



## ADDENDUM #4

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

(Changes are in **bold, underlined and italicized text** below to enable vendors to 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 Appendix B, Business and Technical Requirements, Section 3, Scope of Services, Subsection 3.8, Key Performance Measures and Liquidated Damages, Table 3.8, Req. #B12.5. to read:**

Vendor must ensure that the Data integrity error rate and routing errors of any transaction is less than .001%. **Transactions include all EVV data activity within or interfaced with the Vendor's system. Data cannot be modified undetectably. In addition, data needs to be sent and received with guaranteed delivery regardless of the interface mode (e.g., API or batch).**

2. **Modify Appendix B, Business and Technical Requirements, Section 3, Scope of Services, Subsection 3.8, Key Performance Measures and Liquidated Damages, Table 3.8, Req. #B12.8. to read:**

All standardized reports, to be defined and mutually agreed upon during detailed report design, 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. **Penalties will not be assessed during system downtime due to scheduled maintenance.**

3. **Modify Appendix B, Business and Technical Requirements, Section 3, Scope of Services, Subsection 3.8, Key Performance Measures and Liquidated Damages, Table 3.8, Req. #B12.25. to read:**

Restore availability within twenty-four (24) hours from the start of any disaster event involving the Vendor's solution, using procedures approved in the **Business Continuity and Contingency Plan** and the Disaster Recovery Plan.

4. **Modify Appendix G, Addendum #3, EVV Requirements Matrix Requirements, Req. #B2.6, to read:**

Vendor must provide total cost of operations and maintenance through **June 2026** in Appendix E.

5. **Modify Appendix G, Addendum #3, EVV Requirements Matrix Requirements, Req. #B7.9, to correct a scrivener's error in the Req. # column, to read:**

**B7.9.**



6. **Modify Appendix G, Addendum #3, EVV Requirements Matrix Requirements, Req. #B12.5. to read:**

Vendor must ensure that the Data integrity error rate and routing errors of any transaction is less than .001%. **Transactions include all EVV data activity within or interfaced with the Vendor's system. Data cannot be modified undetectably. In addition, data needs to be sent and received with guaranteed delivery regardless of the interface mode (e.g., API or batch).**

7. **Modify Appendix G, Addendum #3, EVV Requirements Matrix Requirements, Req. #B12.8. to read:**

All standardized reports, to be defined and mutually agreed upon during detailed report design, 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. **Penalties will not be assessed during system downtime due to scheduled maintenance.**

8. **Modify Appendix G, Addendum #3, EVV Requirements Matrix Requirements, Req. #B12.25. to read:**

Restore availability within twenty-four (24) hours from the start of any disaster event involving the Vendor's solution, using procedures approved in the **Business Continuity and Contingency Plan** and the Disaster Recovery Plan.

9. **Modify Appendix G, Addendum #3, EVV Requirements Matrix Requirements, Req. #H2.12, to read:**

Coordinate with and demonstrate to the Department **Business Continuity and Contingency Plan** on the Department approved schedule, in conjunction with the annual Disaster Recovery exercise, and report any identified deficiencies with appropriate corrective actions.