

VENDOR ACES\$

RANK 2

Reviewer Adam Poulin

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	25
3. Demonstration that vendor can operate in Vermont	10	0
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	20
5. Evaluation and performance measures	10	8
6. Cost	10	7
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	80

Summary Comment:

Largest non-profit FMA in country, including many staff w/disabilities and/or parents of individuals w/disabilities

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20	20	<p>Yes</p> <p>Yes</p> <p>Yes</p>

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>		<p>Yes</p> <p>Yes</p>	
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	<p>25</p>	<p>25</p>	<p>2 mos worth of payroll available on reserve</p> <p>Proprietary software ("PAID")</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	<p>10</p>	<p>0</p>	<p>No current VT presence; Would hire for in-state presence; would establish relationships/partnerships with local support organizations (i.e. VFN)</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	<p>25</p>		

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>10</p>	

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>	<p>7</p>	<p>Variable PM/PMs; \$75 yrs 1 and 2, jumps to \$79.50, \$82.50 yrs 3 and 4</p> <p>EVV is \$12 more</p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			Yes; \$12 more to PMPM
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			Yes

Vendor: _____

VENDOR _____Acumen Fiscal Agency_____

RANK ____3_____

Reviewer _Adam Poulin_____

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	25
3. Demonstration that vendor can operate in Vermont	10	0
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	20
5. Evaluation and performance measures	10	7
6. Cost	10	8
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	80

Summary Comment:

Very web-based

“Hire My Care” function – beyond scope of FE/A role in VT?

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <ul style="list-style-type: none"> i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A; <ul style="list-style-type: none"> (1) Technical credentials of staff; (2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency; 	20	20	

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	25 Yes	
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	0	No; would need to hire
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25	25	<p>“DCI” platform – purpose-built for Medicaid and PD programs</p> <p>DCI offers 80 standard reports; can create custom reports; offers ‘portal’</p>

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>7</p>	<p>Multiple methods for employer enrollment and training</p>

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>	<p>8</p>	<p>\$85 pmpm; includes EVV w/no one-time development costs</p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			Yes; is integrated within time approval process.
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			Yes; tied to their EVV option within DCI platform.

Vendor: _____

VENDOR _ARIS Solutions_____

RANK __1_____

Reviewer __Adam Poulin_____

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	25
3. Demonstration that vendor can operate in Vermont	10	10
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	20
5. Evaluation and performance measures	10	7
6. Cost	10	7
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	89

Summary Comment:

Will need some software upgrade; fully operational in VT; clear demonstration of performance.

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <ul style="list-style-type: none"> i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A; <ul style="list-style-type: none"> (1) Technical credentials of staff; (2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency; 	20	20	

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	25	Multiple ways to submit timesheets
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	10	
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25	20	Participant Dashboard Call Center

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>7</p>	

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	10	7	

Vendor: _____

<p>requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			<p>FMS Engine software; multiple options for meeting EVV requirements.</p> <p>Accelerated timeline for implementation of Cures Act.</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

VENDOR __ Consumer Direct _____

RANK __ 5 _____

Reviewer __ Adam Poulin _____

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	25
3. Demonstration that vendor can operate in Vermont	10	0
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	20
5. Evaluation and performance measures	10	5
6. Cost	10	7
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	77

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <ul style="list-style-type: none"> i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A; <ul style="list-style-type: none"> (1) Technical credentials of staff; (2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency; 	20	20	

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	25	
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	0	
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25	20	

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>5</p>	

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	10	7	\$80 PMPM

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			Yes
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			Yes

Vendor: _____

VENDOR __GT Independence_____

RANK __6_____

Reviewer _Adam Poulin_____

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	25
3. Demonstration that vendor can operate in Vermont	10	0
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	20
5. Evaluation and performance measures	10	8
6. Cost	10	1
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	74

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <ul style="list-style-type: none"> i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A; <ul style="list-style-type: none"> (1) Technical credentials of staff; (2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency; 	20	20	

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	25	
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	0	No current VT presence; has offices in multiple states; would establish presence in VT/hire
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25	20	p19 "GT Independence currently serves roughly 13,000 participants in 9 states. We handle \$175 Million in Medicaid dollars annually."

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			<p>Would need to develop system to verify Medicaid eligibility</p> <p>p30 “GT can develop customized reports for regular delivery based on specific program requirements. We can make the reports available through the portal and restrict them to certain State/ISO/Program personnel based on role. Some examples of customized reports that are available”</p>
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including 	<p>10</p>	<p>8</p>	

Vendor: _____

<p>employers, participants, employees, community agencies and the State.</p> <p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and 	10	1	\$95 PMPM; \$100 per member start up fee

Vendor: _____

<p>reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			<p>Yes</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			<p>Yes; “service documentation” functionality tied to EVV capacity</p>

Vendor: _____

VENDOR Morning Sun

RANK 10

Reviewer Adam Poulin

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	20
3. Demonstration that vendor can operate in Vermont	10	0
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	20
5. Evaluation and performance measures	10	5
6. Cost	10	1
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	66

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <ul style="list-style-type: none"> i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A; <ul style="list-style-type: none"> (1) Technical credentials of staff; (2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency; 	20	20	

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	20	Copies of statements
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	0	
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25	20	

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>5</p>	

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>	<p>1</p>	<p>\$115 PMPM</p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

VENDOR Outreach Health

RANK 8

Reviewer Adam Poulin

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	22
3. Demonstration that vendor can operate in Vermont	10	0
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	20
5. Evaluation and performance measures	10	10
6. Cost	10	8
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	80

Summary Comment:

Broad scope of services beyond FE/A

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <ul style="list-style-type: none"> i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A; <ul style="list-style-type: none"> (1) Technical credentials of staff; (2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency; 	20	20	

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	22	
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	0	
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25	20	

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>10</p>	

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	10	8	

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			

Vendor: _____

VENDOR Palco, Inc

RANK 9

Reviewer Adam Poulin

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	23
3. Demonstration that vendor can operate in Vermont	10	0
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	18
5. Evaluation and performance measures	10	6
6. Cost	10	3
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	70

Summary Comment:

\$93 PMPM w/\$40k one-time

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <ul style="list-style-type: none"> i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A; <ul style="list-style-type: none"> (1) Technical credentials of staff; (2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency; 	20	20	

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	23	
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	0	Very little detail; no current presence.
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25	18	Lacking detail in ability to meet requirements of RFP

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>6</p>	

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	10	3	\$93 PMPM + \$40k one-time

Vendor: _____

<p>requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

VENDOR __Premier FMS_____

RANK __7_____

Reviewer __Adam Poulin_____

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	23
3. Demonstration that vendor can operate in Vermont	10	0
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	20
5. Evaluation and performance measures	10	7
6. Cost	10	1
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	71

Summary Comment:

Range of PMPMs (\$55 – 73), plus 1x startup of \$900k, plus hourly for development

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <ul style="list-style-type: none"> i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A; <ul style="list-style-type: none"> (1) Technical credentials of staff; (2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of 	20		

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25		
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10		
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	25		

Vendor: _____

<p>capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>		

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>		<p>Range of PMPMs (\$55 – 73), plus 1x start up of \$900k, plus hourly</p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			

Vendor: _____

VENDOR _Pub Partnerships_____

RANK ____4_____

Reviewer _Adam Poulin_____

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	25
3. Demonstration that vendor can operate in Vermont	10	0
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	23
5. Evaluation and performance measures	10	7
6. Cost	10	4
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	79

Summary Comment:

- Very web-based
- Wants 4/1/18 start date
- Letters of reference cite smooth/seamless transition to Public Partnerships from previous vendors for FEA services.

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <ul style="list-style-type: none"> i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A; <ul style="list-style-type: none"> (1) Technical credentials of staff; (2) Vendor and assigned staff have demonstrated an ability to communicate 	20	20	

<p>with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	20	<p>Can handle "off-cycle" payrolls</p> <p>Automated outbound calling for errors</p> <p>Comprehensive error checking system</p> <p>Won't de-activate inactive participants (answers question about employees on Fed exclusionary list?)</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	0	<p>Nothing currently; has scouted office space. Provides locally-based staff; hires locally. TBD</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p>	25	23	<p>Has reporting capacity and portal for authorized SOV staff to generate reports in real-time.</p>

Vendor: _____

<p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			<p>Can track Sick Leave; will develop program-specific patient share rules.</p> <p>OT and sick leave – yes.</p>
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including 	<p>10</p>	<p>7</p>	

Vendor: _____

<p>employers, participants, employees, community agencies and the State.</p> <p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and 	10	4	<p>\$79 pmpm, plus \$7 pmpm w/EVV</p> <p>1x \$655,000 and 1x \$355,000 w/EVV</p>

Vendor: _____

<p>reimbursement from Medicaid claims. 4Therefore, the vendor should note any cash-flow requirements. The cash flow requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			<p>Has EVV capacity w/one-time implementation costs</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			<p>Has capacity for service documentation</p>

Vendor: _____

VENDOR _____ Access _____

RANK 1

Reviewer Bard Hill

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	
3. Demonstration that vendor can operate in Vermont	10	
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	
5. Evaluation and performance measures	10	
6. Cost \$75-82.50 plus EVV \$12	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	89 <i>74</i>

I:\ALLDAIL\FEA RFP 090717

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20	18 19	<p>No subcontractors no \$ advance One of the few to understand the different depts. DESCRIBE CIL 6 states Clear plan for startup including potential building and job descriptions; training plan and schedule Integrated EVV SCOPE SOL IN LLODEA STRONG REFERENCES PRINCIPLES!</p>

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	22 25	Nice overview including OT tools
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	8 9	GOOD STARTUP PLANS - POSITIONS TRAINING + LOCATION
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25	24 25	<p>Good description Integrated EVV good grievance includes documentation ^{25 TASKS} CLEAR RE SICR, OT, ETC MANAGED IN-HOUSE NICE SCREEN-STORES WORKER REGISTRY STRONG \$ + HOURS WORKER M. MATHIAS SHOOT BACK-UP PLAN</p>

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>9</p>	<p>good overview + RESULTS</p>

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>	<p>7</p>	<p>\$75-82.50 PMPM plus \$12 EVV</p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system's flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 		Yes	\$12 PMPM
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 		YES	included

Vendor: _____

VENDOR Acumen

RANK 9

Reviewer Bard Hill

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	
3. Demonstration that vendor can operate in Vermont	10	
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	
5. Evaluation and performance measures	10	
6. Cost \$85 PMPM	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	64

70

I:\ALLDAIL\FEA RFP 090717

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of</p>	20	16 14	<p>VT HX - CHALLENGES w CLAIMS NEEDED \$ FROM SOV</p>

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	18 25	
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	0	<p>This vendor did not succeed in previous VT contract</p> <p>CLAIMS PROBLEMS</p> <p>CKSA FLOW PROBLEMS</p> <p>WANTED HIGHER PMPM THAN CONTRACT</p> <p>SDV HAD TO RETURN TO PREVIOUS CONTRACTOR</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	25	25 25	

Vendor: _____

<p>capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>0?</p>	<p>? could not find this section</p>

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>		<p>\$85 PMPM including EVV</p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system's flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 		YES	
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			??????????

