



**State of Oklahoma
Office of Management and Enterprise
Services/ ISD Procurement**

Amendment of Solicitation

Date of Issuance: 08/20/2015 Solicitation No. 8300001130
 Requisition No. 83000022490 Amendment No. 004

Hours and date specified for receipt of offers is changed: No Yes, to: _____ CST/CDT

Pursuant to OAC 580:15-4-5©, this document shall serve as official notice of amendment to the Solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent. Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

- (1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
- (2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly on the front of the envelope.

ISSUED BY AND RETURN TO:

Office of Management and Enterprise Services

ISD Procurement Attn: Hurtisine Franklin
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Description of Amendment:

a. This is to incorporate the following:

Submitted by Denise Tocco

Question 1.

1. Section C.6.1. On page 30 states: *“On-site training for DHS and for Service Providers to utilize the proposed solution, shall take place no later than thirty (30) calendar days prior to the go-live date.”*

For the required onsite training, will DHS provide and pay for appropriate training facilities, i.e. meeting space, computers, etc. for both DHS staff and Provider Agencies?

Response 1.

Bidder should refer to the following sections of the RFP C.6 and subsection C.6.8

It is a mandatory requirement that the bidder proposal recommended training and any requirement DHS is expected to provide. The Cost/Pricing section F. requires the bidder to enter a proposed cost for training. In order for a bidder's response to the RFP to be considered responsive the bidder must meet the mandatory requirements.

C.6. Training Plan- The proposed solution must include a description of the recommended training required to have a full, working knowledge of the application software. On-site trainings will be finalized during the project kickoff meeting.

b. All other terms and conditions remain unchanged.

Supplier Company Name (**PRINT**)

Date

Authorized Representative Name (**PRINT**)

Title

Authorized Representative Signature



DHS has identified training two distinct training groups: DHS staff DHS Provider Network (Service providers contracting with DHS)

Subsection- C.6.8. Any requirements DHS is expected to provide

Question 2.

Please clarify DHS definition of the implementation period, i.e. is implementation timeframe considered to be 90 days from award or longer than that?

Response 2.

The Implementation/Workplan the bidder is required to submit a proposed Implementation/Workplan with a defined implementation schedule, project deliverables and milestones. The plan will be modified as required and finalized at the Project kickoff meeting-

These system functionalities shall be included in the pricing submitted by the Bidder, and shall be included in the implementation schedule as a phased-in approach, no earlier than one hundred and eighty (180) calendar data after the go-live date DHS shall implement all or part of these functionalities at its sole discretion, but the system must have capabilities at the go-live date (C.3.1. System, bulletin 3).

Year (1) One – is the initial Contract Period- this includes cost of implementation and services. The initial Contract Period will be from Date of Award through one (1) year. Cost for year (1) should include all cost for the initial year of the contract (year (1) one at a fixed rate. Bidder should refer to section F.1 of the RFP.

Question 3.

The 6th bullet from the bottom on page 28 states: "System must provide service provider capability that enables them to upload worker schedules into EVV"

Can the EVV vendor expect to use their standard file specification for all third party schedule imports that allow providers to upload worker schedules into EVV?

Response 3.

This is mandatory requirement the bidder's proposed solution is expected to meet this requirement or have the capability to be customized / modified. Bidder must be able to show the proposed solution can be customized / modified to meet this requirement.

Please refer to the following Section C.1. Overview. Of the RFP

The system must be customizable and configuration/modifications are expected, the DHS and the successful Vendor will discuss in detail the required customization/modifications and will be approved by DHS on a case-by-case basis.

Question 4.

Re: C.3.1, 4th bullet on page 23 states: "The Bidders system must include the capability for mandatory scheduling of in-home visits. The system shall have alerting capability to display missed visits on a dashboard as well as email alerts, and timing thresholds that are configurable upon request, tracking of missed visits, missed visit email notifications sent to multiple recipients. This system functionality must provide a jurisdictional view/capacity for DHS review, reporting, and ability to communicate missed visit problem resolution with contracted providers. Contracted providers must also be able to review and receive notifications for missed or late visits."



Please provide a response to each bullet.

