



**ADDENDUM #3**  
**RFP-2022-DLTSS-05-ELECT**  
**Electronic Visit Verification System**

(Changes are in ***bold, underlined and italicized text*** below to enable vendors to quickly recognize changes in paragraphs and/or wording.)

On December 14, 2021, the New Hampshire Department of Health and Human Services published a Request for Proposals, soliciting proposals for the provision of an Electronic Visit Verification System (EVV) for all Medicaid personal care services (PCS) and home health services (HHCS) that require an in-home visit by a provider. EVV for these services is required by Section 1903 of the Social Security Act (42 U.S.C. 1396b), also known as the 21st Century Cures Act.

The Department is publishing this addendum to:

- 1. Modify the third paragraph in Section 1, Subsection 1.1 Scope of Work (SOW) Overview to read:**

The EVV system must support all members including those who utilize member-directed service models and be designed in such a way that it does not hinder the flexibility of members/families in scheduling or choice in where they receive their services, whether in their home or in the community. The Department estimates that 15,000 clients receive EVV related services that are provided by 145 service providers. ***During calendar year 2020, there were 10,824 clients with Personal Care Services and 10,782 clients with Home Health Care Services.*** The EVV system must be able to monitor and report on key performance indicators and obtain CMS outcomes-based certification.

- 2. Delete and replace Section 1, Overview and Schedule of Events, Subsection 1.2, Schedule of Events, with the following:**

The following table provides a Schedule of Events for this RFP through contract finalization and approval. The Department reserves the right to amend this Schedule of Events at its sole discretion, and at any time, through a published addendum.

<b><u>Schedule of Events</u></b>		
<b>Item</b>	<b>Event</b>	<b>Date &amp; Time (ET)</b>
1.	RFP Released to Vendors	December 14, 2021
2.	Notification to the Department if Representatives Plan to Attend the Vendor Conference (Mandatory)	December 27, 2021
3.	Vendor Conference	Virtual Web Conference January 4, 2022 1:00 PM ET
4.	Vendor Inquiry Period Ends (Final Inquiries due)	January 4, 2022 11:59 PM ET
5.	Department Response to Vendor Inquiries Published for <b><i><u>Vendor Inquiry Period 1</u></i></b>	February 4, 2022



6.	<b><u>Vendor Inquiry Period 2 Begins</u></b>	<b><u>February 4, 2022</u></b>
7.	<b><u>Vendor Inquiry Period 2 Ends</u></b>	<b><u>February 11, 2022</u></b>
8.	<b><u>Department Response to Vendor Inquiries Published for Vendor Inquiry Period 2</u></b>	<b><u>February 25, 2022</u></b>
9.	Final Date and Time for Proposal Submission	<b><u>March 8, 2022 12:01 AM</u></b>
10.	Invitations for Oral Presentations	<b><u>March 28, 2022</u></b>
11.	Vendor Presentations/Discussion Sessions/Interviews	<b><u>April 12-14, 2022</u></b>
12.	Estimated Date of Vendor Selection	<b><u>April 15, 2022</u></b>
13.	Anticipated Governor and Council Approval	<b><u>June 2022</u></b>
14.	Anticipated Effective Contract Date	<b><u>June 2022</u></b>

**3. Modify Section 2 Proposal Submission, Deadline, and Location Instructions, Subsection 2.2, Vendor Inquiries, to read:**

All inquiries concerning this RFP, including but not limited to, requests for clarifications, questions, and any changes to the RFP, shall be submitted via Email to the following RFP Point of Contact:

**Dean B. Fancy**  
**Email: [dean.b.fancy@dhhs.nh.gov](mailto:dean.b.fancy@dhhs.nh.gov)**

Inquiries must be received by the RFP Point of Contact no later than the conclusion of the Vendor Inquiry Period(s) identified in the Schedule of Events. Inquiries received later than the conclusion of the **applicable** Vendor Inquiry Period shall not be considered properly submitted and may not be considered. The State assumes no liability for assuring accurate/complete Email transmission/receipt and is not required to acknowledge receipt.

**The Department reserves the right to limit the scope of Vendor inquiries submitted during Vendor Inquiry Period 2 to Vendor questions pertaining specifically to modifications to language in the RFP that were made as a result of Vendor questions received during Vendor Inquiry Period 1. The Department may choose to not publish a response to any or all Vendor Questions submitted during Vendor Inquiry Period 2.**

The Agency intends to issue official responses to properly submitted inquiries on or before the date(s) specified in the Schedule of Events section, herein. The Agency may consolidate and/or paraphrase questions for sufficiency and clarity. Oral statements, representations, clarifications, or modifications concerning the RFP shall not be binding upon the Agency. Official responses by the Agency will be made only in writing by the process described above.

The Agency will require the successful bidder to execute a Contract using the P-37 State of New Hampshire General Provisions and the State of New Hampshire, Department of Health and Human Services Information Security Requirements Exhibit, Business Associate Agreement and other exhibits attached hereto. To the extent that a Vendor believes that exceptions to the standard form contract will be necessary for the Vendor to



enter into the Agreement, the Vendor must submit those exceptions during Vendor Inquiry Period 1 only.

4. Modify the page header on Pages 30, 31, and 32 to read:

STATE OF NEW HAMPSHIRE

Department of Health and Human Services

RFP-2022-DLTSS-05-ELECT - Electronic Visit Verification System

SECTION 6 - CONTRACT TERMS AND AWARD

5. Modify the page header for Appendix B, Business/Technical Requirements and Deliverables to read:

STATE OF NEW HAMPSHIRE

Department of Health and Human Services

RFP-2022-DLTSS-05-ELECT Electronic Visit Verification System

APPENDIX B - BUSINESS / TECHNICAL REQUIREMENTS AND DELIVERABLES

6. Add Appendix B, Business/Technical Requirements and Deliverables, Section 1, Statement of Work, Subsection 1.1, Concept of Operations, Paragraph 1.1.2, to read:

1.1.2 Procedure and billing code modifiers in Chart 1.1.5, Columns MMIS Mod1, MMIS Mod2 and MMIS Mod3, below, identify the specific services that will require EVV. MMIS billing code modifiers are:

1.1.2.1 HC – CFI Waiver

1.1.2.2 SE – ABD, DD or IHS Waiver

1.1.2.3 UA – DD Waiver

1.1.2.4 UB – ABD Waiver

1.1.2.5 UC – IHS Waiver

1.1.2.6 U1-U8 – Differentiates the service

7. Modify Appendix B, Business and Technical Requirements and Deliverables, Section B-1, Business and Technical Requirements and Deliverables. Section 1, Statement of Work, by adding Subsection 1.2, Business/Technical Requirements Workbook, to read:

Vendor shall be responsible for meeting the Business and Technical Requirements identified in Appendix G EVV Requirements Matrix attachment.

8. Modify Appendix B, Business and Technical Requirements and Deliverables, Section 3, Scope of Services, Subsection 3.3, Project Outcomes, Paragraph 3.3.4, Cost of Ownership, Subparagraph 3.3.4.2 to read

The following components are considered; Delivery and Implementation Costs, Operations Cost, Maintenance Cost, Upgrades and Device Management Costs, Change Management Cost, SLA and Key Performance Measure Costs, Alignment to Industry Standards for Interfaces and other upcoming Standards, and Training.

9. Modify Appendix B, Business and Technical Requirements and Deliverables, Section 3, Scope of Services, Subsection 3.3, Project Outcomes, Paragraph 3.3.7 Data Quality and Reliability Subparagraph 3.3.7.1, to read:



The EVV system maintains high levels of data quality and reliability to support timely and accurate processing and reporting. Additionally, EVV data is **readily portable to the DHHS Enterprise Business Intelligence (EBI) platform using a direct connect of Informatica or Tableau to the source database via a service account or the exchange of flat files using Secure File Transfer Protocol.**

10. Modify Appendix B, Business/Technical Requirements and Deliverables, Section B-1, Business/Technical Requirements and Deliverables, Section 3, Scope of Services, Subsection 3.4, Functional Scope of Project, Paragraph 3.41, Subparagraph 3.4.1.1, Line 3.4.1.1.2, to read:

3.4.1.1.2. **Audit** provider EVV systems **data interfaced to the vendor** to ensure **compliance with CURES Act requirements; and**

11. Modify Appendix B, Business and Technical Requirements, Section 3, Scope of Services, Subsection 3.4, Functional Scope of Project, Paragraph 3.4.1, Subparagraph 3.4.1.2 to read:

3.4.1.2 Claims Filing Related Services including providing aggregator functionality to verify visits against billed claims **and authorizations** before processing for payment by the MMIS or MCOs.

12. Modify Appendix B, Business and Technical Requirements, Section 3, Scope of Services, Subsection 3.4, Functional Scope of Project, Paragraph 3.4.2, Subparagraph to read:

The Department may contract with **an Independent Verification and Validation (IV&V) a Quality Assurance** contractor to provide quality assurance duties for the duration of this EVV project. The selected Vendor shall support the Department and its contractor(s) in **IV&V Quality Assurance** activities associated with the contract including, but not limited to:

3.4.2.1. Providing requested information **for IV&V Quality Assurance Requirements** and Design Review.

3.4.2.2. Answering questions for **IV&V Quality Assurance** Progress Reports.

3.4.2.3. Participating in Operational Milestone Review(s).

3.4.2.4. Participating in CMS EVV Certification(s) Reviews.

13. Modify Appendix B, Business and Technical Requirements, Section 3, Scope of Services, by adding Subsection 3.8, Key Performance Measures and Liquidated Damages, to read

**3.8 Key Performance Measures and Liquidated Damages**

**In the event the Vendor fails to meet the key performance measures specified within the contract, the Department reserves the right to assess Liquidated Damages as described below in Table 3.8, and in Appendix G, EVV Requirements Matrix. If assessed, the Liquidated Damages will be used to reduce the Department's payments to the Vendor or if the Liquidated Damages exceed amounts due from the Department, the Vendor will be required to make cash payments for the amount in excess. The Department may also delay the assessment of Liquidated Damages if it is in the best interest of the Department to do so. The Department may give notice to the Vendor of a failure**



**to meet performance standards but delay the assessment of Liquidated Damages in order to give the Vendor an opportunity to remedy the deficiency; if the Vendor subsequently fails to remedy the deficiency to the satisfaction of the Department, the Department may reassert the assessment of Liquidated Damages, even following contract termination.**

**Table  
3.8**

Req. #	Key Performance Measure	Liquidated Damages
B12.1	<p>Vendor's solution shall be available twenty-four (24) hours a day, 7 days a week except for during scheduled maintenance. Vendor shall ensure that the solution is available ninety-nine percent (99%) of the time as measured on a monthly basis and that downtime is no greater than twenty-four (24) hours per incident. Contractor shall provide five (5) workdays' notice to the State prior to its regularly scheduled maintenance windows.</p> <p>Availability is calculated monthly as follows: Availability percentage = unplanned downtime (Total downtime minus approved downtime) divided by Total time (24x7).</p>	<p>The Department will assess as specified below, per hour for each hour, or portion thereof, if the solution fails to meet the ninety-nine percent (99%) availability performance standard.</p> <p>\$1,000 per hour if zero (0) to twenty-four (24) hours beyond the availability performance standard.</p> <p>\$2,000 per hour if twenty-five (25) to forty-eight (48) hours beyond the availability performance standard.</p> <p>\$3,000 per hour if greater than forty-eight (48) hours beyond the availability performance standard.</p>
B12.2	<p>Provide real-time performance monitoring dashboard availability ninety-nine percent (99%) of the time, twenty-four (24) hours a day, seven (7) days a week, excluding Department approved planned downtime (i.e., system unavailable for use).</p> <p>Availability is calculated monthly as follows: Availability percentage = unplanned downtime (Total downtime minus approved downtime) divided by total time (24x7).</p>	<p>The Department will assess as specified below, per hour for each hour, or portion thereof, if the performance monitoring dashboard fails to meet the ninety-nine percent (99%) availability performance standard.</p> <p>\$500 per hour if zero (0) to twenty-four (24) hours beyond the availability performance standard.</p> <p>\$1,000 per hour if twenty-five (25) to forty-eight (48) hours beyond the availability performance standard.</p> <p>\$1,500 per hour if greater than forty-eight (48) hours beyond the availability performance standard.</p>
B12.3	<p>Request approval from the Department prior to scheduling non-emergency system downtime or maintenance during hours of operation no later than five (5) Business Days prior to downtime.</p>	<p>\$1,000 per occurrence if the request is not made by the specified deadline.</p>



