

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
1	CMS KPI1, KPI2, KPI 3	Will the state require the MCO's selected EVV Vendor to comply with the CMS KPI1, KPI2, KPI 3 as standard, or do you anticipate an integration directly to the State's EVV contractor?	Please refer to Appendix C, EVV Background, Section 6, EVV Existing Environment.
	RFP Section	Question	Answer
2	_SDB/VBE Goals	Regarding SDB/VBE goals as set forth in this RFP. Are the goals related ONLY to the professional services/one-time fees of the contract. We have seen that specified in other Commonwealth RFP's. As many vendors are proposing COTS SaaS Solutions, it is not possible to assign a percentage of the recurring fees to a subcontractor as these proprietary solutions are owned, developed and hosted by the vendor. Please clarify that the goals are applicable only to the implementation fees and not the total contract value.	The SDB/VBE goals are applicable to the total contract value. Offerors must either agree to meet the participation goals in full or must request a full or partial Good Faith Efforts waiver from one or both of the participation goals. Failure to meet the participation goals or establish that they have made good faith efforts to meet the participation goals will result in rejection of a proposal as nonresponsive. (Section JAGGAER Description, Section 13). Please review RFP Questions Group 1.2 and 1.3 for additional information.
	RFP Section	Question	Answer
3	I-III.C.	Can the state clarify if the required personnel will be required through the entire duration of the contract - DDI & M&O, or if the roles will shift once the contractor is in M&O.	Table 3: Key Personnel Qualifications in the Technical Submittal provides information on Key Personnel responsibilities and qualifications.
	RFP Section	Question	Answer
4	Appendix R	Appendix R, MMIS Modernization Implementation Plan - Is the state open for suggestions, standardization from the Contractor on Release Notes Template?	Offerors should prepare their proposal in response to the RFP as it is written. Offerors may include suggestions in addition to their response to the RFP. Any changes to the awarded contract will require Project Management Office

RFP # 15-23

Electronic Visit Verification Module

Q&A

			(“PMO”) review and approval of the Department.
	RFP Section	Question	Answer
5	JAGGAER Description # 35	The cost criterion is rated by giving the proposal with the lowest total cost the maximum number of Cost points available: How are the costs of the 4 optional years (M&O and Enhancements) considered in the cost criteria for evaluation?	The Cost evaluation is based on the initial contract term of five years. Option years are not included in the Cost evaluation.
	RFP Section	Question	Answer
6	N/A	Please list the number of individuals utilizing EVV services.	This information is not needed to prepare a response to the RFP.
	RFP Section	Question	Answer
7	JAGGAER Description # 35	The cost criterion is rated by giving the proposal with the lowest total cost the maximum number of Cost points available: Please confirm that the "total cost" used in the evaluation criteria is based on the Contract Base Years Total (cell D11) on the Master tab.	Please refer to the response to Q.5.
	RFP Section	Question	Answer
8	Appendix E	The page numbering changes after “Page 24 of 55”. To ensure bidders have the complete IT Contract Terms and Conditions appendix please correct the page numbers.	Appendix E has been revised. Please refer to Addendum 3.
	RFP Section	Question	Answer
9	I-9.C.5.b.(6).	Does the “Apply and execute audit controls for hardware, software, and procedural mechanisms that record and examine activity in the EVV Module containing PHI.” Applies to the contractor’s hardware, software and procedural mechanisms. Please confirm.	I-9.C.5.b.(6). applies to the Offeror's EVV Module solution proposed in this RFP.
	RFP Section	Question	Answer
10	I-9.C.5.a.(4).	What responsibility does the existing contractor have for the quality of conversion data?	Please see I-7.D.d2 Data Conversion Plan. The selected Offeror shall collaborate with the legacy contractor for the initial data conversion.

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
11	I-9.B.9.a.3/I-9.B.9.a.4.c: 1-9.B.9.a.3.	“The selected Offeror shall deliver the DR Plan 60 calendar days prior to the EVV Module implementation...” while 1-9.B.9.a.4.c states “Review and test the DR Plan six months after the purchase order effective date...” These dates seem to be in conflict; the testing is required before the contractor’s DR Plan is submitted for review and approval. Please clarify these requirements.	The DR Plan included in the Offeror’s proposal should cover the Design, Delivery, and Implementation phases. The selected Offeror shall review and test the proposal DR Plan six months after the purchase order effective date and shall update the DR Plan included in their proposal 60 calendar days prior to the initial implementation to include the Operational system.
	RFP Section	Question	Answer
12	I-9.B.8.g.	Does the requirement to “Provide reporting tools that allow an aggregate view of data across alternate EVV systems used by MCOs, provider agencies, and the Aggregator.” Means the view of data received and not contractor access to MCO’s and provider agencies’ internal EVV systems. Please confirm.	Yes, this refers to data received.
	RFP Section	Question	Answer
13	I-9.B.2.b.	Please define the contractor’s outreach role and responsibilities.	Section I-9.B.2 refers to credentialling and provider outreach supports which are specific to implementation and use of the EVV module, include access to the EVV Module.
	RFP Section	Question	Answer
14	I-9.B.2.b.	Please define the contractor’s credentialling role and responsibilities.	Please refer to the response to Q.13.
	RFP Section	Question	Answer
15	I-9.B.1.c.	How much historical data is required to be converted?	The data converted from the legacy EVV solution could include up to 10 years’ worth of data.

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
16	I-9.A.8.	Please provide the four most recent CMS KPI reports.	This information is not needed to prepare a response to the RFP.
	RFP Section	Question	Answer
17	I-9.A.7.	What languages have been identified by the Department?	In addition to the information found in Section I-9.A.7, Offerors may find information in Section I-9.B.11.e.
	RFP Section	Question	Answer
18	I-9.A.2.f.	The 21st Century Cures Act defines six requirements and does not include “Provider agency delivering the service”. Is this a Commonwealth specific requirement? If so, should bidders consider this a Department defined enhancement to be added during the Development Phase?	This requirement is Commonwealth specific and will be defined during the Development Phase.
	RFP Section	Question	Answer
19	1-8.D./ Appendix Q	This citation is the only reference to “Model Office/Unit Acceptance Test (UAT)”. Should this read Model Office/User Acceptance Test (UAT). If not, please expand the requirement for Unit Acceptance Testing.	Yes, the title to Section I-8.D should read “D. Model Office/User Acceptance Testing (“UAT”) and “UAT” should be defined as User Acceptance Testing throughout.