- a) In terms of the backup plan notifications for late/missed visits – what level of JV reporting is required; is late/missed visit for the backup plan considered a JV alert?
- b) Please define Late Visit and include time criteria for what constitutes a 'late' visit and provide examples.
- c) Please define Missed Visit and include time criteria for what constitutes a 'missed' visit and provide examples.
- d) Will the definitions of Late and Missed visits be different based on service and/or program? If yes, please provide examples for each service.
- e) Please clarify the communication that is expected from the provider when a late or missed visit occurs.
- f) Will Providers be required to enter reason codes before the visit can be cleared?
- g) Please provide an approved list of reason codes for use with late and missed visits.
- h) Will there be a designated DHS care coordinator to support and manage late and missed visit alerting with the Providers?
- i) Please provide the definition of a back-up failure and what information the provider must share with DHS when a back-up failure occurs. What detail is required in the reporting of need for and resolution using Backup care plans?

Response 4.

A through I.

These are mandatory requirements the bidder's proposed solution is expected to meet this requirement or have the capability to be customized / modified. Bidder must be able to show the proposed solution can be customized / modified to meet this requirement.

Please refer to the following Section C.1. Overview. Of the RFP

The system must be customizable and configuration/modifications are expected, the DHS and the successful Vendor will discuss in detail the required customization/modifications and will be approved by DHS on a case-by-case basis.

Question 5.

To what extent is the vendor at financial risk for claims payments not made within the timelines allowed by law for prompt pay regulations?

Response 5.

To the extent allowed under Oklahoma law and any applicable Federal law

Question 6.

Re: Attachment A

The specification for the member data transfer file appears to be missing two elements required to create an 837: Member middle initial, and Member Billing Medicaid ID.

Please confirm. If this data is missing, how will this information be provided for the 837 billing process?

Response 6

The solution will provide a complete claims submission and billing process whereby the vendor will submit an electronic 837 file to the Oklahoma Health Care Authority for adjudication. This process will encompass the entire end-to-end billing cycle, which will include the successful Vendor's receipt and subsequent analysis of the 835 Remittance File (RA) for contracted providers to ensure payment and appropriate billing information.

The system must be customizable and configuration/modifications are expected, the DHS and the successful Vendor will discuss in detail the required customization/modifications and will be approved by DHS on a case-by-case basis.



Question 7.

Re: C.3.1, System, the third bullet on page 23 states: “capability for the Service Provider to modify claims data to ensure an accurate and billable claim, submit claims via a confirmation and invoicing process to the Vendor, who then submits an 837 file on behalf of each Service Provider, either singularly or collectively; capability to receive a 999 (HIPAA compliance rejection file) and subsequently resolve claims included on the 999 file and resubmit claims on the Service Provider’s behalf; capability to receive an 835 file (claim content approval and denial data) and provide the data from the 835 file to the Service Provider through the Vendor’s EVV system for the purpose of reconciling claims submitted through the Vendor’s EVV system”.

Please confirm “claims data” refers to visit data from the EVV system and not data contained within the 837 file.

Response 7.

Claims data refers to all data included in the claim

Question 8.

Re: C.3.1 System, the third bullet on page 23 states: “capability for the Service Provider to modify claims data to ensure an accurate and billable claim, submit claims via a confirmation and invoicing process to the Vendor, who then submits an 837 file on behalf of each Service Provider, either singularly or collectively; capability to receive a 999 (HIPAA compliance rejection file) and subsequently resolve claims included on the 999 file and resubmit claims on the Service Provider’s behalf; capability to receive an 835 file (claim content approval and denial data) and provide the data from the 835 file to the Service Provider through the Vendor’s EVV system for the purpose of reconciling claims submitted through the Vendor’s EVV system”.

Response 8.

The solution will provide a complete claims submission and billing process whereby the vendor will submit an electronic 837 file to the Oklahoma Health Care Authority for adjudication. This process will encompass the entire end-to-end billing cycle, which will include the successful Vendor’s receipt and subsequent analysis of the 835 Remittance File (RA) for contracted providers to ensure payment and appropriate billing information.

The system must be customizable and configuration/modifications are expected, the DHS and the successful Vendor will discuss in detail the required customization/modifications and will be approved by DHS on a case-by-case basis.

Question 9.