**Table  
3.8**

<b>Req. #</b>	<b>Key Performance Measure</b>	<b>Liquidated Damages</b>
B12.4	Provide a user interface response time of less than two (2) seconds per discrete transaction. Response time is measured from the time the data packets leave the State network to the time a response is received from the Vendor's software application.	\$1,000 per month if the monthly average user interface response time is greater than two (2) seconds.
B12.5	Vendor must ensure that the Data integrity error rate and routing errors of any transaction is less than .001%.	\$5,000 per month charge if the error rate exceeds one thousandths of a percent (0.001%) for the entire measured month for all transactions.
B12.6	Vendor shall replace key personnel within fifteen (15) State workdays. The State may grant additional time to replace key personnel if the Vendor makes interim arrangements to ensure that operations are not affected by loss of personnel.	\$500 per workday from 16th day of vacancy until filled with an employee approved by the Department.
B12.7	Request and receive written approval by the Department prior to releasing any public announcement concerning the Contract, including, but not limited to, notices, information pamphlets, press releases, research, reports, signs, and similar public notices prepared by or for the Vendor.	\$5,000 per public notice issued by the Vendor without pre-approval by the Department.
B12.8	All standardized reports shall be available online or delivered to authorized users by the scheduled time one hundred percent (100%) of the time as defined and mutually agreed upon during detailed report design.	\$500 per workday for each workday that each report is late, not distributed as required, or not in the approved format.
B12.9	Vendor must notify the State of any data load problems, discrepancies, or failures within one (1) workday of identification and present a resolution plan within three (3) workdays.	\$5,000 per workday for failure to meet the timeliness standard.
B12.10	Vendor must have the capability to exchange and interface data with systems of record and process updates in near real time (within 3 seconds 99% of the time) transactions, excluding batch interface updates. Performance is measured by a predefined sample measuring the timestamp data was received to the timestamp the data is	\$2,000 per month if user accessibility based on the sample is greater than three seconds for more than one percent (1%) of the sample.



**Table  
3.8**

Req. #	Key Performance Measure	Liquidated Damages
	available to query in the database or presented to the user via a user interface.	
B12.11	Vendor must receive data from third party/provider EVV systems and system of records (state systems) in near real time (within 3 seconds 99% of the time), excluding batch interface updates. Performance is measured by a predefined sample measuring the timestamp data was received to the timestamp the data is available to query in the database or presented to the user via a user interface.	\$2,000 per month if user accessibility based on the sample is greater than three seconds for more than one percent (1%) of the sample.
B12.12	Vendor must demonstrate requirement compliance for one hundred percent (100%) of the requirements defined for each Department requested system modification by providing documentation such as system, integration, or parallel test results or demonstration of the specifications including Interfaces/APIs when requested. Compliance must be met by the Department approved implementation date.	\$5,000 per modification implementation in which the Vendor is not able to demonstrate that one hundred percent (100%) of the requirements have been met by the Department-approved scheduled implementation date.
B12.13	The Vendor's help desk shall answer all calls within two (2) minutes or less of entering the queue, as determined based on the monthly average. The call abandonment rate shall be less than five percent (5%) as measured on a monthly basis.	\$1,000 per month if the monthly average call answer time is greater than two (2) minutes.  \$1,000 per month if the monthly average call abandonment rate is greater than five percent (5%).
B12.14	Vendor must respond to written, faxed, voicemail, or emailed inquiries within two (2) workdays of receipt.	\$1,000 per month if the monthly average response time is greater than two (2) workdays.
B12.15	The Vendor shall ensure all customer service interactions are logged in the Vendor's information systems with ninety-five percent (95%) of all issues resolved on the same day and one hundred percent (100%) of issues resolved within 30 calendar days.	\$2,000 per month if ninety-five percent (95%) of customer service interactions are not resolved within the same day.  \$5,000 per month if one hundred percent (100%) of customer service interactions are not resolved within 30 calendar days.
B12.16	Class A Deficiencies/Defects - The Vendor shall have available to the State on-call telephone assistance, with issue tracking	\$5,000 per deficiency if Class A deficiencies/defects are not responded to within two (2) hours during the work week.



**Table  
3.8**

Req. #	Key Performance Measure	Liquidated Damages
	available to the State, eight (8) hours per day and five (5) days a week with an email / telephone response within two (2) hours of request; Class B & C Deficiencies/Defects –The State shall notify the Vendor of such Deficiencies/Defects during regular business hours and the Vendor shall respond back within four (4) hours of notification.	\$2,000 per deficiency if Class B & C deficiencies/defects are not responded to within four (4) hours during the work week.
B12.17	Provide the Vendors plan for resolution within two (2) hours of the notification of the Class A deficiency to the Department and resolve the deficiency within twenty-four (24) hours of the notification of the deficiency to the Department.	\$5,000 per 24-hour period past the two hours of notification and resolution within twenty-four (24) hours to seventy-two (72) hours.  \$6,000 per 24-hour period from seventy-three (73) to one hundred sixty-eight (168) hours.  \$7,000 per 24-hour period if more than one hundred sixty-eight (168) hours.
B12.18	Provide the Vendors plan for resolution within four (4) hours of the notification of the Class B deficiency/defect to the Department and resolve the deficiency within thirty-six (36) hours of the notification of the deficiency to the Department.	\$3,000 per 24-hour period past the four hours of notification and resolution within thirty-six (36) hours to seventy-two (72) hours.  \$2,000 per 24-hour period from seventy-three (73) to one hundred sixty-eight (168) hours.  \$1,000 per 24-hour period if more than one hundred sixty-eight (168) hours.
B12.19	Produce and distribute new publications or amended publications in final form by the date requested by the Department.	\$100 per workday for each publication is not produced and distributed by the Department's requested due date.
B12.20	Maintain up to date functional documentation, including both user documentation and the Operations Procedure Manual.	\$100 per document, per workday the documentation does not match the functionality of the Vendor's solution.
B12.21	Training documentation shall be updated no more than ten (10) workdays after the implementation of a software change.	\$100 per Work Day beyond ten (10) workdays after the implementation of an applicable change.





**Table  
3.8**

Req. #	Key Performance Measure	Liquidated Damages
B12.22	The Vendor shall make available all required reports in accordance with stated timeliness requirements.	\$100 charge per report for each workday after the report due date through the date the report is received or made available to the Department.
B12.23	The Vendor shall attend all meetings as required by the Department if advance notice is provided. The Department will stipulate whether in-person or remote/virtual attendance is required. Advance notice is defined as at least three (3) workdays prior to the meeting start time.	\$250 charge to the Vendor per occurrence.
B12.24	System change orders/requests shall be implemented by the mutually agreed upon due date.	\$500 per workday charge for orders/requests not completed by the due date.
B12.25	Restore availability within twenty-four (24) hours from the start of any disaster event involving the Vendor's solution, using procedures approved in the BCCP and the Disaster Recovery Plan.	\$5,000 per 24-hour period starting from twenty-four (24) hours to seventy-two (72) hours beyond the first twenty-four (24) hours.  \$6,000 per 24-hour period seventy-three (73) to one hundred sixty-eight (168) hours.  \$7,000 per 24-hour period if more than one hundred sixty-eight (168) hours.
B12.26	The Vendor will be held accountable for and must reimburse the Department for any EVV related claims paid as a result of any error on the Vendor's part, which exceed or do not comport with the service limitations or prior authorized amount. Including any penalties that are assessed by a Federal agency due to this error.	Total amount of claims payment that exceeds or does not comport with the service limitations or prior authorized amount plus any penalties that are assessed by a Federal agency.

**14. Modify Appendix C, Topics for Mandatory Responses, First Paragraph, to read:**

This section provides a series of technical topics that the State of New Hampshire will consider in selecting a Solution for this RFP. Responses provided should be relevant to the Project described within this RFP. **Topic 9 on Table C: Topics, below, addresses the Vendor's capability to process historical data. Although the Department has not implemented EVV, and does not have any historical EVV data to convert, Vendor's must submit a response for Topic 9.**

Vendors must limit narrative responses describing the Software, Technical, Services and Project Management topics defined for this Project. **Table C: Topics, below,** identifies specific topics for narratives. A page limit is identified for each topic. If a response to a



topic exceeds the page limit, the State will limit its consideration to the prescribed page limit.

**15. Modify Appendix C, Topics for Mandatory Responses, Section C-1, Proposed Software Solution, Topic 1, Line 1, to read:**

1. Describe how your solution meets both the business and technical requirements in **Appendix G, EVV Requirements Matrix.**

**16. Modify Appendix C, Topics for Mandatory Responses, Section C-1, Proposed Software Solution, Topic 4, Data Import/Export Standards, to read:**

***The State will evaluate the ease of interfacing with our current Data import and export layouts for Data exchange.***

Provide a detailed description of the mechanism and tools included in the proposed System to enable Interfaces defined in **Appendix G, EVV Requirements Matrix.**

1. What types of Interfaces are possible with the proposed System (On-line, batch, etc.)?
2. What standard Interface formats are used with the proposed Software? What degree of flexibility is available?
3. Does the System employ standard definitions or file layouts for Interfaces? If so, include a sample in an Appendix.
4. What scheduling tools are required for initiation of Interfaces? Are these tools included with the proposed Software?
5. Are there any constraints upon the timing of batch Interfaces?
6. Provide an attachment with Data flow diagrams.

**17. Modify Appendix C, Topics for Mandatory Responses, Section C-6, Ongoing Operations for Vendor Hosted Solution, Topic 22, Hosted System, Line #5 to read:**

The State requires the system to be available 24/7/365 (with agreed-upon maintenance downtime), and for the Vendor to provide service to customers as defined in the future Service Level Agreement (SLA) or Key Performance Measures requirements. **which will be developed in the contract phase. The State also requires the Service provider to guarantee 99.9% uptime (excluding agreed-upon maintenance downtime). Describe how you will meet these requirements.**

**18. Modify Appendix C, Topics for Mandatory Responses, Section C-6, Ongoing Operations for Vendor Hosted Solution, Topic 26, Support and Maintenance for Vendor Hosted System, Line #7 to read:**

7. Describe how the Vendor will work with the State to identify and troubleshoot potentially large-scale System failures or Deficiencies by collecting the following information:
  - a. mean time between Reported Deficiencies with the Software;
  - b. diagnosis of the root cause of the problem; and
  - c. identification of repeat calls or repeat Software problems.



For all ~~**maintenance Services calls deficiencies/defects**~~, the Vendor shall ensure the following information will be collected and maintained:

- a. nature of the Deficiency;
- b. current status of the Deficiency;
- c. action plans, dates, and times;
- d. expected and actual completion time;
- e. Deficiency resolution information;
- f. Resolved by;
- g. Identifying number i.e. work order number; and
- h. Issue identified by.

- 19. Modify Exhibit E, Pricing by replacing in its entirety with Exhibit E Addendum #3, Pricing, which is attached hereto and incorporated by reference herein.**
- 20. Modify Exhibit G, EVV Requirements Matrix by replacing in its entirety with Exhibit G, EVV Requirements Matrix Addendum #3, which is attached hereto and incorporated by reference herein.**

**STATE OF NEW HAMPSHIRE**  
**Department of Health and Human Services**  
**RFP-2022-DLTSS-05-ELECT - Electronic Visit Verification**  
**APPENDIX E ADDENDUM #3 - PRICING**

**APPENDIX E: PRICING**

**E-1. Pricing**

Vendor’s Price Proposal must be based on the worksheets formatted as described in this Appendix. The Vendor must assume all reasonable travel and related expenses. All labor rates will be “Fully Loaded”, including, but not limited to: meals, hotel/housing, airfare, car rentals, car mileage, and out-of-pocket expenses.

The Vendor’s price proposal must include all pricing for the EVV system for the duration of the contract so that no additional State funding will be needed.

**E. 1.1 Implementation Activities/Deliverables/Milestones Pricing**

The Vendor must include the IT service activities, tasks and preparation of required Deliverables, pricing for the Deliverables required based on the proposed approach, and methodology and tools. Payments will only be made after the Department has formally accepted all corresponding deliverables. The Vendor will collaboratively work with the Department to define the acceptance criteria for each deliverable.