Vendor: _____

VENDOR ARIS

RANK 2

Reviewer Bard Hill

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	
3. Demonstration that vendor can operate in Vermont	10	
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	
5. Evaluation and performance measures	10	
6. Cost \$55-78	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	<i>93</i>

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93

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of</p>	20	17 18	4300 people, all VT programs- Do this now !! DIRECT EVIDENCE

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	21 25	
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	10	Do it now
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	25	20 23	

Vendor: _____

<p>capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>6 8</p>	<p>Long description NEGOTIABLE</p>

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>	<p>9</p>	<p>\$55-78/person/month</p> <p><i>MODEST PRICES NO ENV?</i></p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 		YES	
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 		?	No reference found

Vendor: _____

VENDOR consumer direct

RANK 4 (tied)

Reviewer Bard Hill

→ 4.5

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	
3. Demonstration that vendor can operate in Vermont	10	
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	
5. Evaluation and performance measures	10	
6. Cost \$80/person/month	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	77

85

I:\ALLDAIL\FEA RFP 090717

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of</p>	20	18 19	<p>140 programs, 13 states, app 16k participants, 26k employees 330k paychecks/year</p> <p>* LARGE +</p>

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	21 25	
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	7 5	
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	25	21 25	

Vendor: _____

<p>capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>5</p>	

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>	<p>6</p>	<p>\$80/person/month No other fees?</p> <p>COMPETITIVE</p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			interface
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			YES

Vendor: _____

VENDOR _____ GT Independence _____

RANK ~~13~~ 7

Reviewer Bard Hill

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	
3. Demonstration that vendor can operate in Vermont	10	
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	
5. Evaluation and performance measures	10	
6. Cost \$95 pmpm plus \$100 startup pm	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	<u>72</u>

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80

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20	15 18	9 states 13,000 participants

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	21 25	
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	5	
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25	22 25	

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>5</p>	

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>	<p>A B 2</p>	<p>Cost \$95 pmpm plus \$100 startup pm</p> <p>BEAD</p> <p>HIGH TOTAL COSTS</p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system's flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 		Yes included	
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 		???	Not clear from the description

Vendor: _____

VENDOR morning sun

RANK 8

Reviewer Bard Hill

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	
3. Demonstration that vendor can operate in Vermont	10	
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	
5. Evaluation and performance measures	10	
6. Cost \$115 pmpm	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	54

I:\ALLDAIL\FEA RFP 090717

[Handwritten signature]
77

Summary Comment:

Multiple documents were annoying

MS 4 mislabelled

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well</p>	20	10 15	<p>Several states and programs but very few people</p> <p>SMALL SIZE/SCOPE</p> <p>PRESENCE IN VT</p>

<p>as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	10 22	VOLUME) SIZE A CONCERN
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	4	VOLUME/SIZE A CONCERN
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p>	25	20 22	11

Vendor: _____

<p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including 	<p>10</p>	<p>7</p>	

Vendor: _____

<p>employers, participants, employees, community agencies and the State.</p> <p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and 	<p>10</p>	<p>✓</p>	<p>\$115 pmpm HIGH PMPM</p>

Vendor: _____

<p>reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			<p>Agreeable but no system or linkage</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			<p>Could not find this</p>

Vendor: _____

VENDOR outreach

RANK ~~6~~

4
(TIED)
→ A.S

Reviewer Bard Hill

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	
3. Demonstration that vendor can operate in Vermont	10	
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	
5. Evaluation and performance measures	10	
6. Cost \$68 per participant/month	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	68

85

I:\ALLDAIL\FEA RFP 090717

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of</p>	20	18 17	<p>Several states not clear total # participants and employees Vt manager to be hired 10 k paychecks per payroll (MEDIUM SIZE)</p>

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	18 25	
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	5	
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	25	18 25	

Vendor: _____

<p>capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>6</p>	

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>	<p>8 7</p>	<p>\$68/participant/month Invoice not claim ? ADMIN VS SERVICE - NOT SURE IF THEY CAN SUBMIT CLAIM ?</p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 		NO	
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 		NO?	

Vendor: _____

VENDOR palco

RANK 3

Reviewer Bard Hill

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	
3. Demonstration that vendor can operate in Vermont	10	
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	
5. Evaluation and performance measures	10	
6. Cost \$93/participant/month	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	<i>JS</i> <i>SK</i>

I:\ALLDAIL\FEA RFP 090717

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of</p>	20	18	<p>6 states, 24 programs, Refers to other vendors on page 35?</p> <p><i>(CONCERN THE DIRECT RESPONSIBILITY + AUTHORITY)</i></p>

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	21 25	
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	5	
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	25	21 25	

Vendor: _____

<p>capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>7</p>	

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>	<p>10</p>	<p>\$93/participant/month; bill the state bimonthly (not claim?) One-time payment of \$40k NOT NEGOTIABLE</p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system's flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>		No-'interfa ce' w other system s?	
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>		? could not find this	

Vendor: _____

VENDOR Premier

RANK ~~3~~ 6 (TIED)
→ 6.5

Reviewer Bard Hill

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	
3. Demonstration that vendor can operate in Vermont	10	
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	
5. Evaluation and performance measures	10	
6. Cost \$55-73 plus \$900k	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	63

82

I:\ALLDAIL\FEA RFP 090717

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of</p>	20	16 <u>10</u>	13+ programs, multiple states

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	21 25	
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	5	
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	25	21 25	

Vendor: _____

<p>capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>7</p>	

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>	<p><i>Handwritten initials</i></p>	<p>\$55-73 PMPM plus \$900k for cash flow pending claims plus \$2 million for EVV. Could not readily decipher EVV options and payments in section described as 8 but not labelled as 8. Reporting appears to be a la carte at \$200-250/hr.</p> <p><i>Handwritten notes:</i> X HIGH CASH COSTS - NO MEDICAID MATCH?</p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system's flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 		YES	Costs not clear
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

VENDOR public partner

RANK ~~4 (TIED)~~ 6 (TIED)
 → 6.5

Reviewer Bard Hill

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	
3. Demonstration that vendor can operate in Vermont	10	
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	
5. Evaluation and performance measures	10	
6. Cost \$79/participant/month	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	<u>77</u>

82

I:\ALLDAIL\FEA RFP 090717

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of</p>	20	<p><u>18</u> <u>19</u></p>	<p>23 states, 51 programs, 100k participants 18 years ?surrogate employers? Will hire new manager and maybe vendors Proprietary portals and EVV</p>

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	22 25	Not clear that they understand scope of Medicaid claims: CFC and ASP and CPCS and TBI? not just high tech
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	6 5	
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	25	23 25	

Vendor: _____

<p>capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>5</p>	<p>Not much detail</p>

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>	<p><i>M</i> <i>3</i></p>	<p>\$79/participant/month \$7/worker/month EVV \$655k + \$355k startup costs</p> <p>Want to be paid by DAIL via invoice as admin not service</p> <p><i>STARTUP COSTS TOO HIGH</i></p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 		YES	
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 		YES	

Vendor: _____

VENDOR Access

RANK _____

Reviewer Clare

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	
3. Demonstration that vendor can operate in Vermont	10	
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	
5. Evaluation and performance measures	10	
6. Cost	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	

Summary Comment:

Provider includes people w/ disabilities on staff.
 Detailed work plan to get ready for 2/1/17 payroll
 Experienced w/ process of trans. family folls. to new vendor

Center for Independent Living

Don't use subcontractors

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20	20	change to smart program

multiple states

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			<p>Good references for state, family, providers</p>
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	<p>25</p>	<p>22</p>	<p>Partial score for</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	<p>10</p>	<p>10</p>	<p>Described as such but no staff hired at ferr pond. 1 Director + 10 staff</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	<p>25</p>	<p>25</p>	<p>An in-house customized software</p>

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	10	10	<p><i>Process improvement process for problem issues</i></p>

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p> <p>\$75 for each payroll for 2 years</p> <p>E.V.U</p> <p>\$12 PM</p> <p>would not require startup payroll</p>		

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system's flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 	10	10	
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			<p><i>I think they have for</i></p> <p><i>?</i></p>

Vendor: _____

VENDOR Acva

RANK _____

Reviewer Clare

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	
3. Demonstration that vendor can operate in Vermont	10	
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	
5. Evaluation and performance measures	10	
6. Cost	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	

Summary Comment:

*Link to database of employee registry
Some good features, BW*

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff; <i>Y</i></p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20	<i>Y</i>	<p><i>serves 46 F/BA p(10, run) across the country Large, multi-state (19) 8300 part 14,000 employees</i></p>

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>	<p>4</p> <p>4</p>		
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	<p>25</p> <p>4</p> <p>4</p>		
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	<p>10</p>	<p>/0</p>	
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	<p>25</p> <p>4</p>		<p>Also has capacity for training schedule module</p>

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>10</p>	

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>	4		
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	10	<p><i>\$185/mo</i> <i>with no increase</i> <i>during contract term</i> <i>- No upfront software costs</i> <i>- includes EV</i></p>	

Vendor: _____

<p>requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system's flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			<p>Has EVV system w/ capex no extra cost beyond \$85</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			<p>Notes, documents, video, pictures, instructions can be included in system</p>

Vendor: _____

VENDOR ARIS

RANK _____

Reviewer C. Crane

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	
3. Demonstration that vendor can operate in Vermont	10	
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	
5. Evaluation and performance measures	10	
6. Cost	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <ul style="list-style-type: none"> i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A; <ul style="list-style-type: none"> (1) Technical credentials of staff; (2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency; 	20	20	

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	25	<p>Deep knowledge of the 10 programs & specific requirements of each.</p> <p>Customized software to meet needs of programs.</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	10	Already in VT
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25	25	Detailed description of software & flexibility within it for all requirements

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	10	10	<i>All addressed</i>

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>	<p><i>Rates = \$55-78/mo size home software \$300, 800 - one-time for software development</i></p>	

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system's flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>	10		<p><i>Description indicates that system can be developed and at no additional cost</i></p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			<p><i>Not addressed</i></p>

Vendor: _____

VENDOR Consumer Directed Care Network

RANK _____

Reviewer Clare

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	
3. Demonstration that vendor can operate in Vermont	10	
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	
5. Evaluation and performance measures	10	
6. Cost	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	

Summary Comment:

Very clear about EVV

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20	20	<p>140 programs, 70 districts multiple state (14) large & small programs 27 yrs experience 16,000 participants</p>

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			<p>limited references to provide letters</p>
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	<p>25</p>	<p>25</p>	
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	<p>10</p>	<p>10</p>	<p>will have contract director to support state follow Organizations staff will get project started in VT through transition</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	<p>25</p>	<p>25</p>	

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>10</p>	

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>		<p>#80 no cash flow cost</p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system's flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			<p><i>Alternative</i></p> <p><i>Can interface w/EVV Systems</i></p> <p><i>Not sure what they have</i></p> <p><i>Technology to track POC, schedule, notes, messaging, etc.</i></p> <p><i>with text</i></p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			

VENDOR GST Independence

RANK _____

Reviewer Clare

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	
3. Demonstration that vendor can operate in Vermont	10	
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	
5. Evaluation and performance measures	10	
6. Cost	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	

Summary Comment:

- Registry of pre-screened employees
- In person enrollments

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff; <i>Y</i></p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate <i>Y</i> with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20	20	9 states, multiple programs

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	28	<p>some small programs been served</p> <p>Answered all specifically</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	10	<p>Said they would set up an office</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25	25	<p>Supports 100 of Vermont programs. Customized software. In-house IT</p>

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			<p><i>Has sick leave capacity</i></p> <p><i>Can produce utilization reports</i></p>
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>10</p>	<p><i>Have multiple metrics to assess performance</i></p>

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p> <p>95/mo</p> <p>+ \$100 payroll/red/lev</p>	<p>0</p>	<p>Almost double current rate for PS</p> <p>Service fees like contribution of P/EA + \$150</p>

Vendor: _____

<p>requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system's flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>		<p>{</p> <p>y</p> <p>?</p>	<p>System is currently capable</p> <p>did not include</p> <p>did not address</p> <p>did not include cost, but said system already capable</p> <p>?</p> <p>did not address</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			<p>yes</p> <p>showed screen shot of timesheet that notes what occurred during visit</p> <p>did not see the rest</p>

Vendor: _____

VENDOR Morning Sun

RANK _____

Reviewer Clare

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	
3. Demonstration that vendor can operate in Vermont	10	
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	
5. Evaluation and performance measures	10	
6. Cost	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	

Summary Comment:

In process of upgrading some systems.
 Assign a coordinator to 175 part. - Point of contact instead of call ctr.
 Director plan
 Her transition work plan detailed
 weaker proposal, higher cost
 Proposal not as polished as others

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20	26	multiple states 11 yrs experience

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			<p>Multiple methods of addressing customer needs.</p> <p>References listed - but no letters</p>
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	<p>25</p> <p>4</p> <p>4</p> <p>4</p>	<p>25</p>	
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	<p>10</p>	<p>10</p>	
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	<p>25</p>	<p>25</p>	

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			<p><i>Has ability to manage sick leave</i></p>
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>10</p>	

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p> <p>\$115/mo</p>	<p>0</p>	<p>400 hrs/mo</p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system's flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>		0	<p>Does not have yet, but will onboard No indication of cost</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			<p>Not mentioned</p>