Page 26, 3.6.1 requirement d) states “Message and Instructions”
Please provide the details for this requirement.

Response 9.

C.3.6.1 Bidder shall provide a brief narrative, describing all searches, matching, prompting options, and confirmation functions for the proposed solution. Bidder should provide examples, samples, and or screenshots as applicable to the proposed solution. This must include but not be limited to the following:

- a) Worker in PIN ID
- b) Worker and agency name
- c) Number called from and phone numbers associated with members in the EVV database.
- d) Message and Instructions
- e) Confirm scheduled services
- f) Workers service options for selecting other services



Bidder is required to describe all searches, matching, prompting options, and confirmation functions the proposed solution has the functional capability to perform, this would include the ability to provide messaging and any messaging instructions.

The system must be customizable and configuration/modifications are expected, the DHS and the successful Vendor will discuss in detail the required customization/modifications and will be approved by DHS on a case-by-case basis.

Question 10.

10. Page 31, C.9.10. States: "Ongoing maintenance shall be quoted both monthly and quarterly, although it shall be invoiced/paid quarterly."

Please clarify as to how ongoing maintenance is to be represented in the pricing proposal. Should the EVV vendor provide a monthly breakdown, quarterly breakdown or just an annual amount?

Response 10.

C.9.10. The State acknowledges that the pricing section of the RFP F. 1. Conflicts with this section of the RFP. Therefore, bidders may adjust Section F.2. to reflect monthly and quarterly quotes- hf

C.9. Maintenance/Support

The proposed solution shall provide Ongoing Maintenance/Support during the performance of the contract. Support is required for ongoing maintenance, including but not limited to, standards and process updates.

C.9.10. Ongoing maintenance shall be quoted both monthly and quarterly, although it shall be invoiced/paid Quarterly. **DHS**

Question 11.

Page 31, C.9.10. States: "Ongoing maintenance shall be quoted both monthly and quarterly, although it shall be invoiced/paid quarterly."

Please clarify as to how ongoing maintenance is to be represented in the pricing proposal. Should the EVV vendor provide a monthly breakdown, quarterly breakdown or just an annual amount? **(Duplicated Question See question 10)**

Response11.

See response 10

Question 12.

12. On page 29, C.3.7.1. States: "The successful Vendor shall provide Ad Hoc reports that monitor and measure the system's performance and status upon the request of the DHS. This includes reports that document the successful end to end transmission of claims and billing (mapping and verifying claims status to OHCA and back to Provider)"

Please provide a unique response for each bullet.

- a) Please provide a definition of 'end to end transmission of claims.
- b) Please list the specific claim and billing steps DHS would like to receive reports on?

Response 12.

These are mandatory requirements the bidder's proposed solution is expected to meet these requirements or have the capability to be customized / modified. Bidder must be able to show the proposed solution can be customized / modified to meet this requirement.



Please refer to the following Section C.1. Overview. Of the RFP

The system must be customizable and configuration/modifications are expected, the DHS and the successful Vendor will discuss in detail the required customization/modifications and will be approved by DHS on a case-by-case basis.

Question 13.

3rd bullet on page 23 states: “.....Capability for the Service Provider to enter case management administrative tasks utilizing a web-based system that does not require a schedule to be previously entered into the system (see Web-based Data Entry System Functionalities section below)....”

Please provide the number of users who need access to the Case Manager tool to enter administrative time and tasks.

Response 13.

Data specific to question 13 will be provided upon contract award as required

Question 14.

"The fourth bullet on page 23 states_: "The Bidders system must include the capability for mandatory scheduling of in-home visits."_ Is mandatory scheduling required for all visits that use EVV?

If not, please clarify when a mandatory schedule is not required.

Response 14.

The requirement requires the proposed solution to have the capability for mandatory scheduling of in-home visits, bidder should respond accordingly.

Question 15.

Will OHCA be able to provide 277 response file that identifies errors that occur at the payer level?

Response 15.

Information and/or Data specific to question 15 will be addressed and provided prior to contract award as required and may become a part of the final contract agreement.

Question 16.

Duplicated Question see 14

Response16.

See response 14

Question 18.

Year One Pricing - Please provide a unique response to each bullet below.

- a) What is the expected contract date?
- b) What is the implementation start date?
- c) What date do recurring fees start? - *
- d) What date is the last month in the Year 1 period?

