipient;	
How the Vendor proposes to allow the State, providers and case managers to view appropriate levels of data;	
How the Vendor proposes to provide for real-time capabilities to collect activities or services at the facility or in the home and develop an electronic record	
How the Vendor proposes to provide an integrated system that includes scheduling, care planning, authorization monitoring, visit verification, reporting and billing;	
How the Vendor proposes to provide the capability to receive and store daily updates of participant, provider, and plan of care data sent from provider agencies, support coordinators, and the state's fiscal agent;	
Connectivity/Communications: Please describe Part 4	5 points
How the Vendor proposes to provide system architecture that is configurable to support multiple programs and services which have different policies and procedures, reimbursement rates, and business rules, all of which are subject to change during the contract period in response to State and federal regulations, budget appropriations and other factors;	
How the Vendor proposes to provide an architecture model which supports a Service Oriented Architecture (SOA) which is easy to maintain and configure. The SOA shall allow flexibility supporting program policy and rule changes as they occur and limiting the amount of customization needed in adapting changes;	
How the Vendor proposes to provide the capability of enforcing the following edit checks: a. The caregiver is not providing services to multiple recipients at the same time b. The same recipient is not receiving the same services from multiple caregivers at the same time	
How the Vendor proposes to permit recipients to be linked to more than one provider and/or program. Recipients are often eligible for and enrolled in more than one program, each with its own rules, and may have multiple providers within any single program.	
How the Vendor proposes to provide a hosting environment whereby all the physical hosting, communication, server hardware, application access and data storage security mechanisms comply with and adhere to all applicable Arkansas Division of Information Technology policies, standards and guidelines, including all federal HIPAA requirements, including HITECH Act amendments;	
How the Vendor proposes to provide for the installation, maintenance and enhancement of software for providers and agency users;	
The Vendor's proposed software licensing structure (SaaS, COTS, Open Source, etc.) and terms for all software included in the bid;	
The proposed EVV system's minimum hardware and software requirements, including any and all software components required to run the EVV solution;	
How the Vendor proposes to provide for data exchange with MMIS. MMIS can receive claims in standard 837 format.	
How the Vendor will ensure that the EVV system is MITA 4.0 compliant upon implementation;	
How the Vendor will provide a reliable backup and recovery processes in the event of a system malfunction or disaster situation, as well as provide an alternative for timekeeping due to a provider's failure or inability to use the system for a start or end shift. Provide an emergency back-up plan and system;	
Connectivity/Communications: Please describe Part 5	5 points
The Vendor proposal must include a chart outlining the proposed tasks necessary to complete the implementation, as well as follow-up and routine reporting deliverables and staff needed to complete the proposed tasks. The outline chart should be attached to section 01 of the response packet.	
The Vendor's detailed timeline and calendar-based chart for implementing all phases of the project. Implementation of phase one shall be complete within ninety (90) days of Purchase Order issuance.	
How the Vendor proposes to provide for the operation and maintenance of a twenty-four (24) hour toll-free customer service telephone system and how the same will be monitored;	
The Vendor's approach to documenting and handling complaints;	

How the Vendor proposes to provide training (including onsite, webinar and on-demand digital media) for state agency employees, program providers and other individuals on the use of the EVV system and provide ongoing support and technical assistance. The training plan must include access to and use of a test environment where state agency employees and provider agency employees can test various aspects of the EVV system.	
How the Vendor proposes to continually provide information regarding innovations which may result in cost savings and improved program efficiency. Descriptions of proposed innovations should clearly illustrate how the proposed innovation could result in cost savings and improved program efficiencies.	
<u>BACKGROUND AND QUALIFICATIONS, PART 1</u>	5 points
Total number of employees:	
Number of full time equivalent (FTE) employees engaged in similar contracts:	
Description of all recent similar projects successfully completed:	
Date established:	
Types of providers previous EVV projects used for	
<u>BACKGROUND AND QUALIFICATIONS, PART 2</u>	5 points
Evidence of the qualifications and credentials of the respondent in terms of <i>proven successful</i> experience through similar projects of like size and scope:	
If EVV supported mobile GPS enabled devices	
Any terminated contracts, reasons for termination, all audit/corrective action plans/penalties/sanctions.	
<u>PROJECT ORGANIZATION, STAFFING, AND KEY PERSONNEL</u>	5 points
Identify key personnel as required in the Request for Proposals (RFP) as well as all staff proposed to meet the requirements of the RFP.	
Describe how the Vendor proposes to maintain sufficient staffing levels to ensure successful implementation within the specified timeframes and for the ongoing operation of the EVV system throughout the duration of the contract.	
Provide an organizational chart displaying the overall business structure.	
Describe the Contractor's Project Managers experience initiating and managing an electronic visit verification system.	