VENDOR Outreach Health

RANK _____

Reviewer Clare

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	
3. Demonstration that vendor can operate in Vermont	10	
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	
5. Evaluation and performance measures	10	
6. Cost	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	

Summary Comment:

*They provide direct services also, so have that background provided a reference for a participant; PCT
Appears to be sophisticated provider with well developed software.
No EVU*

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20	20	<p>Provider of multiple health services, FMT is the primary service 14 years as FEA after in TX - 2100 participants Also - 400 participants in NC, 500 in WI B</p>

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>	<p>Y Y</p>		
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	<p>25</p>	<p>25</p>	
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	<p>10</p>	<p>10</p>	<p>will establish VT office w/ manager & specialists</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	<p>25</p>	<p>25</p>	

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	10	10	Has AI process ongoing

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	10	10	<p>\$68</p> <p><i>EUV not included</i></p>

Vendor: _____

<p>requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system's flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			<p><i>Not following their own</i></p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

VENDOR Palco

RANK _____

Reviewer Clare

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	
3. Demonstration that vendor can operate in Vermont.	10	
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	
5. Evaluation and performance measures	10	
6. Cost	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	

Summary Comment:

Lacks detail in proposal

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20	20	<i>Description addresses all these areas.</i>

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>	<p>Y?</p> <p>Y</p>		
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	<p>25</p> <p>7</p> <p>7</p>	<p>15</p>	<p>Did not see this clearly in description</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	<p>10</p>	<p>10</p>	
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	<p>25</p>	<p>20</p>	<p>Not clear how software can be modified, but touched on all areas that software needed!</p>

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>	<p>Y</p> <p>Y</p>		
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>5</p>	<p><i>Measuring performance but more those listed.</i></p>

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>	<p>4</p>		
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. ✓ iii. Reliability of vendor's past cost projections is demonstrated via references. ? iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p> <p>93/mo</p> <p>90,000 infrastructure</p>		

Vendor: _____

<p>requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system's flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 	<p>N</p>		
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 	<p>N</p>		

Vendor: _____

VENDOR PK G/ Proia Partnership

RANK _____

Reviewer Cline

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	
3. Demonstration that vendor can operate in Vermont	10	
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	
5. Evaluation and performance measures	10	
6. Cost	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	

Summary Comment:

- Recommending that we move start date to April 1 to ensure successful transition & also this is in middle of tax quarter which is difficult.
- Sophisticated, advanced vendor.
- Experience

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff; 4</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency; 4</p>	20	20	<p>51 programs in 23 states - 100,000 participants</p> <p>- Some centralized functions since 1999</p> <p>- different states</p> <p>Translation available in many lang.</p>

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>	<p>Y</p> <p>Y</p>		<p>via phone.</p> <p>3 references.</p>
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	<p>25</p>	<p>25</p>	
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	<p>10</p>	<p>8</p>	<p>There would be an office, & a program manager & support specialists, but major functions would be out of state. I wonder if we would have same type of access.</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	<p>25</p>	<p>25</p>	

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	10	10	

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>		<p>\$79</p> <p>655,000 software maintenance a one time</p> <p>4 \$79/ for EVV/mo.</p> <p>one time for EVV 3 55,000</p> <p>2.6M for cash flow up front</p>

Vendor: _____

<p>requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system's flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			<p><i>Integrated with their EMS systems</i></p> <p><i>Did not address where internet is not available</i></p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			<p><i>Yes</i></p>

Vendor: _____

VENDOR Premier FMS

RANK _____

Reviewer Claire

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	
3. Demonstration that vendor can operate in Vermont	10	
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	
5. Evaluation and performance measures	10	
6. Cost	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	

Summary Comment:

*Has sub contract to issue payments + year end 1899
Very business oriented staff (didn't see home services)*

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff; Y</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency; Y</p>	20	20	<p><i>In business since 2011 CA, WJ, NC</i></p>

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			<p><i>Hrs included</i></p>
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	<p>25</p>	<p>25</p>	
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	<p>10</p>	<p>10</p>	<p><i>Said the world</i></p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	<p>25</p>	<p>25</p>	

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes <i>Y</i> (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State. <i>Y</i></p>			<p><i>Said they can customize</i></p>
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>10</p>	<p><i>All addressed</i></p>

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <p>i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per-month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate.</p> <p>ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract.</p> <p>iii. Reliability of vendor's past cost projections is demonstrated via references.</p> <p>iv. Costs should be stated in per-participant/per-month figures</p> <p>(1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow</p>	<p>10</p> <p>10</p> <p>CFC 70</p> <p>ASP 67</p> <p>DS 58</p> <p>IFSR 67</p> <p>AFC 255</p> <p>Mod Needs 57</p> <p>Start up \$1.8M for EVV +</p>		<p>for regular contract</p> <p>Add on of EVV</p> <p>\$1.9 M ongoing</p> <p>cost for IVR</p>

Vendor: _____

<p>requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system's flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>		<p>10</p>	<p>Have options for EVV Detailed description of how it is implemented</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			<p>Did not see</p>

Vendor: _____

VENDOR Access

RANK 88

Reviewer Jim Euber

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	25
3. Demonstration that vendor can operate in Vermont	10	9
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	25
5. Evaluation and performance measures	10	
6. Cost	10	9
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20		<p>32 years of experience as financial management services.</p> <p>16,000 workers</p> <p>Illinois, Colorado, Wyoming, Georgia, and recently Washington. Penn until 2012. LTC, TBI, DS</p>

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25		<p>Colorado - 1,700 employees</p> <p>Illinois - 16,000 workers</p> <p>Wyoming - 1,600 workers</p> <p>Georgia - not yet determined. new contract. 250 est.</p> <p>Veterans programs another 500 or so</p> <p>Washington - TBD new contract</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10		<p>1 in-state director</p> <p>3 enrollment specialists</p> <p>7 consumer case specialists</p> <p>1099 employees as needed</p> <p>Waterbury (Burlington) office</p> <p>already has space picked out in B town</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25		

<p>change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>		

Vendor: _____

- 5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:
 - a) Employees billing duplicate hours for multiple employers or programs;
 - b) Hours submitted exceeding the possible number of hours in the day;
 - c) Employers billing overlapping hours for multiple employees;
 - d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.
- 6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.

- 6. Cost**
- i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate.
 - ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract.
 - iii. Reliability of vendor's past cost projections is demonstrated via references.
 - iv. Costs should be stated in per-participant/per-month figures
 - (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow

10	<p>ASP Yr 1 Yr 2</p> <p>ASP 75.00 75.00</p> <p>OPCS 75.00 75.00</p> <p>CFC 75.00 75.00</p> <p>DDSD 75.00 75.00</p> <p>TBI 75.00 75.00</p> <p>H. Tebh no cost</p> <p>EUV 12.00 PM/PM</p>
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Vendor: _____

<p>requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

VENDOR Acumen

RANK 88

Reviewer Jim Eubel

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	25
3. Demonstration that vendor can operate in Vermont	10	9 10
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	25
5. Evaluation and performance measures	10	
6. Cost	10	8
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20		

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25		
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10		
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25		

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>		

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>		

Vendor: _____

<p>requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

VENDOR ARIS
 Reviewer Jim Euber

RANK 90

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	25
3. Demonstration that vendor can operate in Vermont	10	10
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	25
5. Evaluation and performance measures	10	
6. Cost	10	10
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20		<i>qualified</i>

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	25	<p>already handles volume of VT workers</p> <p>4300 4300 across all programs</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	10	<p>already in VT (CWTS)</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25		<p>no EVV or ability for sick leave yet.</p>

All else ok.

Vendor: _____

Ability to modify

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>		

Vendor: _____

5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:

- a) Employees billing duplicate hours for multiple employers or programs;
- b) Hours submitted exceeding the possible number of hours in the day;
- c) Employers billing overlapping hours for multiple employees;
- d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.

6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.

1x costs
\$ 10K EVV
\$ 329K sick leave cost

6. Cost

- i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate.
- ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract.
- iii. Reliability of vendor's past cost projections is demonstrated via references.
- iv. Costs should be stated in per-participant/per-month figures
 - (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow

	10	yr 1	yr 2
		DDSD 55	57
		CPCS 75	78
		CFC 75	78
	10	TBI 75	78
		ASL 55	57
		FMR 75	78

no cost flow issue. They already have been given start up cash.

Vendor: _____

<p>requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

Consumer Direct Care Network

VENDOR Network. VT

RANK 85

Reviewer Jim Euber

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	25
3. Demonstration that vendor can operate in Vermont	10	7
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	25
5. Evaluation and performance measures	10	
6. Cost	10	8
7. Electronic Visit Verification System	preferred	✓
8. Secure Documentation Solution	preferred	
Total Score	100	

MT

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20	<p>★</p> <p>20</p>	<p>Alaska 800</p> <p>Arizona 725</p> <p>Colorado 3,270</p> <p>DC 295</p> <p>Florida 3,095</p> <p>Idaho 1,785</p> <p>New Mexico 2,395</p> <p>Texas 1,800</p>

etc.
very experienced

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25		
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10		
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25		

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>		

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>		<p><i>\$ 80 pm/pm</i></p> <p><i>background check at State cost</i></p> <p><i>no upfront cash needed for payroll.</i></p>

Vendor: _____

<p>requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system's flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			<p><i>Company has EVV capability</i></p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

VENDOR GT Independence
 Reviewer Jim Euber

RANK 07

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	18
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	20
3. Demonstration that vendor can operate in Vermont	10	7
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	20
5. Evaluation and performance measures	10	2
6. Cost	10	
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	

Missouri

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20		<p>work in 9 states</p> <p>13,000 participants</p> <p>13 years</p>

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25		
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10		
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25		

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>		

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>		

Vendor: _____

<p>requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

VENDOR Morning Sun
 Reviewer Jim Euber

RANK 72

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	20
3. Demonstration that vendor can operate in Vermont	10	5
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	25
5. Evaluation and performance measures	10	
6. Cost	10	2
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20		<p>Tennessee, Oklahoma, Utah Utah Minnesota Ohio Colorado</p>

3,650 participants

<ul style="list-style-type: none"> (3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation; (4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references 			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <ul style="list-style-type: none"> i. Demonstration vendor can fulfill the schedule and volume of the payroll including: <ul style="list-style-type: none"> (1) The management of multiple programs, some with various options for services and payment methods; (2) Efficiently and effectively providing services to relatively small numbers of individuals per program; (3) A process for addressing employer documentation that does not meet standards including but not limited to: <ul style="list-style-type: none"> (i) Missing employer or employee signature; (ii) Submission after vendor defined submission timelines; (iii) Billing in excess of authorized hours or dollars; (iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. 	25		
<p>3. Demonstration that vendor can operate in Vermont</p> <ul style="list-style-type: none"> i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees; ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services. 	10		
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <ul style="list-style-type: none"> i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs 	25		

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>		

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>		<p># 115 Pm/PM</p>

Vendor: _____

<p>requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system's flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

VENDOR Outreach Health Services

RANK 85

Reviewer Jim Embel

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	25
3. Demonstration that vendor can operate in Vermont	10	5
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	25
5. Evaluation and performance measures	10	10
6. Cost	10	10
7. Electronic Visit Verification System	preferred	yes
8. Secure Documentation Solution	preferred	
Total Score	100	

Texas Company

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20		<p>14 years experience Texas 2,100 participants NC 400 participants Wisconsin 500 participants Home care</p>

EVV experience - not good results experience 40 years

<ul style="list-style-type: none"> (3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation; (4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references 			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <ul style="list-style-type: none"> i. Demonstration vendor can fulfill the schedule and volume of the payroll including: <ul style="list-style-type: none"> (1) The management of multiple programs, some with various options for services and payment methods; (2) Efficiently and effectively providing services to relatively small numbers of individuals per program; (3) A process for addressing employer documentation that does not meet standards including but not limited to: <ul style="list-style-type: none"> (i) Missing employer or employee signature; (ii) Submission after vendor defined submission timelines; (iii) Billing in excess of authorized hours or dollars; (iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. 	25		
<p>3. Demonstration that vendor can operate in Vermont</p> <ul style="list-style-type: none"> i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees; ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services. 	10		
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <ul style="list-style-type: none"> i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs 	25		

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>		

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>		<p>\$ 68.00 / pm pm</p> <p>do not include EW cost</p>

Vendor: _____

<p>requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

VENDOR Palco
 Reviewer Jim Euber

RANK 80

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	25
3. Demonstration that vendor can operate in Vermont	10	5
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	25
5. Evaluation and performance measures	10	
6. Cost	10	5
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	

Arkansas

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20		<p><i>multi-state experience 20 years</i></p>

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25		
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10		
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25		

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>		

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>		<p><i>\$93 pm/pm</i></p> <p><i>too expensive</i></p>

Vendor: _____

<p>requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

Public Partnerships

VENDOR PCG (public consulting group) RANK 89
 Reviewer Jim Euber

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	25
3. Demonstration that vendor can operate in Vermont	10	10
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	25
5. Evaluation and performance measures	10	
6. Cost	10	9
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	

Boston

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20		102,000 participants

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25		
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10		
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25		

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>		

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>		<p><i>\$ 79 / month</i></p> <p><i>7 pm/pm</i></p> <p><i>for EVV</i></p> <p><i>one-time implementation cost of \$ 655,000</i></p> <p><i>one-time implementation cost of \$ 355k for EVV</i></p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

VENDOR Premier
 Reviewer Jim Euber

RANK 68

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	18
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	20
3. Demonstration that vendor can operate in Vermont	10	5
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	20
5. Evaluation and performance measures	10	
6. Cost	10	5
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	

Summary Comment:

★ Didn't like their bid submission document.