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
20	I-4.	Will all the Department and Stakeholder user training sessions be delivered in Harrisburg? Will the Department provide training rooms? Can the contractor offer interactive webinar training sessions?	The selected Offeror shall provide and maintain its own independent user training environment. Any live training provided by the selected Offeror may be provided in person, in Harrisburg, Pennsylvania, or virtually via Microsoft Teams. Live trainings may be recorded for use as on-demand training. Offerors should describe their training environment, training approach and provide samples of their training materials in their response to the Technical Submittal. See Section I-4.
	RFP Section	Question	Answer
21	I-4.	How many Department and stakeholder users will require training?	The Department anticipates 500 to 750 individuals will require training. This includes individuals attending large group trainings.
	RFP Section	Question	Answer
22	1-3.C.3/1-3.C.5.	The project projected start date is not known, which makes the requirement to name all non-key personnel assigned to the project difficult, if not impossible, to ensure that the named personnel are available. Would the Department consider removing this requirement and just use the requirements defined in C-1.C.5 Proposed Project Organization?	Offerors should provide the required information in response to Sections I-3.C.3 and I-3.C.5.
	RFP Section	Question	Answer
23	JAGGAER Description Section 18.	Can the state clarify if every key personnel is required to be present during the oral presentation, or if the state will limit attendees during a vendor's oral presentation, if warranted?	If the Department elects to require an oral or written presentation in accordance with Section 18 of the JAGGAER description, the Department will include in the request any requirements for attendance of Key Personnel.

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
24	General	Are bidders to include the RFP requirements documented in the Technical Submittal document or just use the Reference Number and Title? For example, 1-1 Statement of the Project and then the Bidder's response.	Please refer to Section 14 of the JAGGAER Description for Proposal Requirements.
	RFP Section	Question	Answer
25	JAGGAER Description Section 14.B.1.b-e.	Should these required firms be submitted after the defined Technical Proposal submission order or placed behind the Proposal Cover Sheet?	The forms included in Section I-B.1.b-e should be submitted in response to the RFP Additional Required Documents Question Group identified in each subsection. The Proposal Cover sheet should be provided in response to RFP Question Group 1.1.3, as indicated in the JAGGAER Description Section 14.A.
	RFP Section	Question	Answer
26	Appendix D	The Project Timeline tab in Appendix D shows a single implementation cycle from Initiation through to Implementation and M&O. Is DHS open to a Pilot implementation cycle and/or multiple production implementation dates so that the base EVV functionality can be in place sooner enabling an earlier start of the historical conversion of EVV data and CMS certification activities?	Offerors may propose implementation timelines as part of their response to the RFP, however, the Department does not anticipate there will be a pilot implementation cycle.
	RFP Section	Question	Answer
27	JAGGAER Description Section 14	Should the VBE documents be submitted in the Technical Proposal or as a separate proposal from the Technical and Cost Proposals?	In accordance with Section 14.B. of the JAGGAER Description, "All cost data relating to this proposal and all SDB and VBE cost data should be kept separate from and not included in the Technical Submittal." Offerors should provide five separate submittals which correspond with the JAGGAER Description Section 14.B.1-5 submittals.

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
28	JAGGAER Description Section 14	Should the SDB Utilization documents be submitted in the Technical Proposal or as a separate proposal from the Technical and Cost Proposals? Should the SDB Utilization documents be submitted in the Technical Proposal or as a separate proposal from the Technical and Cost Proposals?	Please refer to the response to Q.27.
	RFP Section	Question	Answer
29	JAGGAER Description Section 14.	Using the Technical Submittal instructions where should a bidder insert Appendix F – Computing Services Requirement responses?	Offerors should refer to Section 14 of the JAGGAER Description for Proposal formatting requirements and should provide Appendix responses as part of their response to the corresponding Technical Submittal Section.
	RFP Section	Question	Answer
30	JAGGAER Description Section 14.	Should Appendix A – Proposal Cover Sheet should be placed as the first page of the Technical Proposal. Please confirm.	Please refer to the response to Q.25.
	RFP Section	Question	Answer
31	JAGGAER Description Section 14.	Using the Technical Submittal instructions where should a bidder insert the Technical Submittal responses?	Offerors should refer to Section 14 of the JAGGAER Description for Proposal Requirements.
	RFP Section	Question	Answer
32	General	Can the State clarify the frequently encountered languages in the state?	Please refer to the response to Q.17.
	RFP Section	Question	Answer
33	Appendix I	The link at the bottom is not working and is giving an error. Link we are trying to access is on page 13: Projects/Templates/Vendor Templates.	The link included is to the Department’s internal SharePoint. The selected Offeror will have access to SharePoint after the Contract is effective. The Projects/Templates/Vendor Templates referenced in Appendix I are available in Appendixes H, and J-V.

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
34	Appendix C	Table 1 - Key Volumes Related to the Electronic Visit Verification Module, how many Alternate EVV Vendors does the State have? 12,889 seems high so we wanted to confirm. Table states: Alternate EVV vendors (as of July 2023): 12,889.	Table 1 - Key Volumes Related to the Electronic Visit Verification Module should have the “Alternate EVV vendors (as of July 2023)” listed with a volume of 52. Offerors should also refer to Appendix C, Paragraph 4 for information on Alternate EVV System Vendors and the list of Alternate EVV System Vendors included as Table 2.
	RFP Section	Question	Answer
35	JAGGAER Description Section 14.	Should bidders upload the Appendix A – Proposal Cover Sheet uploaded to the RFP Questions Group 1.1.3 prior to the submission of the Technical and Cost Proposals.	Offerors should submit all documents prior to the due date and time specified in the RFP and in accordance with the JAGGAER Description Section 12. Response Date and Section 32. Mandatory Responsiveness Requirements.
	RFP Section	Question	Answer
36	Appendix W	Does Appendix W need to be completed by the key personnel individual themselves or are you requesting that another person completes this on behalf of the key personnel we have identified. For example, does their manager need to complete this form for them?	Offerors should provide Appendix W to their identified client references for each Key Personnel. The Key Personnel references should then submit the completed reference form to the Issuing Officer as indicated in Section I-3.C.2.
	RFP Section	Question	Answer
37	Appendix W	It was requested for each key personnel to send their completed Appendix W to the email addressed provided. Can we include a CC contact(s) from our organization on the email when submitting?	The Key Personnel client reference may include a CC contact on the email to the Department when submitting the Appendix W, Key Personnel Reference Form. Offerors should reach out to the contact who submitted the completed form to request copies of confirmation