Response 18.

- a. This date is determine by the date of contract award hf
- b. This date will be define and confirmed, approved and finalized in Implementation/Workplan (Milestone Schedule)during the Project Kick off Meeting
- c. Details will be confirmed during the Project Kick off Meeting approved and finalized in Implementation/Workplan (Milestone Schedule)



- d. The last date of Year one is determine by the contract start date (Calendar year) i.e. July 01, 1955 through June 30, 1956

Question 19.

"19. Top of page 21, Bullets a and b state: "a) Report must be sent monthly but will detail by day the number of exception encounters b) Report for the month must be received before the monthly billing invoice"

- a) Please define "exception encounters and include criteria for what constitutes an exception encounter and provide examples.

Response 19.

Bidder should refer to the following:

- 1. Exception encounters due to IVRA or EVV failure.**
- 2. any service encounters where IVRA or EVV failure produced exceptions and required Service provider intervention for documentation completion**

The Vendor is responsible for making daily, Monday through Friday (no weekends or State holidays unless otherwise specified by DHS) claims submissions to MMIS Fiscal Agent

- a) Should the claim file not be submitted by 12:00 A.M. Central Standard Time each weekday, or as otherwise specified by DHS, the Bidder shall be assessed identified costs of five hundred dollars (\$500) per day until submission is made. If a partial submission is made, the identified costs will be prorated based upon the percentage dollar amount of claims not submitted. Claims submitted but Denied for payment due to IVRA or EVV error shall be treated the same as a partial claim submission for that day. EVV calls rerouted to the manual screen input.

• IVRA calls rerouted to the manual screen input- Vendor must report to Oklahoma Department of Human Services the number of members with claims from **exception encounters due to IVRA or EVV failure**. Vendor shall not bill Oklahoma Department of Human Services for **any service encounters where IVRA or EVV failure produced exceptions and required Service provider intervention for documentation completion**

- a) Report must be sent monthly but will detail by day the number of exception encounters
b) Report for the month must be received before the monthly billing invoice
• Vendor must notify DHS Project Manager or designee and Service Providers and by e-mail within 30 minutes at anytime the system goes down and again when it is available for use.

There will impose identified costs at a rate of \$500 for each 0.01% percentage point below system availability requirements of 99.9% daily scheduled availability assessed over each one month period

Question 20.

"Page 15, B.1.1 requirement states: "The initial contract shall be for the purchase of the proposed software solution, project meetings and conference calls, installation, configuration, technical interface documentation for the DHS, technical assistance, testing, piloting, implementation, maintenance, support and ongoing consultation related to the implemented system (s)."

To what extent does "technical assistance, testing, piloting, implementation, maintenance, support and ongoing consultation related to the implemented system (s)" require fixing, repairing or resubmitting rejected or denied claims marked "ok to export" by the provider and are rejected or denied as a result of provider error?



Response 20.

Bidder should refer to the following:

B.1.2. initial term of one (1) year

B.1.1. The initial contract shall be for the purchase of the proposed software solution, project meetings and conference calls, installation, configuration, technical interface documentation for the DHS, technical assistance, testing, piloting, implementation, maintenance, support and ongoing consultation **related to the implemented system (s)**.

In addition, Bidder should also refer the following RFP **Section B.5. Delivery and Acceptance**

Question 21.

Re: Attachment A

Please provide a unique response to each bullet.

- a) Why are the current export specifications not included here?
- b) Are these specifications for SPPC as well or just ADW? c) Re: Legacy ID: Is the legacy id for a Service the Provider DHS ID in the Provider Export + the Line Provider Location Code in the Service Export? d) Re: Member Diagnosis Code (Member Export): Will diagnoses codes be in scope for the import of member information? If so, will the code be ICD9 or ICD10? e) If it could be either, how does the export specify which it is?

Regarding the rate export file: f) Does this mean that updating rates are to be updated based on this export file?

- g) Please clarify the meaning of Begin Date and End Date, i.e, confirm that these dates reference the effective dates of the rate, not just the service.

Response 21.

