

# **AMENDMENT 1 FOR RFP NUMBER #0A1126**

**DATE AMENDMENT ISSUED:  
December 16, 2015**

The State of Ohio, through the Department of Administrative Services, Enterprise IT Contracting for the Ohio Department of Medicaid, is issuing this amendment for the Request for Proposals (RFP) entitled:

**Electronic Visit Verification Services**

<b>INQUIRY PERIOD BEGINS:</b>	<b>November 20, 2015</b>
<b>INQUIRY PERIOD ENDS:</b>	<b>January 6, 2016</b>
<b>OPENING DATE:</b>	<b>January 20, 2016</b>
<b>OPENING TIME:</b>	<b>1:00 P.M.</b>
<b>OPENING LOCATION:</b>	<b>Department of Administrative Services General Services Division Bid Desk 4200 Surface Road Columbus, Ohio 43228-1313</b>

The attached is an Amendment for the RFP listed above. Please use the replacement page(s) contained in the Amendment to replace the corresponding page(s) previously in the RFP.

Specifications and requirements that have been revised are preceded by an asterisk and red font or when applicable, strikethrough and bold.

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## ATTACHMENT ONE: EVALUATION CRITERIA

**Mandatory Requirements.** The first table lists this RFP's mandatory requirements. If the offeror's Proposal meets all the mandatory requirements, the offeror's Proposal may be included in the next part of the technical evaluation phase described in the next table.

Mandatory Requirements	Reject	Accept
The Offeror has partnered with an MBE, who shares at least 15% of the proposed cost.		
The Offeror (prime contractor) <del>and/or its subcontractor(s) have</del> *has* at least three years of experience with electronic visit verification projects.		
The Offeror <del>and/or its subcontractor(s) have</del> *has* at least one year of project experience using electronic visit verification within the healthcare field.		
The Offeror has proposed an Implementation Manager who will work on-site one hundred percent of the time through the development and implementation phase of the project.		

**Scored Criteria.** In the technical evaluation phase, the State will rate the technical merits of the Proposals based on the following requirements and the weight assigned to each requirement:

Offeror Requirements	Weight	Does Not Meet	Meets	Exceeds
Provide a list of the five (5) most recent similar projects (completed and in progress) within the past sixty months. If the Offeror has experience with fewer than five (5) electronic visit verification projects, provide a list of all similar projects (completed and in progress) within the past sixty (60) months. The list should include a paragraph describing each project, demonstrating the complexity and specifying the role the Offeror fulfilled for the project. Provide the amount of time (in calendar days) between the bid award and the date the project went live.) If the project is still in progress, please provide the number of calendar days between go live and the date of submission and the number of calendar days anticipated (based on the current status of the project) between the date of submission and the date the project will go live.	2	0	5	7
The Offeror and/or its subcontractor(s) have a minimum of three (3) years of experience in health care. A preference may be given to experience in health care technology and to experience in the delivery of home and community based services.	2	0	5	7
The Offeror and/or its subcontractor(s) have a minimum of 3 years of experience with the delivery of home and community based services.	1	0	10	
EVV System Solution				
The proposal clearly demonstrates that the EVV system is configurable and can support multiple programs or services which have different policies, procedures and business rules, all of which are subject to change during the contract period.	3	0	5	7
The proposal clearly demonstrates that the EVV system uses role based access for data and system functionality.	3	0	5	7
The proposal identifies, in detail, the process that will be used to ensure each user has a unique identifier. The user's unique identifier will remain the same across providers and payers.	3	0	5	7
Detail the technology solution that will be used to collect data through the data collection module of the EVV system. Be specific about file formats, the manner in which near real time communication will be assured and impacts of both the primary GPS solution and any alternative solutions.	3	0	5	7

## ATTACHMENT TWO: WORK REQUIREMENTS AND SPECIAL PROVISIONS PART ONE: WORK REQUIREMENTS

This attachment describes the Project and what the Contractor must do to get the job done. It also describes what the Contractor must deliver as part of the completed Project (the "Deliverables"). Additionally, it gives a detailed description of the Project's schedule.

