

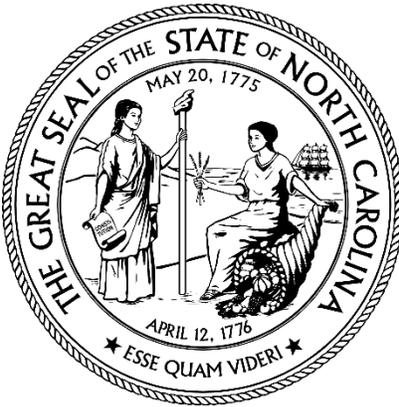
STATE OF NORTH CAROLINA

Department of Health and Human Services

Division of Health Benefits

Statewide Surveillance for Fraud, Waste and Abuse

Request for Proposal #30-2025-004-DHB



STATE OF NORTH CAROLINA

Request for Proposal

#30-2025-004-DHB

For internal State agency processing, please provide your company's Federal Employer Identification Number or alternate identification number (e.g., Social Security Number). Pursuant to NCGS 132-1.10(b) this identification number shall not be released to the public. **This page will be redacted** before the procurement file is made available for public inspection.

This page is to be filled out and returned with your Proposal.

ID Number:

Federal ID Number or Social Security Number

Offeror Name



STATE OF NORTH CAROLINA
Department of Health and Human Services

Refer **ALL** Inquiries regarding this RFP to:

Qwonthafia Jones
 Contract Development Specialist
Medicaid.Procurement@dhhs.nc.gov

Request for Proposal: 30-2025-004-DHB
Date RFP Issued/Posted: February 26, 2025
Date RFP Submissions due to the Department: May 7, 2025, by 2:00 p.m. EST
Proposals will be opened: May 8, 2025, at 2:00 p.m. EST
Contract Type: Open Market
Commodity Number: 8510 Comprehensive Health Services
Description: Statewide Surveillance for Fraud, Waste and Abuse
Using Agency: Department of Health and Human Services, Division of Health Benefits
Requisition No.: N/A

EXECUTION

In compliance with this Request for Proposal (RFP), and subject to all the conditions herein, the undersigned Offeror offers and agrees to furnish and deliver any or all services proposed, at the cost proposed and within the time specified herein. By executing this proposal, the Offeror confirms it has read, understands, and will comply with all specifications and requirements in the RFP and any addenda in the event of contract award. By executing this proposal, the undersigned Offeror certifies that this proposal is submitted competitively and without collusion (NCGS § 143-54), that none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (NCGS § 143-59.2), and that it is not an ineligible Contractor as set forth in NCGS § 143-59.1. False certification is a Class I felony. Furthermore, by executing this proposal, the undersigned certifies to the best of Offeror's knowledge and belief, that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal or State department or agency. As required by NCGS § 143-48.5, the undersigned Offeror certifies that it, and each of its subcontractors for any Contract awarded as a result of this RFP, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the Federal E-Verify system. NCGS § 133-32 and Executive Order 24 (2009) prohibit the offer to, or acceptance by, any State Employee associated with the preparing plans, specifications, estimates for public Contract; or awarding or administering public Contracts; or inspecting or supervising delivery of the public Contract of any gift from anyone with a Contract with the State, or from any person seeking to do business with the State. By executing this proposal, you attest, for your entire organization and its employees or agents, that you are not aware that any such gift has been offered, accepted, or promised by any employees of your organization. **Failure to execute/sign proposal prior to submission shall render proposal invalid and it WILL BE REJECTED. Late proposals will not be accepted.**

OFFEROR:		
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE & ZIP:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE		
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF OFFEROR:	FAX NUMBER:	
OFFEROR'S AUTHORIZED SIGNATURE:	DATE:	EMAIL:

Offer valid for at least **240** Calendar Days from date of proposal opening unless extended by the State in writing. After this time, any withdrawal of offer shall be made in writing, effective upon receipt by the agency issuing this RFP.

ACCEPTANCE OF RESPONSE

If any or all parts of this proposal are accepted by the State of North Carolina, an authorized representative of the Department of Health and Human Services shall affix their signature hereto and this document and all provisions of this Request for Proposal along with the Offeror's proposal, and the written results of any negotiations shall then constitute the written agreement between the parties. A copy of this acceptance will be forwarded to the successful Offeror.

<p>FOR STATE USE ONLY: Offer accepted and Contract awarded this _____ day of _____, 20_____, by _____</p> <p>(Authorized Representative of NC Department of Health and Human Services)</p>

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I. INTRODUCTION

A. Intent

The North Carolina Department of Health and Human Services (“NCDHHS” or “Department”), Division of Health Benefits (“DHB” or “NC Medicaid”), through the Office of Compliance and Program Integrity (OCPI) seeks to procure an experienced and qualified partner to serve as the Fraud, Waste, and Abuse (FWA) Program Integrity Administrator. The selected Offeror shall be responsible for administering program integrity functions for (i) Prepayment Claims Reviews, (ii) Post Payment Claims Reviews, (iii) Data Analytics, (iv) Medical Necessity Reviews, (v) Investigations, (vi) Recovery Audit Contracts (RAC), and (vii) non-RAC Provider Auditing Activities.

B. Background and Program Information

NC Medicaid services are provided to beneficiaries in all 100 North Carolina counties. In accordance with 42 C.F.R. Parts § 455 and § 456, which sets forth requirements for a state fraud detection and investigation program, OCPI investigates NC Medicaid providers and suppliers when clinically suspect behaviors or administrative billing patterns indicate potentially abusive or fraudulent billing activity. Additionally, in accordance with Section 1902(a)(42)(B)(i) of the Social Security Act which sets forth requirements to establish programs to contract with one or more qualified Medicaid Recovery Audit Contractors (RAC) for the purpose of identifying underpayments and identifying and recouping overpayments, as well as providing the status of review to the Department for reporting to CMS, Section 6411 of the Affordable Care Act expands the RAC program and requires established programs to contract with RACs to audit payments to Medicaid providers. OCPI works to ensure:

1. NC Medicaid dollars are paid appropriately by conducting investigations utilizing a focused and specific investigative model.
2. Opportunities are identified for cost avoidance and pursuing recoupments for payments which have been deemed to be inappropriate where the claim is either not medically necessary or not properly documented.
3. Support of reductions in Medicaid abusive or aberrant billing problems through statewide surveillance that safeguards against unnecessary or inappropriate use of NC Medicaid services and against excess payments.
4. Departmental resources are leveraged in data analytics to identify and address potential inefficiencies in the program.
5. A decrease in administrative and legal costs, a decrease in provider abrasion, provide ongoing cost avoidance, improve provider education, and improve quality of care for North Carolina residents.

II. GENERAL PROCUREMENT INFORMATION AND NOTICE TO OFFERORS

A. Important Notices

Offerors are Cautioned to Read Carefully

1. **Read, Review, and Comply:** It is the Offeror's responsibility to read this document in its entirety, review all attachments, tables, charts, exhibits, diagrams, and appendices, and comply with all instructions.
2. **Execution of Proposal:** Failure to sign the **Execution Page** in the indicated space and return all attachments, tables, charts, exhibits, diagrams, and appendices completed and signed where required, may render the proposal non-responsive, and the proposal may be rejected.
3. **Resulting Contract:** Under the State's procurement process, any contract resulting from this RFP will consist of the RFP and the Offeror's response, along with any addenda to the RFP, written clarifications, Best and Final Offers (BAFO), and negotiation documents. The Contractor will be obligated to perform services as proposed in its offer, unless otherwise modified by clarification, BAFO, negotiation, or Contract amendment, or superseded by a document with higher order of precedence. See Contract *Section III.D.20. ENTIRE AGREEMENT AND ORDER OF PRECEDENCE* for more information and the order of precedence of the contract documents. See *Section II.C. Request for Proposal Functionality and Related Notices* for more information on the RFP, changes in specifications, and instructions regarding modifications to the terms and conditions.
4. **Potential Negotiations:** The Department reserves the right to enter into negotiations with one or more Offerors to establish a contract that is in the best interest of the Department. Negotiations are specific to each Offer and shall be conducted to maximize the State's ability to obtain the most advantageous offer based on the evaluation factors set forth in the RFP. Such negotiations are at the Department's sole discretion and may result in modifications to the RFP and/or Offeror's proposal/ response to the RFP.
5. **Events and Deadlines:**
 - a. Pre-proposal Conference will be hosted by the Department on **March 5, 2025, at 2:00 p.m. EST**. See *Section II.D.2. Pre-Proposal Conference* for details and instructions.
 - b. **Questions** concerning this RFP must be submitted in writing by **March 21, 2025, at 2:00 p.m. EST**. See *Section II.D.3. Questions Concerning this Request for Proposal* for details and instructions.
 - c. **Submission of Proposals** will be accepted until **May 7, 2025, at 2:00 p.m. EST**. See *Section II.E. Submission of Proposal and Offeror's Response* for details and instructions.

B. General Procurement Information and Instructions

1. **INFORMATION AND DESCRIPTIVE LITERATURE:** The Offeror shall furnish all information requested as part of this RFP. Each Offeror shall submit detailed information with their proposal (e.g., narratives, diagrams, exhibits, examples, sketches, descriptive literature, complete specifications) to support the services and products offered.
2. **RECYCLING AND SOURCE REDUCTION:** It is the policy of the State to encourage and promote the purchase of products with recycled content to the extent economically practicable, and to purchase items which are reusable, refillable, repairable, more durable, and less toxic to the extent that the purchase or use is practicable and cost-effective. The State also encourages and promotes using minimal packaging and the use of recycled/recyclable products in the packaging of commodities purchased. However, no sacrifice in quality of packaging will be acceptable. The Offeror remains responsible for providing packaging that will adequately protect the commodity and contain it for its intended use. Offerors are strongly urged to bring to the attention of purchasers those products or packaging they offer which have recycled content and that are recyclable.
3. **SUSTAINABILITY:** To support the sustainability efforts of the State of North Carolina we solicit your cooperation in this effort. Pursuant to Executive Order 156 (1999), it is desirable that all proposals meet the following:
 - a. All copies of the proposal are printed double-sided;
 - b. All submittals and copies are printed on recycled paper with a minimum post-consumer content of thirty percent (30%);
 - c. Unless necessary, all proposals and copies should minimize or eliminate use of non-recyclable or non-reusable materials such as plastic report covers, plastic dividers, vinyl sleeves, and GBC binding. Three-ringed binders, glued materials, paper clips, and staples are acceptable; and
 - d. Materials should be submitted in a format which allows for easy removal, filing and/or recycling of paper and binder materials. Use of oversized paper is strongly discouraged unless necessary for clarity or legibility.
4. **HISTORICALLY UNDERUTILIZED BUSINESSES:** Pursuant to NCGS § 143-48 and Executive Order 150 (1999), the Department invites and encourages participation in this procurement process by businesses owned by minorities, women, disabled, disabled business enterprises, and nonprofit work centers for the blind and severely disabled.
5. **MISCELLANEOUS:** Pronouns, whether masculine, feminine, or gender-non-specific, shall be read to be inclusive of all genders and shall be read to include the plural and vice versa.
6. **INFORMAL COMMENTS:** The Department shall not be bound by informal explanations, instructions or information given at any time by anyone on behalf of the Department prior to or during the competitive process or after award, including but not limited to policy papers or any written or verbal statements whatsoever made outside of this RFP and any formal Addenda issued herewith. The Department is bound only by information provided in this RFP and in formal Addenda issued.

7. **COST FOR PROPOSAL PREPARATION:** Any costs incurred by an Offeror in preparing or submitting proposals are the Offeror's sole responsibility. The Department will not reimburse any Offeror for any costs related to proposal preparation and submission, or protest of award.
8. **OFFEROR'S REPRESENTATIVE:** Each Offeror shall submit with its proposal the name, title, email address, physical address, and telephone number of the person(s) with authority to bind the Offeror and answer questions or provide clarification concerning the Offeror's proposal. This information must be included in the Offeror's proposal/ response.
9. **INSPECTION AT OFFEROR'S SITE:** The Department reserves the right to inspect, at a reasonable time, the equipment/item, plant, or other facilities of a prospective Offeror prior to Contract Award, and during the Contract Term as necessary for the Department to determine that such equipment/item, plant or other facilities conform with the specifications/requirements and are adequate and suitable for the proper and effective performance of the Contract.

C. Request for Proposal Functionality and Related Notices

1. RFP Functionality

- a. This RFP serves two functions:
 - i. Define the specifications of the services sought by the Department; and
 - ii. Provide the requirements and terms and conditions of any contract resulting from this procurement.
- b. All Terms and Conditions in this RFP shall be enforceable. The use of phrases such as "shall", "will", "must", "required", and "requirements" are intended to create enforceable Contract conditions. In determining whether proposals should be evaluated or rejected, the Department will take into consideration the degree to which the Offeror has proposed or failed to propose solutions that are responsive to the Department's needs as described in this RFP.

2. Notices Regarding RFP and Terms and Conditions

- a. It is the Offeror's responsibility to read all instructions, terms and conditions, specifications, requirements, attachments and appendices, and any other components made a part of this RFP and comply with all instructions and directives. The Offeror is responsible for obtaining and complying with all addenda and other changes that may be issued relating to this RFP.
- b. All questions and issues regarding any term, condition, instruction, or other component within this RFP must be submitted in accordance with *Section II.D.3. Questions Concerning this Request for Proposal*. If the Department determines that any changes will be made because of the questions asked, then such decisions will be communicated in the form of an Addendum posted on the North Carolina electronic Vendor Portal (NC eVP). The Department may also elect to leave open the possibility for later negotiation and amendment of specific provisions of the Contract that have been raised during the question and answer period. Other than through this process, and except as provided in RFP *Section II.C.3. Proposed Modifications to Terms and Conditions*, the Department rejects and will not be required to evaluate or consider any additional or modified terms

and conditions submitted with Offeror's proposal. This applies to any language appearing in or attached to the RFP document as part of the Offeror's proposal that purports to vary any terms and conditions, or Offeror's Instructions therein to render the proposal non-binding or subject to further negotiation.

- c. The Offeror's proposal to this RFP shall constitute a firm offer. **By execution and delivery of a proposal to this RFP, the Offeror agrees that any additional or modified terms and conditions, whether submitted purposely or inadvertently, or any purported condition to the offer, shall have no force or effect, and will be disregarded. Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject the Offeror's proposal.**

3. **Proposed Modifications to Terms and Conditions**

- a. Offerors are urged and cautioned to inquire during the question period, in accordance with the instructions in this RFP, about whether the specific language proposed as a modification is acceptable to or will be considered by the Department.
- b. Identification of objections or exceptions to the terms and conditions in the proposal itself shall not be allowed and shall be disregarded or the proposal rejected.
- c. If the Offeror wishes to suggest changes to any of the terms and conditions included in *Sections III.D.-F.* of this RFP, those must be submitted in *Section VII. Attachment J: Offeror Request for Proposed Modifications to the Terms and Conditions*. The Department, in its sole discretion, may consider any proposed modifications identified by the Offeror. Where necessary, any modification(s) to the terms and conditions agreed upon by the Department may be incorporated as part of an Addendum to the RFP, BAFO, negotiation document, Execution of Contract, or Contract Amendment after award. Other than through this process, the Department rejects and shall not be required to evaluate or consider any additional or modified terms, conditions, or instructions included in the Offeror's proposal.

4. **Changes in Requirements and Specifications**

- a. The Offeror is cautioned that the requirements of this RFP can only be altered by written Addendum or other document issued by the Department as described in this RFP, and that oral or emailed communications from whatever source(s) are of no effect.
- b. The Department reserves the right to modify any requirement or specification contained herein without modifying the timelines in this RFP. Any modification will be specified in an Addendum which shall be posted on the North Carolina electronic Vendor Portal (eVP) prior to the opening of proposals or through Negotiation after the opening of proposals.

5. **Rights Reserved**

- a. The Offeror is made aware, pursuant to 01 NCAC 05B .0501, that in soliciting offers, any or all offers received may be rejected. The basis for rejection may include, but is not limited to the following:
 - i. The offer is deemed unsatisfactory as to quantity, quality, delivery, price or service offered;
 - ii. The offer fails to comply with conditions of the solicitation document or with the intent of the proposed contract;

- iii. The Department determines there is a lack of competition;
 - iv. Error(s) in specifications or indication that revision(s) would be to the State's advantage;
 - v. Cancellation of or changes in the intended project or other determination that the proposed requirement is no longer needed;
 - vi. Limitation or lack of available funds;
 - vii. Circumstances which prevent determination of the most advantageous offer and selection in accordance with NCGS § 143-135.9; or
 - viii. Any determination that rejection would be to the best interest of the State.
- b. If all offers are rejected, the solicitation may be cancelled in its entirety, or the Department may negotiate with one or more sources of supply that may be capable of satisfying the requirements.
 - c. The Offeror is cautioned that this is a Request for Proposal, not a request to contract, and the Department reserves the unqualified right to reject all offers deemed failing to meet minimum qualifications, not responsive, incomplete, or non-compliant with the requirements described herein; or when such rejection is deemed to be in the best interest of the Department or the State of North Carolina.
 - d. The Department may also:
 - i. Modify provisions of this RFP in response to changes in law or as required by CMS;
 - ii. Waive any formality or informality;
 - iii. Waive a specification or requirement of the RFP if it is in the best interest of the Department;
 - iv. Waive any undesirable, inconsequential, or inconsistent provisions of this RFP;
 - v. Negotiate directly with one or more Offerors, to achieve a contract that is in the best interest of the Department, if the responses to this solicitation demonstrate a lack of competition, or offers are found non-responsive; and/or
 - vi. Cancel this RFP at any time. Notice of Cancellation will be posted on the North Carolina electronic Vendor Portal (eVP) website.
 - e. In the event all proposals are rejected, and the Department enters into negotiation, pursuant to 01 NCAC 05B .0503, the Department reserves the right to award a contract to the Offeror or Offerors, which, in its opinion, has (have) made the best proposal through the negotiation process.

D. Schedule and Important Events

- 1. The Department will make every effort to adhere to the schedule detailed below in *Section II. Table 1: RFP Schedule*. The Department reserves the right to adjust the schedule and will post an Addendum on the North Carolina electronic Vendor Portal (eVP) for any schedule changes occurring prior to the opening of proposals.

Section II. Table 1: RFP Schedule		
Activity	Responsible Party	Due Date
Issue Request for Proposal	Department	February 26, 2025
Pre-proposal Conference	Department	March 5, 2025, at 2:00 p.m. EST
Deadline to Submit Written Questions	Offeror	March 21, 2025, at 2:00 p.m. EST
Issue Addendum with Responses to Questions	Department	April 11, 2025
Deadline to Submit Proposals	Offeror	May 7, 2025, at 2:00 p.m. EST
Opening of Proposals	Department	May 8, 2025, at 2:00 p.m. EST
Conduct Evaluation of Proposals	Department	May 12, 2025 – August 12, 2025
Contract Award	Department	August 13, 2025

2. Pre-proposal Conference

- a. The Department will hold a Pre-proposal Video Conference on **March 5, 2025, from 2:00 p.m. to 3:00 p.m. EST via Microsoft (MS) Teams. No purchase is required to use the MS Teams app.**
- b. The purpose of the conference is to allow the Department to review key priorities and objectives of the RFP and to review the submission requirements and instructions.
- c. While attendees may ask questions at the Pre-proposal Conference, the Department is not required to respond during the conference. The Department will respond to written questions per the process described in this RFP.
- d. Potential Offerors are not required to attend the Pre-proposal Conference in order to submit responses to this RFP; however, they are **urged** and **cautioned** to attend the Pre-proposal Conference to apprise themselves of the conditions and requirements of the submission.
- e. To ensure receipt of the video conference invite and instructions for participation, interested parties are required to pre-register for the conference by sending an email to Medicaid.Procurement@dhhs.nc.gov stating the name of the potential Offeror, the names and email addresses of representatives who will attend, the current title or role of each representative, and requests for a sign language interpreter or other accommodations. Interested parties must pre-register at this email address no later than **10:00 a.m. EST on March 3, 2025.**

- f. The Department reserves the right to limit the number of representatives attending on behalf of each vendor or organization to ensure adherence to videoconference capacity limits.
- g. Audio and video recording will not be permitted. The statements and materials discussed at the conference are informational only, are not binding upon the Department and do not replace reading, reviewing and complying with this RFP.
- h. Attendees will be required to announce their name or otherwise confirm their presence via a roll call during the video conference.

3. Questions Concerning this Request for Proposal

- a. Written questions concerning this RFP will be received until **March 21, 2025, at 2:00 p.m. EST.**
- b. Questions must be sent via email to Medicaid.Procurement@dhhs.nc.gov and include **“Questions Regarding Statewide Surveillance for Fraud, Waste and Abuse RFP #30-2025-004-DHB”** as the subject of the email. The questions should be submitted in the format below.

RFP Section	RFP Page Number	Offeror Question
Example: V.B.1. a.		

- c. The Department will prepare responses to all written questions submitted by the stated deadline and post an addendum to North Carolina electronic Vendor Portal(eVP). The Offeror is cautioned that contacting anyone other than the individual noted on the Execution Page of this RFP may be grounds for rejection of said Offeror’s response.

4. Opening of Proposals

- a. The opening of proposals will be conducted by the Department on **May 8, 2025, at 2:00 p.m. EST.** The opening will be a virtual event conducted on Microsoft Teams. This is a one-step process.
- b. Offerors are not required to attend the Proposal Opening.
- c. To facilitate the virtual opening, any Offeror or individual wishing to attend the Proposal Opening must pre-register by sending an email to Medicaid.Procurement@dhhs.nc.gov stating the name of the Offeror, if applicable, the names and email addresses of each person to attend, the current role or title of each person, and any requests for a sign language interpreter or other accommodations. Offerors or individuals should pre-register at this email address no later than **May 2, 2025, at 10:00 a.m. EST,** to ensure availability of sign language interpreter or other accommodations and timely receipt of the Microsoft Teams link.
- d. Audio and video recording will not be permitted. Statements and materials made at Proposal Opening are not binding upon the Department and do not replace compliance with this RFP.
- e. During the Proposal Opening, the Department will:

- i. Confirm attendance, request introductions and document information for attendees and their represented entity;
 - ii. Open each proposal submission and document the offeror's name, the number of boxes/ packets opened; and
 - iii. Announce the name of each Offeror.
- f. The Department will post a tabulation on North Carolina electronic Vendor Portal (eVP) following the Proposal Opening. The Tabulation will include the name of each Offeror for which a proposal was opened. The Department will not post information regarding Offerors' cost proposals.

E. Submission of Proposal and Offeror's Response

1. Consideration

- a. The Offeror must meet all the minimum qualifications of this RFP, as provided in *Section IV. Minimum Qualifications*, for its proposal to be evaluated.
- b. Offeror's proposal must clearly demonstrate compliance with all the requirements stated within this RFP. The Department reserves the right to reject proposals deemed incomplete, non-responsive, or non-compliant with the RFP requirements; or when such rejection is deemed to be in the best interest of the Department or the State of North Carolina.
- c. The Offeror must demonstrate it will comply with the scope of services and all of the requirements in this RFP and must provide a detailed description to demonstrate its ability to completely fulfill each requirement and service.
- d. The Department will accept digital electronic signatures.

2. Responses to RFP Requirements and Scope of Services

- a. The Offeror must complete and return all documents and attachments required in this RFP. Failure to complete and return all documents and attachments as indicated may result in disqualification.
- b. The proposal must clearly articulate and address all requirements of this RFP. The Offeror must provide detailed narrative descriptions with supporting information that may include diagrams, exhibits, examples, samples, sketches, descriptive literature, etc.
- c. For some requirements, the Offeror may need to provide an affirmative statement to the question or requirement by, at a minimum, checking a box to confirm adherence/agreement or inserting the word CONFIRM adherence/agreement in its proposal.
- d. The Offeror must describe any limitations, qualifications or contingences impacting the ability to perform as required by the RFP.
- e. The Offeror must not include any assumptions in its proposal. The Offeror should seek clarity on any questions or concerns during the defined question period.
- f. The Offeror should exercise due diligence to ensure their response is consistent with all instructions, clearly written and addresses all requirements and questions of the RFP.