The Department must approve that the Vendor’s solution meets the system acceptance criteria for First Productive Use – Full System Deployment. 20% of the full contract payment for implementation will be reserved for the First Productive Use-Full System Deployment, and:

- 15% of this payment will be made when the Department formally accepts the Vendor’s solution.
- The remaining 5% of this payment will be made after 90 days and the Vendor solution remains defect free.

The following format must be used to provide this information.

<b>Table E-1.1.</b>				
<b>IMPLEMENTATION ACTIVITY / DELIVERABLES / MILESTONES PRICING WORKSHEET *</b>				
	<b>ACTIVITY, DELIVERABLE, OR MILESTONE</b>	<b>DELIVERABLE TYPE</b>	<b>PROJECTED DELIVERY DATE</b>	<b>PRICE</b>
<b>PLANNING AND PROJECT MANAGEMENT</b>				
1	Conduct Project Kickoff Meeting	Non-Software		
2	Work Plan	Written		
3	Project Status Reports	Written		
4	Infrastructure Plan, including Desktop and Network Configuration Requirements	Written		
5	Information Security Plan (ISP)	Written		
6	Communications and Change Management Plan	Written		
7	Bring Your Own Device (BYOD) Security Plan	Written		
8	Data Protection Impact Assessment (DPIA)	Written		
9	Software Configuration Plan	Written		
10	Systems Interface Plan and Design/Capability	Written		

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11	Systems Security Plan (SSP)	Written		
12	Testing Plan	Written		
13	Data Conversion Plan and Design	Written		
14	Deployment Plan	Written		
15	Disaster Recovery Plan	Written		
16	Comprehensive Training Plan and Curriculum	Written		
17	End User Support Plan	Written		
18	Business Continuity of Operations Plan (COOP)	Written		

19	Solutions Requirements Traceability Matrix	Written		
20	EVV System Data Retention Plan	Written		
21	EVV System Privacy Impact Analysis	Written		
22	EVV Solution Reporting User Guide	Written		
23	EVV Solution User Manual	Written		
24	Operations Support and Management Plan	Written		
25	Documentation of Operational Procedures	Written		

**INSTALLATION**

26	Provide Software Licenses (if needed)	Written		
27	Provide Fully Tested Data Conversion Software	Software		
28	Provide Software Installed, Configured, and Operational to Satisfy State Requirements	Software		

**TESTING**

29	Conduct Integration Testing	Non-Software		
30	Conduct User Acceptance Testing	Non-Software		
31	Perform Production Tests	Non-Software		
32	Test In-Bound and Out-Bound Interfaces	Software		
33	Conduct System Performance (Load/Stress) Testing	Non-Software		
34	Certification of 3rd Party Pen Testing and Application Vulnerability Scanning.	Non-Software		
35	Security Risk Assessment Report	Written		
36	Security Authorization Package	Written		

**PILOT DEPLOYMENT**

37	Interfaced Data Loaded into Production Environment	Software		
38	Provide Tools for Backup and Recovery of all Applications and Data	Software		

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39	Operational Readiness Review	Non-Software		
40	Conduct Pilot User Training	Non-Software		
41	Cutover to New Software	Non-Software		
42	First Productive Use – Pilot System Deployment	Non-Software		
<b>SYSTEM DEPLOYMENT</b>				
43	Converted Data Loaded into Production Environment	Software		
44	Provide Tools for Backup and Recovery of all Applications and Data	Software		
45	Conduct Training	Non-Software		
46	Cutover to New Software	Non-Software		
47	First Productive Use – Full System Deployment	Non-Software		
48	Provide Documentation	Written		
49	Execute System Security Plan	Non-Software		
50	Lead CMS Outcomes Based Certification	Non-Software		
51	Conduct Project Exit Meeting	Non-Software		
				<b>Total</b>

**E. 1.2 Hardware Pricing**

Please utilize the following table to detail the required hardware pricing associated with your Proposal.

<b>Table E-1.2.</b>		
<b>HARDWARE PRICING WORKSHEET *</b>		
	<b>HARDWARE ITEM</b>	<b>ONE TIME COST</b>
1		
2		
3		
		<b>Total</b>

**NOTE to Vendor: Key Assumption(s):** Vendors should add/use a separate row for each hardware item proposed.

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**E. 1.3 Software Licensing Pricing**

Please utilize the following table to detail the required Software costs associated with your Proposal.

<b>Table E-1.3.</b>		
<b>SOFTWARE LICENSE PRICING WORKSHEET *</b>		
	<b>SOFTWARE ITEM</b>	<b>INITIAL COST</b>
<b>1</b>		
<b>2</b>		
<b>3</b>		
<b>Total</b>		

*NOTE to Vendor: Key Assumption(s):* Vendors should add/use a separate row for each Software License item proposed.

**E. 1.4 Software Operations, Maintenance and Support Pricing**

Use the following table to provide a detailed listing of the annual operational costs of each Software product that is part of your Proposal, including operations, maintenance and support. This should not include the initial cost identified in the Software License Cost Table listed above.

<b>Table E-1.4.</b>				
<b>SOFTWARE OPERATIONS, MAINTENANCE, AND SUPPORT PRICING WORKSHEET *</b>				
<b>SOFTWARE NAME</b>	<b>STATE FISCAL YEAR 1</b>	<b>STATE FISCAL YEAR 2</b>	<b>STATE FISCAL YEAR 3</b>	<b>STATE FISCAL YEAR 4</b>
<b>Total</b>				

*NOTE to Vendor: Key Assumption(s):* Vendors should add/use a separate row for each Software package proposed that requires annual support costs. State Fiscal Year 1 should reflect SFY 2023, July 1, 2022 – June 30, 2023.

**E. 1.5 Hosting Pricing**

Use the following table to provide a detailed listing of the annual Hosting costs of the full Application. This may include Web Site Hosting Fee, Technical Support Fee, Maintenance and Update Fees, etc.

<b>Table E-1.5.</b>
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<b>HOSTING DETAIL PRICING WORKSHEET *</b>				
<b>HOSTING DESCRIPTION</b>	<b>STATE FISCAL YEAR 1</b>	<b>STATE FISCAL YEAR 2</b>	<b>STATE FISCAL YEAR 3</b>	<b>STATE FISCAL YEAR 4</b>
<b>Total</b>				

*NOTE to Vendor: Key Assumption(s):* Vendors should add/use a separate row for each Hosting item proposed.

**E. 1.6 Other Costs**

Use Table E-1.6 to provide a detailed itemization of any additional cost that is not included on Tables E-1.1 through E.-1.5, above.

<b>Table E-1.6.</b>				
<b>OTHER COST PRICING WORKSHEET *</b>				
<b>OTHER COST DESCRIPTION</b>	<b>STATE FISCAL YEAR 1</b>	<b>STATE FISCAL YEAR 2</b>	<b>STATE FISCAL YEAR 3</b>	<b>STATE FISCAL YEAR 4</b>
<b>Total</b>				

*NOTE to Vendor: Key Assumption(s):* Vendors should add/use a separate row for each other cost item proposed.

**E. 1.7 Pricing Summary**

Please complete the following table that should summarize all costs associated with your Proposal.

<b>Table E-1.7.</b>		
<b>COST SUMMARY PRICING WORKSHEET *</b>		
<b>COST TABLE #</b>	<b>COST TYPE</b>	<b>TOTAL COST</b>
<b>1</b>	<b>Implementation Activities/Deliverables/Milestones Pricing (Total from Table E 1.1, Implementation Activity/Deliverables/Milestones Pricing Worksheet)</b>	



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<b>2</b>	<b>Hardware Pricing (Total from Table E 1.2, Hardware Pricing Worksheet)</b>	
<b>3</b>	<b>Software License Pricing (Total from Table E.1.3, Software License Pricing Worksheet)</b>	
<b>4</b>	<b>Software Operations, Maintenance, and Support Pricing (Total from Table E 1.4, Software Operations, Maintenance, and Support Pricing Worksheet)</b>	
<b>5</b>	<b>Hosting Pricing (Total from Table E 1.5, Hosting Detail Pricing Worksheet)</b>	
<b>6</b>	<b>Other Pricing (Total from Table E 1.6, Other Cost Pricing Worksheet)</b>	
<b>Grand Total</b>		

\*Do not include pricing for optional services

**E. 1.8 Proposed State Staff Resource Hours**

Use the Proposed State Staff Resource Hours Worksheet to indicate the State roles that will need to be assigned to the Project to support your proposed Implementation approach. Information is required by stages identified in the table below.

<b>Table E-1.9.</b>				
<b>PROPOSED STATE STAFF, RESOURCE HOURS</b>				
	<b>PROJECT MANAGER</b>	<b>POSITION 1</b>	<b>POSITION 2</b>	<b>ETC.</b>
<b>Planning And Project Management</b>				
<b>Installation</b>				
<b>Testing</b>				
<b>System Deployment</b>				
<b>Operations</b>				
<b>Total Hours</b>				

**NOTE to Vendor: Key Assumption(s):** Denote key roles by adding “(key)” to the ‘Name/Vendor’s Role’ column. Add as many rows as necessary to complete the full-proposed team.

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**E. 1.10 Other Costs**

Vendors may offer optional services in addition to the required services described in this RFP. Provide a detailed itemization of any costs for optional services.

<b>Table E-1.10.</b>				
<b>OPTIONAL SERVICES COST PRICING WORKSHEET *</b>				
<b>OTHER COST DESCRIPTION</b>	<b>STATE FISCAL YEAR 1</b>	<b>STATE FISCAL YEAR 2</b>	<b>STATE FISCAL YEAR 3</b>	<b>STATE FISCAL YEAR 4</b>
<b>EX: Home Health Worker/Client Devices</b>				
<b>Total</b>				

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**Appendix G -EVV Requirements Matrix**

**G-1.1.** Proposers are required to update and return Appendix G, Addendum #3 – EVV Requirements Matrix with their response to the RFP. For each requirement listed in the matrix, respondents are to enter their response that best describes how the proposed solution addresses the requirement including, but not limited to:

- G-1.1.1.** General Evaluation Requirements.
- G-1.1.2.** Experience and Reputation.
- G-1.1.3.** Expertise in successfully providing an EVV system as required by the Cures Act.
- G-1.1.4.** Capacity to meet requirements described in Exhibit G.
- G-1.1.5.** Demonstrated ability to meet requirements specified in Exhibit G.

Proposers must complete the checklists below: RFP-2022-DLTSS-05-ELECT Electronic Visit Verification, Appendix G – EVV Requirements Matrix.

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**Vendor Instructions for Business (BR) and Technical (TR) Requirements**

**Vendor Response Column:**

Place a "Yes" if the current release of the software can fully support ALL the functionality described in the row, without special customization. A "Yes" can only be used if the delivery method is Standard (see delivery method instructions below).  
Otherwise, enter a "No"; A "No" can only be used with delivery method Future, Custom, or Not Available/Not Proposing (see delivery method instructions below).

**Criticality Column:**

(M) Indicates a requirement that is "Mandatory". The State considers it to be of such great importance that it must be met in order for the proposal to be accepted. If the proposer believes that there is something about their proposal that either obviates the need for this requirement or makes it of less importance this must be explained within the comments. The State retains the right to accept a proposal if the need of the requirement is reduced or eliminated by another feature of the proposal.  
(P) Indicates a requirement which is "Preferred". This requirement is considered by the State to be of great usefulness but the lack of this feature is not considered serious enough to disqualify the proposal.  
(O) Indicates a requirement, which is "Optional". This requirement is considered by the State to be one which useful or potentially useful but not a central feature of the Project.

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**Delivery Method Column:**

Complete the delivery method using a Standard, Future, Custom, or Not Available/Not Proposing (as defined below) that indicates how the requirement will be delivered.

Standard - Feature/Function is included in the proposed system and available in the current software release.

Future - Feature/Function will be available in a future release. (Provide anticipated delivery date, version, and service release in the comment area.) Custom - Feature/Function can be provided with custom modifications. (Respondent must provide estimated hours and average billing rate or flat cost for the software modification in the comment area. These cost estimates should add up to the total cost for software modifications found in the cost summary table in Section X of the RFP).

Not Available/Not Proposing - Feature/Function has not been proposed by the Vendor. (Provide brief description of why this functionality was not proposed.)