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20		<p>Wisconsin</p> <p>14,000 participants</p> <p>15,000 participants</p>

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25		
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10		
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25		

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>		

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>		

Vendor: _____

<p>requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

VENDOR Aces\$

RANK 1

Reviewer Lisa Neveu

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	24
3. Demonstration that vendor can operate in Vermont	10	9
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	25
5. Evaluation and performance measures	10	9
6. Cost	10	8
7. Electronic Visit Verification System	preferred	yes
8. Secure Documentation Solution	preferred	yes
Total Score	100	95

Summary Comment:

Demonstrated person centeredness and valuing of individuals with disabilities. 51% of employees have a disability. Information available online or in person in 30 languages. EVV can create timesheets. Technology incorporated into each step but every step also includes information for the individual who does not use a computer. Software development in house.

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of</p>	20	20	<p>6 other states "largest non profit FMS provider" 51% staff have disability 15% have a developmental disability or are the parent of a child with disability Examples of small and large programs</p> <p>*In each state they develop a communication plan "Relationship oriented not transaction driven"</p>

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	24	<p>Supplemental payroll gets individuals paid even if errors occur-recognition of check to check needs</p> <p>Tracking of ongoing errors -provide retraining, limited English proficiencies and cultural differences addressed</p> <p>Check, direct deposit, pay card</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	9	<p>Office in Burlington- identified and provided picture of building</p> <p>Extensive implementation plan</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	25	25	<p>Customized software, development is in house.</p> <p>Role based viewing</p> <p>Each area identified</p> <p>Customized reporting</p>

Vendor: _____

<p>capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			TIMESHEET AUTOGENERATED WITH EVV
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	10	9	<p>Voice to text software, screed reader software, screen magnification</p> <p>Translation and interpreter services, written materials in alternate formats</p> <p>Satisfaction survey 6 months in</p> <p>Alternate languages (over 30) click of a button</p> <p>Face to face enrollment at the person’s home or location of choice</p> <p>Budget calculators and estimators</p> <p>Has online training program-in 30 languages- paper based versions are available</p> <p>Participant advisory group quarterly</p>

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	10	8	<p>No initial fund</p> <p>\$75 each + \$12 EVV – Hi-tech nursing at no charge</p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>		yes	<p>Mobile and telephonic Developed for self direction Realtime access to data by participants and case managers</p> <p>TIMESHEET AUTOGENERATED</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>		yes	Yes- role based

Vendor: _____

VENDOR Acumen FA

RANK 3

Reviewer Lisa Neveu

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	18
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	15
3. Demonstration that vendor can operate in Vermont	10	8
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	25
5. Evaluation and performance measures	10	6
6. Cost	10	10
7. Electronic Visit Verification System	preferred	yes
8. Secure Documentation Solution	preferred	yes
Total Score	100	82

Summary Comment:

EVV and notetaking system incorporated into software all at flat rate. Notetaking system can be used for any or all billing codes. Electronic application speed process but paper and face to face also available. Reporting accessible to case managers as applicable. Caregiver website included. Incorporated modern technology such as allowing the recording of videos and the inclusion of CIRs.

Note: interesting system, proposal didn't directly address the information from the RFP

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <ul style="list-style-type: none"> i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A; (1) Technical credentials of staff; 	20	18	<p>"One of the nation's largest, most established F/EAs" -currently serving 8,300 participants/14,000 employees</p> <p>Serves 46 state agency department programs- 19 states (most out west, a few middle, and RI)</p> <p>System allows uploading of videos, documents etc. for use by identified individuals, such as a video of how to</p>

<p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			<p>transfer the participant from wheelchair to car safely (to be shared with participants employees)</p> <p>Also includes talk to text function for participant or employee</p>
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	15 - good system . Application did not directly address areas.	<p>Scale of 5 participant or 50,000</p> <p>Identified each program, has the capability to program payroll software for differences</p> <p>Electronic enrollment available Process enrollment in 2 business days if paper, 1 if electronic. Can be face to face</p> <p>*includes "hiremycare.org" -online registry for employees</p> <p>3- I did not see this directly addressed-vendor notes directed the reader to the employer training section of the process.</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	8	Office in Burlington, may open additional offices in other parts of the state as needed. Director will have decision making abilities

Vendor: _____

<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>	<p>25</p>	<p>25</p>	<p>Proprietary DCI system</p> <p>Allows access by employers to look at budget. Has a mobile app. Employee timesheet can be entered though app.</p> <p>Has a scheduling module to allow participant to ensure schedule does not exceed the budget. Receive warning of overtime prior to use. Can reuse schedules or alter. Allows monitoring of scheduled time vs. actual</p> <p>ii. Summary reports available for case managers, support coordinators, provider agencies etc.</p>
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 	<p>10</p>	<p>6 -not well explained</p>	<ol style="list-style-type: none"> 1. Reports available 2. Ongoing Satisfaction surveys and training 3. ? 4. Ongoing Satisfaction 5. Software system developed to prevent many errors and capture if they do occur -appeared robust

Vendor: _____

<p>4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State.</p> <p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures 	10	10	<p>\$85 flat fee all programs inclusive of all functionality including EVV -no upfront software costs. No cash flow provisions to meet payroll functions.</p>

Vendor: _____

<p>(1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>		10	<p>Yes via mobile device or fob. Can track time and mileage. Participant can ‘rate’ the employee each day. Can include Incident reporting through evv.</p> <p>For employees without smart phones or internet access, fobs can be purchased for \$20 (life of approximately 3 years)</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>		10	<p>Can be included with EVV based on service code</p>

Vendor: _____

Vendor: _____

VENDOR ARIS

RANK 2

Reviewer Lisa Neveu

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	23
3. Demonstration that vendor can operate in Vermont	10	10
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	20
5. Evaluation and performance measures	10	7
6. Cost	10	8
7. Electronic Visit Verification System	preferred	yes
8. Secure Documentation Solution	preferred	possible
Total Score	100	

Summary Comment:

Overall doing well. High satisfaction rates, low rate of billing errors, very responsive. Sick leave costs are high, can add service documentation. Participant dissatisfaction with billing reports.

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <ul style="list-style-type: none"> i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A; <ul style="list-style-type: none"> (1) Technical credentials of staff; (2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency; 	20	20	Currently successfully implementing

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	23	<p>1. Currently manage</p> <p>2. Yes</p> <p>3. Process not fully in place</p>
<p>4. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	10	Currently is.
<p>5. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25	20	<p>FMS</p> <p>High cost to add sick leave.</p> <p>Satisfaction surveys and complaints indicate participants are not satisfied with the current reports.</p>

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>6. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>7</p>	<p>Call center data. Call center 8-4 m-f</p> <ol style="list-style-type: none"> 1. 99.92% accuracy 2. 3. telephonic services, translating some written document 4. surveys 5. system limits, moving to add more when the team identifies additional redflags. 6. used actual costs to determine pricing.

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>7. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>	<p>8</p>	<p>900,000 cashflow</p> <p>DDS \$55 FMR \$75 CPCS \$75 CFC \$75 ASP \$55 PDAC \$75 FC \$75 AFRCR \$60 MN \$60 TBI \$75</p> <p>Sick leave: \$328,900.00 EVV: \$10,000</p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>8. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			Yes via mobile or land line -no additional cost
<p>9. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			Can be modified to add. Can be role based to allow case manager access

Vendor: _____

VENDOR Consumer Direct Care Network

RANK 6

Reviewer Lisa Neveu

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	18
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	20
3. Demonstration that vendor can operate in Vermont	10	8
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	19
5. Evaluation and performance measures	10	8
6. Cost	10	10
7. Electronic Visit Verification System	preferred	compatible
8. Secure Documentation Solution	preferred	yes
Total Score	100	83

Summary Comment:

Nationwide experience. Plan on getting local site and hiring local staff (initially seasoned staff). Online system allows access to documentation by participants, employers, partners. Work with multiple EVV providers. Has capability to have documentation of notes.

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of</p>	20	18	<p>27 years 14 States 16,000 employers/26,000 employees 1.? 2. Addressed cultural sensitivity, translation services, person centered, tty, respond to state w/l one business day</p>

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	20	<p>1. stated they have capability</p> <p>2. examples of programs with 6 participants to over 3,000</p> <p>3. noncompliance addressed w training (nothing about tracking or trending)</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	8	<p>Addressed urban and rural communities and the need to serve all.</p> <p>Initially will bring in seasoned staff to be replaced by local staff over time. Customer service local, billing and infrastructure at the main location.</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	25	19	<p>Realtime budge and expenditure information available on line 24/7</p> <p>Experience with patient share Portal available to state agency partners</p>

Vendor: _____

<p>capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			<p>Web portal: plan of care, message center/notifications.</p> <p>Addressed 1-6 Can customize reports. -report samples included info but not easy to read.</p>
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>8 1-5 addressed, cost methodology not addressed</p>	<ol style="list-style-type: none"> 1. Ongoing QI. 27 years met payroll deadlines 2. Ongoing training, annual satisfaction surveys 3. Peer network feedback-stakeholder engagement 4. Errors identified at all stages. Time entry auditors. Business rules to prevent errors 5. Customized reporting

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>		<p>0 cashflow requirements \$80.00 per person not including EVV</p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			Works with a variety of EVV systems to allow flexibility. Includes service delivery notes.
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			Yes, based on program, narrative or checkoffs. Can include prompts

Vendor: _____

VENDOR GT Independence

RANK 8

Reviewer Lisa Neveu

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	17
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	24
3. Demonstration that vendor can operate in Vermont	10	7
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	19
5. Evaluation and performance measures	10	7
6. Cost	10	6
7. Electronic Visit Verification System	preferred	yes
8. Secure Documentation Solution	preferred	no
Total Score	100	80

Summary Comment:

Family run business. Proposal was easy to follow and to locate the information specific to the evaluation criteria. Have "watchlist" where people are contacted if timesheet is not received.

.5% error rate- this is the threshold for payment in current F/EA contract. No identification of role based access to information for Case Managers or agencies. No secure documentation solution.