- g. By submitting its response to this solicitation, Offeror represents and warrants that it has carefully reviewed, understands, and intentionally submits each section of Offeror's response. In the event Offeror had assistance developing and drafting its response to this RFP, including but not limited to assistance from outside resources, computer programs, RFP automation technology or artificial intelligence (AI), Offeror warrants and represents that it has carefully reviewed, understands, and intentionally submits all portions of its response drafted by or with such assistance. The Department is not responsible for, nor is it required to excuse or consider for relief to the Offeror, any omissions or errors in the Offeror's response that result for any reason.

3. Required Proposal Documents

To demonstrate the Offeror is qualified to meet the ongoing demands of the Department and comply with federal and state requirements, the Offeror is required to return **all** the following documents, completed and signed where indicated and **in the order listed**, with their RFP response, the entirety of which shall be called the ***Statewide Surveillance for Fraud, Waste and Abuse (SSFWA) Proposal***.

- a. Offeror's **SSFWA Technical Proposal Response** must include the following:
 - i. RFP Cover Page with Title and RFP Number;
 - ii. **Completed** Offeror Name and Tax ID Number page;
 - iii. **Completed** and **signed** Execution Page;
 - iv. The entire body of this RFP, excluding attachments;
 - v. Each addendum released in conjunction with the RFP, including all pages of the addendum and the **signed** execution of the addendum page;
 - vi. **Completed** and **signed** *Attachment A: Minimum Qualifications Response*; to address minimum qualifications within this RFP;
 - vii. **Completed** *Attachment B: Offeror's Response to Technical Evaluation Questions* to address technical requirements and specifications identified within this RFP;
 - viii. **Completed and signed** *Attachment C: Offeror's Cost Proposal*
 - ix. **Completed** *Attachment D: Contract Administrators*;
 - x. **Completed** and **signed** *Attachment E: Certification of Financial Condition and Legal Action Summary*;
 - xi. **Completed** and **signed** *Attachment F: State Certifications*;
 - xii. **Completed** and **signed** *Attachment G: Federal Certifications and Disclosures*;
 - xiii. **Completed** *Attachment H: Disclosure of Litigation and Criminal Convictions*;
 - xiv. **Completed** and **signed** *Attachment I: Location of Workers Utilized by Contractor*;
 - xv. **Completed** *Attachment J: Offeror Request for Proposed Modifications to the Terms and Conditions*;
 - xvi. **Completed** and **signed** *Attachment K: Business Associate Agreement*;

xvii. **Completed** Attachment L: Subcontractor Identification Form;

xviii. **Completed** Attachment M: Legal Grounds for Marking Information Confidential; and

xix. Attachment N: Evaluation Methodology

- b. Offeror's **Cost Proposal Response** must include **Completed** and **signed** Section VII. Attachment C: Cost Proposal
- c. Except for Addenda issued in conjunction with this RFP, **Offerors must request MS Word and Excel versions of documents, templates (e.g. System Security Plan template) and attachments required to be completed for proposal submission from Medicaid.Procurement@dhhs.nc.gov**. Offerors should obtain any addenda from the North Carolina electronic Vendor Portal (eVP) website.

4. Proposal Submission and Number of Copies

- a. The Offeror **must** deliver the following simultaneously to the address identified above in Sections II.E.4.b.i. and II.E.4.b.ii. by the deadline to submit proposals in *Section II. Table 1: RFP Schedule*:

i. Hard Copies:

- 1) **Original and Extra Copies.** Offeror shall submit the following number of original responses and complete copies of the original response:
 - a) One (1) signed, original executed response of **Offeror's SSFWA Technical Proposal Response** outlined in *Section II.E.3.*;
 - b) Five (5) copies of the signed, originally executed response of **Offeror's SSFWA Technical Proposal Response**;
 - c) One (1) signed, original executed response of **Offeror's SSFWA Cost Proposal Response** outlined in *Section II.E.3.*; and
 - d) Five (5) copies of the signed, originally executed Offeror's **SSFWA Cost Proposal Response**.
- 2) **Marked Originals.** Offeror shall mark the original versions of the signed, originally executed **Offeror's SSFWA Technical Proposal Response** and the **Offeror's SSFWA Cost Proposal Response**, so the Department can easily identify and differentiate the originals from the extra copies.
- 3) **Separate Submission of Technical and Cost Proposals.** Offeror shall submit the Technical Proposal Response and the Cost Proposal Response separately, meaning the Technical and Cost proposals should not be included in the same notebook or boxes. Although the Technical and Cost proposals are to be submitted separately, there will be a one-step process for the opening of proposals.

ii. Electronic/Soft Copies:

- 1) One (1) copy of the signed, originally executed **Offeror's SSFWA Technical Proposal Response** outlined in *Section II.E.3.* **on a separate flash drive marked RFP #30-2025-004-DHB – Offeror's Name – SSFWA Technical Proposal.**

Each document, or group of documents, specified in *Section II.E.3., items i.-xix.* should be provided as separate PDF files and named accordingly.

- 2) One (1) copy of the signed, originally executed **Offeror's SSFWA Cost Proposal Response** outlined in *Section II.E.3. on a separate flash drive marked RFP #30-2025-004-DHB – Offeror's Name –SSFWA Cost Proposal.*

Offeror should provide both a separate PDF file and Microsoft Excel file of its Cost Proposal.

- 3) One (1) copy of the signed, originally executed **Offeror's SSFWA Technical Proposal Response** redacted in accordance with NCGS § 132, the Public Records Act, *on a separate flash drive marked RFP #30-2025-004-DHB – Offeror's Name-SSFWA Technical Proposal-REDACTED.*
- 4) One (1) copy of the signed, originally executed **Offeror's SSFWA Cost Proposal Response** redacted in accordance with NCGS § 132, the Public Records Act, *on a separate flash drive marked RFP #30-2025-004-DHB – Offeror's Name –SSFWA Cost Proposal-REDACTED.*
- 5) For the purposes of this RFP, redaction means to edit a document by obscuring or removing information that is considered confidential and proprietary by the Offeror and that meets the definition of Confidential Information set forth in NCGS § 132-1.2. Any information removed by the Offeror should be replaced with the word "Redacted". If the response does not contain Confidential Information, Offeror should submit a signed statement to that effect on the flash drive(s) that would otherwise contain the redacted copy of the proposal.
- 6) For clarity, there should be a total of four (4) flash drives submitted to be compliant with this section.
- 7) The electronic copies of the response must not be password protected.
- 8) **Each document, or group of documents, specified in Section II.E.3. a. and b. should be provided as separate PDF files and named accordingly.**

b. Delivery of Responses

i. Hand Delivery

Offeror or Offeror's representative may hand deliver responses to this RFP to **1010 Smithwick Drive, McBryde Building, Raleigh, NC 27603** as follows:

- 1) The Department will accept hand delivery of Proposals by appointment only.
- 2) Appointments must be scheduled by emailing the Department at Medicaid.Procurement@dhhs.nc.gov no sooner than seven (7) State Business Days prior to the scheduled opening. The email subject line should read, "**Schedule Delivery of RFP #30-2025-004-DHB Statewide Surveillance for Fraud, Waste and Abuse.**" In the body of the email, indicate a first, second and third preference for the appointment date and time. The Department will make every effort to accommodate Offeror's preference.

- 3) The Department will notify the Offeror of the date and time scheduled, and email an appointment invite with additional directions for locating the correct building entrance and contact information for the day of the delivery.
- 4) The Offeror should limit the number of persons to only those necessary to support delivery of its proposal and copies. The Offeror is required to adhere to safety protocols in place at the time of delivery. The Department will provide Offeror the requirements of any protocols in advance and other instructions in the delivery appointment and directions email.

ii. Delivery by Any Manner Other Than Hand Delivery

- 1) If Offeror is planning to deliver its response in any manner other than making an appointment for hand delivery (i.e., US postal service or commercial carrier), the Offeror should coordinate the date of delivery with Contract Management and Procurement Unit at Medicaid.Procurement@dhhs.nc.gov and plan accordingly to ensure timely receipt prior to the Proposal Opening.
- 2) Offeror’s sealed response should be addressed and delivered as provided below:

OFFICE ADDRESS FOR DELIVERY BY UNITED STATES POSTAL SERVICE (USPS)
DHB Contract Management and Procurement Unit 2501 Mail Service Center Raleigh, NC 27699-2501 Attn: Qwonthafia Jones, Contract Development Specialist PROPOSAL NUMBER: 30-2025-004-DHB

OFFICE ADDRESS FOR DELIVERY BY ANY SPECIAL DELIVERY, OVERNIGHT DELIVERY, OR OTHER CARRIER
PROPOSAL NUMBER: 30-2025-004-DHB Attn: Qwonthafia Jones, Contract Development Specialist DHB Contract Management and Procurement Unit 1010 Middleton Drive McBryde Building, Room 106 Raleigh, NC 27603

- 3) **IMPORTANT NOTE: This is an absolute requirement.** Late proposals, regardless of cause, will not be opened or considered, and will be automatically disqualified from further consideration. Offerors shall bear the sole risk of late submission due to unintended or unanticipated delay. **It is the Offeror’s sole responsibility to ensure its proposal has been received as described in this RFP by the specified time and date of opening.** Failure to submit a proposal in strict accordance with

the instructions provided shall constitute sufficient cause to reject an Offeror's proposal(s). Solicitation responses are subject to Sealed Bidding requirements.

- 4) All risk of late arrival due to unanticipated delay, whether delivered by hand, U.S. Postal Service, courier or other delivery service or method, is entirely on the Offeror. Note that the U.S. Postal Service generally does not deliver mail to the street address above, but to the State's Mail Service Center stated above. The Offeror is cautioned that proposals sent via U.S. Mail, including Express Mail, may not be delivered by the Mail Service Center to the Contract Specialist named in *Section II.E.4.b.ii.2* of this RFP by the due date and time to meet the proposal submission deadline. The Offeror is urged to take the possibility of delay into account when submitting a proposal.

5. **Falsified Information**

The Department may initiate proceedings to debar an Offeror from participation in the offer process and from Contract Award as authorized by North Carolina law if it is determined that the Offeror has withheld relevant or provided false information.

F. Confidentiality and Prohibited Communications During Evaluation

1. As provided for in the North Carolina Administrative Code (NCAC), including but not limited to 01 NCAC 05B .0103, 09 NCAC 06B .0103 and 09 NCAC 06B .0302, all information and documentation whether electronic, written or verbal relative to the development of a contractual document for a proposed procurement or contract shall be deemed confidential in nature. In accordance with these and other applicable rules and statutes, such materials shall remain confidential until the award of a contract or until the need for the procurement no longer exists. **Any proprietary or confidential information, which conforms to exclusions from public records as provided by NCGS § 132, must be clearly marked as such with each page containing the trade secret or confidential information identified in boldface as "CONFIDENTIAL." If only a portion of each page marked "CONFIDENTIAL" contains trade secret information, the trade secret information shall be designated with a contrasting color or by a box around such information. In addition to marking confidential information as required by NCAC 05B.0103, confidential pages or portions of the proposal shall be reflected in the redacted copy submitted as instructed in Section II.E.4 as applicable.** By submitting a redacted copy, the Offeror warrants that it has formed a good faith opinion, having received such necessary or proper review by counsel and other knowledgeable advisors, that the portions marked **Confidential** and **Redacted** meet the requirements of NCGS § 132. **The Offeror must identify the legal grounds for asserting that the information is confidential, including the citation to state law, by completing Section VII. Attachment M: Legal Grounds for Marking Information Confidential to this RFP. However, under no circumstances shall price information be designated confidential.**
2. Except as otherwise provided above, pursuant to NCGS § 132-1, et seq., information or documents provided to the Department in response to this RFP are Public Record and subject to inspection, copy and release to the public unless exempt from disclosure by statute, including, but not limited to, NCGS § 132-1.2. Redacted copies provided by the Offeror to the

Department may be released in response to public record requests without notification to the Offeror.

3. During the period spanning the issuance of the RFP to Contract Award, possession of proposals, accompanying information, and subsequent negotiations are limited to personnel of the Department and any third parties involved in this procurement process.
4. Each Offeror submitting a proposal (including its representatives, subcontractors, and suppliers or other pilot partners or affiliates) is prohibited from having any communications with any person inside or outside the using agency, issuing agency, other government agency office, or body (including the purchaser named above, department secretary, agency head, members of the General Assembly and Governor's office), or private entity, if the communication refers to the content of Offeror's proposal or qualifications, the content of another Offeror's proposal, another Offeror's qualifications or ability to perform the contract, and/or the transmittal of any other communication of information that could be reasonably considered to have the effect of directly or indirectly influencing the evaluation of proposal and/or the award of the contract. An Offeror not in compliance with this provision shall be disqualified from Contract Award, unless it is determined in the Department's discretion that the communication was harmless, that it was made without intent to influence and that the best interest of the Department would not be served by the disqualification. An Offeror's proposal may be disqualified if its subcontractor and supplier engage in any of the foregoing communications during the time that the procurement is active (*i.e.*, the issuance date of the procurement until the date of the Contract award). Only those discussions, communications or transmittals of information authorized or initiated by the issuing agency for this RFP, or general inquiries directed to the purchaser regarding requirements of the RFP (prior to proposal submission) or the status of the Contract Award (after submission) are excepted from this provision.
5. The Department may serve as custodian of Offeror's confidential information and not as an arbiter of claims against Offeror's assertion of confidentiality. If an action is brought pursuant to NCGS § 132-9 to compel the Department to disclose information marked confidential, the Offeror agrees that it will intervene in the action through its counsel and participate in defending the Department, including any public official(s) or public employee(s). The Offeror agrees that it shall hold the Department, State of North Carolina, and any official(s) and individual(s) harmless from all damages, costs, and attorneys' fees awarded against the Department in the action. The Department will provide reasonable notice to the Offeror in writing of any action seeking to compel the disclosure of Offeror's confidential information. The Department shall have the right, at its option and expense, to participate in the defense of the action through its counsel. The Department shall have no liability to Offeror with respect to the disclosure of Offeror's confidential information ordered by a court of competent authority pursuant to NCGS § 132-9 or other applicable law.

G. Evaluation Process and Contract Award

The Evaluation process will commence soon after responses are unsealed as defined in this RFP. The Department will evaluate each Offeror's proposal in accordance with the method, process,

and scoring/weighting criteria stated herein as further described in *Section VII. Attachment N: Evaluation Methodology*.

1. Evaluation Committee and Method

- a. An Evaluation Committee (Committee) will be established to review each Offeror's proposal and make award recommendations. The Department may designate other individuals or subject matter experts, including individuals from outside the Department, to assist in the evaluation process. The Department reserves the right to alter the composition of the Committee or designate other staff or vendors to assist in the process.
- b. The Committee will review and evaluate all responsive and qualified proposals received by the deadlines specified in this RFP. The Committee will be responsible for the entire evaluation process, including any clarifications, negotiations, and BAFOs.
- c. The Committee's evaluation determinations and recommendations will be by consensus.

2. Investigation, Validation, and Inspection

- a. The Department may make reasonable investigations or reviews to validate Offeror's proposal or determine the ability and readiness of the Offeror to perform the services under this RFP. The Offeror shall furnish to the Department all such information and data within requested timeframes to complete investigations, reviews, or validations under this section.
- b. The Department reserves the right to inspect Offeror's physical facilities, including any located outside of North Carolina prior to award and at any time during the Contract period to satisfy questions regarding the Offeror's capabilities or performance. Department's investigation or inspection of Offeror's ability and physical facilities includes any entity or site used in the performance of any obligation under the Contract.
- c. The Department further reserves the right to reject any offer if the evidence submitted by, or investigations, reviews or validations of, the Offeror and its proposal fail to satisfy the Department that the Offeror is properly qualified to carry out the obligations of the Contract and to provide the required services.
- d. The Department may request to review any policy, procedure, process, script, manual or other material used to fulfill a Scope of Services requirement and require changes as a condition of participation under the Contract.
- e. Nothing in this section is intended to limit or conflict with the **ACCESS TO PERSONS AND RECORDS** clause.

3. Evaluation Process: The following descriptions are to provide general information about the Department's evaluation process. The Department reserves the right to modify the evaluation process, including the order or content of the following evaluation process components:

- a. The Committee will review each Offeror's proposal to validate all required proposal documents are included and completed, and all Instructions to Offerors have been followed. Failure to adhere to these requirements may render the Offeror's response incomplete and may be grounds for rejection during any part of the evaluation process.

- b. The Committee will determine if Minimum Qualifications are met as required in *Section IV. Minimum Qualifications*. If the Offeror does not provide the required information, or the Department determines that the Offeror does not meet the Minimum Qualifications, that Offeror's response may be excluded from further consideration and evaluation. Exclusion from further consideration may occur upon the Department's initial review or at any time during the evaluation process upon Department's determination that the Offeror fails to meet the Minimum Qualifications.
- c. The Committee will review and evaluate the Offeror's *Statewide Surveillance for Fraud, Waste and Abuse Proposal* relative to the evaluation criteria specified in the RFP and *Section VII. Attachment N: Evaluation Methodology*.
- d. The Committee will make a recommendation to award to the Offeror meeting the RFP requirements and whose offer is determined to be most advantageous in accordance with NCGS § 143-135.9 to the Department, based on the criteria described in the RFP, and the Committee's ranking of proposals and the basis and reasons for the selection decision. Upon approval of the recommendation by the Department, the notice of award will be issued with the Department executing a Contract with the successful Offeror.

4. Clarifications, Negotiations, and BAFOs

- a. The Department reserves the right to request Clarifications at any time from any Offeror, and such Clarifications must be submitted in writing to the Offeror to respond. However, the Department *is not required* to request Clarifications from any Offeror, Clarifications are at the discretion of the Department, and Offerors should exercise due diligence to ensure its response is clear and addresses all the requirements and specifications of the RFP. Pursuant to 01 NCAC 05A .0112, Clarification means communications between the State and an Offeror that may occur after receipt of Offeror's proposal made for the purpose of eliminating irregularities, informalities, or apparent clerical mistakes in an Offer. A Clarification may also be used in order for the State to interpret an Offer or Offers or to facilitate the State's evaluation of all Offers. A Clarification shall not be used to cure material deficiencies in an Offer, alter the scope of an Offer, or to negotiate. The Department may refuse to accept or consider, in whole or in part, the response to a Clarification provided by an Offeror.
- b. The Department reserves the right to enter into negotiations with one or more Offerors to establish a contract that is in the best interest of the Department. Such negotiations may result in modifications to the RFP and/or Offeror's proposal/response.
- c. The Department may issue a BAFO request to any Offeror(s), requesting one or more Offerors change its (their) initial offer(s).

5. In-Person or Oral Presentations

The Department reserves the right to request in-person or oral presentations from any Offeror as part the Committee's evaluation of proposals. In-person presentations shall be conducted in Raleigh, NC at a site chosen by the Department or held virtually by video conference. Oral presentations may be conducted by conference call. The presentations will address specific topics provided in advance to the Offeror. However, the Department *is not required* to request in-person or oral presentations from any or all Offerors and may limit any

presentations only to those Offerors which are deemed competitive. Additional details regarding the scheduling of any in-person or oral presentations will be provided to selected Offerors by the Department upon determination that such presentation is needed. The Offeror is solely responsible for any costs associated with making in-person or oral presentations, including but not limited to travel and the preparation of additional materials.

6. Quality Review

The Department reserves the right to conduct a quality review of the RFP evaluation. Any changes to evaluation documentation, ratings, determinations or recommendations or other records of the Evaluation Committee as a result of the quality review will be made by consensus of the Committee.

7. Rescission

The Department may, at its discretion, allow an Offeror to rescind certain statements in the Offeror’s Proposal. Such rescissions will be handled and documented as Clarifications; however, the Department *is not required* to allow statement rescissions from any Offeror.

8. Evaluation Criteria, Determination of Ratings and Award Recommendation

- a. The Department will evaluate the Offeror’s response for completeness and responsiveness to determine if it complies with the instructions specified in the RFP.
- b. The Department will review the Offeror’s response to determine if it meets the Minimum Qualifications specified in the RFP.
- c. The Department will evaluate the Offeror’s response based on the evaluation criteria specified below, and the corresponding ratings specified in *Section VII. Attachment N: Evaluation Methodology*.
- d. The evaluation criteria are listed in *Section II. Table 3: Evaluation Criteria* in descending order of importance with no specific percentage or weight assigned:

Section II. Table 3: Evaluation Criteria

Criteria	Description
1. Service Delivery	Ability to meet Contract requirements related to service delivery, including identifying underpayments, recouping overpayments and support services; providing outreach and education; hiring and retaining qualified staff; developing and conducting training; and implementing the program statewide.
2. Program Administration	Ability to meet Contract requirements related to program administration, including implementation, performance standards and reporting; organizational, operational, technical, and administrative infrastructure; following due process/mediation and appeals procedures; business continuity and disaster recovery; and maintain confidentiality, privacy and security protections.

Criteria	Description
3. Qualifications and Experience	Ability to leverage prior experience and staffing necessary to meet Contract requirements and program objectives; and demonstrated successful past performance with similar services.
4. Cost Proposal	Total Cost of implementing and performing services.

- e. This is a Best Value procurement where the selection of a contractor will be based on a determination of which proposal offers the best trade-off between price and performance, where quality is considered an integral performance factor in accordance with NCGS § 143-135.9. A trade-off/ranking method of source selection, taking into account the Evaluation Committee’s ratings and determinations with respect to all the evaluation criteria, will be used to allow the State to award a contract to the Offeror providing the most advantageous offer to the Department. Under the trade-off/ranking method, selecting the most advantageous offer may result in award other than to the lowest priced Offeror or to the most technically qualified Offeror. By using this method, the overall ranking of an Offeror may be adjusted up or down when price is considered with or traded-off against non-price factors. The Department will use a narrative of relative strengths and weaknesses to support this ranking.
- f. An Offeror will be recommended for contract award if the Evaluation Committee determines, based on its review of the proposal, evaluation criteria and consensus ratings, and final ranking that:
 - i. The Proposal is responsive to the contract requirements;
 - ii. The Offeror can demonstrate responsibility and adherence to the requirements and specifications of the RFP and will be able to perform the functions under the Contracts; and
 - iii. The Proposal is the most advantageous offer to the Department considering the evaluation criteria, including technical and cost factors, in accordance with NCGS § 143-135.9.

9. Contract Award

- a. Upon conducting a comprehensive, fair, and impartial evaluation of the proposals received in response to this RFP, the Department reserves the right to award a Contract. The Offeror whose proposal is determined most advantageous to the Department will be recommended for award. Upon award, the Department will sign the “Acceptance of Proposal” found at the bottom of the Execution of Proposal Section or require the signing of an Execution of Contract, thus resulting in the formation of the Contract(s). Within two (2) State Business Days after notification of award, the Offeror must register in North Carolina electronic Vendor Portal (eVP) at <https://evp.nc.gov>.
- b. Contract award notices are sent to the Offeror awarded the Contract and will be posted at <https://evp.nc.gov>.

- c. After Contract award, Public Records Requests regarding this RFP may be submitted to Medicaid.Procurement@dhhs.nc.gov.