RFP # 15-23

Electronic Visit Verification Module

Q&A

			emails. See the Technical Submittal Section I-3.C.2 for additional information.
	RFP Section	Question	Answer
38	JAGGAER Description 5.B.6.	Please define “work sequencing”?	Work Sequencing is the order in which the Project and associated work will be conducted.
	RFP Section	Question	Answer
39	JAGGAER Description 5.A.1.	What is the current legacy EVV Module? If the legacy EVV is provided by a contractor, who is the contractor?	Offerors should refer to Appendix C, EVV Background, Paragraph 4, EVV Existing Environment, for information on the current EVV system.
	RFP Section	Question	Answer
40	General	What is the project Implementation/Go Live date?	Please refer to the Project Timeline tab in the Appendix D, Cost Submittal Worksheet.
	RFP Section	Question	Answer
41	General	What is the projected contract start date?	Please refer to the response to Q.40. The Department is unable to provide a projected contract start date.
	RFP Section	Question	Answer
42	General	What is the projected selection award date?	Please refer to the responses to Q.39 and Q.40. The Department is unable to provide a projected selection award date.
	RFP Section	Question	Answer
43	I-10.C.	Monthly Status Report. Can DHS clarify what it means by uptime of devices? As devices will be based on the agency and/or caregiver. Can DHS clarify what it means by uptime of alternate EVV system? Alternate EVV systems will fall under the vendor providing the system.	I-10.C.3 is changed to read. 'Uptime of the production environments, including device, aggregator, and portal.'

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
44	I-10.A.	Monthly Operations Report. Can DHS clarify what it means by Data Integrity Error rate?	Data Integrity Error Rate means how accurately and completely the module consumed the data without error as received from source.
	RFP Section	Question	Answer
45	I-9.B.6.	Request for clarification on text messaging for support. Is DHS requesting text message for a live agent, or the ability to have text messaging to obtain basic answers to questions (e.g. chat bot, ability to log a problem)?	Section I-9.B.6 does not include a requirement for text message support. The text messaging support in Section I-9.B.7 requires the selected Offeror to provide technical support via email or text messaging through a Support Center. Offerors should include their proposed utilization of text messaging as part of their proposal for this RFP.
	RFP Section	Question	Answer
46	I-7.D.	Request for clarification for section D. Development Phase, Sprint Planning Phase. It is possible that during a sprint multiple customer items could be released and/or global enhancements. In this section DHS is requesting approval for the items to be released impacting the DHS program, correct?	The selected Offeror shall conduct a Sprint planning meeting prior to Sprint Execution and shall obtain Department approval for the work to be completed during the Sprint. The selected Offeror may propose release of multiple items or global enhancements for each Sprint.
	RFP Section	Question	Answer
47	I-6. Table 6.	Request for clarification on Table 6. Can DHS please clarify for this table that the intent is a response, development of a plan, a resolution and then a root cause analysis? Also for clarity the work around time is the indication of the level of acceptance of a workaround provided?	Table 6, included in Section I-6.G. and Table 6 included in Appendix N, MMIS Modernization Defect Management Plan, include the timing expectations for Defect Resolution in Production Environment during M&O. Additional information or description of the table sections can be found in Appendix N, Paragraph 6.1. The Workaround Time is the time allowed to

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
			provide an interim or temporary solution while a Final Resolution is being developed and implemented.
48	I-6.G.	Request for clarification on the following: “During development, testing, and M&O, the Department determines the severity and priority of defects in accordance with the protocols listed in the below charts.” Can DHS clarify that the intent is the program level defects, or is the intent to prioritize all tickets from a customer support standpoint which will include all provider agencies?	The selected Offeror shall prioritize all tickets from a customer support standpoint, including all provider agencies.
49	I-6.G.	Request for clarification on the following: “The selected Offeror shall use Azure DevOps to report and track issues and defects.” Can DHS please clarify the use of Azure DevOps? Specifically, will DHS provide licenses and access to this tool, or will the Offeror’s tool in use by its Dev team today be accepted?	The Department will provide access to the Department’s Azure DevOps. The selected Offeror shall use the Department DevOps. The Department will not accept any other tools used by the selected Offeror’s DevOps team.
50	I-6.	Request for clarification on the following sentence: “The selected Offeror shall customize the training materials to the Department’s EVV Module and make the materials capable of being posted on any Learning Management System without content modifications.” Can DHS please clarify what it means without content modifications in this sentence?	Training is not included in Section I-6 of the Technical Submittal. Section I-4 addresses training. “Without content modifications” means that once the Department has approved a training material the training material may not be changed without the selected Offeror obtaining approval of the changes from the Department.
51	I.3.C.	Can DHS please clarify: Non-Key Personnel. The Offeror should include the names, position descriptions, and minimum qualifications for all Non-Key Personnel. NonKey Personnel are defined as employees of the Offeror’s organization who will be engaged in a supporting role on the Project, either in a full-time or part-time	The selected Offeror shall provide the requested information regarding the individuals who will provide a supporting role on the Project. The Department is seeking this for informational purposes.

RFP # 15-23

Electronic Visit Verification Module

Q&A

		capacity Specifically in the case of non-key staff there could be multiple individuals throughout the project who work in different capacities. Is DHS requesting a review of these individuals, or just knowledge of who at any point of time could be working on the DHS project?	
	RFP Section	Question	Answer
52	General	When does DHS plan for the EVV contract to be executed?	Please refer to the response to Q.41.
	RFP Section	Question	Answer
53	Appendix G	Please confirm the CPP employee program commitment employees to not have to support the DHS EVV program directly and can be allocated to other Offeror employee needs.	Offeror should refer to Appendix G, Contractor Partnership Program for Information and requirements related to CPP.
	RFP Section	Question	Answer
54	General	If the Offerors approach meets all the EVV requirements with a significantly shortened implementation period than reflected in the RFP, will DHS be open to that solution strategy?	Offerors should review the RFP and provide a proposal for their response and approach to the requirements of the RFP. Proposals will be evaluated in accordance with Sections 34, Evaluation and 35, Evaluation Criteria of the JAGGAER Description and Section 37 provides information on Final Ranking and Award of the proposals received by the Department.
	RFP Section	Question	Answer
55	I-11. Table 7.	Can offerors propose industry-best Performance Standards for consideration during negotiation? For example, EVV – 18 Security suggests a 15-minute response time for any incidents, regardless of scope. This may inadvertently cause us to violate confidentiality and privacy SLAs for other clients. A 4 hour to 24 hour notification timeframe for security incidents is a common benchmark for many Software as a Service (SaaS) providers, especially for critical incidents.	The Performance Standards, as set forth in Section I-11, are not negotiable.