**Scope of Work.** The State requests a technical proposal and cost proposal for a solution to meet the Electronic Visit Verification Services RFP Functional and Technical Requirements as documented in Attachment One, Supplement Thirteen, and this RFP. Second, this RFP requests an implementation plan for Electronic Visit Verification Services RFP, as defined here:

The State will provide oversight for the Work, but the Contractor must provide overall project management for the tasks under this Contract, including the day-to-day management of its staff. The Contractor also must assist the State with coordinating assignments for State staff, if any, involved in the Work. The Contractor must provide a Project/Operations Team including an Account Manager to oversee all financial functions; a Quality Manager to oversee day to day operations; and an Implementation Manager to oversee software/programming issues and project management. The Contractor or Subcontractor must employ the proposed Project Implementation/Operations Team members as regular, fulltime employees on the Proposal submission date and through acceptance of the Project, with the exception of the Implementation Manager, who must be employed by the Contractor. Additionally, the Contractor must provide all administrative support for its staff and activities. Throughout the Work effort, the Contractor must employ ongoing management techniques to ensure a comprehensive Work Plan is developed, executed, monitored, reported on, and maintained. ODM and Contractor staff will discuss the Work Plan in the first 30 days of the contract but ODM will retain final approval.

The Contractor must provide one fulltime functional Implementation Manager throughout the Project lifecycle, until the EVV system is accepted by ODM. This Implementation Manager must work on-site at ODM, 50 West Town Street, Columbus, Ohio 43215 throughout the development and implementation of the EVV System. The Contractor must employ the proposed Implementation Manager as a regular, fulltime employee on the Proposal submission date and through acceptance of the Project. **\*All project staff must be available on site when and as often as necessary to accomplish timely and successful implementation and ongoing operation of the EVV solution.\*** Additionally, the Contractor's full-time regular employees must perform at least 30% of the work required to complete the Project. The Contractor may use its personnel or subcontractor personnel to meet the remaining 70% of the work.

The Contractor also must propose a system development methodology that is defined, documented, repeatable, and consistent with the Software Engineering Institute (SEI) Level 3 or higher Capability Maturity Model (CMM). Therefore, the Project scope must include training the State Project team on the Contractor's system development methodology. The Contractor is not required to have official SEI certification.

The State will provide staff, as it deems appropriate, to perform Project monitoring, will participate in quality assurance and configuration management tasks, and will participate in Project reviews.

The initial implementation phase of EVV in Ohio will apply to nursing and aide services provided through the Ohio Home Care Waiver, the state plan home health benefit, the state plan private duty nursing benefit and the RN Assessment Service. Nursing and aide services provided through the PASSPORT program may be included in the initial implementation (or at the point in time PASSPORT is incorporated into the LOTISS assessment and case management system) at the discretion of ODM. Additional services may be included in the EVV implementation in a phased approach over the life of the contract at the discretion of ODM. Services subject to EVV requirements may be provided through the traditional fee for service program or through a managed care plan.

Fee for service and managed care delivery systems will utilize the technology to help accomplish program objectives. Users will include, but are not limited to, ODM, the Department of Aging, managed care plans, case management entities, the Ohio Home Care provider oversight contractor, individuals receiving services subject to EVV requirements (and their authorized representatives), providers and direct care workers. Additional users may be added over the life of the contract. The system will be flexible and scalable so that it can easily accommodate the full range of program requirements and user needs.

ODM is seeking a system with two separate but related components – data collection and data aggregation. The data collection system will utilize global positioning system (GPS) technology and devices placed in the individual's home to securely collect all of the following information:





**ATTACHMENT ~~SEVEN-OFFEROR~~ \*EIGHT: PERSONNEL PROFILE SUMMARY\*  
(Experience and Qualifications)**

**CANDIDATE REFERENCES**

<b>Candidate's Name:</b>
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**NOTE:** The Candidate References forms provided here are only required for the key personnel roles documented in this RFP: **Implementation Manager, Account Manager and Quality Manager**. For other proposed roles to be staffed in the offeror's staffing plan, please provide professional resumes, which include the candidate's education and professional training history.