10. Protest Procedures:

- a. If an Offeror wishes to protest any Contract awarded as a result of this solicitation, the Offeror shall submit a written request (protest letter) for a protest meeting to the Department head or designee to Medicaid.Procurement@dhhs.nc.gov and include **PROTEST RFP #30-2025-004-DHB Statewide Surveillance for Fraud, Waste and Abuse** in the subject line. The protest letter must be emailed and received at the specified email address no later than **5:00 p.m. EST on the fifteenth (15th) Calendar Day following the Contract award**. The Department is not responsible for delays in the sending or receiving of emails containing a protest letter.
- b. Protest letters shall contain specific grounds and reasons for the protest and any supporting documentation regarding why there is a concern with the award. If the request does not contain this information or the Department head or designee determines that a meeting would serve no purpose, then the Department head, within ten (10) Calendar Days from the date of receipt may respond in writing to the Offeror and refuse the protest meeting request. If the protest letter contains or points to anything deemed or marked confidential and/or proprietary, Offeror must include a redacted copy of the protest letter in accordance with *Section II.F. Confidentiality and Prohibited Communications During the Evaluation Process* of this RFP.
- c. If the protest meeting is granted, the Department head or designee shall schedule the meeting within thirty (30) Calendar Days after receipt of the letter, unless a later date is accepted by the protesting party and the Department. The Department shall provide written notice of the date and time of the protest meeting to any awarded Offeror, along with a copy of the protest documents submitted by the protester. The awarded Offeror may attend the protest meeting and provide a response to the protest allegations but is not required to do so. If the awarded Offeror submits a response in writing, it shall be provided to the protester by the Department before the protest meeting. Each party will be given a set period of time in which to present their side. The protester and winning Offeror (if attending) may be represented by legal counsel of their own choosing and at their own expense. Within ten (10) Calendar Days from the date of the protest meeting, the Department head shall respond to the protesting Offeror in writing with a final Department decision.
- d. If a protest is determined by the Department to be valid, the following outcomes may occur:
 - i. The award and issued purchase order shall be canceled and the solicitation for offers to contract is not re-bid;
 - ii. The award and issued purchase order shall be canceled and the solicitation for offers to contract is re-bid; or
 - iii. The award and issued purchase order shall be canceled, and the Contract shall be awarded to the next most advantageous and willing Offeror as ranked in Attachment N, paragraph 5.

- e. If the Offeror desires further administrative review after receiving a decision under paragraphs a-c, the protesting party may, within sixty (60) Calendar Days from the date such decision is received, file a contested case petition with the Office of Administrative Hearings (OAH) in accordance with NCGS §150B-23.

III. DEFINITIONS, CONTRACT TERM, GENERAL TERMS AND CONDITIONS, OTHER PROVISIONS & PROTECTIONS

A. Definitions

1. **Appeal:** Has the same meaning as Appeal defined in 42 C.F.R. § 438.400(b).
2. **Beneficiary:** An individual eligible to receive services from the North Carolina Department of Health and Human Services, Division of Health Benefits (NC Medicaid).
3. **Best and Final Offer (BAFO):** Best and Final Offer, submitted by an Offeror to alter its initial offer, made in response to a request by the issuing agency.
4. **Best Value:** Has the same meaning as defined in NCGS § 143-135.9.
5. **Breach:** The acquisition, access, use, or disclosure of protected health information (PHI) in a manner not permitted under the HIPAA Privacy Rule which compromises the security or privacy of the PHI.
6. **Business Associate Agreement (BAA):** Under the Health Insurance Portability and Accountability Act (HIPAA) of 1996, the written agreement between a HIPAA-covered entity and HIPAA Business Associate, as defined in 45 C.F.R. 160.103.
7. **Calendar Day:** Includes the time from midnight to midnight each day, and all days in a month, including weekends and holidays. Unless otherwise specified within the Contract, days are tracked as Calendar Days.
8. **Confidential Information:** Any non-public information created or received by NC DHHS, including but not limited to Identifiable Health Information, Identifying Information, Personal Information, Protected Health Information, Electronic Protected Health Information, Tax information, and any NC DHHS information that would be considered confidential by state or federal law/regulation.
9. **Contract Award Date:** The date the Department signs the "Acceptance of Response" section of the Execution page and publishes the Notice of Award to the NC eVP.
10. **Contract Effective Date:** This Contract is effective date the Department signs the "Acceptance of Response" section of the Execution page.
11. **Contractor:** The Offeror awarded the Contract to perform the services and requirements defined therein.
12. **Corrective Action Plan (CAP):** A written document describing the deliberate set of actions to be taken by an entity, deficiency, or non-compliance.
13. **Department (NCDHHS):** State of North Carolina Department of Health and Human Services, which is responsible for managing the delivery of health and human related services for all North Carolinians, especially its most vulnerable citizens, which includes children, elderly, people with disabilities, and low-income families. Includes the Division of Health Benefits.

14. **Detailed Line Items (DLI):** A unique line item within a unique claim for a specific procedure code, for a specific date of service, that must be individually reviewed for completion of prepayment claims reviews.
15. **Detailed Line Items Monthly Threshold:** Count of detailed line items included for review within the monthly flat fee.
16. **Division of Health Benefits (DHB):** The Division within the North Carolina Department of Health and Human Services (NCDHHS) responsible for implementing the Medicaid program.
17. **Due Process:** Written notice of an Adverse Determination and an opportunity for a fair hearing (appeal) when a Medicaid service request is denied, reduced, terminated, or suspended pursuant to the Social Security Act, 42 C.F.R. § 431.200 et seq., and NCGS §108A-70.9.
18. **Electronic Protected Health Information:** Individually identifiable health information that is transmitted by electronic media or maintained in electronic media.
19. **Fiscal Agent:** The State of North Carolina's vendor with fiduciary responsibility, as well as responsibility for administration, maintenance, and modifications of the Medicaid Management Information System (MMIS) and the DHHS claims processing system.
20. **Fraud, Waste and Abuse (FWA):**
 - a. Fraud is generally defined as knowingly and willfully executing, or attempting to execute, a scheme or artifice to defraud any healthcare benefit program or to obtain (by means of false or fraudulent pretenses, representations or promises) any of the money or property owned by, or under the custody or control of, any healthcare benefit program. (18 U.S.C. § 1347).
 - b. Waste is overutilization of services or other practices that, directly or indirectly, result in unnecessary costs to the healthcare system, including the Medicare and Medicaid programs. It is not generally considered to be caused by criminally negligent actions, but by the misuse of resources.
 - c. Abuse is payment for items or services when there is no legal entitlement to that payment and the individual or entity has not knowingly and/or intentionally misrepresented facts to obtain payment.
21. **Health Information Portability and Accountability Act (HIPAA):** A 1996 Federal law, and any associated amendments, additions, or revisions thereto, that restricts access to individuals' private medical information.
22. **Implementation Plan:** Comprehensive schedule of events, tasks, Deliverables, and milestones developed and executed by the Offeror to ensure successful implementation and launch of Statewide Surveillance for Fraud, Waste and Abuse services.
23. **Inter-rater Reliability (IRR):** The degree of agreement among raters.
24. **Medicaid Enterprise System (MES):** The aggregation of technologies and applications required to operate a State Medicaid Agency (SMA).
25. **Medicaid Managed Care:** The name of the North Carolina managed care program for North Carolina Medicaid benefits; does not include LME/MCOs.
26. **NC Tracks:** The multi-payer Medicaid Management Information System for the North Carolina Department of Health and Human Services.

27. **North Carolina electronic Vendor Portal (eVP):** The State of North Carolina's on-line system for advertising solicitations, posting addendums, and publishing award notifications. Vendors can view and search for procurement opportunities <https://evp.nc.gov>.
28. **North Carolina Identity Management (NCID):** The standard identity management service that allows State, local, business and citizen users to achieve an elevated degree of security and real-time access control to the State's customer-based applications and information.
29. **Offeror:** A supplier, bidder, proposer, firm, company, corporation, partnership, individual or other entity submitting an offer in response to this RFP. Terms may be used interchangeably throughout this RFP.
30. **Overpayment:** The amount paid by the Department to a Provider which is in excess of the amount that is allowable for services furnished and which is required to be refunded in accordance with 42 C.F.R. §433.304.
31. **Preliminary Investigation:** The investigation conducted when a preliminary review provides reason to believe fraud, waste or abuse has occurred. Resolution through referral to the Medicaid Fraud Control Unit or administrative or legal disposition.
32. **Preliminary Review:** The investigation of fraud, waste, and abuse complaints by an investigative analyst to determine if there is sufficient basis to warrant a preliminary investigation pursuant to 10A NCAC 22F .0202.
33. **Provider:** Provider means any individual or entity that is engaged in the delivery of services, or ordering or referring for those services, and is legally authorized to do so by the State in which it delivers the services. (42 C.F.R. § 438.2).
34. **Recovery Audit Contractor (RAC):** Third-party entity working on behalf of Centers for Medicare and Medicaid Services to identify and recover improper payments made in Medicare and Medicaid transactions between providers and payors.
35. **Recoupment/Recovery:** Any formal action by the State, its vendor or fiscal intermediary, to collect an overpayment made to a Provider in accordance with 42 C.F.R. §433.304. As used herein, recoupment and recovery are interchangeable.
36. **Referral:** An act of referring someone or something for consultation, review, or further action.
37. **Reviewed:** The completed evaluation of the compliance of the documentation received as evidence for a unique detailed line item.
38. **Sampling:** Statistical techniques designed to produce a subset of elements drawn from population, which represent the characteristics of the populations.
39. **Service:** Medical care and items such as medical diagnosis and treatment, drugs and biologicals, supplies, appliances, and equipment, services, and use of hospital RPCH or SNF facilities. (42 C.F.R. §400.202).
40. **State:** The State of North Carolina, the Department as an agency or in its capacity as the using agency.
41. **State Business Day (Business Day):** Traditional workdays, Monday through Friday, from 8:00 a.m. EST through 5:00 p.m. EST excluding State holidays. A list of North Carolina State Holidays is located at <https://oshr.nc.gov/state-employee-resources/benefits/leave/holidays>.
42. **Subcontractor:** An entity having an arrangement with the Contractor, where the Contractor uses the products and/or services of that entity to fulfill some of its obligations under the Contract. Use of a Subcontractor does not create a contractual relationship between the Subcontractor and the Department, only the Contractor.

43. **Suspended Claims:** Claims which have been submitted to NC Medicaid for payment, but which are prevented from entering the adjudication process.
44. **Third Party:** A person, a non-NC DHHS state government agency or a non-NC state government entity such as other vendors, suppliers, Subcontractors, consultants, etc., including their employees and agents, which may receive Confidential Information directly from the Vendor.
45. **Third Party Administrator (TPA):** A Third Party Administrator is a person who directly or indirectly solicits or effects coverage of, underwrites, collects charges or premiums from, or adjusts or settles claims on residents of this State, or residents of another State from offices in this State, in connection with life or Health Insurance or annuities.
46. **Underpayment:** CMS defines this as being represented by those lines on a claim that were billed at a low level of payment but should have been billed at a higher level of payment. (Service lines that a provider failed to include on a claim are NOT considered underpayments.)
47. **Vendor:** A company, firm, entity or individual, other than the Contractor, with whom the Department has contracted to provide goods or services.

B. Acronyms and Abbreviations

1. **AR:** Accounts Receivable
2. **BAA:** Business Associate Agreement
3. **BAFO:** Best and Final Offer
4. **C & I:** Complaints & Investigations
5. **CAP:** Corrective Action Plan
6. **CMS:** Centers for Medicare & Medicaid Services
7. **CMTS:** Case Management Tracking System
8. **CP:** Clinical Policy
9. **DHB:** Division of Health Benefits
10. **DRG:** Diagnosis Related Group
11. **DSS:** NC DHHS Division of Social Services Departments of Social Services
12. **eVP:** North Carolina electronic Vendor Portal
13. **FWA:** Fraud, Waste and Abuse
14. **HIPAA:** Health Insurance Portability and Accountability Act
15. **HITECH:** Health Information Technology for Economic and Clinical Health Act
16. **HUB:** Historically Underutilized Business
17. **LCSW:** Licensed Clinical Social Worker
18. **LTC:** Long-Term Care facilities, including SNFs, ICF-IIDs, and Adult Care Homes
19. **MD:** Medical Doctor
20. **MES:** Medicaid Enterprise System
21. **MID:** Medical Investigations Division in the Attorney General's Office
22. **MMIS:** Medicaid Management Information Systems
23. **NC:** North Carolina
24. **NC FAST:** North Carolina Families Accessing Services through Technology
25. **NCAC:** North Carolina Administrative Code
26. **NC DHHS:** North Carolina Department of Health and Human Services
27. **NCGS:** North Carolina General Statute
28. **NCID:** North Carolina Identity Management Service

29. **NPI:** National Provider Identifier
30. **OAH:** Office of Administrative Hearings
31. **OCPI:** Office of Compliance and Program Integrity
32. **OCR:** Office of Civil Rights
33. **OSA:** Office of the State Auditor
34. **PA:** Prior Authorization
35. **PHI:** Protected Health Information
36. **QA:** Quality Assurance
37. **RAC:** Recovery Audit Contractor
38. **RFP:** Request for Proposal
39. **RN:** Registered Nurse
40. **TND:** Tentative Notice of Decision
41. **TPA:** Third Party Administrator

C. Contract Term

1. The Contract Term begins on the Contract Effective Date with an initial term of three (3) years (“Initial Term”).
2. At the end of the Contract’s Initial Term, the Department shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to two (2) additional one (1) year periods (each a “Renewal Term” and collectively the “Renewal Terms”). The Department will give the Contractor written notice of its intent whether to exercise each option no later than forty-five (45) Calendar Days before the end of the Contract’s then current term.
3. In addition, the Department reserves the right to extend the Contract Term using Renewal Terms in increments of less than one (1) year.
4. The Initial Term and any Renewal Terms together constitute the “Contract Term”.

D. General Terms and Conditions

1. **ACCESS TO PERSONS AND RECORDS:**
 - a. Pursuant to NCGS § 147-64.7 and NCGS § 143-49(9), the Department, the State Auditor, appropriate State or federal officials, and their respective authorized employees or agents shall have access to persons and premises, or such other locations where duties under the Contract are being performed, and are authorized to inspect, monitor, or otherwise evaluate all books, records, data, information systems, and accounts of the Contractor, their Subcontractor(s), other persons directed by the Contractor, or Contractor’s parent or affiliated companies as far as they relate to transactions under the Contract, performance of the Contract, or to costs charged to the Contract. The Contractor shall retain any such books, records, data, information, and accounts in accordance with **Paragraph 38. RECORD RETENTION** of this Section III.D. of the Contract. Changes or additional audit, retention or reporting requirements may be imposed by federal or state law and/or regulation, and the Contractor must adhere to such changes or additions.

- b. The State Auditor shall have access to persons and records as a result of all contracts or grants entered by State agencies or political subdivisions in accordance with NCGS § 147-64.7.
 - c. The financial auditors of the Department shall also have full access to all financial records and other information determined by the Department to be necessary for the Department's substantiation of the monthly payment(s). These audit rights are in addition to any audit rights any federal agency may have regarding the use of federally allocated funds.
 - d. The following entities may audit the records of this Contract during and after the term of the Contract to verify accounts and data affecting fees or performance:
 - i. The State Auditor;
 - ii. The internal auditors of the affected department, agency or institution; and
 - iii. The Joint Legislative Commission on Governmental Operations (Commission) and Commission Staff, as defined in NCGS § 120-72(3), whose primary responsibility is to provide professional or administrative services to the Commission.
 - e. Nothing in this section is intended to limit or restrict the State Auditor's rights.
 - f. This provision shall survive termination or expiration of this Contract.
2. **ADVERTISING:** Contractor agrees not to use the existence of this Contract or the name of the Department or State of North Carolina as part of any commercial advertising or marketing of its products or services, excepted as permitted under this Contract. A Contractor may inquire whether the Department is willing to act as a reference by providing information directly to other prospective customers. The Department is under no obligation to serve as a reference.
3. **AMENDMENTS:** This Contract may not be amended orally or by performance. The Contract may be amended only by written amendments executed by the Department and the Contractor.
4. **ASSIGNMENT:** Except as otherwise required by law or upon written approval of the Department, no assignment of the Contractor's obligations nor the Contractor's right to receive payment hereunder shall be permitted.
5. **AVAILABILITY OF FUNDS:** All payments to Contractor are expressly contingent upon and subject to the appropriation, allocation, and availability of funds to the Department for the purposes set forth in the Contract. If the Contract or any purchase order issued hereunder is funded in whole or in part by federal funds, the Department's performance and payment shall be subject to and contingent upon the continuing availability of said federal funds for the purposes of the Contract or purchase order. If the term of the Contract extends into fiscal years after that in which it is approved, such continuation of the Contract is expressly contingent upon the appropriation, allocation, and availability of funds by the N.C. General Assembly for the purposes set forth in this RFP and any resulting Contract. If funds to effect payment are not available, the Department will provide written notification to the Contractor and may terminate the Contract in accordance with **Paragraph 47. TERMINATION** of this *Section III.D.* of the Contract. If the Contract is terminated, the Contractor agrees to take back any affected deliverables and software not yet delivered under the Contract, terminate any Services supplied to the Department under the Contract, and relieve the Department of any

further obligation thereof. The Department shall remit payment for deliverables and services accepted prior to the date of the previously mentioned notice in conformance with the payment terms.

6. **BACKGROUND CHECKS AND DISCLOSURE OF LITIGATION AND CRIMINAL CONVICTION OR**

ADVERSE FINANCIAL CONDITION: The Contractor's failure to fully and timely comply with the terms of this Section and *Section VII. Attachment H: Disclosure Of Litigation and Criminal Convictions*, and *Section VII. Attachment E: Certification of Financial Condition and Legal Action Summary* including providing reasonable assurances satisfactory to the State, may constitute a material breach of the Contract and result in Termination for Cause.

- a. Upon execution of this Contract, the Contractor shall notify the State if it, or any of its Subcontractors, or their officers, directors, or their Key Personnel, who may provide services under this Contract, have ever been convicted of a felony, or any crime involving moral turpitude, including, but not limited to fraud, misappropriation, or deception. The Contractor shall promptly notify the Department of any criminal litigation, investigations or proceeding involving the Contractor or any Subcontractor, or any of the foregoing entities' then current officers or directors during the term of this Contract.
- b. The Contractor shall notify the State of any civil litigation, regulatory finding or penalty, arbitration, proceeding, or judgments against it or its Subcontractors during the three (3) years preceding the Effective Period Commencement Date of the Contract, or which may occur during the term of this Contract that involves (1) services or related goods similar to those provided pursuant to any contract and that involve a claim that may affect the viability or financial stability of the Contractor; and (2) a claim or written allegation of fraud by the Contractor or any Subcontractor hereunder, arising out of their business activities; and (3) a claim or written allegation that the Contractor or any Subcontractor hereunder violated any federal, state or local statute, regulation or ordinance. Multiple lawsuits and or judgments against the Contractor or its Subcontractors shall be disclosed to the Department to the extent they affect the financial solvency and integrity of the Contractor or Subcontractor.
- c. Contractor agrees not to use any personnel in the performance of this Contract who have been convicted of any of the crimes listed in subpart a. herein above. In addition, Contractor will not use or authorize any Subcontractor to use in the performance of this Contract any persons who have been convicted of any federal or state crime involving antitrust laws, anti-kickback laws, self-referral laws, improper influencing of public officials, or improper management or destruction of public records or financial records.
- d. The Contractor shall notify the State of any legal action that could adversely affect the Contractor's ability to meet the requirements of the Contract.
- e. All notices under subsection a., b., c., and d. herein shall be provided in writing to the State within thirty (30) Calendar Days after the Contractor learns about any such criminal, regulatory, or civil matters or financial circumstances or material change to prior disclosures, unless such matters are governed by the other stated terms and conditions of the Contract. Details of settlements which are prevented from disclosure by the terms of the settlement shall be annotated as such. Contractor may rely on good faith certifications of its Subcontractors addressing the foregoing, which certifications shall be available for inspection at the option of the State.

- f. The Department reserves the right to request a criminal background check on Contractor's employees or independent contractors or the employees of Contractor's approved Subcontractors.
 - g. Where requested by the Department, Contractor must obtain, at its own expense, and provide the Department, or its designee, a North Carolina State Bureau of Investigation (SBI) and/or Federal Bureau of Investigation (FBI) background check on all employees prior to assignment.
 - h. Contractor shall keep any records related to these verifications in accordance with **Paragraph 38. RECORD RETENTION** of this *Section III. D.* of the Contract.
7. **BENEFICIARIES:** The Contract shall inure to the benefit and be binding upon the Parties and their respective successors. It is expressly understood and agreed that the enforcement of the Terms and Conditions of the Contract, and all rights of action relating to such enforcement, shall be strictly reserved to the Department and Contractor. Nothing contained in this Contract shall give or allow any claim or right of action whatsoever by any third person. It is the express intention of the Department and Contractor that any such other person or entity receiving services or benefits under the Contract shall be deemed an incidental beneficiary only and not a contractual third-party beneficiary.
8. **CHANGE IN CORPORATE STRUCTURE:** In cases where Contractor(s) are involved in corporate consolidations, acquisition or mergers, the Parties may negotiate agreements for the transfer of contractual obligations and the continuance of contracts within the framework of the new corporate structure, subject to Department approval and the terms of this Contract.
9. **CHOICE OF LAW AND FORUM:** The validity of this Contract and any of its terms and conditions or provisions, as well as the rights and duties of the Parties, are governed by the laws of North Carolina without regard to its choice of law decisions or statutes. Forum shall be in the District or Superior Courts of Wake County, North Carolina, where all matters, whether sounding in contract or tort, relating to the validity, construction, interpretation, and enforcement shall be determined. This section shall survive the termination of the Contract for any reason.
10. **COMPLIANCE WITH LAWS:**
- a. Contractor shall comply with all applicable federal and state laws, ordinances, codes, rules, regulations, and licensing requirements that are applicable to the conduct of its business and performance in accordance with this Contract.
 - b. Contractor is responsible for ensuring its Subcontractors comply with all laws, rules, regulations, and licensing requirements applicable to Contractor's performance under this Contract, including but not limited to the applicable provisions of (a) Title XIX of the Social Security Act and Titles 42 and 45 of the Code of Federal Regulations,; and (b) those laws, rules, or regulations of federal and State agencies having jurisdiction over the subject matter of this Contract, whether in effect when this Contract is signed, or becoming effective during the term of this Contract.
 - c. Clean Air Act
 - i. Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
 - ii. Contractor agrees to report each violation to the Department and understands and agrees that the Department will, in turn, report each violation as required to assure

notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.

- iii. Contractor agrees to include these requirements in each subcontract exceeding one hundred fifty thousand dollars (\$150,000) financed in whole or in part with Federal assistance.
 - d. Federal Water Pollution Control Act
 - i. Contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.
 - ii. Contractor agrees to report each violation to the Department and understands and agrees that the Department will, in turn, report each violation as required to assure notification to the federal agency providing funds hereunder, and the appropriate Environmental Protection Agency Regional Office.
 - iii. Contractor agrees that these requirements will be included in each subcontract exceeding one hundred fifty thousand dollars (\$150,000) financed in whole or in part with Federal assistance.
 - e. Pandemic, Endemic and Other North Carolina State Emergencies
 - i. Contractor agrees to comply with all applicable standards, Executive Orders and Department issued guidance for pandemics, endemics, and other North Carolina State emergencies.
 - ii. Notice shall be provided by the Department of the standards, orders and Department issued guidance prior to the Effective Date of the requirements, where practical.
 - iii. In the event requirements are announced and made effective immediately, such as Executive Orders, the Contractor shall adhere to such requirements.
 - iv. Contractor agrees to communicate to Subcontractors for compliance with all applicable standards, orders, and Department-issued guidance.
 - f. Certifications and Representations
 - i. Contractor shall certify annually pursuant to C.F.R. § 200.209 Certifications and Representations that it is in compliance with federal certification and representation requirements regarding Nondiscrimination, Drug-Free Workplace Requirements, Environmental Tobacco Smoke, Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions and Lobbying.
 - ii. Contractor shall certify annually that is in compliance with state certification requirements regarding Verification of Employee Work Authorization, Ineligibility, Prior Convictions and Prior Employment.
11. **CONTRACT ADMINISTRATORS:** Contract Administrators means the persons to whom notices provided for in this Contract shall be given, and to whom matters relating to the administration of this Contract shall be addressed. Contract Administrators for both Parties are included in *Section VII. Attachment D: Contract Administrators*. Either Party may change its administrator or their address and telephone number by written notice to the other Party in accordance with **Paragraph 33. NOTICES** of this *Section III.D.* of the Contract.
12. **CONTRACT DISCLOSURES:** Unless otherwise provided herein, Contractor shall complete any initial disclosures required under the Contract within thirty (30) Calendar Days of execution

unless another timeframe is approved by the Department. Disclosures should be sent to the Department's Contract Administrator in accordance with **Paragraph 33. NOTICES** of this *Section III.D.* of the Contract.