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of</p>	20	17	<p>13 years of experience, 13,000 participants, 9 states, 100 distinct contracts</p> <p>Family run- son had disability, parents wanted a better life for him</p> <p>Satisfaction rate 98% .5% error rate</p> <p>Directly addressed communicating with different types of people</p> <p>Stakeholder feedback committees</p>

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	24	<p>performing fiscal employer agent services for dozens of programs, including multiple Medicaid programs, for more than thirteen (13) years, beginning in 2004.</p> <p>3. Multiple levels of reviews. System identifies overbilling, customer service contacts the employer and case manager.</p> <ul style="list-style-type: none"> • If struggling: increase care coordinator communications, look for warning signs that could indicate fraud, abuse or unsafe/unsuccessful caregiver relationship. • Some on “watchlist” if we haven’t received their timesheets we call them.
<p>4. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	7	<p>Will open Vermont office</p> <p>Supports Brokers work from their homes and are geographically dispersed</p> <p>No employees identified yet</p>
<p>5. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	25	19	<p>Caregiver Link tool- pre-screened workers</p> <p>Software developed inhouse</p> <p>Highly customizable reports</p>

Vendor: _____

<p>capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			<p>Realtime access to budget info</p> <p>Sick leave summarized as: accrual of 1 hour for every 52 hours worked.</p>
<p>6. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>7</p>	<p>Face to face enrollment Assistance scheduling, backup planning, recruiting</p> <p>Web based interactive training</p> <p>Customer service office for phone calls</p> <p>Training provided in print, F2F and phone. Training materials can be downloaded</p> <p>Bilingual customer service associates, translation services, braille and large print</p> <ol style="list-style-type: none"> 1- quarterly 2- inhome orientation completed for 95% new participants w/l 20 days. New hire completed within 14 days 3. 100% of request for communication accommodations are resolved within 24 hours 4. 90% satisfaction 5. 98% audited service documentation reflects proper handling 6. company shall effectively manage costs

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>7. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	10	6	<p>\$95.00 PMPM \$100.00 per member startup enrollment</p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>8. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			yes
<p>9. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			no

Vendor: _____

VENDOR Morning Sun

RANK 10

Reviewer Lisa Neveu

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	15
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	20
3. Demonstration that vendor can operate in Vermont	10	6
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	16
5. Evaluation and performance measures	10	7
6. Cost	10	4
7. Electronic Visit Verification System	preferred	no
8. Secure Documentation Solution	preferred	no
Total Score	100	

Summary Comment:

This is a small company. May be entering info by hand. Very new computer systems.

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points		
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20	15	<p>5 States 3650 current participants 5000 employees</p> <p>Relationship based Satisfaction 99%/100% Ohio 95% Minnesota 93% Colorado 95% Utah 99% Tennessee</p>

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	20	<p>Small and larger programs 3650 current participants 5000 employees</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	6	<p>VT program Administrator will be hired</p> <p>Will have a VT office (in CO 2.5 people in the office)</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25	16	<p>Great Plains accounting system/Crystal Reports</p> <p>Language line service for interpreter</p> <p>Can view budgets real time</p>

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			<p>Newly added online application Call center tracking</p> <p>“timesheet shifts are entered individually and against a specific service agreement”</p> <p>Information can be accessed by employers and designated agencies (no mention of employees)</p>
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>7</p>	<p>Person centered Soliciting stakeholder input Annual surveys</p>

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	10	4	\$115 PMPM

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			no
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			no

Vendor: _____

VENDOR Outreach Health Services

RANK 5

Reviewer Lisa Neveu

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	16
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	23
3. Demonstration that vendor can operate in Vermont	10	8
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	23
5. Evaluation and performance measures	10	8
6. Cost	10	8
7. Electronic Visit Verification System	preferred	experience
8. Secure Documentation Solution	preferred	no
Total Score	100	86

Summary Comment:

Sends a person centered, culturally sensitive message. Same software as the current F/EA. Experience with EVV but no solution offered. No secure documentation solution offered.

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20	16	<p>F/EA and HCBS provider 6000 employees Letters of reference provided little addition information.</p>

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	23	<p>Off-week pay date-employees are paid if there was a mistake initially</p> <p>Electronic deposit, debit card or check</p> <p>1. currently manages programs in several states</p> <p>2. started small, now large</p> <p>3. Offer retraining first, then Corrective Action Form, uses tracking to identify ongoing issues</p>
<p>4. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	8	<p>Plan an office in Montpelier</p> <p>Selected person to lead Vermont.</p>
<p>5. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25	23	<p>FMS software</p> <p>Identified all areas</p> <p>EVV</p>

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>6. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>8</p>	<p>Culturally sensitive, emphasize self direction and person centered</p> <p>Training in written format or face to face- in person meeting better prepare the participant to be an employer</p> <p>Translation and interpreter services</p> <p>Participant assigned a single point of contact to build a relationship</p> <p>Satisfaction surveys annually</p> <p>Track Language metrics</p> <p>-will develop performance measures with the state</p> <p>Lots of information on system logic checks to prevent fraud</p>

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>7. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	10	8	<p>\$68.00 per person Not including EVV EVV price not provided</p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>8. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			<p>Can function as an electronic time entry system replacing paper timesheets.</p> <p>Has experience with EVV implementation, did not offer a specific solution.</p>
<p>9. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			no

Vendor: _____

VENDOR PALCO

RANK 9

Reviewer Lisa Neveu

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	17
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	22
3. Demonstration that vendor can operate in Vermont	10	6
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	19
5. Evaluation and performance measures	10	7
6. Cost	10	6
7. Electronic Visit Verification System	preferred	Not yet
8. Secure Documentation Solution	preferred	yes
Total Score	100	77

Summary Comment:

F2F visits to ensure services are provided. Established process for addressing non-compliance. Has progress notes but has not yet implemented EVV. Currently serves 24 programs.

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points		
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20	17	<p>24 programs, 6 states</p> <p>Participant advisory group</p>

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	22	<p>Face to face enrollment and skills training, also offer webinar or phone training</p> <p>When performance issues occur, palco staff with notify the state, will monitor performance issue and increase training. Monitor effectiveness of employers corrective action plan</p> <p>Check, electronic, prepaid/debit cards</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	6	Office in VT, staff with authority to make decisions -minimal information
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25	19	Nothing on sick leave

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>7</p>	<p>Orientation and training materials in alternate formats. Hire staff fluent in the language needs of participants and have translator services available</p> <p>Palco staff will discuss with the employer whether criminal conduct could place participant at risk.</p> <p>Month utilization reports and ad hoc reporting</p> <p>Face to face visits in the home setting, as well as phone calls to ensure services are being delivered as reported.</p>

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>	<p>6</p>	<p>\$93 PMPM</p> <p>\$40,000 one time software</p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			In the process of instituting and EVV
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			Includes progress notes

Vendor: _____

VENDOR PCG

RANK 4

Reviewer Lisa Neveu

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	20
3. Demonstration that vendor can operate in Vermont	10	8
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	23
5. Evaluation and performance measures	10	9
6. Cost	10	5
7. Electronic Visit Verification System	preferred	yes
8. Secure Documentation Solution	preferred	yes
Total Score	100	85

Summary Comment:

Easy to follow. Appeared to lean heavily on technology but timesheet information entered separately (not pulled from EVV). Lots of focus on cultural sensitivity, lots of experience. Price seemed high with add on's.

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of</p>	20	20	<p>51 programs 23 states- 100,000 participants</p> <p>Experience with large scale transitions</p> <p>Call center has extended hours 8-8 M-F and 9-1 on Saturdays</p> <p>TTY</p> <p>Trained in cultural diversity</p> <p>Debit card payment options</p>

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	20	<p>Can work with paper (from DAIL) but would like to move to electronic in the future</p> <p>1. Significant experience in other states. Extensive transition outline</p> <p>2. Experience managing large or small numbers</p> <p>3. Online system captures and prevents errors. Software 'reader' works to prevent data entry errors</p> <p>4. ?</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	8	<p>Identified potential offices</p> <p>Dedicated launch team</p> <p>Appeared to lean heavily on online entry.</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	25	23	<p>Online -24 hour access</p> <p>Allows viewing by Case Managers/authorized stakeholders (role based)</p> <p>Mobile app</p>

Vendor: _____

<p>capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			<p>For non-electronic timesheets- teleforms optical character recognition system – reads and records paper data, compares to expected data. Additional human verification.</p> <p>Realtime validation of online timesheet entry.</p>
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>9</p>	<ol style="list-style-type: none"> 1. “Better online system”- many safeguards to prevent fraud, secure timesheet entry, payment rules. 2. Investing in orientation and training to prevent errors and increase client satisfaction. Training sessions statewide. Online training, written, in-home home or phone 3. Currently serve 32 languages in addition to English. Will add others as needed 4. Survey after onboarding, ongoing surveys 5. Separate online logins for employers and employees 6. Identified approach

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	10	5	<p>\$2,675,000 cashflow needed \$79 per person \$655,000 one time implementation EVV \$7.00 per month \$355,000 EVV implementation</p>

Vendor: _____

<p>requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			<p>Time4Care -fully interfaced with payroll system</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			<p>Timesheet system had the ability to capture activities and notes- roll based access</p>

Vendor: _____

VENDOR Premier FMS

RANK 7

Reviewer Lisa Neveu

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	15
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	23
3. Demonstration that vendor can operate in Vermont	10	9
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	20
5. Evaluation and performance measures	10	10
6. Cost	10	5
7. Electronic Visit Verification System	preferred	compatible
8. Secure Documentation Solution	preferred	no
Total Score	100	82

Summary Comment:

Assigned individual representative to clients, ongoing QA documented. Timesheets can be personalized for language or disability. EVV documented FEi.

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of</p>	20	15	<p>FMS 5000 California IDD (since 2011) also VD-HCBS</p> <p>Individual staff experience with managing 'IRIS' WI- one of the largest self directed programs (14,000 participants)</p> <p>Trainings: how to be an employer, responsibility of employer, entering electronic timesheet, timesheets, fraud prevention.</p> <p>2-personalized customer service - participants assigned a contact person</p>

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			<p>Bilingual staff</p> <p>timesheets can be customized for language or disability</p> <p>15000 participants Wisconsin</p>
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	23	<p>Overtime pay</p> <p>Workers comp- group and individual</p> <p>Regular onboarding rate 800 workers, 20 vendors</p> <p>Process all program documents within 3 business days</p> <p>1-individually addressed each program identifying how their software can accommodate</p> <p>2-Programs from 10 individuals to 15,000 employees</p> <p>3- i and ii human review; iii system review, iv tracking and letters</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	9	<p>Will have physical presence in VT prior to the contract start date: answer questions, assist with paperwork, accept timesheets</p> <p>Will have staff available for face to face meetings</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	25	20	<p>Phone tracking for average call wait time, abandonment rate, satisfaction, calls received, calls handled, voicemails left, voicemail return rate.</p> <p>Software: FMS Engine/Annkissam</p>

Vendor: _____

<p>capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>10</p>	<p>1-Many performance measures listed including: timesheet accuracy, ave timesheet processing turnaround time, ave claim processing turn around, tracking of individual submission errors, etc.</p> <p>2- call center data, surveys of new entrants to measure onboarding practice, customer surveys</p> <p>3- tracks individual language needs. Uses language specific correspondence, bilingual and interpreters</p> <p>4- satisfaction surveys semi annually, identifies performance measures with states</p> <p>5- alerts for duplicate billing (hours, multiple programs, participants, across providers- identifies repeat offenders</p> <p>6-system tracks each aspect of the process to determine cost. Premier can model these costs to forecast future</p>

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>	<p>5</p>	<p>900,000 for cashflow</p> <p>CFC: 70 ASP: 67 DS: 55 CPC: 73 IFR: 67 AFC: 55 MN: 57</p> <p>Additional work: \$205-250 per hour</p> <p>EVV costs 5-year option 1: \$11,846,775.01 Opt 2: 11,680,954.86</p> <p>Hard to determine actual cost</p>

Vendor: _____

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			<p>FEi-EVV</p> <p>IVR and mobile. Mobile work both online and offline. Landline, cell triangulation, GPS, OTP token, combined provider and client voice verification</p> <p>Currently in Maryland and Mississippi</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			<p>NA</p>

VENDOR ACES\$ Financial RANK 1

Reviewer Sara Lane

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	25
3. Demonstration that vendor can operate in Vermont	10	10
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	25
5. Evaluation and performance measures	10	10
6. Cost	10	9
7. Electronic Visit Verification System	preferred	Has
8. Secure Documentation Solution	preferred	Has
Total Score	100	99

Summary Comment:

- Approx. 50% of employees have a disability- understand needs of program participants
- Face to face enrollment; Online enrollment; Online training
- Customizable software (PAID/NOTE) that is currently being utilized in 9 other states; various programs; various sizes (currently used to manage sick leave, pt. share, OT etc.)
- EVV Mobile & telephonic- EVV generates a timesheet that feeds into the database