**References.** Provide three (3) references for which the proposed candidate has successfully demonstrated meeting the requirements of the RFP on projects of similar size and scope in the past five (5) years. The name of the person to be contacted, phone number, company, address, brief description of project size and complexity, and date (month and year) of employment must be given for each reference. These references must be able to attest to the candidate's specific qualifications.

The reference given should be a person within the client's organization and not a co-worker or a contact within the offeror's organization.

If less than three (3) references are provided, the offeror must explain why. The State may disqualify the Proposal if less than three references are given.

<b>Client Company:</b>	<b>Client Contact Name:</b>	<b>Client Contact Title:</b>	
<b>Client Address:</b>		<b>Client Contact Phone Number: Email:</b>	
<b>Work Name:</b>		<b>Beginning Date of Employment:</b> [Month/Year]	<b>Ending Date of Employment:</b> [Month/Year]
<b>Description of services provided that are in line with those to be provided as part of the Work:</b>			
<b>Description of how client work size and complexity are similar to the Work:</b>			



supplies, transportation, space, power and environmental controls, documentation, people, data, software, and hardware.		
2.12.2 The DRP must address the rapid restoration, relocation, or replacement of resources associated with the data in the case of a disaster or other business interruption.	High	
2.12.3 The BCP and DRP must provide adequate backup and recovery for all operations, both manual and automated, including all functions required to meet the backup and recovery standards: Recovery Time Objective (RTO) and Recovery Point Objective (RPO).	High	
2.12.3.1 The RPO shall have a target of at least 48 hours with a probable time of 24 hours. The Offeror must specify the proposed RPO.	High	
2.12.3.2 The RTO shall be at least 25% in 48 hours, 50% in 96 hours and 100% in 144 hours. The Offeror must specify the proposed RTO.	High	
2.12.4 The Offeror must review, test and update the DRP at least annually. At a minimum, the test must include comprehensive tabletop exercises. Explain the process that will be used to review, test and update the DRP. Include the frequency with which the process will be applied.	Medium	
2.12.5 The DRP must address backing up and storing data at a location sufficiently remote from the facilities at which the Offeror maintains all data in case of loss of that data at the primary site. Identify the location where the data will be stored.	Medium	
2.12.6 The Offeror must review, test and update the BCP at least annually. At a minimum the test must include comprehensive tabletop exercises. Explain the process that will be used to review, test and update the DRP. Include the frequency with which the process will be applied.	Medium	
<b>3.0 General System Requirements</b>		
3.1 The EVV system must be configurable to support multiple programs or services which have different policies, procedures and business rules, all of which are subject to change during the contract period.	High	
3.1.1 The initial implementation of the EVV system will verify nursing and aide services provided through the Ohio Home Care Waiver, the state plan home health benefit, the state plan private duty nursing benefit and the RN Assessment Service. These services could be provided through the traditional fee for service delivery system or through a MCO.	Low	
3.1.2 Waiver Nursing and aide services provided through PASSPORT will be included in the initial implementation of the EVV system, or at the discretion of ODM, at the point in time the case management of those services is incorporated in LOTISS.	Low	
<b>*3.1.3 The System must be accessible for individuals with physical disabilities and vision impairments and satisfy the requirements of the Americans with Disabilities Act.*</b>	<b>*Medium*</b>	
3.2 The EVV system must have capacity for future expansion to additional populations or services. Additional services and programs may be added to or removed from the EVV implementation throughout the life of this contract. ODM has the sole authority to determine when and if services and/or programs are added to or removed from the EVV System.	High	
3.3 The EVV system must receive provider and individual data from MITS at a frequency and in a format determined by ODM. The frequency will not be less often than daily.	High	