**Comments Column:**

For all Delivery Method responses, vendors must provide a brief explanation of how the requirement will be met. Free form text can be entered into this column.

**Vendor Instructions for Activity, Deliverable, and Milestone**

Vendor shall complete the Activity, Deliverable, and Milestone Table identifying estimated delivery date and price.

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<b>BUSINESS REQUIREMENTS</b>					
<b>State Requirements</b>			<b>Vendor</b>		
<b>Req. #</b>	<b>Requirement Description</b>	<b>Criticality</b>	<b>Vendor Response</b>	<b>Delivery Method</b>	<b>Comments</b>
<b><i>AVAILABILITY AND ASSESSIBILITY</i></b>					
B1.1	Vendor must comply with Section 504 of the Rehabilitation Act of 1973.	M			
B1.2	Vendor must comply with 42 CFR 431.206.	M			
B1.3	Vendor must comply with 45 CFR Part 80.	M			
B1.4	Vendor must comply with 36 CFR Part 1194.	M			
B1.5	Vendor must comply with Americans Disabilities Act of 1990	M			
B1.6	Vendor must provide training to New Hampshire DHHS.	M			
B1.7	Vendor must support users in New Hampshire DHHS.	M			
B1.8	The vendor's solution must allow for support of translation services, including help desk support.	M			
B1.9	The vendor's solution/service must support for non-English speaking users.	M			
B1.10	Vendor must allow users to submit information through multiple devices including web portal, mobile devices and IVR.	M			

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B1.11	Vendor must support transmission of data via limited bandwidth such as cellular.	M			
B1.12	Vendor must support offline processing whereby if there is a break in communication service the data is stored and can be transmitted when service is restored.	M			
B1.13	Vendor must support alternative device/methods used when GPS tracking is not available.	M			
B1.14	Vendor must provide training in accessible locations and formats.	M			
B1.15	Vendor must adhere to the World Wide Web Consortium (W3C) Web Accessibility Initiative.	M			
B1.16	Vendor must provide standard and configurable reporting.	M			
B1.17	Requirement moved to B12				
B1.18	Vendor must perform routine monitoring using software tools to measure the efficiency of online storage access and take corrective action as needed to maximize availability, efficiency and other attributes of service.	M			
B1.19	Vendor must provide performance monitoring and management reporting.	M			
B1.20	The vendor must provide a solution or service that allows the users of the system to submit necessary EVV data in multiple ways.	M			

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B1.21	The vendor must provide a solution that allows for submitting data if the primary mode of submission for EVV Data is not working.	M			
B1.22	The vendor must describe the solution to collect and aggregate data from provider EVV or MCO EVV platforms and solutions.	M			
<b>OPERATIONS</b>					
B2.1	Vendor must have previously successfully implemented the EVV solution for a State which is operational and has received or in the process of receiving CMS outcomes based certification.	M			
B2.2	Vendor must implement a Software as a Service (SaaS) Solution and Vendor must not have a degree of customization that exceeds 15%.	M			
B2.3	Vendor must have the ability to implement the solution in phases, including a pilot.	M			
B2.4	Vendor must implement flexible data interfaces (API/Web Services) with the existing State data sources systems of record. These interfaces should remain durable and allow for upgrades or refreshes when new programs are added and /or new systems/technologies are introduced in the underlying source systems.	M			
B2.5	Vendor must include the cost of readiness activities in Appendix E including operational readiness testing,	M			



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	training and outreach, stabilization and organizational change management.				
B2.6	Vendor must provide total cost of operations and maintenance for 10 years of anticipated useful life of the service in Appendix E.	M			
B2.7	Vendor must specify operations costs for the following in Appendix E: a) Software Cost for Maintaining and Operating the Software as a Service Environment and meet the federal and State standards set in the RFP b) Cost to support business operations such as help desk, ongoing training, new providers/MCOs, changes in EVV services, and support costs	M			
B2.8	Vendor must provide 1,500 system enhancement pool hours (or propose a reasonable number of hours) for ongoing changes on an annual basis. The cost of these system enhancement pool hours are included in the offeror's price for operations in Appendix E. The Vendor will only be paid for the hours the Department approves to be used from this pool. If upon completion of the SFY and if pool hours remain, at the Department's discretion, all unused pool hours and cost will; a. Be rolled over to the pool for the next year; or b. Be reduced from the Contract along with the unused dollars.	M			

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B2.9	Vendor should identify if worker/member devices are included in the proposal and document the breakdown of the total cost of device management in Appendix E including the cost of new devices for workers/members, replacement devices in case of loss, and upgrades due to life and age of the device. Providing worker/member devices is Optional and should be priced separately.	O			
B2.10	Vendor must specify and identify any minimum covered lives for providing a per member per month of operations cost in Appendix E.	M			
B2.11	Vendor must ensure that the SaaS offering is compliant with the latest federal mandated EVV functional and non-functional requirements at no additional cost to the State.	M			

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B2.12	<p>The Contractor must provide an independent third party to perform penetration testing within six (6) months prior to implementation. Contractor agrees to conduct an annual certified penetration testing of databases, website, web-based portals, or systems developed, implemented, managed, or supported as a deliverable for this contract and when additions or changes to functionality impact the security framework, architecture or when a new vulnerability exists.. Certification of this testing will be provided to DHHS Information Security. The objective of said Penetration Testing is to identify design and/or functionality issues in infrastructure of systems that could expose Confidential Data, as well as, computer and network equipment and systems to risks from malicious activities. Within 15 days after the annual Penetration Test has been performed, the Contractor will provide DHHS Information Security with a report of security issues that were revealed. Within 45 days of testing, the Contractor will provide DHHS Information Security with a remediation plan. DHHS will decide, in consultation with the Contractor, which, if any, security issues revealed from the Penetration Test will be remediated by the Contractor.</p>	M			
B2.13	<p>Vendor must preserve and make available all data and records for a period of ten years from the latter of the complete termination of the Contract the partial termination of the Contract or the date of final</p>	M			

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	payment under this Contract unless a longer period of time is required by law.				
B2.14	Vendor must provide a standard interface to support integration of data with Provider and MCO EVV systems.	M			
B2.15	Vendor must comply with the CMS Seven Standards and Conditions and the most current version of CMSs Medicaid Information Technology Architecture (MITA).	M			
B2.16	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. State has the sole authority to determine when and if services and/or programs are added to or removed from the EVV System.	M			
B2.17	Vendor must provide unlimited access via telephone or email to the Vendor’s technical support staff between the business hours of 8:00 AM to 5:00 PM, Monday through Friday, EST.	M			
B2.18	Vendor must provide user support by phone and email during non-business hours.	M			
B2.19	The Vendor will provide a completed Security Audit Report with results to the Department each year. The Security Audit Report must include either an electronic data processing (EDP) systems audit using SSAE - 18 at a minimum level service organization	M			

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	control (SOC) 2 Type II or a NIST 800-53 rev 4 assessment at a "moderate" system risk control level.				
B2.20	Requirement moved to B12				
B2.21	Requirement removed				
B2.22	Vendor must ensure seamless coordination and integration with components, other State systems and allow interoperability with provider EVV systems.	M			
B2.23	Vendor must provide a written report and assessment to the Department within 24 hours following the identification of any Security Incident detailing all actions taken concerning the incident, including the type of incident, the current status, and any potential impact(s).	M			
B2.24	Vendor must ensure that the Agency-defined data extract is supplied accurately to the Data Warehouse/Enterprise Business Intelligence platform. The Vendor shall supply the response file(s) in the format requested by the Agency by the date and time (weekly) agreed upon.	M			
B2.25	Vendor must perform patching and corrections to mitigate security vulnerabilities of a critical nature within three Business Days and those of a major nature within 10 Business Days. The Department will determine the level of criticality in consultation with the system vendor.	M			
B2.26	Requirement moved to B12				

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B2.27	Vendor must provide an ANSI/TIA-942 Tier 3 Data Center or equivalent.	M			
B2.28	The Vendor shall conduct a Go-Live Readiness Review two (2) weeks prior to go-live and for major system releases.	M			
B2.29	The Department and the Vendor must both agree that the Vendor’s solution meets the system acceptance criteria for First Productive Use – Full System Deployment.	M			
<b>DATA AGGREGATOR</b>					
B3.1	The Vendor must provide for a data aggregation functionality to collect and process data in a secure and real time basis from alternative EVV Systems used by Providers or MCOs and approved by the State.	M			
B3.2	The Vendor aggregator functionality must validate the data submitted by third party EVV systems against business rules. The business rules and the minimum required data set may vary by service/program.	M			
B3.3	The Vendor must generate metrics, management and control reports to provide feedback to third party EVV systems and providers.	M			
B3.4	The Vendor must allow for distinctions between the requirements for alternate data collection systems utilized by Medicaid providers and those utilized by Medicaid Managed Care Organizations.	M			

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B3.5	The Vendor will have the capability to generate, process and accept 837 EDI transactions to support data aggregator functions.	M			
B3.6	The vendor must develop specifications to on-board third party EVV systems proposed by Medicaid providers and Medicaid MCOs that are approved by the State. The Vendor must test and implement data interfaces from/to Medicaid providers and MCOs.	M			
B3.7	Vendor must support monitoring including comparing visit to claims data.	M			
B3.8	The Vendor must provide technical and operations support for data integration implementation and operations with third party EVV systems used by MCOs and Providers	M			
B3.9	The vendor shall support implementation, testing and re-testing of interfaces with the external systems (e.g., State system of record(s), third party EVV systems) as those systems are modified, upgraded or replaced.	M			
B3.10	The Vendor must support testing and on-boarding of new EVV systems proposed by Medicaid Providers and MCOs	M			
B3.11	Requirement moved to B12				
B3.12	If the Vendor determines that the provider’s EVV system is not in compliance with the 21 <sup>st</sup> Century CURES Act then the Vendor will bring it to the attention of the State.	M			

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<b>DATA QUALITY</b>					
B4.1	Vendor must provide conceptual and logical data models for all EVV data entities including meta data and data dictionary.	M			
B4.2	Vendor must support the data requirements of quality improvement organizations established under Part B of Title XI of the Patient Protection and Affordable Care Act.	M			
B4.3	Vendor must provide data governance structure, resources and process, with state participation, to promote data quality and reliability of EVV data.	M			
B4.4	Vendor must manage data quality metrics as approved by the state for EVV data: <ul style="list-style-type: none"> <li>• accessibility</li> <li>• accuracy</li> <li>• completeness</li> <li>• clarity</li> <li>• reliability</li> <li>• relevance</li> <li>• timeliness</li> <li>• uniqueness</li> <li>• validity</li> <li>• value</li> </ul>	M			



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B4.5	Vendor must provide conceptual and logical data models for entities including: <ul style="list-style-type: none"> <li>• accounts</li> <li>• authorizations</li> <li>• cases</li> <li>• disclosures</li> <li>• transaction logs (user and system)</li> <li>• payments</li> <li>• services</li> <li>• service/care plans</li> <li>• visits</li> </ul>	M			
B4.6	Vendor must provide metadata definitions for data entities.	M			
B4.7	Vendor must provide configuration management capabilities.	M			
B4.8	Vendor must manage data quality functions (data validation, data cleansing) for all data within the EVV System.	M			
B4.9	Vendor must implement system and process controls for all inbound and outbound data interfaces to ensure accurate and secure data exchange between the State and third party systems. The vendor must implement metrics to ensure the accuracy of these interfaces. The State system(s) of record will prescribe the interface specifications to the EVV vendor.	M			
B4.10	Vendor must allow users to submit visit verification Information.	M			

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B4.11	Vendor must send verified and accurate EVV data to state directed reporting and analytical systems.	M			
B4.12	Vendor must have the capability to exchange and interface data with systems of record (e.g., prior/service authorization systems, member, provider and claim processing systems) and have the flexibility to receive the information in multiple formats and frequency. The vendor must support a push or a pull model for data exchange as required by the system of record.	M			
B4.13	Requirement moved to B12				
B4.14	Vendor must support data collection and verification when services cross calendar days.	M			
B4.15	Vendor must support ability to collect visit data elements when the Direct Care Worker (DCW) initiates the visit including when there is a visit for a service for which there is no authorization.	M			
B4.16	Vendor must support data collection and verification for variable locations to include: 1) services in a location other than the members residence. This may be a routine location for service delivery (e.g. the place of employment) or occasional location for service delivery (e.g. a visit to a family members home grocery store); 2) Location verification needs to only occur at the beginning and ending of each shift and does not include ongoing monitoring of a members location throughout the shift.	M			