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate</p>	20		Non- Profit- subsidiary of PA Center for Independent Living In 9 states

<p>with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25		<p>Provides services in multiple states for multiple programs with different needs</p> <p>System flags errors; process</p> <p>QA/QI report to catch fraud Issue/escalation approach</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10		<p>Have identified building in Burlington and will hire local staff</p>

<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>	25		<p>PAID= Payroll System NOTE= Billing System Linked with role based access for case managers, program managers etc. for real time monitoring Customized for each contractor Worker Registry EVV</p>
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 	10		<p>QA/QI Process- matrix of measures Participant file review Dashboard metrics</p> <p>Satisfaction survey</p>

Vendor: _____ACCESS\$ Financial_____

<p>3. Vendor success in working with individuals with limited English proficiencies and cultural differences.</p> <p>4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State.</p> <p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			<p>PM/PM \$75 year 1 to \$82.50 year 4 EVV additional \$12 PM/PM</p>
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. 	<p>10</p>		

Vendor: _____ACCESS\$ Financial_____

<ul style="list-style-type: none"> iii. Reliability of vendor’s past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow requirements must be separate from the per-participant/per-month cost. 			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			<p>Has a system in place already being used and connects to current software</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. 			<p>Has available and can be customized</p>

<p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			
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VENDOR ARIS Solutions

RANK 2

Reviewer Sara Lane

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	25
3. Demonstration that vendor can operate in Vermont	10	10
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	23
5. Evaluation and performance measures	10	9
6. Cost	10	10
7. Electronic Visit Verification System	preferred	Does not have
8. Secure Documentation Solution	preferred	Does not have
Total Score	100	97

Summary Comment:

High Satisfaction rate in VT

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of</p>	20		<p>Contracts with 5 other states & Washington DC- VA programs</p> <p>Has provided services to VT since 1999</p> <p>Yes, but does not have extensive array of training materials/availability of training</p>

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25		
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10		In White River Jct., VT
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	25		Software can be modified; currently does not calculate or manage sick leave and does not connect to an EVV Software not role based; no real time information for participant employers or case managers

<p>capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>		<p>High accuracy rate demonstrated Reportable Call center system Satisfaction surveys</p> <p>LEP only offer limited time for participants to use telephonic interpreter</p>

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>		<p>PM/PM- stays at current rate, then increases in year 2 \$328,900 for software development for sick leave EVV \$10,000 Requires Cash Flow from State of VT</p>

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			Does not have- will be additional cost
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			Does not have

VENDOR ACUMEN

RANK 3

Reviewer Sara Lane

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	25
3. Demonstration that vendor can operate in Vermont	10	9
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	24
5. Evaluation and performance measures	10	10
6. Cost	10	8
7. Electronic Visit Verification System	preferred	Has
8. Secure Documentation Solution	preferred	Has
Total Score	100	96

Summary Comment:

Recently acquired by RMS Holding Company

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of</p>	20		<p>Serves 46 state agencies Electronic Enrollment system Face to Face Enrollment</p>

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25		Demonstrated
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10		VT Based Director
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	25		Direct Care Innovations (DCI) W/EVV – patent pending Subcontract with a Microsoft MFP Hire my Care with Rating feature System integrates with other systems e.g. MMIS

<p>capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			<p>Unclear about system capabilities for sick leave</p>
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>		

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			System able to identify these
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	10		\$85 PM/PM including EVV

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			<p>Has integrated system connecting with other modules</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			<p>Yes</p>

VENDOR Consumer Direct Care Network RANK 4

Reviewer Sara Lane

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	25
3. Demonstration that vendor can operate in Vermont	10	9
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	23
5. Evaluation and performance measures	10	9
6. Cost	10	9
7. Electronic Visit Verification System	preferred	Has
8. Secure Documentation Solution	preferred	?
Total Score	100	95

Summary Comment:

Knew about Pacesetter Award

Trainers of Person Centered Planning

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20		<p>Process 330,000 paychecks annually \$200M payroll 16,000 participants across USA</p>

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25		Demonstrates
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10		Physical presence and will hire local staff
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25		CRM System (sick leave) Back Office Suite

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>		<p>Asks about cultural sensitivity on satisfaction survey</p>

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			<p>Portal timesheet submission or paper Dashboard available</p>
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>		<p>\$80 PM/PM</p>

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			Has- unsure about integration
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			Yes- ? notes in EVV

VENDOR GT Independence RANK 5

Reviewer Sara Lane

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	25
3. Demonstration that vendor can operate in Vermont	10	9
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	20
5. Evaluation and performance measures	10	9
6. Cost	10	8
7. Electronic Visit Verification System	preferred	Has
8. Secure Documentation Solution	preferred	Has
Total Score	100	91

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20		<p>Family Company since 2004</p> <p>Michigan</p> <p>Passed Molly Murphy Review 2015</p>

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			Customer satisfaction rate 98%
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25		Web based interactive training tools Face to face enrollment; e-enrollment & document management
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10		Would establish office in VT with dedicated customer service team
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25		Web portal Caregiver Link Built in System- compliant with EVV requirements Proprietary- Microsoft SQL Platform MS Dynamics

Vendor: _____GT Independence_____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>		<p>Demonstrates</p>

Vendor: _____GT Independence_____

<p>flow requirements. The cash flow requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			<p>Has</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			<p>EVV captures</p>

Vendor: _____GT Independence_____

VENDOR PCG Public Partnerships RANK 6

Reviewer Sara Lane

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	20
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	25
3. Demonstration that vendor can operate in Vermont	10	5
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	20
5. Evaluation and performance measures	10	9
6. Cost	10	5
7. Electronic Visit Verification System	preferred	Has
8. Secure Documentation Solution	preferred	Does not have
Total Score	100	84

Summary Comment:

Bid not completely accessible

Corporate consulting firm

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of</p>	20		23 states 51 Programs

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25		<p>Built in logic in the software</p> <p>Can do off cycle payroll</p> <p>Support ticket system</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10		<p>No VT Office</p> <p>Call Center Access</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all</p>	25		<p>Configurable software</p> <p>“Better Online” payroll platform</p> <p>No sick leave processing</p>

Vendor: _____ Public Partnership _____

<p>employers, participants, employees, community agencies and the State.</p> <p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures 	<p>10</p>		<p>Requesting cash= 2.675 M (105% of bi-weekly payroll)</p> <p>PM/PM \$79 \$655,000 implementation fee EVV \$7.00 PM/PM \$355,000 software development</p>

Vendor: _____ Public Partnership _____

<p>(1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			<p>Time 4 Care integrated EVV System</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p>			<p>No</p>

Vendor: _____ Public Partnership _____

ii. Examples of vendor experience successfully implementing and maintaining similar systems.			
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VENDOR Outreach Health Services RANK 7

Reviewer Sara Lane

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	15
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	24
3. Demonstration that vendor can operate in Vermont	10	9
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	20
5. Evaluation and performance measures	10	5
6. Cost	10	10
7. Electronic Visit Verification System	preferred	Does not have
8. Secure Documentation Solution	preferred	Does not have
Total Score	100	83

Summary Comment:

Director grew up in VT

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of</p>	20		<p>Just starting contracts with other states</p> <p>Unique approach to customer services 7 am to 6 pm assign rep to each person</p> <p>Translated materials not referenced</p>

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25		Demonstrated
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10		Will establish an office in VT
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all</p>	25		FMS Engine Dashboards - vague

Vendor: _____ Outreach Health Services _____

<p>program needs and that the vendor has the capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including 	<p>10</p>		<p>No satisfaction info included Not clear about cultural competence</p>

Vendor: _____ Outreach Health Services _____

<p>employers, participants, employees, community agencies and the State.</p> <p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			<p>QA plan in place</p>
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures 	<p>10</p>		<p>\$68 PMPM</p>

Vendor: _____ Outreach Health Services _____

<p>(1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			<p>EVV in one state served- does not sound flexible and bidder has “lessons learned”</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p>			<p>No</p>

Vendor: _____ Outreach Health Services _____

ii. Examples of vendor experience successfully implementing and maintaining similar systems.			
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VENDOR Morning Sun

RANK 8

Reviewer Sara Lane

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	17
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	20
3. Demonstration that vendor can operate in Vermont	10	5
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	22
5. Evaluation and performance measures	10	7
6. Cost	10	7
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	78

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20		<p>Founded 2006- Utah 5 other states</p> <p>Not well demonstrated</p>

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25		<p>Currently serve small #</p> <p>Have electronic signature</p> <p>Tracking system & Follow up plan</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10		<p>Toll free # only</p> <p>Will come to VT by request</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25		<p>Microsoft Dynamics</p> <p>Great Plains System – set up for sick leave & union dues</p> <p>Does not sound integrated</p>

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>		<p>Satisfaction surveys 93-99%, but not specific to what satisfied about- Overall?</p>

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			<p>Online portal to view budget report-also mailed, the rest not addressed</p>
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>		<p>\$115 PMPM</p>

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			No
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			No

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			<p>96% Satisfaction Rate for F/EA & in home skills training</p>
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	<p>25</p>		<p>No specifications included to reflect on how they can meet this need.</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	<p>10</p>		<p>Will set up VT Office</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	<p>25</p>		<p>Vague in detail to know if it will meet the needs</p>

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>		<p>\$93 PMPM Software infrastructure cost = \$40K</p>

<p>requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			<p>EVV has ability to interface with national EVV vendors and others- no specifics how</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			<p>No</p>

VENDOR Premier RANK 10

Reviewer Sara Lane

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	0
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	0
3. Demonstration that vendor can operate in Vermont	10	0
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	0
5. Evaluation and performance measures	10	0
6. Cost	10	0
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	0

Summary Comment:

Bid in non-accessible format (non-searchable pdf)

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <ul style="list-style-type: none"> i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A; <ul style="list-style-type: none"> (1) Technical credentials of staff; (2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency; 	20		

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25		
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10		
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25		

<p>change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>		

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>		

requirements must be separate from the per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			

VENDOR Aces\$

RANK 1

Reviewer SS

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	18
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	23
3. Demonstration that vendor can operate in Vermont	10	10
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	22
5. Evaluation and performance measures	10	9
6. Cost	10	9
7. Electronic Visit Verification System	preferred	X
8. Secure Documentation Solution	preferred	X
Total Score	100	91

Summary Comment:

Applicable to all bidders: Ability to re-enroll all existing employers/employees within existing timeframe? Includes background checks

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include</p>	20	18	<p>Work in IL, CO, WY, GA, MD, PA and WA</p> <p>Largest provider in US; similar #s in IL</p> <p>CIL; person-centered planning, informed choice, consume direction</p>

<p>individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			<p>IL DHS: comparable in size</p>
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	<p>25</p>	<p>23</p>	<p>Face to face, telephone, mail-in, and online enrollment</p> <p>Worker Registry (joint employer considerations)</p> <p>97% call answer rate</p> <p>Contact Participants immediately when timesheet is “kicked out”; can process corrections made within 5 days in that week’s supplemental payroll. WEEKLY PAYROLL PROCESSING</p> <p>Satisfaction survey results</p> <p>Established grievance policy; reporting fraud and abuse</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	<p>10</p>	<p>10</p>	<p>Identified potential location in Burlington</p> <p>Org. chart, recruitment plan, training curriculum</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	<p>25</p>	<p>22</p>	

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			Sick Time Mgmt?
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 5. Vendor success in identifying basic errors/potential fraud by employers and 	10	9	<p>QA/QI Accountability Structure</p> <p>QI Committee</p> <p>Participant Advisory Group</p>

Vendor: _____

<p>employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow requirements must be separate from the per-participant/per-month cost. 	<p>10</p>	<p>9</p>	<p>PMPM rate (contract)- \$75.00 inclusive; increase in optional years 3 and 4 (\$79.50 and \$82.50, respectively)</p> <p>EVV- additional \$12 PMPM</p>

Vendor: _____

<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

VENDOR Acumen Fiscal Agent

RANK _____

Reviewer SS

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	17
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	21
3. Demonstration that vendor can operate in Vermont	10	7
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	21
5. Evaluation and performance measures	10	9
6. Cost	10	7
7. Electronic Visit Verification System	preferred	X
8. Secure Documentation Solution	preferred	
Total Score	100	82

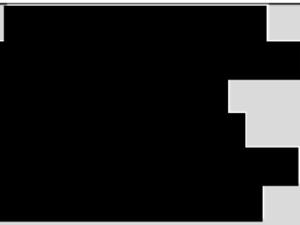
Summary Comment:

Applicable to all bidders: Ability to re-enroll all existing employers/employees within existing timeframe? Includes background checks. Need to be re-run for each existing employer-employee relationship?