Bidder should refer to RFP Overview Section C.1

This RFP includes the following Attachments for informational purposes and specific reporting requirements

- Attachment A - EVV Program History-
- Attachment B - Receive and process (all) data fields
- Attachment C - Utilization Report (Data required)
- Attachment D - Provider Activity Report
- Attachment E - DHS Glossary of Terms

Bidder should refer to the following RFP Section C.3. Mandatory Specifications/Requirements

Mandatory requirements are the minimum capabilities, features, and/or technical standards that must be met by the proposed solution to be determined responsive.

The Bidder shall clearly state their ability to meet the Minimum System (technical) requirements and will state how the requirements will be met, what assurances of success the proposed approach will provide.



Question 22.

Re: Failures on page 19, How will identified costs be calculated if the State (or any other third party outside of Sandata's control) contributes, but is not at sole fault, to an issue?

Response 22.

Bidder should refer to the following RFP Section B.10 Identified Costs & Section D.3 Competitive Negotiations of Offers

B.10. Identified Costs

The Bidder agrees to the importance of the resulting contract and performance standards agreed to herein.

The parties may elect to use any or all remedies available to them on default whether set forth above or otherwise available to them by law.

The Vendor is responsible for the smooth functioning of all contractual requirements. In the event that any aspect of this system is not operating correctly, the Bidder is subject to monetary and other sanctions and corrective actions. The State and the Bidder agree that in the event of failure to meet the Contract requirements, deliverable dates or any standard performance within the time set forth under each Section, "Damage" shall be sustained by the State and that it may be impractical and extremely difficult to ascertain and determine the actual damages which the State will sustain by reason of such failure. It is therefore agreed that the State, at its sole option, may require the Bidder to pay identified cost for such failures with the following provisions:

Where the failure is the sole and exclusive fault of the State, no identified cost shall be imposed.

For any failure by the successful Vendor to meet any performance standard, project task, project deliverable date or timeframes specified in any section of the contract or submitted in writing by the State to the successful Vendor (email shall be an acceptable form of written notification), the State may require the Bidder to pay identified cost in the amount specified below per business day, per task, per deliverable, performance standard or timeframe for each and every business day thereafter until such task, deliverable or performance standard is completed and accepted by the State. The successful Vendor agrees that there are some failures that so negatively impact customers and members that no advance notification will be provided before damages are imposed, these shall be agreed upon by the Oklahoma Department of Human Services and Vendor prior to award of the contract. For all other standards and tasks written notification of failure to meet a requirement shall be given by the Oklahoma Department of Human Services IVRA Systems Project Manager to the Bidder (e-mail shall be an acceptable form of written notification). The State will notify the Vendor of the first incident of failure to meet one or more of the defined standards and request a corrective action plan. The State will set a date for submission of the plan. If the State does not receive the plan by the due date and no extension has been granted, the State may, at its sole discretion impose identified cost per this schedule.

D.3. Competitive Negotiations of Offers

The State reserves the right to negotiate with one, selected, all or none of the Bidders responding to this Solicitation to obtain the best value for the State. Negotiations could entail discussions on products, services, pricing, contract terminology or any other issue material to an award decision or that may mitigate the State's risks. The State shall consider all issues negotiable and will not be artificially constrained by internal corporate policies. Negotiation may be with one or more Bidders, for any and all items in the Bid.



Submitted by Oliver Christ

Question 1.

Re: B.10.1, bullet 6: "\$2,500 for each percentage point below the 0.1 % tolerance levels on response times"
Please specify every response time that is affected by this penalty.

Response 2.

Bidder should refer to Section D.3 Competitive Negotiations of Offers

D.3. Competitive Negotiations of Offers

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Question 2.

Re: B.10.1, bullet 9: "\$100 per day for delay in data transmission"
Please define "delay". What is the threshold for a data transmission to be considered to be delayed?

Response 2.

Bidder should refer to Section D.3 Competitive Negotiations of Offers

D.3. Competitive Negotiations of Offers

The State reserves the right to negotiate with one, selected, all or none of the Bidders responding to this Solicitation to obtain the best value for the State. Negotiations could entail discussions on products, services, pricing, contract terminology or any other issue material to an award decision or that may mitigate the State's risks. The State shall consider all issues negotiable and will not be artificially constrained by internal corporate policies. Negotiation may be with one or more Bidders, for any and all items in the Bid.