13. **COOPERATION WITH OTHER STATE VENDORS:** Contractor shall cooperate with Department Vendors that are providing goods or services to or on behalf of the Department in relation to Medicaid including those Vendors providing services with respect to system integration, encounter processing, enrollment and eligibility, data analytics, and those engaged by the Department to monitor, validate, or verify Contractor's performance.
14. **COPYRIGHT:** North Carolina Public Records Laws identifies all documents created for public transactions/business as public records; therefore, no deliverable items produced in whole or in part under this Contract shall be the subject of an application for copyright by or on behalf of Contractor, except as otherwise provided herein. The State shall own all deliverables that Contractor is required to deliver to the Department pursuant to this Contract, except as provided herein.
 - a. Contractor shall not acquire any right, title, and interest in and to the copyrights for goods, all software, technical information, specifications, drawings, records, documentation, data, or derivative works thereof, or other work products provided by the State to Contractor.
 - b. The State shall, upon payment for the services in full in accordance with the payment terms of this Contract, shall own copyrighted works first originated and prepared by Contractor for delivery to the State.
 - c. The State hereby grants Contractor a royalty-free, fully paid worldwide, perpetual, nonexclusive, irrevocable license for Contractor's business use, to non-confidential deliverables first originated and prepared by Contractor for delivery to the State.
 - d. Contractor shall maintain ownership of all pre-existing intellectual property that it provides to the State as part of the deliverable(s), and the State shall have a royalty-free, fully paid, worldwide, perpetual, non-exclusive, irrevocable license to use such intellectual property solely for its operations.
 - e. The intellectual property terms of this Contract do not: (i) affect Contractor's ownership of all other intangible intellectual property (e.g., processes, ideas, know how) that Contractor has developed in the course of performance hereunder, (ii) prevent Contractor from selling similar services elsewhere, or (iii) prevent Contractor from marketing, licensing or selling any and all intellectual property it develops hereunder to other customers, provided no State confidential information is used or disclosed in the process.
15. **CULTURAL AND LINGUISTIC COMPETENCY AND SENSITIVITY:** Contractor shall make a good faith effort to recruit, develop, train, promote, and retain a culturally and linguistically diverse governance, leadership, and workforce, who are responsive to the population in the service area, or otherwise participate in the State's efforts to promote culturally competent care in accordance with applicable federal and State law and CMS guidelines.
16. **DEFAULT:**
 - a. If, through any cause, the Contractor shall fail to fulfill in timely and proper manner the obligations under this Contract, the Department shall have the right to terminate this

Contract by giving written notice to the Contractor and specifying the effective date thereof. In case of default by the Contractor for any reason, the Department may procure substitute services from other sources and hold the Contractor responsible for any excess cost occasioned thereby. Contractor is responsible for any delays resulting from its failure to deliver or provide services or other deliverables required under this Contract. Default or Termination for Cause may be cause for debarment.

- b. In addition, in the event of default by the Contractor under this Contract or upon the Contractor filing a petition for bankruptcy or the entering of a judgment of bankruptcy by or against the Contractor, the Department may immediately cease doing business with the Contractor, immediately terminate this Contract for cause, and act to debar the Contractor from doing future business with the State.

17. **DISCLOSURE OF CONFLICTS OF INTEREST:** The Contractor shall disclose any known conflicts of interest, or perceived conflicts of interest, at the time they arise, as follows:

- a. Disclose any relationship to any business or associate to whom the Contractor is doing business that creates or may give the appearance of a conflict of interest related to this Contract.
- b. By signing the RFP, Contractor certifies that it shall not knowingly take any action or acquire any interest, either directly or indirectly, that will conflict in any manner or degree with the performance of its services during the term of the Contract.
- c. Disclose prior to employment or engagement by the Contractor, any firm principal, staff member or Subcontractor, known by the Contractor to have a conflict of interest or potential conflict of interest related to this Contract.
- d. All notices required by this subsection must be provided to the Department within thirty (30) Calendar Days of Contractor becoming aware of the conflict.

18. **DISCLOSURE OF LITIGATION AND CRIMINAL CONVICTION OR ADVERSE FINANCIAL CONDITION:** The Contractor's failure to fully and timely comply with the terms of this clause, including providing reasonable assurances satisfactory to the State, may constitute a material breach of the Contract and result in Termination for Cause.

- a. The Contractor shall notify the State in its proposal, if it, or any of its Subcontractors, or their officers, directors, or key personnel who may provide services under any contract awarded pursuant to this solicitation, have ever been convicted of a felony, or any crime involving moral turpitude, including, but not limited to fraud, misappropriation, or deception. The Contractor shall promptly notify the State of any criminal litigation, investigations or proceeding involving the Contractor or any Subcontractor, or any of the foregoing entities' then current officers or directors during the term of the Contract.
- b. The Contractor shall notify the State in its proposal, and promptly thereafter as otherwise applicable, of any civil litigation, regulatory finding or penalty, arbitration, proceeding, or judgments against it or its Subcontractors during the three (3) years preceding its proposal, or which may occur during the term of any contract awarded to the Contractor pursuant to this solicitation, that involve (1) services or related goods similar to those provided pursuant to any contract and that involve a claim that may affect the viability or financial stability of the Contractor, or (2) a claim or written allegation of fraud by the Contractor or any Subcontractor hereunder, arising out of their business activities, or (3) a claim or written allegation that the Contractor or any Subcontractor hereunder violated

any federal, state or local statute, regulation or ordinance. Multiple lawsuits and or judgments against the Contractor or Subcontractor shall be disclosed to the State to the extent they affect the financial solvency and integrity of the Contractor or Subcontractor.

- c. In the event the Contractor, an officer of the Contractor, or an owner of a twenty-five percent (25%) or greater share of the Contractor, is convicted of a criminal offense incident to the proposal for or performance of a state, public or private contract or Subcontract; or convicted of a criminal offense including but not limited to any of the following: embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, attempting to influence a public employee to breach the ethical conduct standards for State of North Carolina employees; convicted under State or federal antitrust statutes; or convicted of any other criminal offense which, in the sole discretion of the State, reflects upon the Contractor's business integrity, and such contractor shall be prohibited from entering into a contract for goods or services with any department, institution, or agency of the State.
- d. The Contractor shall notify the State of any legal action that could adversely affect the Contractor's financial conditions or ability to meet the requirements of the Contract.
- e. All notices under this clause shall be provided in writing to the State within thirty (30) Calendar Days after the Contractor learns about any such criminal, regulatory, or civil matters or financial circumstances or material change to prior disclosures, unless such matters are governed by the other stated terms and conditions annexed to the solicitation. Details of settlements which are prevented from disclosure by the terms of the settlement shall be annotated as such. Contractor may rely on good faith certifications of its Subcontractors addressing the foregoing, which certifications shall be available for inspection at the option of the State.

19. ELECTRONIC PROCUREMENT (NCGS § 143-48.3):

a. GENERALLY APPLICABLE TO GOODS AND SERVICES PURCHASES:

- i. Purchasing shall be conducted through the Statewide E-Procurement Service. The State's third-party agent shall serve as the Supplier Manager for this E-Procurement Service. The Contractor shall register for the Statewide E-Procurement Service within two (2) business days of notification of award in order to receive an electronic purchase order resulting from award of this Contract.
- ii. The Supplier Manager will capture an order from a State approved user, including the shipping and payment information, and submit the order in accordance with E-Procurement Service procedures. Subsequently, the Supplier Manager will send those orders to the appropriate Vendor on State Contract. The State or State-approved user, not the Supplier Manager, shall be responsible for the solicitation, bids received, evaluation of bids received, award of Contract, and the payment for goods delivered.
- iii. Contractor shall at all times maintain the confidentiality of its username and password for the Statewide E-procurement Services. Contractor shall be responsible for all activity and all charges by its agents or employees. Contractor agrees not to permit a third party to use its E-Procurement Services account. If there is a breach of security through the Contractor's account, Contractor shall immediately change its password and notify the Supplier Manager of the security breach by email.

Contractor shall cooperate with the State and the Supplier Manager to mitigate and correct any security breach.

b. E-PROCUREMENT FEES – APPLICABLE ONLY TO GOODS PURCHASES

- i. **THE SUCCESSFUL BIDDER(S) SHALL PAY A TRANSACTION FEE, CURRENTLY 1.75% (.0175), ON THE TOTAL DOLLAR AMOUNT (EXCLUDING SALES TAXES) FOR THE AMOUNT OF ANY GOODS INCLUDED ON EACH PURCHASE ORDER ISSUED THROUGH THE STATEWIDE E-PROCUREMENT SERVICE (OR ANY OFFICAL REPLACEMENT SERVICE). NCGS § 66-58.12; See NC E-Procurement Terms of Use.** This applies to all purchase orders, regardless of the quantity or dollar amount of the purchase order. The transaction fee shall not be stated or included as a separate item on the invoice. Contractor will receive a credit for transaction fees they paid for the purchase of any item(s) if an item(s) is returned through no fault of the Contractor. Transaction fees are non-refundable when an item is rejected and returned, or declined, due to the Contractor’s failure to perform or comply with specifications or requirements of the Contract.
- ii. Contractor or its authorized reseller, as applicable, will be invoiced monthly for the State’s transaction fee by the E-Procurement Supplier Manager (Supplier Manager), based on a) purchase activity for the prior month, or b) purchases for which the supplier invoice has been paid. Unless the Supplier Manager receives written notice from the Contractor identifying with specificity any errors in an invoice for the transaction fee within thirty (30) Calendar Days of the receipt of invoice, such invoice shall be deemed to be correct, and Contractor shall have waived its right to later dispute the accuracy and completeness of the invoice. Payment of the transaction fee by the Contractor is due to the account designated by the State within thirty (30) days after receipt of the invoice for the transaction fee, or it shall be considered a material breach of contract.
- iii. Pursuant to NCGS § 147-86.23, the service will charge 1) interest on past due balances at the rate set by the Secretary of Revenue pursuant to NCGS § 105-241.21 as of the date the balances are past due, and 2) late payment penalties, currently ten percent (10%) of the account receivable. No interest shall be charged on disputed and overdue amounts to the extent the State agrees to reduce or adjust the amount in dispute. The Supplier Manager shall provide, whenever reasonably requested by the Contractor in writing (including electronic documents), supporting documentation from the E-Procurement Service that accounts for the amount of the invoice.

20. ENTIRE AGREEMENT AND ORDER OF PRECEDENCE: This Contract consists of the following documents incorporated herein by reference:

- a. Any amendments, business requirements, or implementation plans, executed by the Parties, in reverse chronological order;
- b. Execution of Contract, if any;
- c. Best and Final Offers and negotiation documents, in reverse chronological order, if any;
- d. Written clarifications, in reverse chronological order, if any;
- e. Addenda to the RFP, in reverse chronological order, if any;
- f. The RFP in its entirety; and
- g. Offeror’s proposal.

In the event of a conflict between the Contract documents, the term in the Contract with the highest precedence shall prevail. The Contract documents constitute the entire agreement between the parties and supersede all prior oral or written statements or agreements.

21. **EQUAL EMPLOYMENT OPPORTUNITY:** Contractor shall comply with all federal and State requirements and North Carolina Executive Order 24 dated October 18, 2017, concerning fair employment and employment of the disabled, and concerning the treatment of all employees without regard to discrimination by reason of race, color, ethnicity, national origin, age, disability, sex, pregnancy, religion, National Guard or veteran status, sexual orientation, gender identity or expression.
22. **FORCE MAJEURE:** Neither Party shall be deemed to be in default of its obligations hereunder if and so long as it is prevented from performing such obligations because of events beyond its reasonable control, including without limitation, fire, power failures, any act of war, hostile foreign action, nuclear explosion, riot, strikes or failures or refusals to perform under subcontracts, civil insurrection, earthquake, hurricane, tornado, or other catastrophic natural event or act of God.
23. **GOVERNMENTAL RESTRICTIONS:** In the event any governmental restrictions are imposed which necessitate alteration of the material, quality, workmanship, or performance of the items or services offered prior to their delivery, it shall be the responsibility of the Contractor to notify, in writing, the issuing Department immediately, indicating the specific regulation which required such alterations. The Department reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the Contract.
24. **HISTORICALLY UNDERUTILIZED BUSINESS (HUBs):** Pursuant to NCGS § 143-48 and Executive Order 150 (1999), the Department invites and strongly encourages participation with businesses owned by minorities, women, disabled individuals, disabled business enterprises, and nonprofit work centers for the blind and severely disabled. Contractor agrees to make a good faith effort to seek out and pursue opportunities to utilize HUBs, as defined in NCGS § 143-128.4, within the scope of services of this Contract, including via the use of subcontractors owned by HUBs.
25. **INDEMNIFICATION:**
 - a. Contractor shall hold and save the State, its officers, agents, and employees, harmless from liability of any kind, including all claims and losses accruing or resulting to any other person, firm, or corporation furnishing or supplying work, services, materials, or supplies in connection with the performance of this Contract, and from any and all claims and losses accruing or resulting to any person, firm, or corporation that may be injured or damaged by the Contractor in the performance of this Contract and that are attributable to the negligence or intentionally tortious acts of Contractor.
 - b. Contractor represents and warrants that it shall make no claim of any kind or nature against the State's agents who are involved in the delivery or processing of Contractor goods and/or services to the State. The representations and warranties in the preceding sentences shall survive the termination or expiration of this Contract. The State, Department, and/or Office of the Attorney General shall have the option to participate at their own expense in the defence of such claim(s) or action(s) filed, and the State shall be responsible for its own litigation expenses if it exercises this option.

- c. Contractor shall hold and save the Department, State, its officers, agents, and employees, harmless from liability of any kind, including costs and expenses, resulting from infringement of the rights of any third party in any copyrighted material, patented or unpatented invention, articles, device, or appliance delivered relating to this Contract. This provision shall survive the termination or expiration of this Contract.
 - d. Notwithstanding any other term or provision in this Contract, nothing herein is intended nor shall be interpreted as waiving any claim or defense based on the principle of sovereign immunity that otherwise would be available to the Department and State under applicable law.
26. **INDEPENDENT CONTRACTORS:** Contractor and its employees, officers and executives, and Subcontractors, if any, shall be independent Contractors and not employees or agents of the Department. The Contract shall not operate as a joint venture, partnership, trust, agency, or any other similar business relationship.
27. **INHERENT SERVICES:** If any services, deliverables, functions or responsibilities not specifically described in the Contract are required for the proper performance, provision, and delivery of the services and deliverables to be delivered by Contractor pursuant to the Contract, or are an inherent part of or necessary subtask included within the Contract, they will be deemed to be implied by and included within the scope of the Contract to the same extent and in the same manner as if specifically described in the Contract. Unless otherwise expressly provided in the Contract, Contractor will furnish all necessary management, supervision, labor, facilities, furniture, computer and telecommunications equipment, software, supplies and materials necessary to provide the services to be delivered by Contractor under the Contract.
28. **INSURANCE:** During the term of the Contract, the Contractor, at its sole cost and expense, shall provide commercial insurance coverage of such type and with such terms and limits as may be reasonably associated with the Contract. At a minimum, the Contractor shall provide and maintain the following coverage and limits:
- a. **Worker's Compensation:** The Contractor shall provide and maintain Worker's Compensation Insurance, as required by the laws of North Carolina, as well as employer's liability coverage with minimum limits of five hundred thousand dollars (\$500,000), covering all of Contractor's employees who are engaged in any work under the Contract. If any work is sublet, the Contractor shall require the Subcontractor to provide the same coverage for any of his employees engaged in any work under the Contract.
 - b. **Commercial General Liability:** General Liability Coverage on a Comprehensive Broad Form on an occurrence basis in the minimum amount of two million dollars (\$2,000,000) Combined Single Limit.
 - c. **Automobile:** Automobile Liability Insurance, to include liability coverage, covering all owned, hired, and non-owned vehicles, used relating to the Contract. The minimum combined single limit shall be five hundred thousand dollars (\$500,000) for bodily injury and property damage; five hundred thousand dollars (\$500,000) for uninsured/under insured motorist; and five thousand dollars (\$5,000) for medical payment.
 - d. **Requirements:** Providing and maintaining adequate insurance coverage is a material obligation of the Contractor and is of the essence of this Contract. All such insurance shall meet all laws of the State of North Carolina. Such insurance coverage shall be obtained from companies that are authorized to provide such coverage and that are authorized by

the Commissioner of Insurance to do business in North Carolina. The Contractor shall always comply with the terms of such insurance policies, and all requirements of the insurer under any such insurance policies, except as they may conflict with existing North Carolina laws or this Contract. The limits of coverage under each insurance policy maintained by the Contractor shall not be interpreted as limiting the Contractor's liability and obligations under the Contract.

29. **LITIGATION:** If a demand is asserted, or litigation or administrative proceedings are begun against the Contractor or against the Department and Contractor jointly relating to the services being provided under this Contract, the Contractor shall notify the Department within five (5) State Business Days of becoming aware of such action. To the extent no conflict of interest exists or arises, Parties may agree to joint defense and agree to cooperate fully in defense of such litigation.
- a. In the event of litigation against the Department related to the Contract, Contractor's performance, or services provided under the Contract, Contractor will cooperate with Department fully in the defense of such litigation.
 - b. Any civil or administrative settlements between Contractor and any entity related to this Contract are public record. All settlements must be reported to the Department within thirty (30) Calendar Days of an executed settlement agreement and a copy of the settlement agreement must be provided to the Department upon request.
 - c. This provision shall survive expiration or termination of the Contract.
30. **MEDIA CONTACT APPROVAL AND DISCLOSURE:** Contractor shall not use the name or seal of the North Carolina Division of Health Benefits, the North Carolina Department of Health and Human Services or the State of North Carolina in any media release or public announcement or disclosure relating to the terms of this Contract without prior approval of the Department. Contractor shall not provide any information to the media regarding a recipient of services under this Contract without first receiving approval from the Department. In the event the Contractor is contacted by the media for information related to the terms of this Contract the Contractor shall contact the Department as soon as practical. Contractor must submit any proposed media release regarding the terms of this Contract to the Department for review and approval at least seven (7) State Business Days in advance of intended disclosure, to the extent practicable. The Department may, to the extent reasonable and lawful, timely, object to its publication or require changes to the information intended for public release. The requirements of this Section shall not apply to any information the Contractor is required by law or by any court of competent jurisdiction to disclose.
31. **MONITORING OF SUBCONTRACTORS:** Contractor shall perform on-going monitoring of all Subcontractors and shall confirm compliance with subcontract requirements. As part of on-going monitoring, the Contractor shall identify to the Subcontractor(s) deficiencies or areas for improvement and shall require the Subcontractor(s) to take appropriate corrective action. Contractor shall perform a formal performance review of all Subcontractors at least annually.
32. **NOTICES:** Any notices permitted or required under the Contract must be delivered to the appropriate Contract Administrator for each Party. Unless otherwise specified in the Contract, any notices shall be in writing and **delivered by email**. In addition, notices may be delivered by first class U.S. Mail, commercial courier (e.g., FedEx, UPS, DHL), or personally delivered

provided the notice is also emailed to the Contract Administrator at approximately the same time. All Notices required under this Contract including, but not limited to legal matters, contract termination, allegations of breach, and audits shall be delivered in accordance with this section of the Contract.

33. **OUTSOURCING:** Any Contractor or Subcontractor providing call or contact center services to the State of North Carolina or any of its agencies shall disclose to inbound callers the location from which the call or conduct center services are being provided. If, after award of a contract, the Contractor wishes to relocate or outsource any portion of performance to a location outside of the United States, or to contract with a Subcontractor for any such performance, which Subcontractor and nature of the work has not previously been disclosed to the State in writing, prior written approval must be obtained from the State agency responsible for the contract. Contractor shall give notice to the using agency of any relocation of the Contractor, employees of the Contractor, or other persons providing performance under a State contract to a location outside of the United States.
34. **OWNERSHIP OF DELIVERABLES:** All project materials, including deliverables, software, data, and documentation created during the performance or provision of services hereunder that are not licensed to the Department or other State entity, or are not proprietary to the Contractor are the property of the Department and must be kept confidential or returned to the Department, or destroyed. Proprietary Contractor materials shall be identified to the Department by the Contractor prior to use or provision of services hereunder and shall remain the property of the Contractor. Derivative works of any Contractor proprietary materials prepared or created during the performance of provision of services hereunder shall be subject to a perpetual, royalty free, nonexclusive license to the Department and the State. This term shall survive termination or expiration of the Contract.
35. **PAYMENT AND INVOICE TERMS:**
 - a. Contractor shall submit a State of North Carolina Substitute W-9 Form, Request for Taxpayer Identification Number within two (2) Calendar Days of Contract award. The W-9 can be found at: <https://www.osc.nc.gov/state-north-carolina-sub-w-9>
 - i. Completed Substitute W-9 should be sent to: Medicaid.FinanceAP@dhhs.nc.gov , Medicaid.OCPI.Vendor@dhhs.nc.gov and John.E.Thompson@dhhs.nc.gov.
 - ii. Contractor shall submit verification of submission of required forms via email to the Department's Contract Administrator for contractual matters. Failure to provide a completed form may delay payment to the Contractor.
 - b. Contractor shall register for the North Carolina electronic Vendor Portal (eVP) within two (2) Calendar Days of execution of the Contract at the following link: <https://evp.nc.gov/>.
 - c. Contractor shall submit verification of registration with North Carolina electronic Vendor Portal (eVP) to the Department's Contract Administrator for contractual matters. Failure to register may delay payment to Contractor.
 - d. Contractor must submit one (1) invoice per calendar month, no later than the fifteenth (15th) Calendar Day of the month, unless the Department approves another date. Invoices shall state the period of performance (month, year) and include the total amount invoiced for the period.

- i. For Implementation Services: Contractor shall include one-time implementation costs within fifteen (15) Calendar Days of the launch of Fraud, Waste and Abuse Services defined within the Contract and pursuant to the amounts in *Section VII. Attachment C: Cost Proposal*.
- ii. For Prepayment Claims Reviews: Contractor shall include the annual flat fee for Prepayment Claims Reviews pursuant to the amounts in *Section VII. Attachment C: Cost Proposal*.
- iii. For Post Payment & RAC/Non-RAC Reviews: Contractor shall include the annual flat fee, contingency fee, and Medicaid Multiplier, as applicable, for Post Payment and RAC/Non-RAC reviews pursuant to the amounts in *Section VII. Attachment C: Cost Proposal*.
- iv. For Program Integrity Investigations: Contractor shall include the annual flat fee for Program Integrity Investigations services pursuant to the amounts in *Section VII. Attachment C: Cost Proposal*.
- v. Supporting documentation for invoices must include a list of the detailed line items to include but not limited to:
 - a) Number of verified closed cases
 - b) Prepayment Claims Review Fees
 - c) Cost Avoidance Fees
 - d) List of RAC Overpayments Collected by Contractor
 - e) List of RAC Underpayments identified by the Contractor
 - f) RAC Overpayment Collection Fees
 - g) RAC Underpayment Collection Fees
 - h) List of Medicaid Overpayments Collected by Contractor
 - i) Medicaid Overpayment Collection Fees
- e. Invoices must be submitted as follows:
 - i. Electronically to: Medicaid.OCPI.Vendor@dhhs.nc.gov, Medicaid.FinanceAP@dhhs.nc.gov and John.E.Thompson@dhhs.nc.gov
 - ii. The Department will promptly notify the Contractor of any changes to the information above for submission of invoices.
- f. Payment will only be made for services and/or deliverables accepted by the Department in accordance with the Contract requirements and *Section VII. Attachment C: Cost Proposal* and actual implementation dates.
- g. Except as otherwise provided, the Contractor is responsible for all payments to Subcontractors under the Contract.
- h. Payment terms are net not later than thirty (30) Calendar Days after receipt of a correct invoice as verified by the Department.
- i. In the event any invoice is incorrect, and the Department requires changes, the payment terms shall be net thirty (30) Calendar Days from the date the corrected invoice is resubmitted by the Contractor.
- j. The Department reserves the right to dispute an invoice after payment and require the Contractor to include a credit on the subsequent month's invoice to resolve disputes.
- k. Any reductions based on liquidated damages or other performance issues may be withheld from the Contractor's invoices. Contractor shall provide a credit memo for such reductions within ten (10) Calendar Days, upon the Department's request.