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B4.17	The provider in the EVV visit record must be approved for the member and match the one in the claim / encounter submission.	M			
B4.18	Vendor must ensure verification of data for visits to a member on a given day by multiple direct care workers and/or providers.	M			
B4.19	Vendor must ensure verification of data for the same service provided to a member by more than one direct care workers and/or providers at the same time (i.e. 2:1 staffing ratios consistent with State guidelines policies and manuals including any additions or updates thereto).	M			
B4.20	Vendor must ensure verification of data for multiple services provided to the member by multiple direct care workers and/or providers during the same shift.	M			
B4.21	Vendor must ensure verification of data for multiple services provided to the member by the same direct care worker during the same shift.	M			
B4.22	Vendor must ensure verification of data for multiple visits by a single direct care worker and/or provider to a single member per day.	M			
B4.23	Vendor must ensure verification of data for visits to a member that account for living arrangements where multiple members reside at a single address.	M			
B4.24	Vendor must ensure verification of data for visits to multiple members on a given day by a single direct care worker and/or provider.	M			

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B4.25	Vendor must ensure verification of data for services provided to a group of members at the same location during a single visit consistent with the State guidelines policies and manuals including any additions or updates thereto on group visits.	M			
B4.26	Vendor must ensure verification of data for services provided to a member in situations in which the member and direct care worker reside at the same address.	M			
B4.27	Requirement moved to B12				
<b>COMPLIANCE</b>					
B5.1	Vendor must comply with Section 12006(a) of the 21st Century Cures Act that mandates that states implement EVV for all Medicaid personal care services (PCS) and home health services (HHCS) that require an in-home visit by a provider. This applies to PCS provided under sections 1905(a)(24), 1915(c), 1915(i), 1915(j), 1915(k), and Section 1115; and HHCS provided under 1905(a)(7) of the Social Security Act or a waiver.	M			
B5.2	Vendor and all downstream sub vendors or entities must comply with the HIPAA privacy security and breach notification regulations and applicable state and federal laws and regulations for creating,	M			

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	collecting, disclosing, accessing, maintaining, storing and using electronic PHI/PII.				
B5.3	Vender is required to report any referral of potential fraud or abuse by a provider or their employee to DHHS within 3 business days of the notification.	M			
B5.4	Vendor must adhere to data retention requirements cited in 45 CFR 164.316 and Administrative Rule 37.85.414. The Department may require a longer retention period on an exception basis to support ongoing business needs.	M			
B5.5	Vendor must comply with all sections of the Americans with Disabilities Act (ADA), Section 508 of the Rehabilitation Act and ensure user interface standards account for the various forms of colorblindness.	M			
B5.6	Vendor must be knowledgeable of and support the Department to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions-MITA Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data.	M			

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B5.7	Vendor must be knowledgeable of and support the Department to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions - Industry Standards Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. Vendor must ensure alignment with, and incorporation of, industry standards, HIPAA, privacy and transaction standards; accessibility standards, and standards that provide greater accessibility for individuals with disabilities and standards under the Affordable Care Act.	M			
B5.8	Vendor must be knowledgeable of and support the Department to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions - Leverage Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. Vendor must promote sharing, leveraging, and reuse of healthcare technologies and systems within and among states.	M			

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B5.9	Vendor must be knowledgeable of and support the Department to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions- Interoperability Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. The system vendor's solution shall ensure seamless coordination and integration with components, other State systems and allow interoperability with provider EVV systems.	M			
B5.10	Vendor must be knowledgeable of and support the Department to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions- Modularity Standard or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. The system vendor's solution shall use a modular, flexible approach to systems development, including the use of open interfaces and exposed Application Programming Interfaces (API); the separation of standardized business rule definitions from core programming; and the availability of standardized business rule definitions in both human and machine-readable formats.	M			
B5.11	The system vendor must provide the Department with compliance assurances for the system vendor's scope of work.	M			

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B5.12	Vendor must be compatible with multiple standard browsers in accordance to the State's IT Standards. The solution shall allow access from standard browsers without requiring specialized plug-ins or applets to function. The solution shall allow for a mobile app that is available through standard Apple and Google App Store.	M			
B5.13	Vendor must maintain an auditing system and employ accounting/auditing procedures and practices that conform to GAAP and GAAS. All charges applicable to the contract shall be readily ascertainable from such records.	M			
B5.14	Vendor must ensure that all technologies implemented are in compliance with End User Licensing Agreements or other licensing arrangements vendor has entered into.	M			
B5.15	Vendor must comply with Affordable Care Act Section 1104 Administrative Simplification, and Section 1561 Health IT Enrollment Standards and Protocols.	M			
B5.16	Vendor must develop and maintain procedures for making referrals for suspected fraud, waste, or abuse directly to the Department. The procedures must be submitted to the Department for approval prior to implementation. The procedures must include: a. Educating Vendor staff at all levels, on ways to recognize possible fraud, waste, and abuse; b. Providing the ability for Vendor staff, at all levels, to freely and directly refer all Instances of possible or	M			



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	suspected fraud, waste, or abuse to the Department without interference, or required approval from the Vendor's management; and c. Educating Vendor staff on how to make a direct referral to the Department.				
B5.17	Store, archive, and make accessible all records, including e-mail, involved in any litigation until the State requests the destruction, return of the records, or lifting of the litigation hold.	M			
B5.18	Support litigation and/or administrative hearing activities (e.g., by providing testimony, documentation), as required by the Department.	M			
<b>PERFORMANCE</b>					
B6.1	Vendor must comply with Affordable Care Act (ACA) Sections 1561, 1411, 1413, 1414 and 2201.	M			
B6.2	Vendor must comply with Section 12006 of the 21st Century Cures Act.	M			
B6.3	Vendor must provide applicable business intelligence information to the state.	M			
B6.4	Vendor must validate the visit procedure codes match those in the EVV record.	M			
B6.5	Vendor must validate the provider in the EVV visit record is approved for the member and matches the one in the claim / encounter submission.	M			
B6.6	Vendor must validate the member is eligible to receive EVV services captured.	M			

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B6.7	Vendor must validate the provider is eligible to perform EVV services captured.	M			
B6.8	Vendor must validate the number of units charged for a member does not exceed the member's total number of approved units. The system must provide flexibility to process and flag these business rules as warnings (soft edits) or errors (hard edits).	M			
B6.9	Vendor must validate the visit procedure codes are approved for the member.	M			
B6.10	Vendor must provide the capability to Interoperate with state systems using industry standard transactions and technology neutral interfaces.	M			
B6.11	Vendor must provide the capability to search all information including log search and playback.	M			
B6.12	Vendor must provide authorized stakeholders uniform access to information.	M			
B6.13	Vendor must provide Role-based access control to all system features and data, including specified data elements.	M			
B6.14	Vendor must provide Multi-Factor Authentication.	M			
B6.15	Vendor must provide interoperability with the DHHS claims adjudication process.	M			
B6.16	Vendor must validate incoming data based on data standards and configurable business rules.	M			
B6.17	Vendor must provide the capability to save and transmit data regardless of the mode of communication.	M			

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B6.18	Vendor must provide conceptual and logical data models for all EVV data entities including: <ul style="list-style-type: none"> <li>• Benefits</li> <li>• Claims</li> <li>• Encounters</li> <li>• Service/care plan</li> <li>• Physicians order</li> <li>• Services</li> <li>• Visits</li> <li>• Verifications</li> <li>• Log/Audit trail</li> <li>• Payments</li> <li>• Accounts</li> </ul>	M			
B6.19	Vendor must provide capability to display data in a variety of industry standard formats.	M			
B6.20	Vendor must preserve and make available all data and records to the state.	M			
B6.21	Vendor must provide all state-centric data rights to the state.	M			
B6.22	Vendor must verify the date, time the service begins and ends, and location of services captured.	M			
B6.23	Vendor must provide EVV data flows and interfaces to state identified systems.	M			
B6.24	Vendor must provide CMS MITA Framework alignment information regarding the EVV solution.	M			
B6.25	Vendor must provide standardized business rules definitions in human and machine- readable formats.	M			

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B6.26	Vendor must adhere to HL7 standards.	M			
B6.27	Vendor must comply with applicable Federal and State of New Hampshire Policies and Procedures.	M			
B6.28	Vendor must provide data aggregation services.	M			
B6.29	Vendor must provide Role-based user experiences that optimize Effort to Perform; Efficiency, Timeliness of Process and User Satisfaction metrics.	M			
B6.30	Vendor must provide configurable system alerts and notifications.	M			
B6.31	Vendor must provide support for multiple DHHS programs and services including those covered by the state plan, waivers, Home Healthcare and Personal Care.	M			
B6.32	Vendor must support ability to capture stakeholder satisfaction through multiple ways (e.g., surveys, operational metrics from usage in production).	M			
B6.33	Vendor must provide standardized EVV data elements and definitions as approved by the state.	M			
B6.34	Vendor must have the capability to validate the visit units against different frequency types (daily, weekly, monthly) as approved by the source system.	M			
B6.35	Vendor will conform with all relevant federal requirements, or be in conformance no longer than a six month period after passage of rule changes. All federal requirements changes must be completed at no cost to the Department.	M			

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B6.36	Vendor will cooperate with and assist the Department in responding to all open records, law enforcement, federal and State audit, and review requests. Vendor shall provide audit support (e.g., random sample generation, data extracts, hard-copy documents), and provide any requested data or information within Department approved timeframes.	M			
<b>PRIVACY AND SECURITY</b>					
B7.1	Vendor must ensure that all personnel and vendors entering an individual’s home for maintenance/repair/replacement of an EVV device have satisfied the background check requirements set forth in state Code. Vendor will maintain copies of background checks for all staff entering an individual’s home for maintenance/repair/ replacement of EVV devices and provide the background checks to state upon request.	O			
B7.2	Vendor must maintain a record (audit trail) for any manual verifications. For each manual verification the EVV will store the information entered the person entering the information the billing provider the direct care worker the individual receiving services the date and time of the visit the reason for the manual verification and the date and time of the manual verification.	M			

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B7.3	Vendor must offer a variety of methods by which the direct care worker member and/or their responsible party may indicate that a visit validated including but not limited to electronic signature voice recognition or other biometrics. All use of electronic signatures must meet the requirements set forth in state rules and guidance.	M			
B7.4	Vendor's BCDRP must address short- and long-term restoration relocation or replacement of resources necessary to ensure the smooth continuation of operations related to state data. Such resources may include among others communications supplies transportation space power and environmental controls documentation people data software and hardware. Vendor must have documented disaster recovery plans that address the recovery of lost State data as well as their own. Systems must be architected to meet the defined recovery needs.	M			
B7.5	Vendor shall provide a Continuity of Operations Planning (COOP) that addresses emergency operations and response planning of EVV for the business as well as their own. Systems shall be architected to meet the defined business operational needs.	M			
B7.6	Vendor shall provide a detailed System Security Plan (SSP). Plan shall be architected to meet the defined requirements of the Department's Information Security	M			

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	Office. Plan should support key security management activities before and after system authorization.				
B7.7	Vendor shall establish a user friendly IT Issue Tracking System.	M			
B7.8	Vendor shall provide an IT Issue Tracking Plan/Guide	M			
B1.9	Vendor must support the encoding of data for security purposes (encryption at rest) and for the ability to access the data in a decrypted format from required tools for authorized users.	M			
<b>SYSTEM EFFICIENCY</b>					
B8.1	Vendor must provide an intuitive user interface/device interaction that is minimally burdensome for the direct care workers and members.	M			
B8.2	Vendor must provide the ability for the member and/or their authorized representative to act on behalf of the member, to include, delegation of visit verification responsibility to another person of suitable age and discretion. The system must allow multiple individuals to be designated and must track additions and deletions. Changes should be able to be made easily via the member's portal.	M			
B8.3	Vendor must provide their solution approach to handle when the Direct Care Worker (DCW) and the authorized representative are the same person.	M			