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
56	I-14.B. Proposal Format and I-9. Requirements	The Offeror should respond to each subsection of the technical requirements. Would the Commonwealth accept responses that are applicable to multiple sub-sections? For example: I-9.C.Technical Requirements. 1. Security. a.1 - a.13 - a single response may address all subsections; Is this acceptable?	Offerors should response to each section of the Technical Submittal which states "Offeror Response" individually to allow for complete evaluation by the Department as described in the RFP.
	RFP Section	Question	Answer
57	Appendix D	"**Project Timeline Tab** The top table shows the Maintenance and Operation Phase starting at 25 months. The expanded detail table shows the same phase starting at 27 months. Understanding this is a proposed timeline, can the Commonwealth confirm if the Maintenance and Operations Phase should be targeted to start at 25 or 27 months?"	Appendix D Cost Summary, has been updated to show Operations starting in 27 months.
	RFP Section	Question	Answer
58	Appendix C	"a. AmeriHealth Caritas of Pennsylvania; b. Keystone First; c. Health Partners Plans; d. Highmark Wholecare; e. Geisinger Health Plan; f. United HealthCare Community Plan of PA; and g. UPMC for You, Inc** Can the Commonwealth provide counts of individuals requiring EVV by MCO?"	This information is not needed to prepare a response to the RFP.
	RFP Section	Question	Answer
59	Appendix C	"The eight DHS program offices are as follows: (1) Office of Administration ("OA"); (2) Office of Child Development and Early Learning ("OCDEL"); (3) Office of Children, Youth, and Families ("OCYF"); (4) Office of Developmental Programs ("ODP"); (5) Office of Income Maintenance ("OIM"); (6) Office of Long-Term Living ("OLTL"); (7) Office of Medical Assistance Programs ("OMAP"); and (8) Office of Mental Health and Substance Abuse Services ("OMHSAS").** Can the Commonwealth provide counts of individuals requiring EVV by program office?"	This information is not needed to prepare a response to the RFP.

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
60	Appendix C	"The eight DHS program offices are as follows: (1) Office of Administration ("OA"); (2) Office of Child Development and Early Learning ("OCDEL"); (3) Office of Children, Youth, and Families ("OCYF"); (4) Office of Developmental Programs ("ODP"); (5) Office of Income Maintenance ("OIM"); (6) Office of Long-Term Living ("OLTL"); (7) Office of Medical Assistance Programs ("OMAP"); and (8) Office of Mental Health and Substance Abuse Services ("OMHSAS").*** Can the Commonwealth confirm if all of the listed program offices have populations subject to EVV?"	This information is not needed to prepare a response to the RFP.
	RFP Section	Question	Answer
61	Appendix C	"Alternate EVV vendors (as of July 2023): 12,889** Can the Commonwealth confirm that there 12,889 is a count representing the number of participants with EVV services routed through alternate EVV vendors, and not actually 12,889 separate Alternate EVV vendors? Appendix C EVV background lists approximately 52 vendors in Table 2 – Alternate EVV System Vendors."	Please refer to the response to Q. 34.
	RFP Section	Question	Answer
62	Appendix C	"Average Fee for Service ("FFS") visit verification: 23,000 unique FFS visit verifications per month** Can the Commonwealth provide the number of unique individuals under FFS?"	This information is not needed to prepare a response to the RFP.
	RFP Section	Question	Answer
63	Appendix C	"Average Fee for Service ("FFS") visit verification: 23,000 unique FFS visit verifications per month*** Can the Commonwealth provide an average number of visits per month for each FFS individual?"	This information is not needed to prepare a response to the RFP.
	RFP Section	Question	Answer
64	Appendix C	"Individuals receiving services subject to EVV requirements: 361,520 individuals*** If this count includes Self-direction, how many individuals out of the 361,520 are receiving services via self-direction?"	This information is not needed to prepare a response to the RFP.

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
65	Appendix C	"Individuals receiving services subject to EVV requirements: 361,520 individuals*** Does this count include individuals receiving services via self-direction?"	The information is not needed to prepare a response to the RFP.
	RFP Section	Question	Answer
66	Appendix C	"Individuals receiving services subject to EVV requirements: 361,520 individuals*** Can the Commonwealth confirm that the 361,520 individuals count does not include nursing homes?"	This information is not needed to prepare a response to the RFP.
	RFP Section	Question	Answer
67	Appendix C	"Individuals receiving services subject to EVV requirements: 361,520 individuals*** Can the Commonwealth confirm that all 361,520 individuals are expected to have at least one EVV related service visit per month?"	This information is not needed to prepare a response to the RFP.
	RFP Section	Question	Answer
68	Appendix C	"Individuals receiving services subject to EVV requirements: 361,520 individuals*** Can the Commonwealth break this number down by program/waiver?"	This information is not needed to prepare a response to the RFP.
	RFP Section	Question	Answer
69	Appendix C	"Participating unique providers billing for services subject to EVV requirements: 17,355*** Does this count include individual providers?"	This information is not needed to prepare a response to the RFP.
	RFP Section	Question	Answer
70	Appendix C	"Participating unique providers billing for services subject to EVV requirements: 17,354*** Is the Commonwealth able to break this number down to providers under FFS vs. providers supporting MCOs?"	This information is not needed to prepare a response to the RFP.
	RFP Section	Question	Answer
71	Appendix C	"Total Number of Payers: 15 Payers*** Can the Commonwealth clarify how many Payers are FFS and how many are MCO?"	This information is not needed to prepare a response to the RFP.

