

ATTACHMENT FIVE

TECHNICAL NARRATIVE QUESTIONS

The Technical Narrative Questions are designed to help the OHCA learn about the technical capabilities of the proposed solution. The responses to each of the questions in this section will be evaluated and the score will be one component of the selection criteria.

Answer each narrative question clearly and completely. Any unclear or incomplete answers will be deemed non-responsive, disregarded, and will receive a zero score. Be sure that the response provides sufficient detail to objectively evaluate the response, while not providing irrelevant information.

Begin each question on a separate page and repeat the question at the top of each response. Page limits are defined for each response item below.

References to websites or other external materials in lieu of a response as defined above may be deemed non-responsive and accordingly receive a score of zero.

The Technical Proposal must contain the elements listed below, in the order shown.

- 1. Corporate Information** – Provide an overview of the Bidder’s organization. Also provide the following information for the Bidder and for the Bidder’s parent organization, inclusive of all subsidiaries and affiliated companies, if applicable: Date established; organization type (corporation or other); headquarters; for-profit or non-profit status; revenues in most recent complete fiscal year; and number of employees. (Page Limit: 3 Pages)
- 2. Proposed Scope of Services** – Complete the table on the following page to indicate whether Bidder is proposing services in response to the Scope of Work Sections A.4.2, A.4.3, A.4.4 and/or A.4.5 and the eligibility criteria (as defined in Section A.2 Table 1) that Bidder proposes to address. Bidder may propose to offer services in one or more of the four categories.

Summary Table: Proposed Scope of Services

Eligibility Criteria	Scope of Work Categories Proposed (Mark with "X")			
	1 – Data Sources	2 – Analytic Tools	3 – Identity Authentication	4 – Verification and Business Support Services
Earned and Unearned Income				
Employment Status and Changes in Employment				
Immigration Status				
Residency Status				
Enrollment Status in Other State-Administered Public Assistance Programs				
Incarceration Status				
Death Records				
Lottery Winnings				
Enrollment Status in Public Assistance Programs Outside of Oklahoma				
Identity Authentication				

3. **Relevant Experience** - Describe your experience performing activities relevant to the scope-of-work outlined in Section A.4 of the RFP. Present information, by program, on the types of services provided. Indicate, by program, prior experience that relates to the eligibility criteria defined in Section A.2 Table 1. Describe any outcomes resulting from similar projects, including:
 - a. Total cases reviewed as well as the number and percentage of eligibility cases for which the Bidder identified discrepancies;
 - b. The number and percentage of eligibility cases identified for follow-up review;
 - c. The number and percentage of cases/individuals ultimately found ineligible as a result of the data verification services provided;
 - d. Estimated program savings resulting from the data verification services provided, including methodology used to calculate estimate;
 - e. Estimated “Return on Investment” for the services provided (i.e., savings as a percentage of vendor compensation and state administrative costs); and
 - f. Other data and information that demonstrates the efficacy of the services provided.Discuss how you will apply this experience to developing a solution that meets RFP objectives and requirements. (Page Limit: 5 Pages)
4. **Non-Compliance** – Describe any instances of non-compliance with respect to the contracts identified in your responses to item 3. Also identify any instances of non-renewal or early termination for contracts with scopes-of-work related to application/eligibility verification services, regardless of whether these projects were included in your responses to item 3. For each finding of non-compliance, describe the nature of the issue, the date of the finding, any sanctions levied and how the non-compliance was corrected. The non-compliance information can be limited to January 1, 2016 or later. (No Page Limit)
5. **Key Personnel Staffing Model** – Describe your proposed model for staffing Key Personnel positions and for managing the services being offered. If proposing services in response to more than one of the four Scope of Work categories (Sections A.4.2, A.4.3, A.4.4 and A.4.5) and Bidder’s proposed Key Personnel or management approach varies by category, submit a separate response for each Scope of Work category. (Page Limit: 3 Pages for each, separate response.)
6. **Proposed Approach** - Describe the types of eligibility verification services and/or databases that would be made available to support the OHCA’s objectives. If proposing services in response to more than one of the four Scope of Work categories (Sections A.4.2, A.4.3, A.4.4 and A.4.5), provide a separate, clearly marked response for each of the proposed Scope of Work categories.
 - a. Specifically identify the types of information that would be verified (per eligibility criteria in Section A.2 Table 1) and the data sources that would be accessed/provided, in addition to those data sources already being used by the OHCA.
 - b. Describe the frequency for conducting each data verification process and/or the frequency for the provision of updated data verification data.
 - c. Describe whether the data sources and/or analytics would support verification during the on-line eligibility process (i.e., prior to awarding of benefits)
 - d. Describe the types of interfaces that will used to facilitate the exchange of data.

- e. Describe any reports or data dashboards that will be made available to the OHCA to track Bidder's performance throughout the term of the contract.
- f. Describe the types of technical assistance that will be available to the OHCA during implementation and throughout the term of the contract.
- g. If offering services in response to Section A.4.5, describe the types of business support services that would be provided.

(Page Limit: 20 Pages for each Scope of Work category)

- 7. Implementation/Operational Considerations** - Provide information regarding the types of data and other supports that would be required from the OHCA during implementation and on an ongoing basis. If Bidder is proposing services in more than one of the four Scope of Work categories, clearly delineate data/supports related to each approach. (Page Limit: 3 Pages)
- 8. Implementation Plan** - Provide an implementation plan that includes key implementation tasks and timelines, as well as milestones that adhere to Medicaid Eligibility and Enrollment certification process. Include the target, "go live" date. If Bidder is proposing services in more than one of the four Scope of Work categories, submit a separate implementation plan for each category proposed. (Page Limit: 10 Pages for each Scope of Work category)
- 9. Data Integrity and Security** – Describe your Data Management strategy as it relates to data integrity and security processes. Include information on how your Data Management strategy addresses data integrity, availability, authenticity, confidentiality, security and non-repudiation. Indicate whether current systems and their processes are compliant with Title 45 of the Code of Federal Regulations (45 CFR) §155.260 and MAR-E Version 2.0 Security and Privacy Controls. Additionally, indicate whether operational policies and practices are in compliance with state and federal laws, regulations and policies including but not limited to; 45 CFR §155.260, HIPAA, HITECH, and ARRA. (Page Limit: 5 Pages)
- 10. Project Management and Change Management** – Describe your project management and change management approach. (Page Limit: 5 Pages)
- 11. Medicaid Eligibility and Enrollment Toolkit (MEET), and the Medicaid Enterprise Certification Toolkit (MECT)** – Describe your experience and/or approach for complying with the Centers for Medicare and Medicaid (CMS) MEET and/or MECT certification requirements. (Page Limit: 3 Pages)

12. Program Savings – Provide a proposed methodology for estimating savings resulting from Bidder’s proposed services. If the methodology is dependent on development of baseline error/closure rates, clearly indicate the specific baseline data that would need to be produced by the OHCA to support the methodology.

If Bidder is proposing services in more than Scope of Work categories (Categories 1, 2, 3 and/or 4), submit a separate methodology related to each approach. *(Note: The OHCA retains authority to determine the methodology and calculations used to determine program savings.)* (Page Limit: 3 Pages for each Scope of Work Category)

13. Value-Added Services – Describe any value-added services that would be provided by Bidder, at no additional cost, that would further the objectives of the HOPE Act. (Page Limit: 5 Pages)