Transition plan includes knowledge transfer from incumbent FE/A.

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include</p>	20	17	<p>Serves 46 state agency department programs, processing hundreds of millions of dollars of payroll/year.</p> <p>99% customer satisfaction(?)</p>

<p>individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	21	<p>States its financial strength provides capacity to meet all payroll obligations and it is capable of handling any program growth.</p> <p>Can complete participant enrollment within 2 business days, but what about background check policy requirements for employees? 1-2 business days?</p> <p>Hire-My-Care Registry platform</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	7	At least 1 office in Burlington
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	25	21	<p>Proprietary: </p>

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 5. Vendor success in identifying basic errors/potential fraud by employers and 	<p>10</p>	<p>9</p>	<p>KPI Metrics include error rates, satisfaction survey rates, customer service availability, etc.</p>

Vendor: _____

<p>employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow requirements must be separate from the per-participant/per-month cost. 	<p>10</p>	<p>7</p>	<p>\$85 PMPM (including renewal periods); includes EVV and no upfront software costs</p>

Vendor: _____

<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

VENDOR ARIS Solutions

RANK 1

Reviewer SS

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	18
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	23
3. Demonstration that vendor can operate in Vermont	10	10
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	22
5. Evaluation and performance measures	10	9
6. Cost	10	9
7. Electronic Visit Verification System	preferred	X
8. Secure Documentation Solution	preferred	
Total Score	100	91

Summary Comment:

Applicable to all bidders: Ability to re-enroll all existing employers/employees within existing timeframe? Includes background checks

Continuity of services; proven satisfaction; understanding of VT sick time law (commencement of software development); minimal impact on consumers and families; no need to complete new enrollment packets/background checks

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <ul style="list-style-type: none"> i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A; <p>(1) Technical credentials of staff;</p>	20	18	Knowledge of VT's programs and 18 years of experience in VT

<p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	23	
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	10	
<p>4. Demonstration that the vendor has software</p>	25	22	

Vendor: _____

<p>which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			<p>FMS Engine Budget, Invoices and Timesheets houses all service authorizations and funding limit info.</p> <p>FC conversion to be complete in Q4 of 2017</p> <p>Can set min/max wage</p> <p>Designed for \$-based authorizations</p>
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 	<p>10</p>	<p>8</p>	

Vendor: _____

<p>4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State.</p> <p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures 	<p>10</p>	<p>9</p>	<p>Year 1: \$55-\$75 PMPM Year 2: \$57-\$78 PMPM</p> <p>Costs associate with changes to FMS Engine modules for Sick Leave and EVV are NOT included.</p>

Vendor: _____

<p>(1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			<p>Requires customization; will be complete by 1/2019</p> <p>\$10K design and development</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			

Vendor: _____

Vendor: _____

VENDOR Consumer Direct

RANK _____

Reviewer SS

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	13
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	19
3. Demonstration that vendor can operate in Vermont	10	6
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	20
5. Evaluation and performance measures	10	7
6. Cost	10	8
7. Electronic Visit Verification System	preferred	X
8. Secure Documentation Solution	preferred	X
Total Score	100	73

Summary Comment:

Applicable to all bidders: Ability to re-enroll all existing employers/employees within existing timeframe? Includes background checks

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include</p>	20	13	<p>27 years 14 states, though none serving the numbers in VT</p> <p>“Will work with state’s existing communications procedures to seamlessly integrate into existing systems. (?) We will adapt existing</p>

<p>individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			<p>orientation materials...and submit to the state for approval.”</p>
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	<p>25</p>	<p>19</p> <p>X</p> <p>X</p> <p>X</p>	<p>Bi-weekly payroll; late submission will most often result in waiting until next cycle.</p> <p>Acknowledge that some may submit in excess of 24 hours/day.</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	<p>10</p>	<p>6</p>	<p>“Working with a realtor in VT to establish an appropriate physical presence.”</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	<p>25</p>	<p>20</p>	

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			<p>State they are familiar with calculating and tracking sick leave. Manage sick time in DC and AZ using different accrual rates.</p>
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 5. Vendor success in identifying basic errors/potential fraud by employers and 	<p>10</p>	<p>7</p>	<p>Little to explain how it will address performance measures, although proposal does discuss ability to provide the services listed below.</p>

Vendor: _____

<p>employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow requirements must be separate from the per-participant/per-month cost. 	<p>10</p>	<p>7</p>	<p>\$80 PMPM Background checks billed at cost.</p>

Vendor: _____

<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>		<p>X</p> <p>X</p> <p>X</p>	<p>Can interface with many existing EVV solutions on the market</p> <p>Offer flexibility in selection of an EVV platform; portal is flexible</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>			<p>Multi-tiered, secure web portal allows for mileage entry, employee documentation, secure messaging center, and EVV integration</p>

VENDOR ___GT Independence_____

RANK _____

Reviewer ___SS_____

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	16
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	20
3. Demonstration that vendor can operate in Vermont	10	8
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	23
5. Evaluation and performance measures	10	9
6. Cost	10	2
7. Electronic Visit Verification System	preferred	X
8. Secure Documentation Solution	preferred	
Total Score	100	78

Summary Comment:

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of disabilities, cultural differences, and include individuals with limited English proficiency;</p>	20	16	<p>13 years' experience in participant directed programs to 13,000 participants in 9 states</p> <p>Use of support brokers to conduct face-to-face enrollment, orientation and training</p> <p>Specialized knowledge of HCBS and LTSS</p>

<p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			<p>Positive stakeholder satisfaction, but no large # of individuals served through any single agency/entity with which it contracts.</p>
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	<p>25</p>	<p>20</p>	<p>Adequately addresses each of the below requirements, but unclear whether vendor has capacity to handle the volume of work.</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	<p>10</p>	<p>8</p>	<p>Willingness to have a physical presence in VT, although currently only in MI, WI, and NC. No staff currently in VT</p> <p>Number of support brokers and customer service personnel not identified.</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the capacity to modify the software if/when needs</p>	<p>25</p>	<p>23</p>	<p>Customizable, proprietary technology; can address OT and sick leave. Built on MS SQL platform</p>

Vendor: _____

<p>change. This includes, but is not limited to the management and processing of:</p> <ol style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ol style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 	<p>10</p>	<p>9</p>	

Vendor: _____

<p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow 	<p>10</p>	<p>N/A</p>	<p>\$95.00 PMPM and a \$100 enrollment/set up fee per member, regardless of # of member's employees.</p>

Vendor: _____

<p>requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 		<p>X</p> <p>X</p> <p>X</p>	<p>See “lessons learned” (p. 73-74)</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

VENDOR Morning Sun

RANK _____

Reviewer SS

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	16
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	18
3. Demonstration that vendor can operate in Vermont	10	7
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	18
5. Evaluation and performance measures	10	9
6. Cost	10	2
7. Electronic Visit Verification System	preferred	
8. Secure Documentation Solution	preferred	
Total Score	100	70

Summary Comment:

Applicable to all bidders: Ability to re-enroll all existing employers/employees within existing timeframe? Includes background checks. Need to be re-run for each existing employer-employee relationship?

Background checks completed in 3 days; otherwise, merely recites Department Policy requirements.

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of</p>	20	16	<p>Insufficient evidence of capacity to meet demand. Small # of participants currently served, relative to VT population to be serviced. (n=3650 participants and 5000 employees across 6 states)</p> <p>Committed to diversity and cultural responsiveness. EEO/AA Coordinator; ensures respectful communications are conducted in employer's preferred language; diversity training,</p>

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			<p>translators and interpreters used; TTY/TDD</p>
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	<p>25</p>	<p>18</p>	<p>Crystal reports to verify compliance with laws and program rules</p> <p>Off-cycle timesheet processing and payment two-days after regular payday for late submissions</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	<p>10</p>	<p>7</p>	<p>Office in Burlington contemplated for program and customer staff; financial and HR in MN. Program administrator will be in VT. Anticipate 25 staff in VT. Each coordinator will have a caseload of approx. 175 participants</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	<p>25</p>	<p>18</p>	<p>MS Dynamics Great Plains accounting software for project mgmt. and accounting, payroll and reporting. This allows for customization and modification</p>

Vendor: _____

<p>capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>		<p>X</p> <p>x</p>	<p>Ability to monitor budget and wages; compliance with CBA in MN</p> <p>Lack of clarity around ability to comply with Sick Leave statute.</p>
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 5. Vendor success in identifying basic 	<p>10</p>	<p>9</p>	<p>Lists performance measures (p. 46)</p>

Vendor: _____

<p>errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow requirements must be separate from the 	<p>10</p>	<p>2</p>	<p>\$115 PMPM</p>

Vendor: _____

per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>			<p>Has begun planning for the transition to comply with 21st Century Cures Act and EVV implementation. Will work with SOV to meet all operational requirements and deadlines.</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>		<p>x</p>	<p>Firewall hardware and software, encryption and a secure FTP server.</p> <p>Backup to Cloud each night; can restore data within 2 hours</p> <p>Disaster recovery plan</p>

Vendor: _____

VENDOR Outreach Health Services

RANK _____

Reviewer SS

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	15
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	18
3. Demonstration that vendor can operate in Vermont	10	8
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	19
5. Evaluation and performance measures	10	8
6. Cost	10	8
7. Electronic Visit Verification System	preferred	No
8. Secure Documentation Solution	preferred	
Total Score	100	76

Summary Comment:

Applicable to all bidders: Ability to re-enroll all existing employers/employees within existing timeframe? Includes background checks. Need to be re-run for each existing employer-employee relationship?

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of</p>	20	15	<p>“Outreach does wish to propose any exceptions to the terms and conditions.”</p> <p>14 years of FMS experience Serves participants in TX (2,100), NC (400), WI (500).</p>

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			<p>State manager, enrollment specialists, Ops Center Administrator, VT project lead, Director of community-based services</p>
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	18	<p>Detailed work plan</p> <p>Acknowledge challenge of transitioning employers and employees; identifies a transition plan which extends out to 21 weeks!</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	8	<p>"...will maintain a physical presence (most likely in Montpeleir)</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	25	19	<p>FMS Engine-decreases billing rejections, monitors spending, produces reports</p>

Vendor: _____

<p>capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			<p>Web-basd timesheet and invoice processing</p>
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 5. Vendor success in identifying basic 	<p>10</p>	<p>8</p>	<p>QA/QI plan with measurable objectives</p>

Vendor: _____

<p>errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow requirements must be separate from the 	<p>10</p>	<p>8</p>	<p>\$68 PMPM (excluding EVV)</p> <p>Methods not clearly articulated beyond "standard wage and business practices...with direct input from the state."</p>

Vendor: _____

per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			<p>Details challenges and obstacles</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

VENDOR __PALCO_____

RANK _____

Reviewer __SS_____

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	16
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	20
3. Demonstration that vendor can operate in Vermont	10	7
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	21
5. Evaluation and performance measures	10	7
6. Cost	10	2
7. Electronic Visit Verification System	preferred	NO
8. Secure Documentation Solution	preferred	
Total Score	100	73

Summary Comment:

Applicable to all bidders: Ability to re-enroll all existing employers/employees within existing timeframe? Includes background checks. Need to be re-run for each existing employer-employee relationship?