- I. Each invoice must be on the Contractor's official letterhead, must be identified by a unique invoice number, and must contain the following:
 - i. The name, contract number, and Purchase Order number of the contract for which the invoice is being submitted;
 - ii. The signature of the Contractor's authorized agent;
 - iii. The date of the invoice;
 - iv. The invoice shall reflect the period from the first day through the last day of the month;
 - v. The total amount due to the Contractor; and
 - vi. A line for the Department approval signature with date.
 - m. For Overpayments: Payment shall be based upon the number of overpayments collected by the Contractor, not the total amount of overpayments identified by the Contractor.
 - i. An overpayment is "actually collected" by the Contractor when a provider returns an overpayment to the Department either by writing a check to the Department or by agreeing to a debit adjustment to the Provider's Medicaid account.
 - ii. The Contractor may not invoice the Department for overpayment until the Provider has actually paid some part of the overpayment.
 - iii. The Contractor's ability to collect overpayments, and thus to invoice the Department for its efforts, can be delayed by provider appeals.
 - iv. The Contractor shall only be entitled to payment when all Provider appeals are exhausted, and funds are collected.
 - v. If a Provider agrees to refund an overpayment in installments, the Contractor must invoice the Department as each monthly installment is paid.
36. **PROHIBITION AGAINST CONTINGENT FEES AND GRATUITIES:** Contractor warrants that it has not paid, and agrees not to pay, any bonus, commission, fee, or gratuity to any employee or official of the State for obtaining any Contract or award issued by the State and its Departments and other agencies or entities. The Contractor further warrants that no commission or other payment has been or will be received from or paid to any third-party contingent on the award of any Contract by the State, except as shall have been expressly communicated to the Department in writing prior to acceptance of the Contract or award in question. The Contractor and its authorized signatory further warrant that no officer or employee of the State has any direct or indirect financial or personal beneficial interest, in the subject matter of the Contract; obligation or Contract for future award of compensation as an inducement or consideration for making the Contract. Subsequent discovery by the State of non-compliance with these provisions shall constitute sufficient cause for termination of all outstanding contracts. Violations of this provision may result in debarment of the Contractor as permitted by 09 NCAC 06B.1206, 01 NCAC 05B.1520, or other provision of law.
37. **RECORD RETENTION:** All records and data held by the Contractor as it relates to this Contract shall be retained and maintained as required by North Carolina law, federal law, State and Department Record Retention requirements and policies.
 - a. All records created or modified by the Contractor and not duplicated in Department system via interfaces must be retained for ten (10) years, unless a longer or shorter period is required by federal or State law or policy. Federal record retention standards are

located in 45 C.F.R. § 74.53. The State policy is mandated by the State Archives of North Carolina. See <https://archives.ncdcr.gov/government>.

- b. Records shall not be destroyed, purged, or disposed of without the express written consent of the Department.
 - c. If any litigation, claim, negotiation, audit, disallowance action or other action involving this Contract starts before the expiration of the legally required retention period, the records must be retained until completion of the action and resolution of all issues which arise from it.
 - d. In the event there are changes in record retention requirements or policies due to North Carolina law, federal law, State or Department record Retention Policies, the Contractor shall make the necessary changes to be in compliance with all Records Retention requirements.
 - e. Record Retention requirements included within the body of this Contract, subsequent contracts and amendments, are intended to supplement this term. In the event of conflict, the provisions of this term are the controlling requirements.
 - f. At the point the Contract terminates/expires, all data must be transitioned to the State in a format prescribed by the Department unless that data has exceeded its archive requirements. The Department may request verification from the Contractor that archive requirements are being met.
 - g. This term survives termination or expiration of the Contract.
38. **RESPONSE TO STATE INQUIRES AND REQUESTS FOR INFORMATION:** The Contractor shall prioritize requests from the Department to respond to inquiries from any Departments under the State of North Carolina, the North Carolina General Assembly or other government agencies or bodies. Contractor shall respond to urgent requests from the Department within twenty-four (24) hours and according to the guidance and timelines provided by the Department.
39. **RIGHT TO PUBLISH:** The Department agrees to allow the Contractor to publish material associated with the terms of this Contract provided the Contractor receives prior written approval from the Department. The Contractor shall submit for review any presentation or publication that will be given to outside parties that contains data and information relating to the terms of this Contract at least thirty (30) Calendar Days in advance. The Contractor shall not advertise or publish information for commercial benefit concerning this contract without the prior written approval of the Contracting Officer.
40. **SEVERABILITY:** If a court of competent authority holds that a provision or requirement of the Contract violates any applicable law, each such provision or requirement shall be enforced only to the extent it is not in violation of law or is not otherwise unenforceable and all other provisions and requirements of the Contract shall remain in full force and effect.
41. **SOVEREIGN AND GOVERNMENTAL IMMUNITY:** Notwithstanding any other term or provision in this Contract, nothing herein is intended nor shall be interpreted as waiving any claim or defense based on the principle of sovereign immunity that otherwise would be available to the Department and State under applicable law. Notwithstanding any other term or provision in this Contract, nothing herein is intended nor shall be interpreted as waiving any claim or defense based on the principle of governmental immunity that otherwise would be available

to the Contractor under applicable law against a third party.

42. **STATE CONTRACT REVIEW:** This RFP and subsequent contracts are exempt from the State contract review and approval requirements pursuant to NCGS § 143B-216.80(b)(4).

43. **SUBCONTRACTORS:**

- a. Unless otherwise notified by the Department, acceptance of Contractor's proposal includes any Subcontractor(s) specified therein.
- b. Work performed under this Contract by the Contractor or its employees shall not be subcontracted without prior written approval of the Department. Contractor must submit a written request for approval in accordance with **Paragraph 33. NOTICES** of this *Section III.D.* of the Contract at least thirty (30) Calendar Days prior to the anticipated start of services by the Subcontractor. Any request for Subcontractor approval shall include a completed *Section VII. Attachment L: Subcontractor Identification Form*.
- c. Upon request and within five (5) State Business Days of such request, Contractor shall provide the Department with complete copies of any contracts made by and between the Contractor and any Subcontractors. The Contractor remains solely responsible for the performance of its Subcontractors. Subcontractors, if any, shall adhere to the same standards required of the Contractor and this Contract. Any contracts made by the Contractor with a Subcontractor shall include an affirmative statement that the Department is an intended third-party Beneficiary of the Contract; that the Subcontractor has no contract with the Department; and that the Department shall be indemnified by the Contractor for any claim presented by the Subcontractor. Notwithstanding any other term herein, Contractor shall timely exercise its contractual remedies against any non-performing subcontractor and, when deemed appropriate by the Department, substitute another Subcontractor.
- d. The Contractor shall neither participate with nor enter into any agreement with any individual or entity that has been excluded from participation in federal health care programs or has been debarred from doing business with the State of North Carolina.
- e. Any contract(s) between the Contractor and Subcontractor(s) require:
 - i. The Subcontractor to agree that the State, CMS, the DHHS Inspector General, the US Comptroller General, or their designees have the right to audit, evaluate, and inspect its premises, any books, records, contracts, computer or other electronic systems of the Subcontractor relating to its Medicaid enrollees, or of the Subcontractor's contractor, that pertain to any aspect of services and activities performed, or determination of amounts payable under the Contractor's contract with the State;
 - ii. The Subcontractor agrees that the right to audit by the State of North Carolina, the DHHS Inspector General, the US Comptroller General or their designees, will exist through ten (10) years from the final date of the contract period or from the date of completion of any audit, whichever is later; and
 - iii. That if the State, CMS or the DHHS Inspector General determine that there is a reasonable possibility of fraud or similar risk, the State, CMS, or the DHHS Inspector General may inspect, evaluate, and audit the Subcontractor at any time.

45. **SURVIVAL:** The expiration, termination, or cancellation of this Contract will not extinguish the rights of either party that accrue prior to expiration, termination, or cancellation or any

obligations that extend beyond termination, expiration or cancellation, either by their inherent nature or by their express terms.

46. **TAXES:** Any applicable taxes shall be invoiced as a separate item and in accordance with this paragraph and applicable laws.
- a. NCGS § 143-59.1 bars the Department from entering into contracts with Contractors if the Contractor or its affiliates meet one of the conditions of NCGS § 105-164.8(b) and refuses to collect use tax on sales of tangible personal property to purchasers in North Carolina. Conditions under NCGS § 105-164.8(b) include: (1) Maintenance of a retail establishment or office, (2) Presence of representatives in the State that solicit sales or transact business on behalf of the Contractor and (3) Systematic exploitation of the market by media-assisted, media-facilitated, or media-solicited means. By execution of the proposal document the Contractor certifies that it and all its affiliates, (if it has affiliates), collect(s) the appropriate taxes.
 - b. All agencies participating in this Contract are exempt from federal taxes, such as excise and transportation. Exemption forms submitted by the Contractor will be executed and returned by the using agency.
47. **TERMINATION:** The Department shall provide any notice of termination to the Contractor's Contract Administrator for contractual matters, pursuant to *Section VII. Attachment D: Contract Administrators* and **Paragraph 33. NOTICES** of this *Section III.D.* of the Contract.
- a. **Termination without Cause:** The Department may terminate this Contract, in whole or in part, by giving thirty (30) Calendar Days prior notice in writing to the Contractor. Contractor shall be entitled to sums due as compensation for deliverables provided and services performed in conformance with the Contract. In the event the Contract is terminated for the convenience of the Department, the Department will pay for all services performed and products delivered in conformance with the Contract up to the date of termination.
 - b. **Termination for Cause:** In the event any goods, software, or service furnished by the Contractor during performance of any Contract term fails to conform to any material requirement of the Contract, and the failure is not cured within thirty (30) Calendar Days, or other time period specified by the Department, after providing written notice thereof to Contractor, the Department may arrange for the provision and the fulfillment of such obligations, all at the sole cost and expense of Contractor, and the Contractor shall refund to Department all sums expended by Department in so doing. The rights and remedies of the Department provided above shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract. Contractor shall not be relieved of liability to the Department for damages sustained by the Department arising from Contractor's breach of the Contract; and the Department may, in its discretion, withhold any payment due as a setoff until the damages are finally determined or as agreed by the Parties. Voluntary or involuntary bankruptcy or receivership by Contractor shall be cause for termination.
 - c. **Contract Expiration, Termination, and Transition Obligations of Contractor:**
Upon the termination or expiration of this Contract for any reason, the Contractor shall provide, at the sole option of the Department, up to six (6) months of transition assistance requested by the Department to allow for the continuation of services without

interruption or adverse effect and facilitate the orderly transfer of such services to the Department or its designees. If the Department exercises this option, the Parties agree that such transition assistance shall be deemed to be governed by the terms and conditions of this Contract, except for those Contract terms and conditions that do not reasonably apply to such transition assistance. Contractor shall provide a Transition Assistance Plan for Department review and approval within thirty (30) Calendar Days of request.

48. **TIME IS OF THE ESSENCE:** Time is of the essence in the performance of this Contract and all provisions that specify a time for performance.
49. **TITLES AND HEADINGS:** Titles and headings in this RFP, and in any subsequent contract, are for convenience only and shall have no binding force of effect.
50. **WAIVER:** The failure to enforce or the waiver by the State of any right or of breach or default on one occasion or instance shall not constitute the waiver of such right, breach or default on any subsequent occasion or instance. The Department reserves the right to waive any of the requirements in this Contract by providing written notice of such waiver to Contractor. In order to constitute a waiver, said waiver must be entitled "Waiver of Contract Requirements," list the specific requirement(s) being waived, the timeframe for such waiver, and be signed and dated by the Deputy Secretary for the Division of Health Benefits. For avoidance of doubt or dispute, there shall be no tacit, de facto, verbal, informal, or written waivers signed by anyone other than the Deputy Secretary for the Division of Health Benefits. Without such explicit written and signed "Waiver of Contract Requirements" document, the waiver is not effective.

E. Confidentiality, Privacy and Security Protections

1. The requirements of this Section shall survive expiration or termination of the Contract. The requirements to protect the privacy and security of State-owned data shall survive so long as Contractor holds State-owned data.
2. **Confidential Information**
 - a. The Contractor, its agents, and its Subcontractors shall maintain the privacy, security and confidentiality of all data, information, working papers, instruments, studies, reports, and other documents related to the Contract in accordance with the standards of the NCDHHS privacy and security policies, state regulations, and federal regulations including: the Privacy Rule at 45 C.F.R. Parts 160 and 164, subparts A and E, the Security Standards at 45 C.F.R. Parts 160, 162 and 164, subparts A and C ("the Security Rule"), as required by HIPAA, and the applicable provisions of the Health Information Technology for Economic and Clinical Health Act (HITECH).
 - b. The Contractor shall treat all information obtained through its performance under the Contract as confidential information and shall not use or disclose such information except as provided under this Contract. The Contractor will implement necessary privacy and security measures to safeguard the receipt, storage, and processing of confidential information arising under this Contract, including the use of strong encryption algorithms meeting NIST criteria and HIPAA security standards to encrypt all confidential information including protected health information (PHI) and personally identifiable information (PII)

while in transit and at rest. Any use, sale, disclosure, or offer of confidential information to any individual or organization except as contemplated under the Contract or approved in writing by the Department shall be a violation of the Contract. Any such violation will be considered a material breach of the Contract.

- c. Contractor warrants that all its employees, Subcontractors, and any approved third-party contractors shall hold all information received during performance of the Contract in the strictest confidence and shall not disclose the same to any third party except as contemplated under the Contract or approved in writing by the Department. Contractor warrants that its employees, Subcontractors, and any approved third-party Contractors are subject to a non-disclosure, confidentiality or similar agreement that is enforceable in North Carolina and sufficient in breadth to include and protect confidential information related to the Contract. The Contractor shall, upon request by the Department, verify and produce true copies of any such agreements. Production of such agreements by the Contractor may be made subject to applicable confidentiality, non-disclosure, or privacy laws, provided that the Contractor produces satisfactory evidence supporting exclusion of such agreements from disclosure under the North Carolina Public Records laws in NCGS § 132-1 et. seq. The Department may, in its sole discretion, provide a non-disclosure and confidentiality agreement satisfactory to the Department for the Contractor's execution. The Department may exercise its rights under this paragraph as necessary or proper, in its discretion, to comply with applicable security regulations or statutes, including but not limited to 26 U.S.C. 6103, SSA, and IRS Publication 1075 (Tax Information Security Guidelines for Federal, State, and Local Agencies and Entities), HIPAA, and implementing regulation in the Code of Federal Regulations and any future regulations imposed upon the Department of Information Technology Services or the North Carolina Department of Revenue pursuant to future statutory or regulatory requirements.
- d. The Department, State auditors, State Attorney General, Federal officials as authorized by Federal law or regulations, and State officials as authorized by State law or regulations, as well as the authorized representatives of the foregoing, shall have access to confidential information, persons, and records in accordance with the requirements of State and Federal laws and regulations. No other person or entity shall be granted access to confidential information unless State and Federal laws and regulations allow such access. Use or disclosure of confidential information shall be limited to purposes directly connected with the administration of the Contract.
- e. The Contractor warrants that without prior written approval of the Department, the Contractor shall not incorporate confidential or proprietary information of any person or entity not a Party to the Contract into any materials furnished to the Department, nor without such approval shall the Contractor disclose to the Department or induce the Department to use any confidential or proprietary information of any person or entity not a party to the Contract.
- f. The foregoing confidentiality provisions do not prevent the Contractor from disclosing information that (i) at the time of disclosure by the Department is already known by the Contractor without an obligation of confidentiality other than under this Contract, (ii) is publicly known or becomes publicly known through no act of the Contractor other than an act that is authorized by the Department, (iii) is rightfully received by Contractor from a third party and Contractor has no reason to believe that the third party's disclosure was

in violation of an obligation of confidence to the Department, (iv) is independently developed by the Contractor without use of the Department's confidential information, (v) is disclosed without similar restrictions to a third party by the Department, or (vi) is required to be disclosed pursuant to a requirement of law or a governmental authority, so long as the Contractor, to the extent possible provides the Department with timely prior notice of such requirement and coordinates with the State in an effort to limit the nature and scope of such required disclosure.

3. HIPAA and HITECH

- a. The Department has declared itself to be a hybrid entity under HIPAA with the Division of Health Benefits being a covered health care component. As such, this Contract and related activities are subject to HIPAA and Health Information Technology for Economic and Clinical Health Act (HITECH). Contractor shall comply with all HIPAA and HITECH requirements and regulations, as amended, including:
 - i. Compliance with the Privacy Rule, Security Rule, and Notification Rule;
 - ii. The development of and adherence to applicable Privacy and Security Safeguards and Policies;
 - iii. Timely reporting of violations regarding the access, use, and disclosure of protected health information (PHI); and
 - iv. Timely reporting of privacy and/or security incidents
at:<https://www.ncdhhs.gov/about/administrative-departments-offices/office-privacy-security>.
- b. Contractor will be performing functions on behalf of the Department that make Contractor a business associate for purposes of HIPAA regulations Contractor and this Contract are subject to the terms and conditions of the Business Associate Agreement attached to this Contract.
- c. Contractor shall cooperate and coordinate with the Department and its privacy officials and other compliance officers as mandated by HIPAA and HITECH and accompanying regulations, or as requested by the Department, during performance of the Contract so that both Parties are in compliance with HIPAA and HITECH.
- d. In addition to federal law and regulation, Contractor shall comply with State rules and regulation regarding protected information and Department and State policies including State IT Security Policy and standards. These polices may be revised from time to time and the Contractor shall comply with all such revisions.

4. North Carolina Identity Theft Protection Act and Other Protections

Certain data and information received, generated, maintained or used by Contractor may be classified as "*identifying information*" within the meaning of NCGS 14-113.20(b) or "*personal information*" within the meaning of NCGS 75-61(10). Contractor is subject to the North Carolina Identity Theft Protection Act requirements, NCGS 132-1.10 and NCGS 75-65 and must protect such identifying information and personal information as required by law, Department and State policy, and the terms of this Contract. Contractor shall report security incidents and breaches of all protected information, whether PHI, identifying information, or personal information as required in these Confidentiality, Privacy, and Security Provisions.

5. State of North Carolina and NCDHHS Privacy and Security Requirements

- a. The Contractor shall implement internal data security measures, and other industry security best practices utilizing appropriate hardware and software necessary to monitor, maintain, and ensure data integrity in accordance with all applicable federal regulations, state regulations, NCDHHS privacy and security policies. The Contractor will maintain all Privacy and security safeguards throughout the term of this agreement. In addition, the Contractor agrees to maintain compliance with the following:

NCDHHS Privacy Manual and Security Manual, both located online at:

<https://policies.ncdhhs.gov/departmental/policies-manuals/section-viii-privacy-and-security>

NC Statewide Information Security policies, located online at:

<https://it.nc.gov/resources/cybersecurity-risk-management/esrmo-initiatives/statewide-information-security-policies>

- b. **Encryption and Transmission:** The Contractor will implement strong encryption algorithm that meets industry encryption standard criteria as defined by NIST and HIPAA Security Standards to encrypt all confidential information including protected health information (PHI) and personally identifiable information (PII) while in transit and at rest to ensure data confidentiality and security.
- c. **Data Security:** The Contractor shall implement internal data security measures, environmental safeguards, firewalls, access controls, and other industry security best practices utilizing appropriate hardware and software necessary to monitor, maintain, and ensure data integrity in accordance with all applicable federal regulations, state regulations and NCDHHS privacy and security policies. In the event the Contractor obtains written consent by a NCDHHS Division or Office to enter into a third-party agreement to whom the Contractor provides confidential information, the Contractor shall ensure that such agreement contains provisions reflecting obligations of data confidentiality and data security stringent as those set forth in the contract.
- d. **Duty to Report:** In addition to any NCDHHS Privacy and Security Office (PSO) notification requirements in a Business Associate Agreement (BAA) with a NCDHHS Division or Office, the Contractor shall report all suspected and confirmed privacy and significant cybersecurity incidents as defined by NCGS § 143B-1320(a)(16a) involving unauthorized access, use, disclosure, modification, or data destruction to the NCDHHS Privacy and Security Office at <https://security.ncdhhs.gov/> within twenty-four (24) hours after the incident is first discovered. If the privacy or security incident involves Social Security Administration (SSA) data or Centers for Medicare and Medicaid Services (CMS) data, the Contractor shall report the incident within one (1) hour after the breach is first discovered. At a minimum, such privacy and security incident report will contain to the extent known: the nature of the incident, specific information about the data compromised, the date the privacy or security incident occurred, the date the Contractor was notified, and the identity of affected or potentially affected individual(s). During the performance of this contract, the Contractor is to notify the NCDHHS Privacy and Security Office of any contact by the federal Office for Civil Rights (OCR) received by the Contractor. In addition, the Contractor will reasonably cooperate with NCDHHS Divisions and Offices to mitigate the damage or harm of such security incidents.

- e. **Cost Borne by Contractor:** If any applicable federal regulations, state regulations, local law, or rules requires the NCDHHS division/office or the Contractor to give affected persons written notice of a privacy or security breach arising out of the Contractor's performance under this contract, the Contractor shall bear the cost of the notice.

6. Continuous Monitoring

- a. The Contractor shall maintain compliance with the State Chief Information Officer's (CIO) Continuous Monitoring Process mandate, requiring that Contractors hosting state-owned data outside of NC DIT's infrastructure environment work with state agencies to implement a risk management program that continuously monitors risk through the performance of assessments, risk analysis, and data inventory.
- b. To comply with this mandate, set forth in NCGS § 143B-1376 http://www.ncleg.net/EnactedLegislation/Statutes/HTML/ByChapter/Chapter_143B.html and based upon NIST 800-137, "Information Security Continuous Monitoring (ISCM) for Federal Information Systems and Organizations", the Contractor shall perform security/risk assessments on its information systems using the latest NIST 800-53 controls to assess its compliance with enterprise security standards as outlined below.
- c. **Security Assessment**
 - i. Contractors providing Infrastructure as a Service, Platform as a Service and/or Software as a Service for the state agency are required to obtain approval from the NCDHHS Privacy and Security Office to ensure their compliance with statewide security policies.
 - ii. To obtain such approval, the Contractor shall annually provide both a written attestation to its compliance and an industry recognized, third party assessment report, such as the Federal Risk and Authorization Management Program (FedRAMP) certification, SOC 2 Type 2, HiTRUST or ISO 27001. State agencies will be required to review these security assessment reports, assess the risk of each contractor and vendor, ensure completion of all findings using a Corrective Action Plan (CAP), and provide an annual certification to the Contractor's compliance to the State CIO.
- d. As a part of the continuous monitoring process and in lieu of the security assessment requirements above, the following risk analysis compliance is required:
 - i. The Contractor shall perform a risk analysis, either by using a third-party assessor or by performing a self-analysis, on a three-year cycle (with a third-party analysis mandated every third year);
 - ii. The Contractor shall provide a risk analysis for its cloud-hosted providers or off-site hosting service providers; and
 - iii. The Contractor shall provide all findings identified in this risk analysis to NCDHHS Privacy and Security Office within thirty (30) Calendar Days of analysis completion, also including a corrective action plan documenting how each finding will be remediated.
- e. The Contractor shall work with the state agency to provide a data inventory of all cloud hosted services, by assisting the state agency with completing a Privacy Threshold Analysis (PTA) documenting the data classification and the data fields hosted within the cloud, offsite, or Contractor-hosted environment. The Contractor shall review a Privacy

Threshold Analysis (PTA) with the NCDHHS Privacy and Security Office annually and assist with updating the PTA when changes to the data being hosted occur.