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
72	Appendix C	"The selected Offeror shall provide a solution which incorporates functionality currently provided by the existing Electronic Visit and Validation ("EVV") Module.*** Can the Commonwealth confirm that the current Module currently meets all the requirements of this RFP?"	This information is not needed to prepare a response to the RFP.
	RFP Section	Question	Answer
73	Appendix C	"The selected Offeror shall provide a solution which incorporates functionality currently provided by the existing Electronic Visit and Validation ("EVV") Module.*** Can the Commonwealth confirm that any functionality currently provided by the existing Module that is NOT detailed out in the RFP would be considered out of scope of this contract?"	The RFP provides the scope of services for this Project and Offerors should prepare a proposal in response to this RFP. The current module functionality is not needed to prepare a response to the RFP.
	RFP Section	Question	Answer
74	I-9.	"An attestation letter, signed by an authorized IT security professional, must be submitted with the SOC report if the Offeror is utilizing any subcontractor(s). The attestation letter must assert that the Offeror received and reviewed the subcontractor(s) SOC reports and verified the subcontractor(s) has the proper IT controls in place to ensure compliance with the Commonwealth requirements. *** Can the commonwealth confirm if this requirement applies to SDB/VBE subcontractors?"	This requirement applies to any subcontractor utilized by the selected Offeror.
	RFP Section	Question	Answer
75	I-9.	An attestation letter, signed by an authorized IT security professional, must be submitted with the SOC report if the Offeror is utilizing any subcontractor(s). The attestation letter must assert that the Offeror received and reviewed the subcontractor(s) SOC reports and verified the subcontractor(s) has the proper IT controls in place to ensure compliance with the Commonwealth requirements.*** Can the Commonwealth confirm if this requirement applies to subcontractors that will not have access to sensitive or Pennsylvania-specific data?	Please refer to the response to Q.74.

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
76	I-9.	"The selected Offeror shall complete payment verification and claims processing in the mandated time frame.*** Can the Commonwealth confirm that the selected vendor will not be responsible for paying or adjudicating claims, but rather is supporting those functions by confirming to the Payer that EVV data is present before the Payer pays the claim?"	The selected Offeror shall complete payment verification and claims processing. The RFP does not include a requirement for the selected Offeror to pay or adjudicate such claims.
	RFP Section	Question	Answer
77	I-4.	"The selected Offeror shall customize the training materials to the Department’s EVV Module and make the materials capable of being posted on any Learning Management System without content modifications. The selected Offeror shall provide training materials that are thorough enough to train an end user on the EVV Module. The selected Offeror shall deliver training material to the PMO for initial review no later than 120 calendar days prior to release of the initial implementation and for implementation after M&O that requires Department user and stakeholder training. The selected Offeror shall send the approved training materials to the Department 60 calendar days prior to the release implementation.*** If an offeror is proposing a proven, fully deployed SaaS EVV solution, would the Commonwealth be open to requiring training customization and approval only for those items that are new and Pennsylvania specific? Established vendors will have universal documentation and proven training for functionality that is the same for all clients that will not require customization."	The selected Offeror shall develop customized training material and shall obtain approval from the Department of the training material. The selected Offeror may submit current training material for approval, however the Department must approve before the selected Offeror may use the training material.
	RFP Section	Question	Answer
78	JAGGAER Description Section 4	“Through this RFP, the Department is seeking a qualified Offeror to provide EVV Module services for the MMIS Modernization Project.” Can the commonwealth confirm that you are seeking a proven Software as a Service (SaaS), Commercial Off-the-Shelf Software (COTS) EVV solution?"	Offerors should carefully review the information included in the JAGGAER Description as this provides sufficient information for vendors prepare a proposal in response to the RFP.

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
79	General	"Offeror Response Location" Can the Commonwealth clarify how responders should connect response items to specific requirements within longer sections? For example, should vendors simply respond in narrative format addressing items, or should we reference the item number and respond individually to each sub-item in a section?"	Offerors should review the JAGGAER Description for full instructions regarding responding to the RFP.
	RFP Section	Question	Answer
80	General	"Offeror Response Location" Throughout the document there are some lengthy sections, such as 2. Systems and Application beginning on page 62, and ending on page 69 with sub item ""mmm."" Would the Commonwealth be amendable to allowing responders to break these sections up further and respond below each item listed?"	Please see the response to Q.79.
	RFP Section	Question	Answer
81	JAGGAER Description Section 5	"Support the current CMS Certification of the Departments' EVV solution; ensuring there is no decline in metrics that would impact federal matching funds." Can the Commonwealth confirm that if a new vendor is selected, the new vendor does not need to support an ORR or CR for CMS Cert, but rather must maintain the required CMS KPIs in order for the State to remain CMS OBC Certified?"	Yes, this is correct.
	RFP Section	Question	Answer
82	JAGGAER Description Section 5	"Identify services subject to EVV, as defined by the Department, including fee-for-service claims and MCO encounters having a corresponding verified EVV record before approving for payment". Can the Commonwealth confirm that the selector vendor will not be responsible for claim payment or adjudication, but rather is support mechanism that confirms the presence of EVV for the Payer, who then adjudicates and pays the claim?"	Yes, this is correct.
	RFP Section	Question	Answer
83	I-11.	"The selected Offeror shall implement the EVV system per the requirements determined by the Department and by the time stated in the baselined IMS. • A successful Implementation is measured by: • Successfully converting all historical data and provider accounts from	The performance standards and liquidated damages are solely based on the selected Offeror's performance.

RFP # 15-23

Electronic Visit Verification Module

Q&A

		<p>the Department’s current EVV vendor to selected Offeror’s solution. • Successfully training stakeholders and staff identified by the Department within timeframe established in the project schedule. • Completing system testing. Refer to EVV – 13 Testing Exit Criteria Validation for details. • Reference Part I-4, Part I-7, Section F.2., and Part I-9, Section A, Section B.1.c., and Section C.5.” Is the Commonwealth amenable to modifying the damages for this performance standard to indicate that they are applicable only in cases where the delay is caused by the Offeror? For example, if there is mutual agreement from the Department and the offeror to delay the implementation date, or if there is a delay caused by a third party outside the control of the offeror, a penalty shall not be assessed? "</p>	
	RFP Section	Question	Answer
84	I-11.	<p>"The selected Offeror prepare a resolution, plan of action, or escalate to a defect within three business days for 99% of all Support Center inquiries. • Reference Part I-9, Section B.7.d.” Can the Commonwealth provide further clarity or provide examples around what is considered a ""defect"" in this scenario?"</p>	<p>Offerors should refer to section I-6.G. Defect Management for additional information.</p>
	RFP Section	Question	Answer
85	I-11.	<p>"Testing Exit Criteria for SIT and UAT documented in the Test Strategy Document (Appendix Q, MMIS Modernization Test Strategy Document) must meet the following conditions within the timeframes agreed upon in the Project Plan: • The selected Offeror shall obtain Department approval for all SIT test cases executed and SHALL DOCUMENTS and obtain Department approval for test results. The Department will validate test results during UAT. • The selected Offeror shall have no outstanding critical or significant severity defects unless approved by the Department. • The selected Offeror shall close or triage all outstanding moderate and minor severity defects with a workaround to be completed within a resolution timeframe approved by the Department. • Reference Part I-6, Section G. and Part I-7, Section B." Shall documents"" in the first bullet occurs at the page break of pp. 88-89 and appears to be a truncated</p>	<p>In Section I-11, Table 7, Category EVV-15 Testing Exit Criteria Validation, the first bullet point under the Criteria heading should read “The selected Offeror shall obtain Department approval for all SIT test cases executed and shall document and obtain Department approval for test results. The Department will validate test results during UAT.”</p>