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B8.4	Vendor must support quick and efficient way to support modifications of the visit data by the member/Authorized Representative without compromising the original record.	M			
B8.5	Vendor must generate reports to monitor and track retention rates at for the DCW. The reports should provide flexibility to look retention rates at the State level or individual provider agency/MCO level. The reports should compare with established state/regional/national standards.	M			
B8.6	Vendor must provide a flexible solution to support for circumstances where a visit starts and/or ends away from the member's place of residence.	M			
B8.7	Vendor must provide a scheduling module to reduce member provider agencies and direct care worker/staff burden.	M			
B8.8	Vendor must provide a flexible and user configurable reporting tool that shall not only include a library of standard reports but also support the development of ad hoc reports in accordance with the user role designation.	M			
B8.9	Vendor must include functionality that allows the State to conduct surveys including member /provider/ state staff satisfaction surveys. The data collected through the surveys will be made available in the reporting system.	M			



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B8.10	Vendor must have the flexibility for members and/or their authorized representative party to make changes to their individual preferences in the system to receive alerts and notifications.	M			
B8.11	Vendor must describe their approach and process for device management and the process for notification, recovery and or reinstallation of the device in case it is reported stolen or member relocates or leaves the program.	O			
B8.12	Vendor must of ensuring that the device firmware and version is up to date and updates are not disruptive to the user experience.	O			
B8.13	Vendor must ensure that there are adequate software and process controls in place to ensure all personal information is removed in case the devices are to be reused.	O			
B8.14	Vendor must provide the approach to device upgrades and ensure it is not disruptive to the user.	O			
B8.15	Vendor must provide details of their help desk processes and how will the effectiveness of technical support be monitored and reported by stakeholder (member/caregiver/State).	M			
B8.16	Vendor must provide help desk support for all stakeholders (member/caregiver/MCO/State).	M			
B8.17	Requirement moved to B12				

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B8.18	Requirement moved to B12				
B8.19	Vendor must ensure that the staff entering an individual’s home for maintenance/repair/replacement of EVV devices will be bonded and insured.	O			
B8.20	Vendor must provide the ability to support Pilot Roll out of the EVV system (by area, program, by provider group) to verify and validate the user experience and take feedback from the Pilot roll out to make required changes to improve user adoption and satisfaction.	M			
B8.21	Vendor must provide system and associated process control to ensure that all issues are acknowledged, tracked, managed and resolved to ensure user satisfaction. This part of the Requirement moved to B12	M			
B8.22	Vendor must document the transition strategy from the alternative device/method as technology changes and/or GPS technology becomes more widely available in the State.	M			
B8.23	Vendor must have the ability to interface with providers existing payroll systems for the purpose of sharing validated visit data in order to populate care workers timesheets for payroll purposes. The use of this functionality by providers is optional and as such, it is the provider’s sole responsibility to pay any costs associated with the building of the interface.	O			

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B8.24	Vendor must provide alternate solutions to manage retroactive Service Plan and authorization changes for specific services and/or programs.	M			
B8.25	Vendor must provide for manual verification if needed and allow providers to attest to the presence of hard copy documentation for any manual visit verification.	M			
B8.26	Vendor must be capable of collecting and storing data offline during any downtime such as regularly scheduled maintenance.	M			
B8.27	Vendor must develop and operationalize a communication plan that will be used to ensure all impacted parties (e.g., individuals receiving services, direct care workers, providers) are knowledgeable about planned maintenance and updates.	M			
B8.28	Vendor must allow for a flexible roles based access and allow the State to designate entities to assign roles (e.g. a provider agency will assign roles to direct care workers and a case management agency will assign roles to individual case managers).	M			
B8.29	The vendor solution must provide an intuitive user interface that minimizes data entry, verifies entered data values against specified data type and format and avoids duplicate entry of same information.	M			
B8.30	The vendor must system allows for search and easy access to both current and historic data in the system (e.g., days worked, start time, finish time, total hours, etc.).	M			

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B8.31	The vendor must create all reports and provide a real-time performance monitoring dashboard to support the Key Performance Measures, it can exclude Department approved planned downtime (i.e., system unavailable for use).	M			
<b>SELF-DIRECTION</b>					
B9.1	The Vendor's EVV System shall have the ability to interface with all provider systems. The Contractor shall work with the State and the providers in defining the elements to be included in the interface but shall, at a minimum, include details of all visits for members using self-directed services.	M			
B9.2	The Vendor 's EVV System scheduling module shall be accessible to members/authorized representative and providers, allowing providers and members including, but not limited to, members who use a self-directed option, to use the EVV System to schedule DSP visits. The Contractor's scheduling model shall permit flexibility in scheduling visits (e.g., adjusting scheduled service visit start times) and be designed to reduce member, provider agencies and DSP/staff burden.	M			
<b>COMMUNICATION PLAN AND USER TRAINING</b>					

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B10.1	<p>The Vendor must develop and maintain a communication plan in order to facilitate the effective and efficient communications across the project team. This includes stakeholders, business partners and the public if this is a public facing application. The plan, which is subject to State review and approval, must comprehensively identify the Vendor’s outreach and education strategies throughout the EVV Project implementation and term of the Contract.</p>	M			
B10.2	<p>The Vendor’s Communication Plan must address the outreach and communications to stakeholders, including DHHS and its State partners, contracted MCOs, members/families, providers, DCWs and other interested parties. The Contractor’s Communication Plan must cover:</p> <ul style="list-style-type: none"> <li>• Key planned stakeholder communications through the program development and implementation;</li> <li>• System user education related to the purpose and use of EVV System</li> <li>• Issue Resolution Process</li> <li>• Availability of Online and Telephonic User Support</li> <li>• Notifications to users of System downtime due to System updates and scheduled maintenance</li> <li>• Identification of roles and tools for members, providers, MCOs and the State to use to supplement member and stakeholder educational activities performed by the Contractor.</li> </ul>	M			

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B10.3	The Vendor’s Communication Plan must include the key message, targeted audience for the communication, the communication method(s) or format(s) to be used, and the timing and frequency of the communication.	M			
B10.4	The Vendor must work with the State on “branding” the EVV System (including a logo) and utilize the DHHS website where all communication and educational tools and other pertinent EVV information will be posted.	M			

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B10.5	<p>Vendor must submit a detailed Training Plan that, at a minimum, addresses the following:</p> <ul style="list-style-type: none"> <li>a. Summary of training approach that focuses on the train-the trainer methodology, objectives, and desired outcomes.</li> <li>b. Training needs analysis, including an assessment of the target audience and their knowledge and skills.</li> <li>c. Recommendations on type and delivery approach based on training needs analysis. Mode of Training (Web, In Person).</li> <li>d. Summary of proposed training materials and documentation in addition to hands-on training.</li> <li>e. Approach to maintaining training documentation and accompanying materials.</li> <li>f. Approach to providing training necessary to support new functionality and/or major software releases that materially change the user interaction.</li> <li>g. Approach to processing for incorporating feedback to improve train the trainer effectiveness over the course of the Contract.</li>   <li>h. Training Schedule for each stakeholder type (provider/caregiver, member, state, other).</li> <li>i. Log, Collect and Report on the effectiveness of the training sessions.</li> </ul>	M			
<b>CMS CERTIFICATION</b>					
B11.1	The Vendor must work and assist DHHS to develop of Key Performance Indicators (KPI's).	M			

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B11.2	The Vendor shall lead the effort to achieve CMS certification of the system with involvement of DHHS and Quality Assurance Contractor staff. Activities include compliance with outcome statements, evaluation criteria, development of Key Performance Indicators (KPI's), other certification requirements as described in CMS guidance or required by DHHS.	M			
B11.3	The Vendor shall work with the Department to conduct a CMS Operational Readiness Review prior to go-live.	M			
<b>KEY PERFORMANCE MEASURES</b>					
B12.1	<p>Vendor's solution shall be available twenty-four (24) hours a day, 7 days a week except for during scheduled maintenance. Vendor shall ensure that the solution is available ninety-nine percent (99%) of the time as measured on a monthly basis and that downtime is no greater than twenty-four (24) hours per incident. Vendor shall provide five (5) business days' notice to the State prior to its regularly scheduled maintenance windows.</p> <p>Availability is calculated monthly as follows:  Availability percentage = <math>\frac{\text{unplanned downtime (Total downtime minus approved downtime)}}{\text{Total time (24x7)}}</math>.</p>	M			
B12.2	Provide real-time performance monitoring dashboard availability ninety-nine percent (99%) of the time, twenty-four (24) hours a day, seven (7)	M			



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	days a week, excluding Department approved planned downtime (i.e., system unavailable for use). Availability is calculated monthly as follows: Availability percentage = unplanned downtime (Total downtime minus approved downtime) divided by total time (24x7)				
B12.3	Request approval from the Department prior to scheduling non-emergency system downtime or maintenance during hours of operation no later than five (5) Business Days prior to downtime.	M			
B12.4	Provide a user interface response time of less than two (2) seconds per discrete transaction. Response time is measured from the time the data packets leave the State network to the time a response is received from the Contractor's software application.	M			
B12.5	Vendor must ensure that the Data integrity error rate and routing errors of any transaction is less than .001%.	M			
B12.6	Vendor shall replace key personnel within fifteen (15) State workdays. The State may grant additional time to replace key personnel if the Vendor makes interim arrangements to ensure that operations are not affected by loss of personnel.	M			
B12.7	Request and receive written approval by the Department prior to releasing any public announcement concerning the Contract, including, but not limited to, notices, information pamphlets,	M			

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	press releases, research, reports, signs, and similar public notices prepared by or for Vendor.				
B12.8	All standardized reports shall be available online or delivered to authorized users by the scheduled time one hundred percent (100%) of the time as defined and mutually agreed upon during detailed report design.	M			
B12.9	Vendor must notify the State of any data load problems, discrepancies, or failures within one (1) workday of identification and present a resolution plan within three (3) workdays.	M			
B12.10	Vendor must have the capability to exchange and interface data with systems of record and process updates in near real time (within 3 seconds 99% of the time) transactions, excluding batch interface updates. Performance is measured by a predefined sample measuring the timestamp data was received to the timestamp the data is available to query in the database or presented to the user via a user interface.	M			
B12.11	Vendor must receive data from third party / provider EVV systems and system of records (state systems) in near real time (within 3 seconds 99% of the time), excluding batch interface updates. Performance is measured by a predefined sample measuring the timestamp data was received to the	M			

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	timestamp the data is available to query in the database or presented to the user via a user interface.				
B12.12	Vendor must demonstrate requirement compliance for one hundred percent (100%) of the requirements defined for each Department requested system modification by providing documentation such as system, integration, or parallel test results or demonstration of the specifications including Interfaces/APIs when requested. Compliance must be met by the Department approved implementation date.	M			
B12.13	The Vendor's help desk shall answer all calls within two (2) minutes or less of entering the queue, as determined based on the monthly average. The call abandonment rate shall be less than five percent (5%) as measured on a monthly basis.	M			
B12.14	Vendor must respond to written, faxed, or emailed inquiries within two (2) business days of receipt.	M			
B12.15	The Vendor shall ensure all customer service interactions are logged in the Vendor's information systems with ninety-five percent (95%) of all issues resolved on the same day and one hundred percent (100%) of issues resolved within 30 days.	M			
B12.16	Class A Deficiencies/Defects - The Vendor shall have available to the State on-call telephone assistance, with issue tracking available to the State, eight (8) hours per day and five (5) days a	M			

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	week with an email / telephone response within two (2) hours of request; Class B & C Deficiencies/Defects –The State shall notify the Vendor of such Deficiencies/Defects during regular business hours and the Vendor shall respond back within four (4) hours of notification.				
B12.17	Provide the Vendors plan for resolution within two (2) hours of the notification of the Class A deficiency to the Department and resolve the deficiency within twenty-four (24) hours of the notification of the deficiency to the Department.	M			
B12.18	Provide the Vendors plan for resolution within four (4) hours of the notification of the Class B deficiency/defect to the Department and resolve the deficiency within thirty-six (36) hours of the notification of the deficiency to the Department.	M			
B12.19	Produce and distribute new publications or amended publications in final form by the date requested by the Department.	M			
B12.20	Maintain up to date functional documentation, including both user documentation and the Operations Procedure Manual.	M			
B12.21	Training documentation shall be updated no more than ten (10) Business Days after the implementation of a software change.	M			
B12.22	Vendor shall make available all required reports in accordance with stated timeliness requirements.	M			