- f. NCDHHS Privacy & Security office may perform periodic independent security assessments of Contractor hosted applications on the public/private/hybrid cloud or On-Prem data centers. The Contractor must provide access to their applications' hosting environment and their key resources to NCDHHS designated resources and NCDHHS engaged vendors to perform a privacy & security risk assessment that includes vulnerability analysis, penetration testing, and risk analysis based on the latest NIST 800-53, Federal, State and NCDHHS requirements.

7. Service Organization Control (SOC) Reports

Except as otherwise provided in this Section, all SOC 1 and SOC 2 Type II reports, and associated SOC 2 corrective action plans, must be submitted within ten (10) Calendar Days of Contract execution and annually thereafter to the NCDHHS Privacy and Security Office in a format to be specified by the State. The Department will accept ISO 27001 certification for security controls in lieu of a SOC 2 Type II report. Annual reports must be submitted within thirty (30) Calendar Days of completion unless another timeframe is approved by the Department.

8. North Carolina Identity (NCID) Service

- a. For all software owned or leased by Contractor that connects to State hardware or software, Contractor must externalize identity management and may be required to utilize the North Carolina Identity Service for the identity management and authentication related functions performed by Contractor's applications. NCID is the State's enterprise identity management (IDM) service. The North Carolina Department of Information Technology operates it. Additional information regarding this service can be found in the DIT Service Catalog at: <https://it.nc.gov/services/nc-identity-management-ncid> and the NCID Web site at: <https://www.ncid.its.state.nc.us/>.
- b. The use of any other IDM service will require Department and State approval. The protocol (web services, LDAP, SAML, etc.) shall be determined by the Department and the Contractor based on the implementation. In addition, Contractor may be required to implement multi factor authentication per the State specifications.

9. Privacy and Security Related Deliverables

- a. The following shall be submitted in response to this RFP:
 - i. [Vendor Readiness Assessment Report \(VRAR\) https://it.nc.gov/documents/vendor-readiness-assessment-report;](https://it.nc.gov/documents/vendor-readiness-assessment-report)
 - ii. System Security Plan (SSP), example template should be requested from Medicaid.Procurement@dhhs.nc.gov;
 - iii. Vendor SOC 2 or ISO 27001 or FedRamp or equivalent compliance certificates;
 - iv. Network Architecture Diagram; and
 - v. Data Flow Diagram and Description.
- b. The following shall be submitted to the Department at least sixty (60) Calendar Days prior to service implementation or "go-live," unless the Department sets another due date, in which case Contractor shall have a least thirty (30) Calendar Days advanced notice of the due date:
 - i. Final version of SSP;

- ii. Final version of VRAR;
- iii. Final version of network architecture and data flow diagrams;
- iv. Self-Assessment (NIST 800-53) – The template will be provided by the Department upon contract execution;
- v. Business Continuity Plan (BCP);
- vi. Disaster Recovery Plan (DRP); and
- vii. Continuous Operation Plan (COOP).

F. Public Records and Trade Secrets Protections

1. Pursuant to NCGS § 132-1, et seq., this Contract and information or documents provided to the Department under the Contract are Public Record and subject to inspection, copy and release to the public unless exempt from disclosure by statute.
2. **Any proprietary or confidential information which conforms to exclusions from public records as provided by Chapter 132 of the General Statutes must be clearly marked as such with each page containing the trade secret or confidential information identified with bold face as “CONFIDENTIAL.” If only a portion of each page marked “CONFIDENTIAL” contains trade secret information, the trade secret information shall be designated with a contrasting color or by a box around such information.** Any material labeled as confidential constitutes a representation by the Contractor that it has made a reasonable effort in good faith to determine that such material is, in fact, a trade secret under NCGS § 66-152(3). Under no circumstances shall price information be designated as confidential. Contractor is urged and cautioned to limit the marking of information as trade secret or confidential so far as is possible.
3. Regardless of what Contractor may label as a trade secret, the determination of whether it is or is not entitled to protection will be made in accordance with NCGS § 132-1.2 and NCGS § 66-152(3). If any challenge, legal or otherwise, is made related to the confidential nature of information redacted by the Contractor, the Department will provide reasonable notice of such action to Contractor, and Contractor shall be responsible for the cost and defense of, or objection to, release of any material. The Department is not obligated to defend any challenges as to the confidential nature of information identified by the Contractor as being trade secret, proprietary, and otherwise confidential. The Department shall have no liability to Contractor with the respect to disclosure of Contractor’s confidential information ordered by a court of competent authority pursuant to NCGS § 132-9 or other applicable law.
4. A redacted copy of this Contract and any subsequent amendments, documents, or materials relating to or provided as part of this Contract, shall be provided to the Department within thirty (30) Calendar Days of execution. Redacted copies must clearly indicate where information has been redacted. For the purposes of this Contract, redaction means to edit the document by obscuring information that is considered confidential and proprietary **and** meets the definition of Confidential Information set forth in NCGS § 132-1.2. In lieu of redacting information by obscuring, Contractor may replace the information, paragraphs or pages with the word “Redacted.” By submitting a redacted copy, the Contractor warrants that it has formed a good faith opinion, having received such necessary or proper review by counsel and other knowledgeable advisors, that the portions marked Confidential and/or

Redacted meet the requirements of Chapter 132 of the General Statutes. Redacted copies provided by Contractor to the Department may be released in response to public record requests without notification to the Contractor. Information submitted by Contractor that is not marked "Confidential", or "Trade Secret" will become a public record.

5. This Section shall survive termination or expiration of the Contract for any reason.

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IV. MINIMUM QUALIFICATIONS

The Offeror must meet the Minimum Qualifications specified in this section to be considered and have its response evaluated as defined in *Section II.G: Evaluation Process and Contract Award*.

The Offeror must complete *Section VII. Attachment A: Minimum Qualifications Response* and provide the required information as well as any documentation or details necessary to demonstrate its adherence to each requirement as part of the Offeror's Proposal.

A. Acceptance of Terms and Conditions

The Offeror agrees to all the terms and conditions, including confidentiality, privacy and security protections, public records and trade secrets protections, specified in Section III.F. of this RFP.

B. Eligibility to Contract

1. As of the date of its submission of a response to this RFP, the Offeror is not on the list of vendors debarred from doing business with the State of North Carolina.
2. As of the date of its submission of a response to this RFP, the Offeror is not on a federal list of parties that are excluded from participation in Medicare, Medicaid, or other federal health care programs, or from receiving federal contracts, or federal financial or non-financial assistance.
3. Offeror agrees to notify the Department immediately if it is debarred or excluded from State or federal contracting, participation in health care programs or receipt of financial or non-financial assistance, prior to the Contract Award date.
4. Offeror acknowledges and understands that debarment or exclusion from State or federal contracting, program participation, or assistance will result in immediate disqualification from Contract Award.

C. Financial Stability and Legal Disclosure

The Offeror is financially stable and has disclosed any legal actions that could adversely affect its financial condition or ability to meet the requirements of this RFP as required in *Section VII. Attachment E: Certification of Financial Condition and Legal Action Summary*.

Important Note Regarding Disclosure: The Offeror is requested to provide certain financial documents, including prior year and current financial statements, tax filings or independent audit reports with *Section VII. Attachment E: Certification of Financial Condition and Legal Action Summary* to enable the Department to verify and assess Offeror's financial stability. Offerors are cautioned that failure to provide documents as indicated or requested may result in disqualification. In addition, the documents must be provided both in hard copy and electronic/soft copy as specified in *Section II.E.4*. **Soft copies must be provided in PDF or similar format. Website addresses or hyperlinks to financial documents will not be accepted.**

D. Experience Requirements

1. Offeror has a minimum of three (3) years' experience providing services similar to those described in this RFP to include:
 - a. Medicaid Recovery Audit Contractor (RAC) services;
 - b. Conducting pre- and post-payment claims reviews;
 - c. Investigating complaints and referrals; and
 - d. Performing non-RAC Provider audits and data analysis to identify program risks.
2. Offeror must have provided the services, as described in this RFP, for a minimum of three (3) entities including state, county, or municipal government agencies, or corporate employers in NC or other states.
3. All of the Offeror's experience specified in this section must have occurred within the five (5) years immediately preceding the date the RFP is issued by the Department.

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V. SCOPE OF SERVICES AND PERFORMANCE REQUIREMENTS

A. Fraud, Waste and Abuse Services Objectives

The Contractor shall assist the Department in maintaining the integrity of the NC Medicaid program by conducting statewide surveillance to detect and prevent FWA. This includes using advanced data analytics to identify suspicious patterns, conducting regular audits of Medicaid claims, provider billing, and patient records, and supporting investigations for both RAC and non-RAC activities related to the service types outlined in this RFP.

B. General Requirements

1. The Department requires the Contractor to provide statewide FWA surveillance through pre- and post-Provider claims reviews, data analysis and support for RAC and non-RAC Provider auditing services as defined herein.
2. The Contractor shall:
 - a. Provide comprehensive services to investigate complaints and referrals of suspected FWA;
 - b. Possess analytics capabilities to proactively leverage the State's data resources to identify and address potential inefficiencies;
 - c. Conduct prepayment claims review of selected Providers that have demonstrated significant abusive or aberrant billing problems based on clinical and administrative decisions and duration and intensity of services provided;
 - d. Conduct RAC and non-RAC post payment reviews of claims and medical records for services that may have resulted in overpayments or underpayments and identify, investigate and notify Providers of the need to repay overpayments to the Department;
 - e. Assist in developing an education and outreach program to NC Medicaid covered service Providers, including but not limited to Personal Care Services, Physicians, Home Health Services and Hospitals to provide guidance to Providers on appropriate clinical and administrative processes, documentation requirements; and
 - f. Support Program compliance and reductions in NC Medicaid FWA through Provider investigations, ongoing oversight and other quality control activities.
3. Contractor shall submit all reports and deliverables electronically to the Department's Contract Administrator for day-to-day activities unless otherwise stated herein.
4. For any date that falls on a weekend or state holiday, the due date shall be the next State Business Day unless otherwise stated herein.

C. Qualifications and Program Administration Requirements

1. Contractor shall establish and maintain a staffing plan with Key Personnel, administrative and/or other support personnel and an organizational structure to comply with all requirements described in this Contract.
2. Where a requirement specifies a location for completion of a task or function, Contractor staff are required to be at that location, such as required face-to-face meetings with Participants and training sessions where indicated.

3. Contractor shall utilize Complaints & Investigations (C&I), NC Tracks, and other systems and tools that may be developed and implemented by the Department to track interactions and information related to FWA.
4. Contractor shall ensure Contractor's staff acquire and maintain a state issued NCID and other IT credentials for gaining access to systems required to perform the requirements under this Contract. The Department shall notify Contractor of the systems required and the process for gaining access.
5. Contractor shall furnish all necessary personnel, materials, services, facilities, conduct travel, attend meetings, and otherwise perform all activities and actions necessary or incidental to perform the requirements of this Contract.
6. Contractor shall provide all training, education and technical assistance to all designated Key Personnel and Contractor staff to ensure Key Personnel and Contractor staff meet the requirements of this Contract.
 - a. The Department will lead Outreach and Education Training during the implementation phase as outlined in *Section V. I. Training*.
 - b. Training to be provided post-implementation shall be performed solely by the Contractor unless otherwise indicated by the Department.
7. Contractor shall submit to the Department for review and approval the plans, processes and procedures, forms, reports, templates, education and training material, website content, and other material as indicated in this Contract.
8. Contractor shall comply with the North Carolina Medicaid Beneficiary Due Process Rights and Prior Approval policies and procedures, found at: <https://medicaid.ncdhhs.gov/providers/programs-services/prior-approval-and-due-process>.
9. Contractor shall adhere to protocols and guidance for face-to-face meetings. Where the protocols and guidance do not allow face-to-face meetings that are required under this Contract, Contractor staff shall record in the investigation case records the reason a face-to-face visit could not be conducted. Contractor shall conduct the activity via telephone or alternative method available, as approved by the Department, and schedule a follow up face-to-face meeting when protocols and guidance allow for such.
10. The Contractor certifies the Contractor is not located outside of the United States in accordance with 42 C.F.R. § 438.602(i).
11. The Contractor must meet the definition of Medicaid Recovery Audit Contractor (RAC) requirements as defined under the Social Security Act § 1902(a)(42)(B)(i) and the Affordable Care Act § 6411.
12. Contractor shall provide a list of all similar projects on which the Contractor is currently working. Similar projects include the type of tasks identified in Section V.B.
13. Technical, administrative and clinical qualifications may be demonstrated in elements of existing contracts involving Prior Approval, Pre and Post Payment Review of Medical/Behavioral Healthcare claims.

D. Fraud, Waste and Abuse Requirements

1. Prepayment Claims Review

- a. Contractor shall conduct prepayment claims review of Medicaid Providers selected by the Department's NC Medicaid Compliance Office, who have demonstrated significant abusive or aberrant billing problems. These problems are based on clinical decisions made as to the medical appropriateness, duration and intensity of services provided, as well as administrative decisions made where inadequate and/or improper documentation of services fails to substantiate the necessity of services billed. Improper payments to such Providers represent misspent federal funds, which if not precluded result in the liability of Department for repayment of the federal share amount. This prepayment review shall be conducted consistent with federal requirements for a statewide surveillance and utilization control program that safeguards against unnecessary or inappropriate use of Medicaid services and against excess payments as noted in 42 C.F.R., parts 455 and 456.
- b. Pursuant to G.S. §108C-7(b), the Contractor shall notify the Provider in writing of the decision to place the Provider on prepayment claims review and the process for submitting claims for this review no less than twenty (20) Calendar Days prior to instituting prepayment claims review. The notice shall include the following:
 - i. An explanation of the Department's decision to place the Provider on prepayment claims review;
 - ii. A description of the review process, claim processing times and claims subject to prepayment claims review;
 - iii. A list of supporting documentation that the Provider will need to submit contemporaneously with the claims that will be subject to the prepayment claims review;
 - iv. The process for submitting claims and supporting documentation; and
 - v. The standard of all evaluation used by the Contractor on behalf of the Department to determine when a Provider's claims will no longer be subject to prepayment claims review.
- c. For any claims which the Department has given prior authorization, prepayment review shall not include review of the medical necessity for the approved services.
- d. The Contractor shall process all claims suspended by the MMIS system received for prepayment review within twenty (20) Calendar Days of its receipt of sufficient supporting documentation from the Provider. If the Provider fails to provide supporting documentation necessary to process a claim, the Contractor shall send the Provider written notification of the deficiency within fifteen (15) Calendar Days of receipt. The Contractor shall have an additional twenty (20) Calendar Days to process a claim upon receipt of the documentation.
- e. If during the course of or after the review, the Contractor determines that the Provider's noncompliance is indicative of potential fraud, the Contractor shall notify the Department within five (5) State Business Days with the submission of a Case Summary Report in support of its findings. The report shall include:
 - i. Investigator's name (clinical analyst that reviews claims);
 - ii. Date review was initiated;
 - iii. Summary report date;

- iv. Provider's name and address;
 - v. Provider type;
 - vi. Provider contact person;
 - vii. Reason for review and referral to NC Medicaid Compliance;
 - viii. Resources used to review (claims, medical/financial records, clinical policy information, and other review materials); and
 - ix. Findings.
- f. At the Department's request, the Contractor shall provide copies of all Provider documents associated with the suspected abuse or fraud actions to NC Medicaid Compliance as secure electronic or hard copy files.
 - g. The Contractor will retain all Provider documents during Pre-Payment review. Upon the Provider's removal from review, the Contractor will transfer all documentation to NC Medicaid Compliance.
 - h. At the Department's request, the Contractor staff involved in the prepayment review shall participate in the Hearings/Appeals process that may result from a Provider's appeal of Department sanctions, such as suspension or termination of Medicaid participation or payment withholding actions implemented as a result of a prepayment review. When requested by the Department, the Contractor shall provide specific Provider documentation, as required by the Department or Attorney General's Office.
2. Post Payment Reviews and RAC/non-RAC
- a. In accordance with Section 1902(a)(42)(B)(i) of the Social Security Act and Section 6411 of the Affordable Care Act, the Contractor shall support Program Integrity efforts to ensure that the Department dollars are paid appropriately by identifying overpayments and underpayments, notifying Providers of overpayment findings, and assisting in recoupment of overpayments, as well as identifying avenues for cost avoidance. The Contractor shall conduct RAC post payment reviews on service types approved by the State including but not limited to:
 - i. Inpatient/Outpatient Hospital
 - ii. Long Term Care (LTC), including Skilled Nursing Facilities (SNFs), Intermediate Care Facilities (ICF/MRs), and Adult Care Homes
 - iii. Laboratory and X-Ray services (hospital and free standing)
 - iv. Specialized Outpatient Therapies
 - v. Physician services
 - vi. Home Care
 - vii. Behavioral Health
 - viii. Dental
 - ix. Pharmacy
 - b. The Contractor shall use generally accepted auditing, accounting, analytical, statistical and peer-review methods for determination of overpayment or underpayment.
 - c. The look-back period for reviewing claims shall be three (3) years from the date of the onset of the review.

- d. Utilizing C&I or the state's current case management system, the Contractor shall manage all aspects of the case review and assist in coordinating reviews and audits to help prevent the audit of claims that have already been audited or that are currently being audited. Access to information must be secure and in compliance with 45 C.F.R. § 164.502(b).
- e. The Contractor shall assist the Department in the identification of potential FWA and over-utilization activities that require a full review. The Contractor shall determine the level of review required by completing the following steps:
 - i. Verify leads, confirm the identified Provider, check the Provider's billing activity and confirm the Provider's business status.
 - ii. Determine time-period to be reviewed, based on Department guidelines.
 - iii. Utilize Department policies and procedures and other resources to review the lead and to determine levels of compliance in other areas.
 - iv. Check for outstanding actions, sanctions, existing cases, etc.
- f. In instances where the Contractor has established a case and a circumstance necessitates that the review be discontinued, the Contractor shall provide the Department with documentation to show that the case is no longer being pursued within one (1) State Business Day of determination. The Contractor shall not receive payment for such a case.
- g. The Contractor shall notify the Provider in advance of the audit. This notification shall be included in the Record Request letter that the Contractor shall use to obtain records relevant to the case. The review shall be based on the records received. The Contractor shall:
 - i. Notify the Provider of the matters to be reviewed and list the clinical assessment (medical necessity, coding, authorization, etc.), including the time period to be reviewed.
 - ii. Establish an agreed upon limit of record requests per Provider location and type per time period, ensuring that the number of medical records do not negatively impact the Provider's ability to provide care.
 - iii. Send a Final Records Request notice (via traceable mail) to the Provider if records have not been submitted after ten (10) State Business Days from the date the Initial Records Request was received. The Contractor shall determine that the claim is an overpayment if medical records are requested and not received within five (5) State Business Days after the Provider has received the second Records Request.
 - iv. Follow Department approved procedures to obtain clinical, administrative, and/or financial records related to the specific sample of Provider claims to be reviewed.
 - v. Develop for Department approval audit/review tools and instructions to conduct Provider case reviews.
 - vi. Review Provider documentation to identify whether services billed are in accordance with Department clinical coverage policies.
 - vii. Maintain an electronic file for each Provider case.
 - viii. Conduct random sampling and assess the findings by following Department guidelines.

- ix. Complete each case review and determine the amount of overpayment in less than sixty (60) Calendar Days from the date of receiving the complete Records Request. Within five (5) State Business Days of completion of the case review, the Contractor shall send notification of overpayment findings to the Provider.
- h. The Contractor shall establish a Department approved process within the first sixty Calendar (60) days of contract award to assist in collection of overpayments, whereby the Contractor shall:
 - i. Collaborate with the Department to establish a lockbox for the receipt of Provider payments and gain access to systems and data necessary to execute collection activities.
 - ii. Reconcile lockbox receipts and post payments in Contractor's audit management accounts receivable application within thirty-one (31) Calendar Days of payment.
 - iii. Monitor billing activities, related to Providers and document Provider offsets as they occur, posting these offsets into the Contractor's internal system and reconciling with the Department monthly.
 - iv. Initiate the steps necessary to document a Provider as out of business and/or bankrupt within five (5) State Business Days after the Provider has demonstrated no billing activity.
- i. Contractor shall develop protocols that coordinate reviews to prevent situations where the Contractor and another entity are working on the same claim.
- j. The Contractor shall refer all cases of FWA to the Department in accordance with [CMS-MIG Performance Standard for Referrals of Suspected Fraud From a State Agency to a Medicaid Fraud Control Unit](#), incorporated in the document entitled, "[Best Practices for Medicaid Program Integrity Units' Interactions with Medicaid Fraud Control Units](#)". The Contractor shall prepare a Case Summary Report in support of its findings and forward this report to the Department within five (5) State Business Days of the discovery of suspected provider fraud. The report shall include the following:
 - i. Subject (name, Medicaid provider ID/NPI, address, provider type);
 - ii. Source/origin of complaint;
 - iii. Date reported to State or if developed by the Contractor, the date the Contractor initiated the investigation;
 - iv. Description of suspected intentional misconduct, with specific details including:
 - 1) Category of service;
 - 2) Factual explanation of the allegation;
 - 3) Specific Medicaid statutes, rules, regulations, or policies violated; and
 - 4) Dates of conduct;
 - v. Amount paid to the Provider for the last three (3) years or during the period of the alleged misconduct, whichever is greater;
 - vi. Contact information for Contractor staff persons with practical knowledge of the workings of the relevant programs; and
 - vii. Sample/exposed dollar amount, when available.
- k. The Contractor shall comply within one (1) State Business Day, without charge, to:

- i. Requests from the Department for access to copies of any records and information in the possession of the Contractor.
 - ii. Requests for information or records made by the MID.
 - iii. Requests of the MID for computerized data stored by the Contractor and, whenever feasible in the format requested by the MID.
- l. The Contractor shall cease any work on a case that the MID decides to pursue, until further notice from MID or Department.
- m. If a Contractor's employee is called as a witness for a deposition in a fraud case, the employee shall not be subject to reimbursement from the Department for any costs incurred.
- i. The Contractor shall be the lead in appeals arising from the recoupment process and shall defend its review decisions on behalf of the Department. Paper Reviews: The Contractor shall review the reconsideration request submitted by the Provider and prepare an appeal summary in accordance with Department procedures. The appeal summary shall address each of the Provider's arguments.
 - 1) If the Provider submits no new information, but the Hearing Officer reduces the original recoupment amount for this case, any contingency fee based on the new amount shall be reduced by 50% and reflected in the Contractor's invoice. Fees shall be paid to the Contractor only from amounts recovered.
 - 2) If the Provider does submit new information and it results in the Hearing Officer reducing the original recoupment amount, the Contractor shall receive a contingency fee based on the reduced amount and reflected in the Contractor's invoice. Fees shall be paid to the Contractor only from amounts recovered.
 - ii. Telephone or In Person Reconsideration Review: A Provider may request a telephone or in-person reconsideration review before the Department's Hearing Officer in Raleigh in lieu of a paper review. The Provider may attend the review in person or via teleconference.
 - 1) The Contractor must attend the review and present an oral explanation in defense of the decision to deny or reduce payment of services. Contractor must be prepared to respond to arguments made by the Provider and to questions posed by the Hearing Officer and the Provider.
 - 2) If the Provider submits no new information, but the Hearing Officer reduces the original recoupment amount for this case, any contingency fee based on the new amount shall be reduced by 50% and reflected in the Contractor's invoice. Fees shall be paid to the Contractor only from amounts recovered.
 - iii. OAH Contested Case Hearing: The Provider may appeal the results of a paper review and a telephone or personal reconsideration review hearing to OAH. A Provider may also appeal directly to OAH without going through the informal hearing process. When a Provider appeals to OAH, the Contractor shall provide to the Department the completed case file, including the medical record within one (1) State Business Day; Assist the Department and State's attorneys with responses to discovery, prepare the