Question 3.

Re: B.10.1, bullet 10: ""\$500 per day for claims not submitted""
What is the time window within which claims need to be submitted?

Response 3.

Bidder should refer to Section D.3 Competitive Negotiations of Offers

D.3. Competitive Negotiations of Offers

The State reserves the right to negotiate with one, selected, all or none of the Bidders responding to this Solicitation to obtain the best value for the State. Negotiations could entail discussions on products, services, pricing, contract terminology or any other issue material to an award decision or that may mitigate the State's risks. The State shall consider all issues negotiable and will not be artificially constrained by internal corporate policies. Negotiation may be with one or more Bidders, for any and all items in the Bid.

Question 4.

Re: B.10.1, bullet 11: ""\$500 per day for all manuals or documents not updated within 30 days of changes""
Is that \$500 per day for each and every document that is not updated, or for the collective set of documents impacted by the change?



Response 4.

Bidder should refer to Section D.3 Competitive Negotiations of Offers

D.3. Competitive Negotiations of Offers

The State reserves the right to negotiate with one, selected, all or none of the Bidders responding to this Solicitation to obtain the best value for the State. Negotiations could entail discussions on products, services, pricing, contract terminology or any other issue material to an award decision or that may mitigate the State's risks. The State shall consider all issues negotiable and will not be artificially constrained by internal corporate policies. Negotiation may be with one or more Bidders, for any and all items in the Bid.

Question 5.

Over past three years, DHS has contracted with two different suppliers for its IVRA/EVV system. The latest contract for IVRA/EVV services was awarded less than one year ago.

- 1) Why is DHS re-evaluating suppliers for IVRA/EVV services at this time?
- 2) Please list both the major technical and key financial challenges DHS and/or the incumbent supplier is encountering with the current IVRA/EVV implementation.
- 3) Will the IVRA/EVV system proposed by the successful bidder replace the current system, or will it run in parallel with the current system?
- 4) Please confirm that DHS is, in principle, ready and willing to change IVRA/EVV suppliers again at this time.

Response 5.

1. **DHS is not re-evaluating suppliers** for IVRA/EVV- the State at its own discretion has opted to issue a new solicitation.
2. Bidders are encouraged not to make assumptions- it is the intent of the State not to jeopardize the competitive bid process. The initial contract period was for one (1) year with the option to renew for four (4) additional one year periods, the State at its own discretion has opted not to exercise the option to renew.
3. **Bidder should refer to RRP Section C.1. Overview: The State of Oklahoma Office Of Management and Enterprise Services (OMES)/ISD Procurement is seeking procurement and implementation on behalf of the Oklahoma Department of Human Services (DHS) ADvantage Waiver and State Plan Personal Care programs a vendor hosted web-based solution for the purposes of electronic billing through the use of an Interactive Voice Response Authentication (IVRA) or Electronic Visit Verification (EVV) system.**

Using caller ID technology, the IVRA/EVV software will allow DHS contracted provider staff to check-in and check-out via telephone interaction, and the software will accommodate manual data entry and editing for



billing purposes. Resulting claim data will be transferred via an electronic file to the Oklahoma Health Care Authority. The solution will provide a complete claims submission and billing process whereby the vendor will submit an electronic 837 file to the Oklahoma Health Care Authority for adjudication. This process will encompass the entire end-to-end billing cycle, which will include the successful Vendor's receipt and subsequent analysis of the 835 Remittance File (RA) for contracted providers to ensure payment and appropriate billing information. The system must be customizable and configuration/modifications are expected, the DHS and the successful Vendor will discuss in detail the required customization/modifications and will be approved by DHS on a case-by-case basis.

The successful Vendor will develop a continuity plan to seamlessly transition from current system in use, prior to implementation.

- 4. Bidder should refer to RRP Section C.1. Overview: The State of Oklahoma Office Of Management and Enterprise Services (OMES)/ISD Procurement is seeking procurement and implementation on behalf of the Oklahoma Department of Human Services (DHS) ADvantage Waiver and State Plan Personal Care programs a vendor hosted web-based solution for the purposes of electronic billing through the use of an Interactive Voice Response Authentication (IVRA) or Electronic Visit Verification (EVV) system.**