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B12.23	The Vendor shall attend all meetings as required by the Department if advance notice is provided. The Department will stipulate whether in-person or remote/virtual attendance is required. Advance notice is defined as at least three (3) Business Days prior to the meeting start time.	M			
B12.24	System change orders/requests shall be implemented by the mutually agreed upon due date.	M			
B12.25	Restore availability within twenty-four (24) hours from the start of any disaster event involving the Vendor's solution, using procedures approved in the BCCP and the Disaster Recovery Plan.	M			
B12.26	The Vendor will be held accountable for and must reimburse the Department for any EVV related claims paid as a result of any error on the Vendor's part, which exceed or do not comport with the service limitations or prior authorized amount. Including any penalties that are assessed by a Federal agency due to this error.	M			
<b>APPLICATION REQUIREMENTS</b>					
<b>State Requirements</b>			<b>Vendor</b>		
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<b>GENERAL SPECIFICATIONS</b>					
A1.1	Ability to access data using open standards access protocol (please specify supported versions in the comments field).	M			
A1.2	Data is available in commonly used format over which no entity has exclusive control, with the exception of National or International standards. Data is not subject to any copyright, patent, trademark or other trade secret regulation.	M			
A1.3	Web-based compatible and in conformance with the following W3C standards: HTML5, CSS 2.1, XML 1.1	M			
<b>APPLICATION SECURITY</b>					
A2.1	Verify the identity or authenticate all of the system client applications before allowing use of the system to prevent access to inappropriate or confidential data or services.	M			
A2.2	Verify the identity and authenticate all of the system's human users before allowing them to use its capabilities to prevent access to inappropriate or confidential data or services.	M			
A2.3	Enforce unique user names.	M			
A2.4	Enforce complex passwords for Administrator Accounts in accordance with DoIT's statewide User Account and Password Policy.	M			

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A2.5	Enforce the use of complex passwords for general users using capital letters, numbers and special characters in accordance with DoIT's statewide User Account and Password Policy.	M			
A2.6	Encrypt passwords in transmission and at rest within the database.	M			
A2.7	Establish ability to expire passwords after a definite period of time in accordance with DoIT's statewide User Account and Password Policy.	M			
A2.8	Provide the ability to limit the number of people that can grant or change authorizations.	M			
A2.9	Establish ability to enforce session timeouts during periods of inactivity.	M			
A2.10	The application shall not store authentication credentials or sensitive data in its code.	M			
A2.11	Log all attempted accesses that fail identification, authentication and authorization requirements.	M			
A2.12	The application shall log all activities to a central server to prevent parties to application transactions from denying that they have taken place.	M			

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A2.13	All logs must be kept for (XX- days, weeks, or months).	M			
A2.14	The application must allow a human user to explicitly terminate a session. No remnants of the prior session should then remain.	M			
A2.15	Do not use Software and System Services for anything other than they are designed for.	M			
A2.16	The application Data shall be protected from unauthorized use when at rest.	M			
A2.17	The application shall keep any sensitive Data or communications private from unauthorized individuals and programs.	M			
A2.18	Subsequent application enhancements or upgrades shall not remove or degrade security requirements.	M			
A2.19	Utilize change management documentation and procedures.	M			
A2.20	Web Services: The service provider shall use Web services exclusively to interface with the State's data in real time/near real time when possible.	M			
<b>TESTING REQUIREMENTS</b>					
<b>State Requirements</b>			<b>Vendor</b>		
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<b>APPLICATION SECURITY TESTING</b>					



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T1.1	All components of the Software shall be reviewed and tested to ensure they protect the State’s web site and its related Data assets.	M			
T1.2	The Vendor shall be responsible for providing documentation of security testing, as appropriate. Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide the necessary confidentiality, integrity and availability.	M			
T1.3	Provide evidence that supports the fact that Identification and Authentication testing has been recently accomplished; supports obtaining information about those parties attempting to log onto a system or application for security purposes and the validation of users.	M			
T1.4	Test for Access Control; supports the management of permissions for logging onto a computer or network.	M			
T1.5	Test for encryption; supports the encoding of data for security purposes, and for the ability to access the data in a decrypted format from required tools.	M			
T1.6	Test the Intrusion Detection; supports the detection of illegal entrance into a computer system.	M			
T1.7	Test the Verification feature; supports the confirmation of authority to enter a computer system, application or network.	M			

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T1.8	Test the User Management feature; supports the administration of computer, application and network accounts within an organization.	M			
T1.9	Test Role/Privilege Management; supports the granting of abilities to users or groups of users of a computer, application or network.	M			
T1.10	Test Audit Trail Capture and Analysis; supports the identification and monitoring of activities within an application or system.	M			
T1.11	Test Input Validation; ensures the application is protected from buffer overflow, cross-site scripting, SQL injection, and unauthorized access of files and/or directories on the server.	M			
T.1.1 2	For web applications, ensure the application has been tested and hardened to prevent critical application security flaws. ( At a minimum, the application shall be tested against all flaws outlined in the Open Web Application Security Project (OWASP) Top Ten ( <a href="http://www.owasp.org/index.php/OWASP_Top_Ten_Project">http://www.owasp.org/index.php/OWASP_Top_Ten_Project</a> ).	M			
T1.13	Provide the State with validation of 3rd party security reviews performed on the application and system environment. The review may include a combination of vulnerability scanning, penetration testing, static analysis of the source code, and expert code review (please specify proposed methodology in the comments field).	M			

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T1.14	Prior to the System being moved into production, the Vendor shall provide results of all security testing to the Department of Information Technology for review and acceptance.	M			
T1.15	Vendor shall provide documented procedure for migrating application modifications from the User Acceptance Test Environment to the Production Environment.	M			
<b>STANDARD TESTING</b>					
T2.1	The Vendor must test the software and the system using an industry standard and State approved testing methodology.	M			
T2.2	The Vendor must perform application stress testing and tuning.	M			
T2.3	The Vendor must provide documented procedure for how to synchronize Production with a specific testing environment.	M			
T2.4	The vendor must define and test disaster recovery procedures.	M			
<b>HOSTING-CLOUD REQUIREMENTS</b>					
<b>State Requirements</b>			<b>Vendor</b>		
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<b>OPERATIONS</b>					
H1.1	Vendor shall provide an ANSI/TIA-942 Tier 3 Data Center or equivalent. A tier 3 data center requires: 1) Multiple independent distribution paths serving the IT equipment, 2) All IT equipment must be dual-powered and fully compatible with the topology of a site's architecture and 3) Concurrently maintainable site infrastructure with expected availability of 99.982%.	M			
H1.2	Vendor shall maintain a secure hosting environment providing all necessary hardware, software, and Internet bandwidth to manage the application and support users with permission based logins.	M			
H1.3	The Data Center must be physically secured – restricted access to the site to personnel with controls such as biometric, badge, and others security solutions. Policies for granting access must be in place and followed. Access shall only be granted to those with a need to perform tasks in the Data Center.	M			
H1.4	Vendor shall install and update all server patches, updates, and other utilities within 60 days of release from the manufacturer.	M			
H1.5	Vendor shall monitor System, security, and application logs.	M			
H1.6	Vendor shall manage the sharing of data resources.	M			

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H1.7	Vendor shall manage daily backups, off-site data storage, and restore operations.	M			
H1.8	The Vendor shall monitor physical hardware.	M			
H1.9	Remote access shall be customized to the State's business application. In instances where the State requires access to the application or server resources not in the DMZ, the Vendor shall provide remote desktop connection to the server through secure protocols such as a Virtual Private Network (VPN).	M			
H1.10	The Vendor shall report any breach in security in conformance with State of NH RSA 359-C:20. Any person engaged in trade or commerce that is subject to RSA 358-A:3, I shall also notify the regulator which has primary regulatory authority over such trade or commerce. All other persons shall notify the New Hampshire attorney general's office.	M			
<b>DISASTER RECOVERY</b>					
H2.1	Vendor shall have documented disaster recovery plans that address the recovery of lost State data as well as their own. Systems shall be architected to meet the defined recovery needs.	M			

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H2.2	The disaster recovery plan shall identify appropriate methods for procuring additional hardware in the event of a component failure. In most instances, systems shall offer a level of redundancy so the loss of a drive or power supply will not be sufficient to terminate services however, these failed components will have to be replaced.	M			
H2.3	Vendor shall adhere to a defined and documented back-up schedule and procedure.	M			
H2.4	Back-up copies of data are made for the purpose of facilitating a restore of the data in the event of data loss or System failure.	M			
H2.5	Scheduled backups of all servers must be completed regularly. The minimum acceptable frequency is differential backup daily, and complete backup weekly.	M			
H2.6	Tapes or other back-up media tapes must be securely transferred from the site to another secure location to avoid complete data loss with the loss of a facility.	M			
H2.7	Data recovery – In the event that recovery back to the last backup is not sufficient to recover State Data, the Vendor shall employ the use of database logs in addition to backup media in the restoration of the database(s) to afford a much closer to real-time recovery. To do this, logs must be moved off the	M			

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	volume containing the database with a frequency to match the business needs.				
H2.8	Notify the Department no later than one (1) hour following a Vendor-declared Disaster.	M			
H2.9	Upon Disaster declaration, resume full functionality and operational business functions within the specified recovery time objective (RTO).	M			
H2.10	Achieve a Complete Recovery from a Disaster or other Incident within the specified RTO of one (1) hour and recovery point objective (RPO) of four (4) hours. The RTO must include application validation and testing by the Department.	M			
H2.11	Plan and coordinate with the Department and NH service providers to perform annual Disaster Recovery (DR) exercises, to include disaster simulation and recovery tabletop demonstrations to demonstrate DR capabilities. The DR exercise must, at a minimum, test the recovered environments, accessibility, data integrity and functionality. For annual DR exercises: a. The Department must approve the scope of each DR exercise; b. A post DR exercise lessons learned meeting must be completed no later than thirty (30) Calendar Days after completion of the DR exercise; and	M			

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	c. In the event of a failed DR exercise, as defined in Department approved exercise scope, the Contractor must reschedule and conduct another DR exercise no later than ninety (90) Calendar Days after the failed exercise.				
H2.12	Coordinate with and demonstrate to the Department BCCP on the Department approved schedule, in conjunction with the annual DR exercise, and report any identified deficiencies with appropriate corrective actions.	M			
<b>HOSTING SECURITY</b>					
H3.1	The Vendor shall employ security measures ensure that the State’s application and data is protected.	M			
H3.2	If State data is hosted on multiple servers, data exchanges between and among servers must be encrypted.	M			
H3.3	All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a whole, shall have aggressive intrusion detection and firewall protection.	M			
H3.4	All components of the infrastructure shall be reviewed and tested to ensure they protect the State’s hardware, software, and its related data assets. Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in	M			



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	order to provide confidentiality, integrity and availability.				
H3.5	The Vendor shall ensure its complete cooperation with the State’s Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.	M			
H3.6	The Vendor shall authorize the State to perform scheduled and random security audits, including vulnerability assessments, of the Vendor’ hosting infrastructure and/or the application upon request.	M			
H3.7	All servers and devices must have event logging enabled. Logs must be protected with access limited to only authorized administrators. Logs shall include System, Application, Web and Database logs.	M			
H3.8	Operating Systems (OS) and Databases (DB) shall be built and hardened in accordance with guidelines set forth by CIS, NIST or NSA.	M			
H3.9	The Vendor shall notify the State’s Project Manager of any security breaches within two (2) hours of the time that the Vendor learns of their occurrence.	M			

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H3.10	The Vendor shall be solely liable for costs associated with any breach of State data housed at their location(s) including but not limited to notification and any damages assessed by the courts.	M			
<b><i>SERVICE LEVEL AGREEMENT</i></b>					
H4.1	The Vendor’s System support and maintenance shall commence upon the Effective Date and extend through the end of the Contract term, and any extensions thereof.	M			
H4.2	The vendor shall maintain the hardware and Software in accordance with the specifications, terms, and requirements of the Contract, including providing, upgrades and fixes as required.	M			
H4.3	The vendor shall repair or replace the hardware or software, or any portion thereof, so that the System operates in accordance with the Specifications, terms, and requirements of the Contract.	M			
H4.4	All hardware and software components of the Vendor hosting infrastructure shall be fully supported by their respective manufacturers at all times. All critical patches for operating systems, databases, web services, etc., shall be applied within sixty (60) days of release by their respective manufacturers.	M			