- case for hearing; and participate in depositions and hearings in Raleigh and other locations within the State as fact witnesses and expert witnesses.
- iv. Judicial Review: A Provider may appeal the results of a contested case hearing to NC Superior Court. The Contractor shall provide support as requested by the Department's and State's Attorneys during judicial review. The contingency fee will be awarded based on the amount awarded by the NC Superior Court.
 - v. If the Contractor's findings are overturned at the OAH level, the Contractor shall only receive the contingency fee for the case, based on the OAH decision.
 - vi. If the Department agrees to a settlement with the Provider, outside of the Appeals process, the Contractor shall only receive the contingency fee for the case, based on the settlement amount.
- n. The Contractor shall provide the following monthly reports documenting the specific results of all audits performed:
- i. Individual, Provider-Specific Compliance Report to include Provider name, NPI, number of records reviewed, in compliance and out of compliance, and compliance statistics by review criteria.
 - ii. Consolidated Provider Compliance Report to include total number of providers, records (reviewed, in compliance and out of compliance), and compliance statistics by review criteria.
 - iii. Consolidated Providers Communications Report to include Provider reviewed, date of communication, Contractor and provider staff name and reason for communication.
 - iv. Contractor QA Report to include staff name, number of claims reviewed, approved, and rejected, percent accuracy rate and Inter-Rater Reliability score.
 - v. RAC Report to include:
 - 1) Number of audits completed, and audits completed by provider type to include inpatient, outpatient, long-term care and laboratory and/or x-ray;
 - 2) Total number of claims audited;
 - 3) Total dollar value of overpayments and dollar value of overpayments by provider type;
 - 4) Total number of TND;
 - 5) Dollar value of RAC-identified overpayments recovered by provider type and total dollar value of RAC-identified overpayments recovered;
 - 6) Dollar value of underpayments by provider type and total dollar value of underpayments;
 - 7) Total number of RAC cases for which an appeal was filed;
 - 8) Total dollar amount associated with appeals filed;
 - 9) Total number of cases appealed and decided in the Provider's favor;
 - 10) Total dollar amount overturned on appeal; and
 - 11) Number of suspected fraud referrals the Contractor made to the Department.
 - vi. Non-RAC report to include:

- 1) Number of audits completed, and audits completed by Provider type to include inpatient, outpatient, long-term care and laboratory and/or x-ray;
 - 2) Total number of claims audited, and number of claims audited by Provider type;
 - 3) Total dollar value of TNDs sent, and dollar value of TNDs sent by Provider type;
 - 4) Total number of TNDs sent, and TNDs sent by Provider type;
 - 5) Dollar value of each non-RAC overpayment recovered and by Provider type.
 - 6) Total dollar value of non-RAC overpayments and by Provider type;
 - 7) Total number of cases for which an appeal was filed;
 - 8) Total dollar amount associated with appeals filed;
 - 9) Total number of cases appealed and decided in the Provider's favor; and
 - 10) Number of suspected fraud referrals the Contractor made to the Department.
3. Program Integrity Investigations
- a. Case Intake
 - i. The Contractor will conduct preliminary reviews/investigations of Medicaid service Providers based upon referrals made by the Department.
 - ii. Based on case review, the Contractor will assess the scope of assigned complaints and determine whether to focus on a single Provider or expand to additional issues or Providers.
 - iii. With Department approval, the Contractor will develop a customized investigation based on the complaint's category and specifics.
 - b. Preliminary Review

The Contractor shall conduct a preliminary review for each case referral unless the Department confirms a satisfactory review has already been completed. A preliminary review must include the following steps:

 - i. Analyze each referral upon receipt to assess if there is sufficient evidence to support a preliminary investigation or to recommend civil / criminal fraud actions.
 - ii. If the Department confirms sufficient evidence, the Contractor will:
 - 1) Define the scope of the investigation.
 - 2) Identify Providers involved.
 - 3) Submit a summary report of findings to the Department which shall include:
 - a) Contractor Clinical Reviewer's name;
 - b) Date of case review initiation;
 - c) Case summary report date;
 - d) Provider name, address, NPI number, Tax ID number, and NPI;
 - e) Provider type
 - f) Provider contact person
 - g) Reason for review and referral;
 - h) Detailed description of case findings;
 - i) Conclusions based upon review; and
 - j) Cite any clinical, medical or business standards the Provider may have violated.

- iii. If the Department determines there is insufficient evidence for a preliminary investigation, the Contractor shall:
 - 1) Document the reasons and rationale for this determination; and
 - 2) Report the results of these reviews to the Department.
 - iv. The Contractor shall complete 95% of all preliminary reviews within ten (10) State Business Days of receiving the referral from the Department.
 - v. The Contractor will receive an initial referral from the Department of complaints to be investigated. The preliminary review will be conducted by an investigative analyst to validate allegations received and to establish, per Department direction, whether there is sufficient basis to warrant a preliminary investigation.
 - vi. As outlined in 10A NCAC 22F .0202, the preliminary investigation continues until it is determined whether there is sufficient evidence to warrant a full investigation, referring the case for civil and/or criminal fraud action, and to support the allegation(s).
- c. Preliminary Investigations
- If the Department determines there is sufficient evidence, the Contractor will complete a Preliminary Investigation, which shall include the following steps
- i. Obtain Department approval to proceed with an off-site or on-site review.
 - ii. Determine and designate the investigation as an off-site or on-site investigation.
 - iii. Provide on-site and off-site staff to support reviews and investigations to include collection and upload of documentation to the C&I.
 - iv. Conduct a complete review of the complaint or referral.
 - v. Review billing information associated and relevant to the complaint.
 - vi. Conduct a review of Provider history relevant to the complaint.
 - vii. Offsite operational staff will review electronic documentation uploaded by onsite staff, assign a document type, data-enter key information from each document, and upload documents to the CMTS.
 - viii. For cases designated for off-site review the Contractor shall:
 - 1) Request system-of-record claims data from the Department for claims-based complaints or data packages, to be provided to the Contractor within five (5) State Business Days or as agreed upon based on volume.
 - 2) Request Provider records for up to ten (10) Beneficiaries with active claims submissions. If the complainant is the Beneficiary under review, the Contractor shall take such steps to mask the complainant's identity, including requesting multiple records.
 - 3) Review provider records to assure all necessary documents are received to conduct the desk review.
 - 4) Conduct the complete off-site review using a standardized tool approved by the Department.
 - ix. For cases designated for on-site investigation, the Contractor shall:

- 1) Request system-of-record claims data from the Department if the complaint or data package is claims-based. The Department shall provide this data to the Contractor within five (5) State Business Days or as agreed upon due to volume.
 - 2) Develop a plan and initiate facilitation of the on-site visit.
 - 3) Complete an entrance and exit conference with the Provider(s).
 - 4) Request and review Provider records for up to ten (10) Beneficiaries with active claims submissions. If the complainant is the Beneficiary under review, the Contractor shall take such steps to mask the complainant's identity, including requesting multiple records.
 - 5) Conduct the complete on-site review using a standardized tool approved by the Department.
 - 6) Provide resources to conduct administrative functions while on-site to ensure the most effective use of clinical staff time. The administrative review staff will serve at the direction of Department clinical leads. Administrative review functions include document file retrieval, electronic conversion, data entry, and file upload to the C&I, download of previous processed documentation, document file reorganization, and technology management.
- x. The Contractor will resolve each preliminary investigation by:
- 1) Making an outcome recommendation based upon the findings, including:
 - a) Closing the case due to insufficient evidence to substantiate the complaint;
 - b) Making a referral to an outside agency, including, but not limited to MID, licensing boards, and law enforcement agencies;
 - c) Issuing a warning letter to the Provider;
 - d) Issuing an educational letter to the Provider; and
 - e) Issuing a TND to the Provider.
 - 2) Issuing notices to Providers or refer cases to other agencies as approved by NC Medicaid Compliance.
 - 3) The Department will make an approval determination within ten (10) State Business Days of receipt of Contractor recommendation.
- xi. The Contractor shall complete ninety-five percent (95%) of all preliminary investigations initiated under this scope within ninety (90) State Business Days from the date of completion of the Contractor's preliminary review or case referral from the Department.
- xii. If the findings of a preliminary review indicate an instance of FWA, Contractor will, at Department's direction, initiate the preliminary investigation. The Contractor's investigator will request that the Provider submit documentation directly relating to the care delivered to the Beneficiary including staff credentials and training, authorizations, plans of care, service notes, and other documentation to support the services delivered.
- xiii. Based upon this investigation, the Contractor will request approval from the Department via electronic submission through the C&I to execute the recommended action. The Contractor can recommend any administrative actions related to 10A NCAC 22F.0302 and 10A NCAC 22F.0602 including:

- 1) Closing of the case due to insufficient evidence to substantiate the complaint.
 - 2) Issuance of a warning or educational letter to the Provider.
 - 3) Setting a requirement that the Provider complete additional training.
 - 4) Issuance of a TND to the Provider.
 - 5) Require a Corrective Action Plan from the Provider.
4. Proactive Investigatory Initiatives
- i. To proactively monitor NC Medicaid program services for potential FWA, the Department will direct investigations based upon information gathered through use of data analytics. The Contractor will perform data analysis based on direction from the Department and will investigate providers identified through this mode.
 - ii. The Contractor will assist the Department in completing Proactive Investigatory analyses, as well as to investigate providers identified through this mode. The investigative process for proactive investigator initiatives will follow the same structure as the complaint-driven investigations unless otherwise directed by the Department.
 - iii. For initiatives not following the same structure as complaint-driven investigations, an Initiative Summary will be developed by the Contractor and approved by the Department.
5. Sampling and Extrapolation of Findings
- i. The Department shall approve the sampling methodology used by the Contractor.
 - ii. The Contractor shall review provider records for the purpose of determining accuracy of paid amounts for claims. When appropriate, the review shall include random sampling and extrapolation of findings in accordance with Department guidelines.
 - iii. The Department will conduct periodic five to ten percentage (5-10%) random samples of Contractor reviewed claims to assess accuracy of clinical decisions and inter-rater reliability. Sampling will occur throughout the life of the contract. The Contractor shall maintain ninety-five (95%) decision accuracy rate and inter-rater reliability confidence level.
 - iv. Statistically valid random sampling of claims reviewed and the decision to pay or deny them is the criteria used by the Department to measure the accuracy and IRR percentage of the Contractor.
 - v. The Department will select a statistically valid random sample based on all claims processed during the time period under review.
6. Audit Worthiness
- The Contractor shall meet all applicable Federal and State laws and regulations related to its duties under this contract. Contractor shall maintain all documentation required or necessary to comply with Federal and State criteria and standards concerning an audit of its services under this contract.
7. Performance of work
- Contractor shall be responsible for performing all work within the scope of work under this contract. At any time during the term of this contract, the Department may, at its discretion, designate any part or all such work for completion by the Department. Should the Department decide to perform any defined portion of the work, the Contractor shall continue to be responsible for the remainder of the work.

E. Technology Specifications

1. For post-payment review activities, the Contractor shall utilize a designated system determined by the Department for case tracking and documentation.
2. For pre-payment review, the Contractor shall maintain its own secure, web-enabled case management tracking system (CMTS) at its own expense for the duration of this contract.
3. For pre-payment review, the Contractor shall provide a secure, web-enabled Provider Portal for the secure requests and collection of Provider medical records at its own expense for the duration of this contract.
4. The Contractor will perform all functions regarding site maintenance, technical assistance, and Department requested modifications. Modifications will go through a rigorous planning process prior to Department approval to ensure that timelines are met with superior site performance.
5. The CMTS will include the following:
 - a. Role based security to provide restrictive access to case information;
 - b. System artifacts including functional, technical, and training documentation; and
 - c. Cooperate with the Department and provide necessary information in a timely manner during audits or other time sensitive activities.
6. The Department shall own all data input into the CMTS and all material in physical case files developed during the performance of this Contract. Contractor shall maintain all such data and files as custodian for the State during the term of the Contract, creating back-ups and archive copies of such data. At the expiration or termination of this Contract, or otherwise on request, Contractor shall deliver all such data and files to the Department as outlined in *Section VII. Attachment K: Business Associate Agreement*.
7. The Contractor shall maintain its own DRG Grouper software along with the appropriate version of the Medicare Coding Edits (MCE) identical to the software used by the Department which shall also match with the NC State Plan.

F. Customer Support

1. Contractor shall provide a toll-free customer service telephone number and fax line in all correspondence sent to Providers. The telephone and fax line numbers shall be toll-free and shall be maintained at the Contractor's expense.
2. Contractor shall provide qualified staff to answer calls to the toll-free customer service number and fax line on State Business Days from 8:00 a.m. to 5:00 p.m. EST. Outside of State business hours, an outgoing message shall indicate normal business hours for customer service and provide the ability to leave a voicemail message.
3. Contractor shall ensure that customer service staff:
 - a. Compile and maintain Provider addresses and contacts;
 - b. Are knowledgeable about post payment review process;
 - c. Have access to the Contractor's audit system to answer case-specific questions; and
 - d. Provide accurate information on reviews, the recoupment process, appeals and related matters; and Return calls within one (1) State Business Day.

G. Outreach and Education

1. Contractor shall develop and maintain an Outreach and Education Plan. The Outreach and Education Plan shall include:
 - a. Providing outreach to notify provider communities of the Contractor's purpose and direction;
 - b. Performing the necessary notification to providers of audit policies and protocols;

- c. Identifying trends or aberrant provider issues that might require an expanded educational effort;
 - d. Participating in provider association meetings and meeting with provider groups, as designated by the Department, to explain/discuss Contractor's methodologies and results, as well as recommendations for improving provider overpayment error rates;
 - e. Explaining how the provider may assist in reducing the occurrence of future overpayments;
 - f. Addressing issues and answer questions, as appropriate, to increase provider and provider associations' understanding of Department policies and protocol; and
 - g. Perform other education and outreach tasks, as determined to be a necessary part of this program.
2. Contractor shall send presentation material to Department for review and approval no later than thirty (30) Calendar Days prior to use. If a presentation is oral, talking points must be included. The Department shall review and provide feedback required for the Department's approval within fourteen (14) Calendar Days of receiving.
 3. The Contractor shall provide Providers with information related to the Education and Outreach Program, including: easy access to materials, data, audit policies and protocols that will be posted to support an educational program intended to reduce the amount and frequency of overpayments and underpayments. The Contractor must also send educational notifications to specific providers, such as notice that an overpayment was identified, but because it was less than one hundred fifty dollars (\$150), no recoupment will occur.

H. Staffing

1. Contractor must maintain adequate, qualified staff throughout the term of the Contract to meet all requirements.
2. Contractor shall maintain a staffing plan which includes an organizational chart with Key Personnel, and the number of staff roles for performance of services under this Contract. Contractor shall submit the Staffing Plan to the Department for review no later than thirty (30) Calendar Days of the Contract Effective Date, annually thereafter, and upon request.
3. Contractor is solely responsible for and incurs all the costs related to, recruiting, hiring, training, monitoring performance of, and managing Key Personnel, and other staff necessary to meet contractual requirements.
4. Key Personnel
 - a. Contractor shall hire Key Personnel as defined in *Section V. H. Staffing, Table 1: Key Personnel* for the duration of the Contract.
 - b. Key Personnel shall hold and maintain the minimum certifications, credentials and experience defined in *Section V. H. Staffing, Table 1: Key Personnel*.
 - i. The Contractor may request an exception to requirements for minimum certifications, credentials and experience defined in *Section V. H. Staffing, Table 1: Key Personnel* by submitting a request to the Department in writing.
 - ii. The Department shall notify the Contractor within fifteen (15) State Business Days if the exception is approved.
 - iii. Contractor shall ensure Key Personnel are in place within fifteen (15) State Business Days of the Contract Effective Date. If a permanent appointment cannot be made within fifteen (15) State Business Days of the Contract Effective Date, the Contractor shall appoint an

individual to serve in the role on an interim or acting basis until a permanent appointment is approved by the Department.

- iv. The Department may, at its sole discretion, reject a potential candidate or require the removal of Key Personnel providing services under the Contract and request an acceptable substitution.
- v. Contractor shall inform the Department in writing within seven (7) State Business Days of vacancies in Key Personnel positions.
- vi. Contractor shall recommend a replacement for Key Personnel positions within fifteen (15) State Business Days of the vacancy, unless another timeframe is approved by the Department.
- vii. Contractor shall submit the recommendation in writing to the Department's Contract Administrator for day-to-day activities and include the name, Key Personnel role, biography or resume, and other information as requested by the Department.
- viii. Within fifteen (15) State Business Days of the request, the Department will notify the Contractor if the recommendation is approved.
- ix. If the Department does not approve the recommendation, the Contractor will have ten (10) State Business Days to make another recommendation.
- x. The Parties will work in good faith to timely fill Key Personnel positions that become vacant during the term of the Contract and not unreasonably withhold or delay approval.
- xi. Contractor shall not substitute Key Personnel assigned to the performance of this Contract without prior written approval by the Department.
- xii. Clinical Staffing: At the direction of the Department, the Contractor will provide licensed clinical staff to support the Department in the completion of Beneficiary document reviews. Clinical staff will follow the same review process as Department staff, inclusive of multiple review of each beneficiary, in making clinical determinations of need

Section V. H Staffing, Table 1: Key Personnel		
Role	Duties and Responsibilities of the Role	Minimum Certifications, Credentials and Experience Required by the Department
1. Senior Manager	<ul style="list-style-type: none"> • Manage all aspects of Contractor's Provider Management services. • Direct contract resulting from this RFP. 	<ul style="list-style-type: none"> • Minimum of a four-year degree in health care, human services, business or a related discipline from an accredited college or university • Minimum of four (4) years' experience managing post payment, prepayment or similar audit or review projects.
3. Project Manager	<ul style="list-style-type: none"> • Execute the successful implementation of this initiative. • Provide day-to-day support in executing all components of the implementation and subsequent operations. 	<ul style="list-style-type: none"> • Minimum of a four-year degree in Business, or Public Administration from an accredited college or university; or a project management professional (PMP) certification

Section V. H Staffing, Table 1: Key Personnel		
Role	Duties and Responsibilities of the Role	Minimum Certifications, Credentials and Experience Required by the Department
		<ul style="list-style-type: none"> • Minimum of four (4) years of experience working with government agencies or in regulated industries, and experience in implementing large-scale FWA programs.
4. Clinical Review Supervisor	<ul style="list-style-type: none"> • Supervise clinical staff • Oversee clinical components within this Contract. 	<ul style="list-style-type: none"> • Minimum of a four-year degree in healthcare or registered nurse licensed by the appropriate NC Licensing Board, at least four (4) years of clinical experience, including reviewing clinical decisions, claims, and medical necessity related to FWA.
5. Medical Director	<ul style="list-style-type: none"> • Assist nurses, therapists and certified coders upon request. • Assist with the management of quality assurance procedures and maintain relationships with provider associations. • An alternate shall be available when the Medical Director is unavailable for longer than one week. 	<ul style="list-style-type: none"> • Doctor of Medicine or a Doctor of Osteopathy in good standing with the NC Medical Board and has relevant work and educational experience to oversee the medical records review process.
6. Registered Nurse	<ul style="list-style-type: none"> • Review medical records and claims to determine the appropriateness of care, medical necessity, and compliance with healthcare standards, identifying potential FWA. • Assist in investigating incidents of suspected FWA by reviewing clinical documentation, care plans, and treatment decisions for discrepancies or irregularities. • Conduct utilization reviews to assess the appropriate use of services, treatments, and 	<ul style="list-style-type: none"> • Licensed by the appropriate NC licensing boards. • Minimum one (1) year of auditing experience. • Minimum three (3) years of clinical experience in the specialty field for which he or she will be conducting reviews.

Section V. H Staffing, Table 1: Key Personnel		
Role	Duties and Responsibilities of the Role	Minimum Certifications, Credentials and Experience Required by the Department
	resources, ensuring they meet regulatory and quality standards.	
7. Therapist	<ul style="list-style-type: none"> • Evaluate therapy treatment plans, progress notes, and service delivery to ensure they meet clinical guidelines and regulatory requirements, identifying any potential overutilization or misuse of therapy services. • Review therapy-related claims, verifying the medical necessity and appropriateness of the services provided to detect possible fraud or abuse. • Offer insights into therapy practices and standards to help assess whether services billed were necessary and properly documented, contributing to fraud investigations and audits. • Address identified issues related to inappropriate therapy services, offering guidance and participating in the development of Corrective Action Plans to prevent future violations. 	<ul style="list-style-type: none"> • Licensed by the appropriate NC licensing boards. • Minimum one (1) year of auditing experience. • Three (3) years of clinical experience in the specialty field for which he or she will be conducting reviews.

I. Training

1. The Department shall provide FWA training programs to include Department policies and billing practices during the implementation phase. The Contractor shall be responsible for training Contractor staff thereafter.
 - a. Contractor shall ensure newly hired staff are trained within thirty (30) Calendar Days of the newly hired staff's start date.
 - b. Contractor shall provide annual refresher training. The Department and Contractor shall work together to determine the topics and curriculum to be included in the refresher training.
 - c. The Department may require additional/on demand training to address program changes, new or modified resources, protocols, emerging issues or other topics impacting the FWA

- program. The Department and Contractor shall work together to determine the topics and curriculum to be utilized for required additional/on demand training.
2. All training shall be held at times and locations mutually agreed upon between Department and Contractor, which may include virtual options when approved by the Department.
 3. Contractor must submit changes to its training programs and materials for Department review and approval no later than forty-five (45) Calendar Days prior to implementation of changes.
 4. Contractor shall provide training, education and technical assistance to ensure Key Personnel and Contractor staff meet the requirements of this Contract.
 5. Contractor shall send training material to Department for review and approval no later than thirty (30) Calendar Days prior to use.
 6. Within sixty (60) Calendar days of contract award, the Contractor shall send staff to the Fiscal Agent’s training session. The Contractor shall:
 - a. Ensure Contractor staff attends training, in person or virtually, on the new system’s navigation, design and input protocols;
 - b. Provide test data and verify functionality;
 - c. Adjust transmissions to meet MMIS/NC Tracks standards, including data content, file format, transmission media, and balancing controls; and
 - d. Cover all cost for these activities.
 7. The Department shall provide the Contractor thirty (30) Calendar Days’ notice of requested supplemental training, which may include but is not limited to:
 - a. Updates on policies and procedures;
 - b. Clinical Policy and Program updates;
 - c. Technology and data collection systems;
 - d. Privacy and Security Training; or
 - e. Other areas that impact the performance of the services of this Contract.

J. Reports

1. Contractor shall submit complete and accurate reports in accordance with the requirements and timeframes in an agreed upon format, which may include MS Excel, MS Word or other formats based on the report data and requirements. For any date that falls on a weekend or state holiday, the due date shall be the next State Business Day unless otherwise stated herein.
2. Contractor shall submit all reports electronically and password protected to the Department at Medicaid.OCPI.Vendor@dhhs.nc.gov.
3. Initial report names with descriptions, reporting periods, frequency and due date are located in *Section V.J. Table 1: Reporting Metrics*. Additional reports may be required upon Department request.