RFP # 15-23

Electronic Visit Verification Module

Q&A

		sentence. Can the Commonwealth confirm if there is missing text here?"	
	RFP Section	Question	Answer
86	I-9.C.5.	Provide time-based content expiration and version management capabilities. Is the context of this requirement in reference to system data or to documentation? "	Section I-9.C.7.n, is where this language is used. This sentence is referring to system data.
	RFP Section	Question	Answer
87	I-9.C.2.	Can the Commonwealth please provide a copy or link to the Network Interoperability Standards?	The selected Offeror shall conform to the Commonwealth's Network Interoperability Standards. A copy of the Commonwealth's Network Interoperability Standards will be provided to the selected Offeror during the Design Phase.
	RFP Section	Question	Answer
88	I-9.B.8.	Can the Commonwealth provide an example of when these database connectivity protocols are in use under the current scope?	Offerors should refer to Section I-9.B.8.h for a list of the database connectivity protocols.
	RFP Section	Question	Answer
89	I-9.B.2	Can the Commonwealth provide examples of the anticipated offeror responsibilities for providing credentialing and provider outreach supports? "	Please refer to the response to Q.13.
	RFP Section	Question	Answer
90	I-9.A.14.	Can the Commonwealth provide a listing or examples of the data elements the Department will establish for these reports?	The Department expects that these reports will be generated from data elements within the Offeror's EVV module.

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
91	I-6.G.	If an offeror already has a proven alternate tracking system in place (ie, JIRA), is the Commonwealth amenable to the use of the system in place of Azure DevOps?"	The selected Offeror shall utilize Azure DevOps, which is the Department’s standard. The selected Offeror may use JIRA as their internal tracking system but shall enter Department information into Azure DevOps.
	RFP Section	Question	Answer
92	I-9.B.1.	In the document 15-23 EVV Technical Submittal Final, the list that begins on p. 29, section 1. EVV Solution ends with "and" but no following item. Can the Commonwealth confirm there's no missing text here?	Section I-9.B.1.g.(3) and (4) should read: 3) The recipient of alerts, which may vary by program service; and 4) A backup caregiver alert, which may be sent as determined by the participant or by the Department. The “and” should be relocated from subsection (4) to subsection (3) as noted above.
	RFP Section	Question	Answer
93	I-7.A.	If the Commonwealth maintains the requirement to list number of staff hours per task, despite an offeror not charging an hourly rate, can offerors instead provide the number of staff hours per phase (instead of per task), as our implementation work plans usually are comprised of dozens of tasks per phase and hundreds of tasks per entire project?	Offerors may include staff hours per phase rather than task.

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
94	I-7.A.	"Section I-7 for the project work plan indicates that an offeror must submit ..."A clear statement of how the Offeror will meet the objectives of the Project and how each task will be performed. The Offeror should include the following: 1. Number of staff hours allocated to each task"" If an offeror is proposing the use of a SaaS platform, resources are usually committed to the project and specific milestones with dates, regardless of the number of hours needed to achieve them. In addition, resource time is included in the cost for our solution, not charged at an hourly rate. Can the Commonwealth confirm that this is an acceptable approach, and as such providing the number of staff hours allocated to each task is unnecessary?	Offerors may include an alternate payment structure if the Offeror is not charging based on staff hourly rates.
	RFP Section	Question	Answer
95	I-6.H.	Section H. Quality Management states that the selected offeror shall describe several quality management aspects/processes as part of a quality management plan, but then also says that the offeror shall describe their approach to quality management and how it adheres to the Department's QA/QM plan. Is it correct to assume that the selected offeror must submit a quality management plan as part of implementation after contract start, but a quality management plan is itself not a requirement for submission with the RFP?	Offerors should review the RFP and prepare a proposal in response which they believe addresses the requirements included in the RFP.
	RFP Section	Question	Answer
96	I-3.C.5.	In the document 15-23 EVV Technical Submittal Final, the list that begins on p. 12, subsection 5. Proposed Project Organization ends with "and" but no following item. Can the Commonwealth confirm there's no missing text here?	Section I-3.C.5.d and e should read: d. Include the number of hours per week each person is projected to work on the Project; and e. Clearly indicate any functions that are subcontracted and include the name of the subcontracting entities and the services they will perform. The "and" should be relocated from e. to d. as noted above.

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
97	Appendix D	May offerors submit a pricing narrative to accompany the cost submittal?	Offerors should complete the Cost Submittal following the instructions on the first tab.
	RFP Section	Question	Answer
98	I-11. Table 7	If 5% of contract value is not an acceptable cap, can the Department clarify what the cap is for penalties, liquidated damages, and other fees?	The Performance Standard in I-11, Table 7 include the liquidated damages applicable to each category if the selected Offeror is non-complaint with the stated criteria. The Selected Offeror is expected to be compliant and liquidated damages would not be needed in such case.
	RFP Section	Question	Answer
99	I-11. Table 7	Will the Commonwealth be amenable to capping penalties, liquidated damages, and other fees related to performance standards at 5% of the annual contract value?	Please see the response to Q.98.
	RFP Section	Question	Answer
100	I-11. Table 7	If the Commonwealth confirms that minimum performance standards will be negotiated with the chosen offeror after selection, should offerors make note of the specific performance standards they would like to adapt within the narrative response for I-11 Performance Standards?	Please refer to the response to Q.55.
	RFP Section	Question	Answer
101	I-11. Table 7	Will the Commonwealth confirm that minimum performance standards will be negotiated with the chosen offeror after selection, as not all standards are equally relevant to each solution, based on deployment methods and other factors?	Please refer to the response to Q.55.
	RFP Section	Question	Answer
102	General	In order for bidders to best position pricing, staffing, timeline, and scope responses, can the department provide a tentative schedule for	Please refer to the response to Q.41.