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H4.5	The State shall have unlimited access, via phone or Email, to the Vendor technical support staff between the hours of 8:00am to 5:00pm- Monday through Friday EST.	M			
H4.6	The Vendor shall conform to the specific deficiency/defect class as described: o Class A Deficiency/Defect - Software - Critical, does not allow System to operate, no work around, demands immediate action; Written Documentation - missing significant portions of information or unintelligible to State; Non Software - Services were inadequate and require re-performance of the Service. o Class B Deficiency/Defect - Software - important, does not stop operation and/or there is a work around and user can perform tasks; Written Documentation - portions of information are missing but not enough to make the document unintelligible; Non Software - Services were deficient, require reworking, but do not require re-performance of the Service. o Class C Deficiency/Defect - Software - minimal, cosmetic in nature, minimal effect on System, low priority and/or user can use System; Written Documentation - minimal changes required and of minor editing nature; Non Software - Services require only minor reworking and do not require re-performance of the Service.	M			

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H4.7	<p>As part of the maintenance agreement, ongoing support issues shall be responded to according to the following:</p> <p>a. Class A Deficiencies/Defects - The Vendor shall have available to the State on-call telephone assistance, with issue tracking available to the State, eight (8) hours per day and five (5) days a week with an email / telephone response within two (2) hours of request;</p> <p>b. Class B &amp; C Deficiencies/Defects –The State shall notify the Vendor of such Deficiencies/Defects during regular business hours and the Vendor shall respond back within four (4) hours of notification of planned corrective action; The Vendor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications, Terms and Requirements of the Contract.</p>	M			
H4.8	The hosting server for the State shall be available twenty-four (24) hours a day, 7 days a week except for during scheduled maintenance.	M			
H4.9	A regularly scheduled maintenance window shall be identified (such as weekly, monthly, or quarterly) at which time all relevant server patches and application upgrades shall be applied.	M			
H4.10	If The Vendor is unable to meet the uptime requirement, The Vendor shall credit State’s account in an amount based upon the following formula: (Total Contract Item Price/365) x Number of Days Contract	M			

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	Item Not Provided. The State must request this credit in writing.				
H4.11	The Vendor shall use a change management policy for notification and tracking of change requests as well as critical outages.	M			
H4.12	A critical outage will be designated when a business function cannot be met by a nonperforming application and there is no work around to the problem.	M			
H4.13	The Vendor shall maintain a record of the activities related to repair or maintenance activities performed for the State and shall report quarterly on the following: Server up-time; All change requests implemented, including operating system patches; All critical outages reported including actual issue and resolution; Number of deficiencies/defects reported by class with initial response time as well as time to close.	M			
H4.14	The Vendor will give five-business day’s prior notification to the State Project Manager of all changes/updates and provide the State with training due to the upgrades and changes.	M			
<b>SUPPORT &amp; MAINTENANCE REQUIREMENTS</b>					
<b>State Requirements</b>			<b>Vendor</b>		

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<b>SUPPORT &amp; MAINTENANCE REQUIREMENTS</b>					
S1.1	The Vendor’s System support and maintenance shall commence upon the Effective Date and extend through the end of the Contract term, and any extensions thereof.	M			
S1.2	Maintain the hardware and Software in accordance with the Specifications, terms, and requirements of the Contract, including providing, upgrades and fixes as required.	M			
S1.3	Repair Software, or any portion thereof, so that the System operates in accordance with the Specifications, terms, and requirements of the Contract.	M			
S1.4	The State shall have unlimited access, via phone or Email, to the Vendor technical support staff between the hours of 8:00am to 5:00pm- Monday through Friday EST.	M			

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S1.5	<p>The Vendor response time for support shall conform to the specific deficiency/defect class as described below or as agreed to by the parties:</p> <ul style="list-style-type: none"> <li>o Class A Deficiency/Defect - Software - Critical, does not allow System to operate, no work around, demands immediate action; Written Documentation - missing significant portions of information or unintelligible to State; Non Software - Services were inadequate and require re-performance of the Service.</li> <li>o Class B Deficiency/Defect - Software - important, does not stop operation and/or there is a work around and user can perform tasks; Written Documentation - portions of information are missing but not enough to make the document unintelligible; Non Software - Services were deficient, require reworking, but do not require re-performance of the Service.</li> <li>o Class C Deficiency/Defect - Software - minimal, cosmetic in nature, minimal effect on System, low priority and/or user can use System; Written Documentation - minimal changes required and of minor editing nature; Non Software - Services require only minor reworking and do not require re-performance of the Service.</li> </ul>	M			
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S1.6	The Vendor shall make available to the State the latest program updates, general maintenance releases, selected functionality releases, patches, and Documentation that are generally offered to its customers, at no additional cost.	M			
S1.7	For all deficiencies/defects, The Vendor shall ensure the following information will be collected and maintained: 1) nature of the Deficiency/Defect; 2) current status of the Deficiency/Defect; 3) action plans, dates, and times; 4) expected and actual completion time; 5) Deficiency/Defect resolution information, 6) Resolved by, 7) Identifying number i.e. work order number, 8) Issue identified by;	P			
S1.8	The Vendor must work with the State to identify and troubleshoot potentially large-scale System failures or Deficiencies/Defects by collecting the following information: 1) mean time between reported Deficiencies/Defects with the Software; 2) diagnosis of the root cause of the problem; and 3) identification of repeat calls or repeat Software problems.	P			



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S1.9	<p>As part of the Software maintenance agreement, ongoing software maintenance and support issues, shall be responded to according to the following or as agreed to by the parties:</p> <p>a. Class A Deficiencies/Defects - The Vendor shall have available to the State on-call telephone assistance, with issue tracking available to the State, eight (8) hours per day and five (5) days a week with an email / telephone response within two (2) hours of request;</p> <p>b. Class B &amp; C Deficiencies/Defects –The State shall notify the Vendor of such Deficiencies/Defects during regular business hours and the Vendor shall respond back within four (4) hours of notification of planned corrective action; The Vendor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications, Terms and Requirements of the Contract; or as agreed between the parties.</p>	M			
S1.10	The Vendor shall use a change management policy for notification and tracking of change requests as well as critical outages.	M			
S1.11	A critical outage will be designated when a business function cannot be met by a nonperforming application and there is no work around to the problem.	M			

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S1.12	The Vendor shall maintain a record of the activities related to repair or maintenance activities performed for the State and shall report quarterly on the following: All change requests implemented; All critical outages reported including actual issue and resolution; Number of deficiencies/defects reported by class with initial response time as well as time to close.	M			
S1.13	A regularly scheduled maintenance window shall be identified (such as weekly, monthly, or quarterly) at which time all relevant server patches and application upgrades shall be applied.	M			
S1.14	The Vendor shall give five-business day's prior notification to the State Project Manager of all changes/updates and provide the State with training due to the upgrades and changes.	M			
S1.15	The State shall provide the Vendor with a personal secure FTP site to be used by the State for uploading and downloading files if applicable.	M			
S1.16	Defect fixes will be the responsibility of the Vendor without additional cost to the Department.	M			
<b>PROJECT MANAGEMENT</b>					
<b>State Requirements</b>			<b>Vendor</b>		
<b>Req. #</b>	<b>Requirement Description</b>	<b>Criticality</b>	<b>Vendor Response</b>	<b>Delivery Method</b>	<b>Comments</b>

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<b>PROJECT MANAGEMENT</b>					
P1.1	Vendor shall participate in an initial kick-off meeting to initiate the Project.	M			
P1.2	Vendor shall provide Project Staff as specified in the RFP.	M			
P1.3	Vendor shall submit a finalized Work Plan within ten (10) days after Contract award and approval by Governor and Council. The Work Plan shall include, without limitation, a detailed description of the Schedule, tasks, Deliverables, milestones/critical events, task dependencies, and payment Schedule. The plan shall be updated no less than every two weeks.	M			
P1.4	Vendor shall provide detailed bi-weekly status reports on the progress of the Project, which will include expenses incurred year to date.	M			
P1.5	All user, technical, and System Documentation as well as Project Schedules, plans, status reports, and correspondence must be maintained as project documentation. (WORD and/or Excel formats.	M			
P1.6	Vendor shall provide a full time Project Manager assigned to the DHHS EVV project.	M			
P1.7	The Project Manager will maintain a formal risk register of all identified project risks.	M			

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P1.8	Vendor's project manager is expected to host meetings with DHHS Subject Matter Experts (SMEs) to review business organization and functions along with the organization, functions and data of existing information systems relevant to this project.	M			
P1.9	The Vendor's project manager is also expected to host other important meetings, assign contractor staff to those meetings as appropriate and provide an agenda for each meeting.	M			
P1.10	Meeting minutes will be recorded by the contractor and distributed within 24 hours after the meeting. Key decisions along with Closed, Active and Pending issues will be included in this document as well. the Project	M			
P1.11	The Project Manager must participate in all other State, provider, and stakeholder meetings as requested by the State.	M			
P1.12	Deliverable Expectation Documents shall be used to set expectations in preparation for formal deliverable acceptance.	M			

<b>IMPLEMENTATION ACTIVITY / DELIVERABLES / MILESTONES WORKSHEET</b>			
<b>ACTIVITY, DELIVERABLE, OR MILESTONE</b>	<b>DELIVERABLE TYPE</b>	<b>PROJECTED DELIVERY DATE</b>	<b>COMMENTS</b>

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<b>PLANNING AND PROJECT MANAGEMENT</b>				
1	Conduct Project Kickoff Meeting	Non-Software		
2	Work Plan	Written		
3	Project Status Reports	Written		
4	Infrastructure Plan, including Desktop and Network Configuration Requirements	Written		
5	Information Security Plan (ISP)	Written		
6	Communications and Change Management Plan	Written		
7	Bring Your Own Device (BYOD) Security Plan	Written		
8	Data Protection Impact Assessment (DPIA)	Written		
9	Software Configuration Plan	Written		
10	Systems Interface Plan and Design/Capability	Written		
11	Systems Security Plan (SSP)	Written		
12	Testing Plan	Written		
13	Data Conversion Plan and Design	Written		
14	Deployment Plan	Written		
15	Disaster Recovery Plan	Written		
16	Comprehensive Training Plan and Curriculum	Written		
17	End User Support Plan	Written		
18	Business Continuity of Operations Plan (COOP)	Written		
19	Solutions Requirements Traceability Matrix	Written		
20	EVV System Data Retention Plan	Written		
21	EVV System Privacy Impact Analysis	Written		
22	EVV Solution Reporting User Guide	Written		

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23	EVV Solution User Manual	Written		
24	Operations Support and Management Plan	Written		
25	Documentation of Operational Procedures	Written		
<b>INSTALLATION</b>				
26	Provide Software Licenses (if needed)	Written		
27	Provide Fully Tested Data Conversion Software	Software		
28	Provide Software Installed, Configured, and Operational to Satisfy State Requirements	Software		
<b>TESTING</b>				
29	Conduct Integration Testing	Non-Software		
30	Conduct User Acceptance Testing	Non-Software		
31	Perform Production Tests	Non-Software		
32	Test In-Bound and Out-Bound Interfaces	Software		
33	Conduct System Performance (Load/Stress) Testing	Non-Software		
34	Certification of 3 <sup>rd</sup> Party Pen Testing and Application Vulnerability Scanning.	Non-Software		
35	Security Risk Assessment Report	Written		
36	Security Authorization Package	Written		
<b>PILOT DEPLOYMENT</b>				
37	Interfaced Data Loaded into Production Environment	Software		
38	Provide Tools for Backup and Recovery of all Applications and Data	Software		

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39	Operational Readiness Review	Non-Software		
40	Conduct Pilot User Training	Non-Software		
41	Cutover to New Software	Non-Software		
42	First Productive Use – Pilot System Deployment	Non-Software		
<b>SYSTEM DEPLOYMENT</b>				
43	Converted Data Loaded into Production Environment	Software		
44	Provide Tools for Backup and Recovery of all Applications and Data	Software		
45	Conduct Training	Non-Software		
46	Cutover to New Software	Non-Software		
47	First Productive Use – Full System Deployment	Non-Software		
48	Provide Documentation	Written		
49	Execute System Security Plan	Non-Software		
50	Lead CMS Outcomes Based Certification	Non-Software		
51	Conduct Project Exit Meeting	Non-Software		