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <ul style="list-style-type: none"> i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A; <ul style="list-style-type: none"> (1) Technical credentials of staff; (2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of 	20	16	<p>Employer orientation and skills training Non-English language services; alternative print formats</p>

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	20	
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	7	<p>No plans articulated, merely intent to do so if awarded the contract</p> <p>Will have capacity to meet face-to-face with State staf at least monthly.</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	25	21	

Vendor: _____

<p>capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 5. Vendor success in identifying basic 	<p>10</p>	<p>7</p>	<p>Web-based system tracks utilization and monitors enrollment.</p> <p>For each service performed, assign quality measures to ensure targets are met. Quality controls are available to DAIL. Corrective action plan will be submitted within 10 days</p>

Vendor: _____

<p>errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow requirements must be separate from the 	<p>10</p>	<p>2</p>	<p>\$93 PMPM, billed bi-monthly</p> <p>One-time software/infrastructure costs: \$40,000</p>

Vendor: _____

per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

VENDOR __PCG_____

RANK _____

Reviewer __SS_____

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	19
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	22
3. Demonstration that vendor can operate in Vermont	10	9
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	22
5. Evaluation and performance measures	10	9
6. Cost	10	2
7. Electronic Visit Verification System	preferred	X
8. Secure Documentation Solution	preferred	X
Total Score	100	83

Summary Comment:

Applicable to all bidders: Ability to re-enroll all existing employers/employees within existing timeframe? Includes background checks. Need to be re-run for each existing employer-employee relationship?

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <ul style="list-style-type: none"> i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A; <ul style="list-style-type: none"> (1) Technical credentials of staff; (2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of 	20	19	<p>PCG operations in all 50 states</p> <p>Dedicated customer service line: 8 am-8 pm M-F and 9 am - 1 pm on Sat.</p>

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>			<p>Anthem, Missouri, and WV</p>
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	<p>25</p>	<p>22</p>	<p>Completes approx.. 8,500 background checks per month for 31 programs. How many in VT?</p> <p>BetterOnline web portal</p> <p>Vendor will contact CM or service coordinator</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	<p>10</p>	<p>9</p>	<p>Local offices and staff in most states listed in the proposal. "We will have a strong local presence in VT." Will procure and open an office in Burlington or Waterbury.</p>
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	<p>25</p>	<p>22</p>	

Vendor: _____

<p>capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker’s compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>			<p>E-Timesheet; Time4Care Mobile App.; or paper timesheets. Latter available for download or from vendor</p> <p>Currently track sick time in other programs; BetterOnline allows payment based on accrual rates</p> <p>Family Friendly Report and Budget Utilization Report</p>
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including 	<p>10</p>	<p>9</p>	

Vendor: _____

<p>employers, participants, employees, community agencies and the State.</p> <p>5. Vendor success in identifying basic errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor’s past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and 	<p>10</p>	<p>2</p>	<p>\$79 PMPM OneTime Cost: \$655,000</p> <p>EVV:</p> <p>\$7.00 PMPM One-Time Software: \$355,000</p>

Vendor: _____

<p>reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow requirements must be separate from the per-participant/per-month cost.</p>			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to: <ul style="list-style-type: none"> (1) Secure internet access by computer, tablet, mobile devices or other method; (2) Limited or no internet access where Personal Care services are delivered; (3) Changes in schedule or location of services; ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees. iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees. iv. Documentation the system meets the requirements as identified in 21st Century Cures Act. v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG). 			
<p>8. Secure Documentation Solution (Preferred but not required)</p> <ul style="list-style-type: none"> i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include: <ul style="list-style-type: none"> (1) The ability for an employee to enter a description of the services provided. (2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data. (3) If web-facing (web-based) all traffic must be encrypted. ii. Examples of vendor experience successfully implementing and maintaining similar systems. 			

Vendor: _____

VENDOR Premier FMS

RANK _____

Reviewer SS

EVALUATION CRITERIA Summary	Maximum Points	Individual Score
1. Qualifications and experience of vendor	20	14
2. Demonstration that vendor can fulfill the schedule and volume of the payroll	25	21
3. Demonstration that vendor can operate in Vermont	10	2
4. Demonstration that vendor has software which accommodates all program accounting needs and can be modified as needs change and is a secure solution	25	19
5. Evaluation and performance measures	10	9
6. Cost	10	9
7. Electronic Visit Verification System	preferred	X
8. Secure Documentation Solution	preferred	X
Total Score	100	74

Summary Comment:

Applicable to all bidders: Ability to re-enroll all existing employers/employees within existing timeframe? Includes background checks. Need to be re-run for each existing employer-employee relationship?

EVALUATION CRITERIA

EVALUATION CRITERIA	Maximum Points	Individual Score	Comments/Justification
<p>1. Qualifications and experience of the vendor and assigned staff are relevant, adequate, and competitive for the management of a FE/A. Specific elements include:</p> <p>i. Experience in the management of similar organization. If the vendor has no experience in the management of similar organization, show how other work the vendor has done relates to the management of a FE/A;</p> <p>(1) Technical credentials of staff;</p> <p>(2) Vendor and assigned staff have demonstrated an ability to communicate with all levels and types of State staff as well as a wide range of employers, employees and participants who may have a variety of</p>	20	14	HR and CPA Professionals

<p>disabilities, cultural differences, and include individuals with limited English proficiency;</p> <p>(3) Vendor demonstrates both technical skill to manage a FE/A service and customer service skills to support users after implementation;</p> <p>(4) References from previous work: vendor may append references but the State reserves the right to make direct contact with references</p>		X	<p>Customized call queues to reduce transfers if designated contact is not available</p> <p>4 references</p>
<p>2. Fulfillment of Schedule and Volume of Payroll</p> <p>i. Demonstration vendor can fulfill the schedule and volume of the payroll including:</p> <p>(1) The management of multiple programs, some with various options for services and payment methods;</p> <p>(2) Efficiently and effectively providing services to relatively small numbers of individuals per program;</p> <p>(3) A process for addressing employer documentation that does not meet standards including but not limited to:</p> <p>(i) Missing employer or employee signature;</p> <p>(ii) Submission after vendor defined submission timelines;</p> <p>(iii) Billing in excess of authorized hours or dollars;</p> <p>(iv) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process.</p>	25	21	<p>Subcontracts to issue payments and 1099s</p> <p>Manage 13 self-directed programs; > 15,000 participants</p> <p>Only issue off payroll checks for vendor or state error</p> <p>FMS software can be tailored</p>
<p>3. Demonstration that vendor can operate in Vermont</p> <p>i. The vendor describes ability to have a physical presence in Vermont that can provide a full range of service to employers, participants and employees;</p> <p>ii. The vendor has staff in Vermont with sufficient authority to work with the State around the daily operations of the FE/A services.</p>	10	2	?
<p>4. Demonstration that the vendor has software which accommodates all program accounting needs and can be modified as needs change</p> <p>i. Vendor must demonstrate that the software used by the vendor can accommodate all program needs and that the vendor has the</p>	25	19	<p>Uses FMS Engine HIPAA compliant system; real-time reporting</p> <p>Leading FMS software in U.S.</p> <p>Can be customized per program requirements</p>

Vendor: _____

<p>capacity to modify the software if/when needs change. This includes, but is not limited to the management and processing of:</p> <ul style="list-style-type: none"> (1) Claims and reimbursement (2) State and Federal Taxes (3) Unemployment and Worker's compensation (4) Patient Share (5) Employee Overtime (6) Employee Sick Leave <p>ii. Vendor must demonstrate the ability to produce reports as needed for the State and other entities approved by the State.</p>		<p>X</p> <p>X</p> <p>X</p>	<p>Completion of each payroll; form of approval by State; bi-weekly statement to employers</p>
<p>5. Evaluation and Performance Measures</p> <p>i. Vendor must demonstrate how the vendor will address performance measures identified in Section 2.W. as well as propose the frequency by which this information will be provided to the State.</p> <p>2W- Evaluation and Performance Measures: The State shall establish a process for evaluating the vendor during the contract period in accordance with performance measures listed in this section. The vendor shall identify how the vendor would evaluate its own performance relative to the information set forth below. The vendor shall also detail how the vendor would use the information to improve its business practices, and describe the method and frequency of reporting the information to the State. The performance measures include:</p> <ul style="list-style-type: none"> 1. Accuracy and timeliness of billing practices including the evaluation of vendor performance in understanding and implementing payroll and processes. 2. Vendor success in providing assistance, support and relevant education to new participant employers and employees as well as on an ongoing basis. 3. Vendor success in working with individuals with limited English proficiencies and cultural differences. 4. The extent to which the vendor is meeting the expectations of its stakeholder groups, including employers, participants, employees, community agencies and the State. 5. Vendor success in identifying basic 	<p>10</p>	<p>9</p>	<p>CQI-Tracking case data</p> <p>Self-evaluations: -enrollment -grievances</p> <p>Satisfaction surveys semi-annually</p> <p>QA for processing timesheets and generating payments</p> <p>Tracks individuals with LEP</p> <p>Listening and training sessions; satisfaction surveys</p>

Vendor: _____

<p>errors/potential fraud by employers and employees, such as:</p> <ul style="list-style-type: none"> a) Employees billing duplicate hours for multiple employers or programs; b) Hours submitted exceeding the possible number of hours in the day; c) Employers billing overlapping hours for multiple employees; d) Employers who demonstrate frequent or ongoing problems in the completion of payroll paperwork, non-payroll payment requests, or non-compliance with the required payroll process. <p>6. The cost or reimbursement strategy for administrative costs associated with the management of the contract.</p>			<p>Tracks in/out times Alerts when duplicate hours are billed across employers/programs and when hours exceed maximum hours allowed or authorized</p> <p>Can detect "repeat offenders"</p>
<p>6. Cost</p> <ul style="list-style-type: none"> i. The cost estimate and pricing structure shall be realistic, market-competitive, affordable and cost-effective for the value provided to the State. The cost proposal must be a firm, fixed cost of the services, expressed in a per participant/per month format. The State will not accept any open-ended, time and materials bid. Any one-time software or other infrastructure costs must be broken out as individual budget line items. Vendor may include pricing options for levels of support or include other services offered by the vendor and their associated costs. If other services or pricing options are included, descriptions should be clear about what the services include and how costs are calculated, as appropriate. ii. Vendor shall include the methods that will be used to calculate costs for additional work that may be requested by the State which relate to the FE/A services or State business needs but are not included in the original contract. iii. Reliability of vendor's past cost projections is demonstrated via references. iv. Costs should be stated in per-participant/per-month figures <ul style="list-style-type: none"> (1) The State recognizes the potential delay between payment to specific employees and reimbursement from Medicaid claims. Therefore, the vendor should note any cash-flow requirements. The cash flow requirements must be separate from the 	<p>10</p>	<p>9</p>	<p>PMPM (per program)</p> <p>CFC- \$70 ASP-\$67 DS- \$55 CPCS-\$73 IFS-R-\$67 AFC-R-\$55 MNG-Flex-\$57</p> <p>Changes-\$205-250/hour</p>

Vendor: _____

per-participant/per-month cost.			
<p>7. Electronic Visit Verification System (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement an Electronic Visit Verification System in Vermont. The vendor shall describe the system’s flexibility and adaptability related to:</p> <p>(1) Secure internet access by computer, tablet, mobile devices or other method;</p> <p>(2) Limited or no internet access where Personal Care services are delivered;</p> <p>(3) Changes in schedule or location of services;</p> <p>ii. Demonstrate the system is user intuitive and supports self-directed or surrogate employers and employees.</p> <p>iii. Provide documentation the system is cost effective and does not create undue financial burden for employers or employees.</p> <p>iv. Documentation the system meets the requirements as identified in 21st Century Cures Act.</p> <p>v. System must be accessible to people with disabilities and compatible with adaptive technologies, including JAWS, ZoomText, and Dragon Naturally Speaking. System should be compliant with Section 508 or Web Content Accessibility Guidelines (if web-based). (WCAG).</p>		<p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>Fei? Cost!</p>
<p>8. Secure Documentation Solution (Preferred but not required)</p> <p>i. Demonstrate the vendor can implement a secure system allowing for the collection and monitoring of additional service documentation. The system shall include:</p> <p>(1) The ability for an employee to enter a description of the services provided.</p> <p>(2) A multi-tiered, secure role based environment to allow viewing of appropriate levels of data.</p> <p>(3) If web-facing (web-based) all traffic must be encrypted.</p> <p>ii. Examples of vendor experience successfully implementing and maintaining similar systems.</p>		<p>X</p> <p>X</p> <p>X</p>	

Vendor: _____

Vendor: _____