RFP # 15-23

Electronic Visit Verification Module

Q&A

		procurement and contracting activities, such as potential oral presentations, award, work beginning, and target go-live dates?	
	RFP Section	Question	Answer
103	I-3.C.1.	"Key Personnel must be available for onsite meetings during normal Department work hours of 8:00AM to 5:00PM Eastern Standard Time ("EST"). The EVV Project Director and EVV Project Manager must be in the Commonwealth unless the Department grants a written approval for an exception. The selected Offeror shall submit written requests for exceptions to the residence requirements to the Department. All Key Personnel must attend the Joint Application Design ("JAD") sessions, testing, and training sessions on-site. The selected Offeror shall submit written requests for exceptions to the on-site requirement to the Department." We are committed to providing the most qualified Project Director and Project Manager possible to ensure the success of the EVV Module project. These personnel would be committed to being onsite in Pennsylvania as needed. Can the Commonwealth verify that if the proposed personnel meets and/or exceeds the qualifications as stated in the RFP, with the commitment to onsite travel as required, the submitting offeror will receive the same evaluation points as Pennsylvania-based personnel? "	Offerors should review and respond to the requirement as written in the RFP.
	RFP Section	Question	Answer
104	JAGGAER Description Section 14	The RFP includes requirements for signatures on the proposal cover sheet and on several forms. Are electronic signatures acceptable?	Yes, electronic signatures are acceptable.
	RFP Section	Question	Answer
105	General	What challenges are the Commonwealth working to address by replacing the current EVV vendor? (i.e., people/departments, processes, technology, etc.)	This information is not needed to prepare a response to the RFP.
	RFP Section	Question	Answer
106	General	Who is the IT Consulting and Quality Assurance vendor acting as the Project Management Office?	This information is not needed to prepare a response to the RFP.

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
107	I-9.B.2.c.	Please clarify the expectation of the EVV vendor to, “certify providers and MCOs using an alternative EVV system within the Department defined guidelines and timelines.”?	This language is included in Section I-9.B.2.c, under the Provider Onboarding subsection. The requirement does not require clarification.
	RFP Section	Question	Answer
108	I-9.B.1.c	What is the volume of historical EVV data to be converted from the legacy EVV solution?	Please refer to the response to Q.10.
	RFP Section	Question	Answer
109	I-8.D.	The section states the environment should “mirror” the production environment. If this includes security safeguards, this can cause limitations to testers (inability for a single tester to have multiple users IDs). Please clarify the term, “mirror”.	Section I-8.D. does not contain the word “mirror.” The word “mirror” appears in Section I-8, I-8.B. and I-8.F. Mirror means system configuration in the non-production environments are a representation of the same system configuration in the production environment to produce the same outcome for EVV transactions.
	RFP Section	Question	Answer
110	I-8.B.	Does the Commonwealth expect the SIT test environment to use and temporarily store production data (containing PHI and PII) as part of the testing effort?	The SIT environment will not have production data which contains PHI and PII. The data used in the SIT test environment will be deidentified.
	RFP Section	Question	Answer
111	JAGGAER Description Section 14.	Does the Commonwealth have requirements around file formats (i.e. PDF, Word, etc.) for Offeror proposals? Are there file size limitations for uploads?	Offerors should refer to JAGGAER Description Section 14 for all requirements.
	RFP Section	Question	Answer
112	General	Does the Commonwealth have an intent to award date?	Please refer to the response to Q.41.

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
113	I-8.D.	Will the test team be dedicated to the EVV project during the entire UAT cycle?	Yes, this is correct.
	RFP Section	Question	Answer
114	I-8.D.	Will the PMO be providing and EVV project testers with experience in testing EVV modules?	Yes, this is correct.
	RFP Section	Question	Answer
115	I-6.A & B.	To allow for the awarded vendor to accurately plan implementation tasks, will the Commonwealth provide access to the Integrated Master Schedule upon award?	The Commonwealth will provide the selected Offeror with access after execution of the contract resulting from this RFP.
	RFP Section	Question	Answer
116	Appendix C.	What is the timeline for the completion of the EDW and will the new EVV vendor have access to the project documentation in support of the new EVV solution development?	Offerors should refer to Appendix D, Cost Submittal Final and review the Project Timeline tab. The selected Offeror will be provided access to project documentation.
	RFP Section	Question	Answer
117	Appendix C. Figure 2.	The diagram shows data sharing across platforms, but not the file formats required by CMS. b. If they are separate, does the commonwealth expect the new EVV aggregator to interact with the Department EVV aggregator?	The selected Offeror's EVV aggregator will be the Department's only aggregator after implementation of the selected Offeror's solution.
	RFP Section	Question	Answer
118	Appendix C. Figure 2.	The diagram shows data sharing across platforms, but not the file formats required by CMS. a. Does the EVV interface currently use the standard 837/835/999 formats when transmitting claims data?	Offerors should refer to Appendix C for all file formats currently used.
	RFP Section	Question	Answer
119	EVV Aggregator	If they are separate, does the commonwealth expect the new EVV aggregator to interact with the Department EVV aggregator?	Please refer to the response to Q.117

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
120	Department EVV Aggregator	Is the “Department EVV aggregator” owned and maintained by the Commonwealth or is this actually referring to the current Sandata EVV?	This information is not needed to prepare a response to the RFP.
	RFP Section	Question	Answer
121	General	Is the PMO vendor eligible to bid for the EVV contract?	Offerors should review the requirements of the RFP to determine eligibility.
	RFP Section	Question	Answer
122	General	Who is the PMO vendor for this project?	This information is not needed to prepare a response to the RFP.
	RFP Section	Question	Answer
123	General	What is the breakdown of visits captured through the Commonwealth’s EVV vs those submitted through the aggregator?	Offerors should refer to Appendix C, Table 1, Key Volume Related to the Electronic Visit Verification Module, which includes the volume information necessary to prepare a response to this RFP.
	RFP Section	Question	Answer
124	JAGGAER Description Section 14.	Please confirm that Offerors may provide material required (such as Appendix F) as part of their response directly within their response aligned with the Commonwealth's inquiry or in an Appendices section at the end of their response. RFP Reference: I-9. Requirements. B. Functional Requirements. 12. Computing Services, Computing Services Requirements; As part of this review, Offerors must complete and submit as part of their proposal the Computing Services Requirements document (Appendix F, Computing Services Requirements) that is specific to the Computing Service being considered.	Offerors should refer to JAGGAER Description Section 14 for all proposal format requirements.
	RFP Section	Question	Answer
125	General	Please provide a breakdown of the number of visits captured by method of capture by month.	This information is not necessary to prepare a response to the RFP.

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
126	General	In what format is authorization data sent to the EVV system?	Offerors should refer to Appendix C, EVV Background Final Figure 2 EVV Data Feeds.
	RFP Section	Question	Answer
127	General	For claim billing purposes, are all payers required accept the Pennsylvania standard format of the claim data? > Is this an EDI 837? > Are both EDI 837P and 837I required?	Please refer to Appendix C, Figure 2, EVV Data Feeds for additional information
	RFP Section	Question	Answer
128	General	Given the close nature of the Commonwealth's relationship with Gainwell, the current MMIS vendor, is Gainwell eligible to respond to this proposal for EVV services?	This information is not needed to prepare a response to this RFP.
	RFP Section	Question	Answer
129	SDB/VBE Model Form	We understand that this model form is for future consideration post-award (no response required for RFP response).	This is correct.
	RFP Section	Question	Answer
130	JAGGAER Description Section 14.	Do the details appearing in the 'RFP 15-23 - EVV - Technical Submittal' document need to be included as part of the Offerors response (ex: for section I-1, does the Offeror's response need to reflect "Statement of the Project", or, "Statement of the Project. The Offeror shall state in succinct terms an understanding of the Project and the service required by this Request for Proposal ("RFP"). The Offeror's response shall demonstrate that the Offeror fully understands the scope of services to be provided, the Offeror's responsibilities, and how the Offeror plans to effectively manage the contract.")?	Offerors should refer to JAGGAER Description Section 14 for all proposal formatting requirements.
	RFP Section	Question	Answer
131	JAGGAER Description Section 14.	Please confirm that Offerors may use their own branded document styles for the Technical response as long as it meets the format requirements and the headings/topics from the RFP_15-23_EVV_Technical_Submittal document?	Offerors should refer to JAGGAER Description Section 14 for all proposal formatting requirements.

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
132	JAGGAER Description Section 14.	Please confirm that the forms outlined in 14.B.1.b - 1.e should only be uploaded to the Additional Required Documentation Questions Group 2.1 online, and that Offerors do not need to include copies in the Technical Response.	This is correct.
	RFP Section	Question	Answer
133	I-3.C.1.	When does the Commonwealth expect to receive written requests for exceptions to the residence requirements from Offerors (i.e., with the RFP response, after notification of award, prior to project kick-off)?	As stated in Section I-3.C.1, "the selected Offeror shall submit written requests for exceptions to the residence requirements to the Department." This requirement applies only to the selected Offeror and such requests should be submitted after notification of award to the selected Offeror.
	RFP Section	Question	Answer
134	Calendar of Events	The RFP requirements are quite complex and extensive with only 6 weeks allocated until the revised submission deadline. To provide a fully compliant and the highest quality proposal response, we request that the Commonwealth update the proposal submission deadline to Wednesday, May 15, 2024 at 12 PM ET.	Offerors should refer to Section 11 of the JAGGAER Description for information regarding addenda to this RFP.
	RFP Section	Question	Answer
135	General	Does the Commonwealth have a target go-live date for the replacement EVV system?	Offerors should refer to Appendix D, Cost Submittal Project Timeline Tab for additional information.
	RFP Section	Question	Answer
136	Appendix D	Appendix D includes a Project Timeline with Implementation occurring 26 months after the Contract is effective. Please confirm that the provided timeline is an example and that vendors can bid their own specific implementation timeline and not bound to the 24-26 month window included in Appendix D.	The Department anticipates adhering to the timeline shown in Appendix D, Cost Submittal Project Timeline Tab. Offerors should prepare their proposals in response to the Department's anticipated timeline.

RFP # 15-23

Electronic Visit Verification Module

Q&A

	RFP Section	Question	Answer
137	I-9.A.	Can DHS please provide additional clarification around the following requirement: Provides optional billing functionality for Provider agencies. The optional billing functionality must: Take visit data from the data aggregator; Enable provider users to enter data in specified fields including the required fields of date of birth, procedure codes, and diagnosis codes; Generate a claim in the Commonwealth of Pennsylvania Medicaid format based on the visit data; Submit the claim on behalf of the provider; Show results of the claims submission via the provider portal; Interface with a provider's or third-party vendors billing system; and Integrate EVV reconciliation into PROMISE to provide a valuable pre-payment edit check on EVV data to ensure that providers are being paid timely and accurately. Is DHS planning to only offer the optional billing functionality to providers that use the DHS EVV solution or also for those that are using 3rd party EVV systems and their visit data is housed in the Aggregator? Will providers be required to fund the optional billing functionality or is DHS planning to fund it as part of the EVV contract?	The Department will not fund optional billing functionality.
	RFP Section	Question	Answer
138	I-9.	Is DHS planning to use the Offerors EVV solution for Patient Directed Services programs?	Offerors should refer to Section I-9.B.3.i for additional information.
	RFP Section	Question	Answer
139	I-9.	Can DHS please clarify the credentialing reference in the following Provider onboarding section: Provider Onboarding. The selected Offeror shall assist providers in the implementation and use of their EVV module. The selected Offeror must: Maintain data files for each providers' training, integration, credentialing, and external EVV data transmission readiness criteria status.	Please refer to the response to Q.13.
	RFP Section	Question	Answer
140	I-9.	Please clarify if DHS is expecting the offeror to have technical support staff 24x7 for emails and text support per the following: The selected Offeror shall provide the Department, providers, and other users with technical documentation in the form of an online user manual, online	Offerors should review the requirements of the RFP and respond to the requirements, as stated.

RFP # 15-23

Electronic Visit Verification Module

Q&A

		help tool, or both, and 24-hour a day, technical support via email or text messaging through a Support Center.	
	RFP Section	Question	Answer
141	I-9.	Please confirm that DHS is expecting the EVV Vendor to provide telephonic Technical support/help desk for EVV portal users.	Offerors should refer to Section I-9.B.7 for additional information.
	RFP Section	Question	Answer
142	Appendix H-V.	Confirm all the Appendix plans provided in the RFP are for informational purposes only and the Offeror does not need to include them in any way in our RFP submission.	Appendix H through V are available for Offerors to use while preparing their proposals. Offerors should review the requirements of the RFP and prepare a response which they believe meets all requirements.
	RFP Section	Question	Answer
143	I-3.	Can DHS Please clarify the reference to non-department in the following: All client references for Key Personnel must be outside clients (non-Department) who can give information on the individual's experience and competence to perform project tasks like those requested in this RFP". Does this mean references must not be from PA DHS? Or does this mean that references must be outside the Offeror's organization?	The Department cannot be used for references.