Section V.J. Table 1: Reporting Metrics		
REPORT NAME AND DESCRIPTION	REPORTING PERIOD	FREQUENCY AND DUE DATE
1. Individual Provider-Specific Compliance Report	Monthly, for the previous calendar month	Fifteenth (15 th) of each month
2. Consolidated Provider Compliance Report	Monthly, for the previous calendar month	Fifteenth (15 th) of each month

Section V.J. Table 1: Reporting Metrics		
REPORT NAME AND DESCRIPTION	REPORTING PERIOD	FREQUENCY AND DUE DATE
3. QA Summary	Monthly, for the previous calendar month	Fifteenth (15 th) of each month
4. RAC	Monthly, for the previous calendar month	Fifteenth (15 th) of each month
5. Non-RAC	Monthly, for the previous calendar month	Fifteenth (15 th) of each month
6. Comprehensive Issues, Resolutions and Accomplishments Report	Quarterly	Last State Business Day of the month after the end of the quarter
7. Total number of claims audited during the reporting period (Only claims for which the respective audit was completed during this reporting period.	Monthly	Submitted the 15th of each month to report on the previous month
8. Provider paid claims for the provider number and time period under review (Contractor shall not review a claim with a date of service over thirty-six (36) months prior to the date of the review	Quarterly	Last state business day of the month after the end of the quarter
9. Report on receipt collections for Provider payments and collection activities	Monthly, for the previous calendar month	Fifteenth (15 th) of each month
10. Report on reconciliation receipt collections for Provider payments and post payments	Monthly, for the previous calendar month	Fifteenth (15 th) of each month
11. Hearing Officer Summary Report <ul style="list-style-type: none"> Reasons for the decision to deny or reduce payment of services Description of the Contractor's recoupment activities to date 	Before Hearing Officer Review	Timing of submission tied to schedule of the review
12. Review Tools Findings Report <ul style="list-style-type: none"> Provider claim totals Summary totals associated with review tools findings Observation and feedback received from Providers 	Monthly	Submitted the 15th of each month to report on the previous month
13. Ad hoc Reports	As requested	As directed by the Department and defined within the Ad hoc request.

K. Implementation

FWA services shall be implemented statewide within ninety (90) Calendar Days of the Contract Effective Date.

1. Contractor’s Implementation Plan shall define the tasks necessary to implement the Statewide surveillance of FWA services in accordance with the requirements of this Contract and the implementation schedule in *Section V.K. Table 1: Implementation Schedule*.
2. The Implementation Plan shall include and address, at a minimum, the following:
 - a. Key milestones, activities and submission of deliverables;
 - b. A schedule that integrates all key activities required for implementation to meet the schedule defined in *Section V.K. Table 1: Implementation Schedule*;
 - c. The format and delivery method of requirements and deliverables;
 - d. Metrics to be monitored and measured for implementation; and
 - e. Key activities scheduled for the period of thirty (30) Calendar Days post-implementation of transition coordination services statewide.
3. Contractor shall provide to the Department an updated Implementation Plan within fifteen (15) State Business Days of the Contract Effective Date.
4. Implementation Schedule
Section V.K. Table 1: Implementation Schedule outlines the schedule of milestones, key activities and submission of deliverables required as part of Implementation. In the event the Department agrees to adjust the following schedule, the Department shall provide written notice of the adjustments.

Section V.K. Table 1: Implementation Schedule		
Reference #	Activity	Due Date
1.	Key Personnel Identified	Within fifteen (15) State Business Days of the Contract Effective Date
2.	Kickoff and Onboarding Meetings	To be scheduled by the Department within fifteen (15) State Business Days of the contract Effective Date
3.	Updated Implementation Plan	Within thirty (30) State Business Days of the Contract Effective Date
4.	Training	To be scheduled by the Department within thirty (30) State Business Days of the Contract Effective Date
5.	Updated Outreach and Education Training Plan	Within thirty (30) State Business Days of the Contract Effective Date
6.	Updated Staffing Plan	Within thirty (30) State Business Days of the Contract Effective Date
7.	Updated Business Continuity Plan	Within forty-five (45) State Business Days of the Contract Effective Date
8.	Start of Outreach and Education Activities	Within ninety (90) Calendar Days of the Contract Effective Date
9.	Updated Quality Assurance Plan	Within one hundred twenty (120) Calendar Days of the Contract Effective Date

5. Kickoff and Onboarding Meeting
 - a. The Contractor’s Key Personnel as defined in *Section V.H. Staffing, Table 1: Key Personnel* are required to attend a Kickoff and Onboarding meetings with the Department scheduled by the Department. Contractor and Department shall determine Contractor non-Key Personnel attendees prior to the meetings.

- b. Contractor's Senior Manager and Project Manager are required to attend all training sessions in person. Contractor may request other attendees attend virtually. The Department shall review and approve if acceptable based on the role and training session content and method of delivery. Unless otherwise approved, all attendees shall attend in person.
- c. An agenda for the Kickoff Meetings shall be provided by the Department prior to the meeting. The Contractor may request additional topics be added for review.
- d. Onboarding Meeting attendees will participate in orientation and training sessions to gain understanding of the operational aspects of the Contract and other topics to support performance under the Contract.

L. Quality Assurance

The Contractor shall:

- 1. Cooperate fully and completely with all Quality Assurance audits, evaluations, studies, investigations, surveys, reviews, and findings conducted by the Department, State, CMS, or other auditing entities.
- 2. Develop and submit a Quality Assurance Plan (QA Plan) to the Department within one-hundred twenty (120) Calendar Days of Contract Effective Date and updated annually thereafter. The QA Plan shall, at a minimum include:
 - a. Policies and procedures to monitor and report any incidents that have or may have violated an individual's rights or have or may have had an adverse effect on their health, welfare, or safety of the individual based on activities conducted by the Contractor;
 - b. Policies and procedures that provide representation for scheduled meetings to discuss and maintain quality FWA surveillance services including accuracy rate and inter-rater reliability.
 - c. Policies and procedures for random quality reviews of at least ten percent (10%) of claims review performed by the Contractor each month.

M. Business Continuity Plan

- 1. Contractor shall develop and maintain a Business Continuity Plan that demonstrates the approach the Contractor shall utilize to provide services and meet the requirements set forth in the Contract with minimal disruption to services in the event of public health emergencies, natural disasters, sudden and unexpected increases in enrollment, variances in staffing levels and turnover, and other emergencies or unplanned events.
- 2. The Contractor shall submit to the Department for review its Business Continuity Plan no later than forty-five (45) State Business Days of the Contract Effective Date and annually thereafter. Within thirty (30) State Business Days of receipt, the Department shall provide feedback to the Contractor.
- 3. The Business Continuity Plan shall include, at a minimum, the following:
 - a. Maintain the ability to respond to emails, phone calls and other inquiries;
 - b. Maintain contact with the Department, Beneficiaries, and Providers;
 - c. Strategy and procedures for business recovery and work around procedures should Contractor's systems and infrastructure fail or are impacted by either natural and/or man-made disasters or circumstances.

- d. Disaster recovery and communicable disease response processes, which provide a detailed description of its disaster and disease contingency and recovery plan for all requirements specified in this Contract.
- e. Communication strategy and procedures to ensure all guidelines, protocols and directives are updated and followed; and
- f. Approach for providing the required services in coordination with Department guidance as needed.

VI. CONTRACT PERFORMANCE

A. Contract Violations and Noncompliance

1. The Contractor shall comply with all terms, conditions, requirements, performance standards, and applicable laws as set forth in the Contract or any amendments thereto including any rules, policies, or procedures incorporated pursuant to the Contract.
2. The Department reserves the right to impose any and all remedies available under the terms of the Contract, at law or in equity, and in the event that the Department determines, in its sole discretion, that the Contractor has violated any provision of the Contract, or if the Contractor does not comply with any other applicable North Carolina or federal law or regulation, compliance with which is mandated expressly or implicitly by this Contract.

B. Notice of Deficiency

1. The Department will provide Contractor with written notice of imposition of remedial actions, a corrective action plan (CAP), liquidated damages, or other remedies available under the Contract, detailing the nature of underperformance, violation or noncompliance, any actions the Department seeks to impose against the Contractor, and, if applicable, the method and timeframes by which Contractor may dispute the claim of noncompliance and the imposed actions.
2. Within three (3) State Business Days of full remediation of the identified violation(s) in the Notice of Deficiency, or within another timeframe as requested by the Department, the Contractor shall provide the Department with written notice confirming the date that the noncompliant behavior was resolved and the actions the Contractor took to remediate the noncompliance.

C. Remedial Actions and Corrective Action Plans

1. In the event the Department determines Contractor is underperforming as to the terms, conditions, requirements, or performance standards as set forth in the Contract, the Department may require remedial actions such as providing technical assistance or requiring additional training or require the Contractor to submit a Corrective Action Plan (CAP) for Department approval.
2. Following a Notice of Deficiency, the Contractor shall immediately cease the noncompliant behavior and take actions to mitigate the harm caused by the violation until technical assistance, training or other remedial action is completed, or a CAP is implemented.

3. Contractor shall accept and implement a Department defined CAP or develop a CAP for Department approval as required in this Section.
4. If required, the Contractor shall develop and implement a CAP to address areas of deficiency. The Contractor shall submit the CAP for Department approval within fifteen (15) Calendar Days, or another timeframe as determined by the Department depending on the nature of the violation, from the date of the Notice of Deficiency requiring the CAP.
5. Any CAP required to be submitted by the Contractor shall, at a minimum, identify the following:
 - a. The finding resulting in request for corrective action by the Department;
 - b. A description of how the finding resulting in a request for corrective action will be remediated;
 - c. The timeline for the implementation and completion of the corrective action(s); and
 - d. The name of the responsible person who will lead all corrective action activities.
6. Upon receipt, the Department may accept the CAP as submitted, accept the plan with specified modifications, or reject the plan.
7. If the Department requests modifications or rejects the CAP, the Contractor shall revise or submit a new plan within ten (10) Calendar Days, or another timeframe as determined by the Department depending on the nature of the violation, that addresses the issues or concerns identified.
8. The Contractor shall provide updates to the Department on the remediation of all findings resulting in a request for corrective action at the interval requested by the Department.
9. Remedial actions required under this Section are not contestable, and the Contractor shall be required to complete the remedial action within the timeframe provided in the Notice of Deficiency, a requirement to submit and implement a CAP shall be completed in accordance with the requirements of this Section.
10. To ensure that CAP received from providers are implemented as appropriate, the Contractor will review billing data six (6) months after receipt of the CAP. The Department, with the assistance of the Contractor, may initiate a follow-up investigation, based on the data analysis and nature of the original noncompliance issue(s).

D. Liquidated Damages

1. If the Contractor is determined to be in violation of the terms, conditions, requirements, and/or performance standards of the Contract, it is presumed that the Department will be harmed. Any liquidated damages are not intended to be a penalty but are intended to be reasonable estimates of the Department's projected financial loss and damage resulting from the Contractor's nonperformance. Accordingly, in the event the Contractor fails to perform in accordance with the Contract, the Department may assess liquidated damages as provided in this Section. Nothing in this Section is intended to prohibit the Department from exercising other rights and remedies as may be appropriate due to Contractor's failure to perform.
2. The Department shall provide the Contractor with written notice of the imposition of liquidated damages detailing the nature of the noncompliance, the assessed liquidated

damages, and the method and timeframes by which the Contractor must respond including how the Contractor may appeal the assessment through the dispute resolution process.

3. Payment of Liquidated Damages and other Monetary Sanctions
 - a. If the Contractor elects not to appeal the assessment of liquidated damages or other monetary sanctions, the assessed amounts shall be due and payable within thirty-five (35) Calendar Days of the date on the written notice assessing the liquidated damages or other monetary sanctions.
 - b. If the Contractor elects to appeal the assessment of liquidated damages or other monetary sanctions, but does not prevail, the liquidated damages or other monetary sanctions shall be due and payable within ten (10) Calendar Days of the date on the written notice of final decision issued by the Department upholding its original decision to impose the liquidated damages or other monetary sanctions (including a final decision modifying the amount owed).
 - c. If the Contractor fails to pay liquidated damages or other monetary sanctions by the applicable due date, the Contractor shall be subject to interest and a late payment penalty in accordance with NCGS § 147-86.23 until the past due amount is paid.
4. Notwithstanding the Contractor's request to appeal the assessment of liquidated damages, the Department shall have the right to retroactively impose liquidated damages on the Contractor for violations of the terms of the Contract during the pendency of a dispute in accordance with this Section if the Contractor does not prevail in the appeal process and the violations continued during the process to dispute a contract performance action.
5. Liquidated damages assessed by the Department do not affect the Contractor's rights or obligations with respect to any third party.

E. Process to Appeal a Contract Performance Action and Dispute Resolution

1. Contractor shall have the right to appeal certain contract performance actions by the Department, such as liquidated damages, through the process, except that the Contractor shall not have the right to contest the Department's decision to require the Contractor to perform a remedial action.
2. Contractor shall exhaust the dispute processes as provided in the Contract to contest the imposition of intermediate sanctions, the assessment of liquidated damages, and/or for cause termination of the Contract by the Department before pursuing any other administrative, legal, or equitable remedy that may be afforded to the Contractor under North Carolina or federal law or regulation.
3. **Dispute Resolution**
 - a. To raise a dispute, the Contractor shall submit a written request for dispute resolution within thirty (30) Calendar Days of the date on the written notice imposing the Department's intended action. The Department may extend the Contractor's deadline to request dispute resolution for good cause if the Contractor requests an extension within ten (10) Calendar Days of the date on the written notice.
 - b. The Contractor shall include in the written request for dispute resolution all arguments, materials, data, and information necessary to resolve the dispute (including all evidence, documentation, and exhibits).

- c. The Contractor waives any dispute not raised within thirty (30) Calendar Days of the date on the written notice imposing any proposed action by the Department (unless the Department grants an extension).
- d. The Contractor also waives any arguments it fails to raise in writing within thirty (30) Calendar Days (unless the Department grants an extension) of the date on the written notice imposing the proposed action, and waives the right to use any materials, data, and information not contained in or accompanying the Contractor's written request for dispute resolution in any subsequent legal, equitable, or administrative proceeding (to include the Office of Administrative Hearings, NC Superior Court, or federal court).
- e. The Department shall review the dispute resolution request and submitted evidence and information and issue a written final decision within sixty-five (65) Calendar Days of the Contractor's request for dispute resolution. The Department shall have the right to extend its deadline to issue the final decision for good cause and shall notify the Contractor of any extension and the reason for such extension.
- f. The final decision issued by the Department following dispute resolution shall not be subject to further appeal within the Department.

F. Performance Standards and Liquidated Damages

The Contractor shall meet the performance standards as set forth in *Section VI. F. Table 1: Performance Standards and Liquidated Damages*.

1. The Contractor shall be evaluated based on their compliance with each listed standard on a monthly and quarterly basis, as well as the content and the timeliness of the monthly and quarterly reports, unless otherwise stated, as detailed in *Section V.J. Table 1: Reporting Metrics*.
2. The Contractor must meet each Performance Standard each month during the term of the Contract.
3. Failure to comply may result in the imposition of liquidated damages as outlined in *Section VI. Contract Performance*.
4. If the Contractor is determined to have not complied with a performance standard in the prior month, Department may require Contractor to put a CAP in place as outlined in *Section VI.C. Remedial Actions and Corrective Action Plans* and this section. Compliance with CAPs, if any, will be assessed on a quarterly basis.

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Section VI.F. Table 1: Performance Standards and Liquidated Damages

Item #	Measure	Performance Standard	Measurement Period	Description	Liquidated Damage
1.	Initiation of new complaint/referral reviews	The Contractor shall initiate review of at least ninety percent (90%) of all new complaints/referrals entered through the Business Intake Center module (BIC).	Monthly	Initiate review of all new complaints/referrals entered through the BIC within two (2) State Business Days from the time the complaint is entered and visible in the system.	Five hundred dollars (\$500) per month.
2.	Completion of preliminary reviews of new complaints.	The Contractor shall complete a preliminary review of at least ninety five percent (95%) of new complaints within BIC.	Monthly	Complete preliminary review of new complaints within ten (10) State Business Days from the time the complaint is recorded and visible in the BIC module.	Five hundred dollars (\$500) per month.
3.	Completion of preliminary investigations	The Contractor shall complete at least ninety five percent (95%) of preliminary investigations.	Monthly	Track and maintain complete case files with all required data elements within ninety (90) State Business Days for completed preliminary investigations.	Five hundred dollars (\$500) per month.
4.	Completion of Adult Care Home Review	The Contractor shall complete at least ninety five percent (95%) of onsite Adult Care Home reviews.	Monthly	Upload facility documentation within fifteen (15) State Business Days of completing an onsite review for an Adult Care Home.	Five hundred dollars (\$500) per month,
5.	Perform QA on completed cases (Investigations & Adult Care Home reviews)	The Contractor shall perform QA for at least ninety five percent (95%) of completed investigations and Adult Care Home reviews.	Monthly	QA will be performed in accordance with documented Department process. Modifications made to QA results will be reflected in Final QA.	Error rate greater than five percent (5%) shall result in a reduction of the monthly invoiced amounts by the percentage of the error rate more than five percent (5%).

Section VI.F. Table 1: Performance Standards and Liquidated Damages

Item #	Measure	Performance Standard	Measurement Period	Description	Liquidated Damage
6.	Outreach and Education	The Contractor shall participate in at least two (2) provider association meetings and meeting with provider groups per year as specified in the Outreach and Education plan.	Annually	Contractor provides Outreach and education to target audiences, as described in <i>Section V.G.</i> Measurement begins upon Contract Award.	Two hundred fifty dollars (\$250) per activity or event not participated in per reporting period.
7.	Contract Provisions and Requirements	Contractor shall comply with one hundred percent (100%) of the provisions and requirements in the Contract.	Monthly	Contractor is required to comply with all of the provisions and requirements of the Contract in the RFP and <i>Section III.D. General Terms and Conditions.</i>	Five hundred dollars (\$500) per occurrence per Calendar Day.
8.	Business Continuity Plan	<p>a. Contractor shall provide the Department an initial Business Continuity Plan no later than forty-five (45) Calendar Days of the Contract Effective Date.</p> <p>b. Contractor shall provide a Business Continuity Plan annually thereafter, no later than thirty (30) Calendar Days</p>	Annually	Contractor is required to submit and implement an initial Business Continuity Plan required in <i>Section V.M. Business Continuity Plan</i> and submit subsequent reports annually or as directed by the Department and in <i>Section V.M. Business Continuity Plan</i> of the Contract.	Two hundred fifty dollars (\$250) per Calendar Day.

Section VI.F. Table 1: Performance Standards and Liquidated Damages

Item #	Measure	Performance Standard	Measurement Period	Description	Liquidated Damage
		after Department's request.			
9.	Reporting Metrics	Contractor shall submit one hundred percent (100%) of the reports and deliverables required by the due dates in the Contract and <i>Section V.J. Table 1: Reporting Metrics.</i>	Monthly	Submission of complete and accurate reports and deliverables in the format and on the due dates in <i>Section V.J. Table 1: Reporting Metrics.</i>	Two hundred fifty dollars (\$250) per occurrence per Calendar Day.
10.	Confidentiality, Privacy and Security Protections	Contractor must comply with one hundred percent (100%) of the Department's confidentiality, privacy and security protection provisions in the Contract.	Monthly	Contractor must timely and accurately comply with confidentiality, privacy and security protection provisions in <i>Section III. E. Confidentiality, Privacy and Security Protections</i> of the Contract.	Five hundred dollars (\$500) per occurrence per Calendar Day

VII. Attachments to the RFP

The following attachments are included in this *Section VII. Attachments to the RFP*

- A. Minimum Qualifications Response
- B. Offeror's Response to Technical Evaluation Questions
- C. Offeror's Cost Proposal
- D. Contract Administrators
- E. Certification of Financial Condition and Legal Action Summary
- F. State Certifications
- G. Federal Certifications and Disclosures
- H. Disclosure of Litigation and Criminal Convictions
- I. Location of Workers Utilized by Contractor
- J. Offeror Request for Proposed Modifications to the Terms and Conditions
- K. Business Associate Agreement
- L. Subcontractor Identification Form
- M. Legal Grounds for Marking Information Confidential
- N. Evaluation Methodology

Attachment A: Minimum Qualifications Response

The Offeror must demonstrate it meets the Minimum Qualifications to have its response evaluated by the Department. The Offeror **MUST** complete this Attachment by selecting and checking a box under each numbered or lettered item, where indicated, and providing any necessary details and documentation to demonstrate it meets each required qualification.

Any Offeror Proposal that does not meet any Minimum Requirement will be disqualified and will not be given any further consideration by the Evaluation Committee, unless it is determined that such disqualification is not in the best interest of the Department.

1. Agreement to Terms and Conditions

The Offeror agrees and accepts, without exception all terms and conditions, including confidentiality, privacy and security protections and public records and trade secrets protections, specified in Section III of this RFP. The Offeror may suggest modifications to the terms and conditions per the instructions in *Section II.C.3.c.* and complete *Section VII. Attachment J: Offeror Request for Proposed Modifications to the Terms and Conditions*, and acknowledges such suggestions are not part of any subsequent Contract unless explicitly accepted by the Department in accordance with *Section II. C.3.c.*

Offer Confirms

Offer Does Not Confirm

2. Eligibility to Contract

a. As of the date of its submission of a response to this RFP, the Offeror is not on the list of vendors debarred from doing business with the State of North Carolina.

Offer Confirms

Offer Does Not Confirm

b. As of the date of its submission of a response to this RFP, the Offeror is not on a federal list of parties that are excluded from participation in Medicare, Medicaid, or other federal health care programs, or from receiving federal contracts, or federal financial or non-financial assistance.

Offer Confirms

Offer Does Not Confirm

c. Offeror agrees to notify the Department immediately if it is debarred or excluded from State or federal contracting, participation in health care programs or receipt of financial or non-financial assistance, prior to the Contract Award date.

Offer Confirms

Offer Does Not Confirm

d. Offer acknowledges and understands that debarment or exclusion from State or federal contracting, program participation, or assistance will result in immediate disqualification from Contract Award.

Offer Confirms

Offer Does Not Confirm

3. Financial Stability and Legal Disclosure

The Offeror is financially stable and has disclosed any legal actions that could adversely affect its financial condition or ability to meet the requirements of this RFP as required by *Section VII. Attachment E: Certification of Financial Condition and Legal Action Summary*.

Offer Confirms

Offer Does Not Confirm

4. Experience Requirements

Offeror has a minimum of three (3) years' experience in meeting Medicaid Recovery Audit Contractor (RAC) requirements, conducting pre- and post-payment claims reviews, investigating internal and external complaints and referrals, and performing non-RAC Provider audits and data analysis to identify program risks. This experience or similar work, to those described in this RFP, shall have a minimum of three (3) entities, including state, county, or municipal government agencies, or corporate employers in NC or other states. All of the Offeror's experience specified in this section must have occurred within the five (5) years immediately preceding the date the RFP is issued by the Department as outlined in the following table. Where Offeror indicates areas of experience that are for services *similar* to those described in this RFP, Offeror must reference the specific RFP requirements and RFP section(s) relating to the similar services and describe, in detail, how the services are similar to be considered. It is the responsibility of the Offeror to clearly demonstrate in detail how services are similar and should be considered in the column titled *Description of Services Provided (e.g., Medicaid Recovery Audit Contractor (RAC) requirements, pre and post payment claims reviews, investigating complaints and referrals, non-RAC Provider audits and data analysis or similar services to those described in RFP)* below.

Name and Type Entity	Description of Services Provided (e.g., Medicaid Recovery Audit Contractor (RAC) requirements, pre- and post-payment claims reviews, investigating complaints and referrals, non-RAC Provider audits and data analysis, or similar services to those described in RFP)	Period of Experience (Start Date and End Date)	Relevant RFP Requirement Section of the experience (i.e., Section V. D.)

By completing and signing this *Attachment A: Minimum Qualifications Response*, the Offeror affirms adherence to the required Minimums Qualifications and attests the information provided herein is accurate, and the individual signing certifies they are authorized to make the foregoing statements on behalf of the Offeror.

_____ **Offeror Signature**

_____ **Date**

_____ **Printed Name and Title**

Attachment B: Offeror’s Response to Technical Evaluation Questions

Instructions:

Offeror must respond to all questions and each part and subpart to each question in *Section VII. Attachment B: Offeror’s Response to Technical Evaluation Questions*. Offeror’s response to each question must follow the corresponding question. The Offeror must confirm adherence to and describe its approach to meet the requirements of the Contract as indicated. This includes providing a detailed narrative, diagrams, exhibits, examples, sketches, descriptive literature and/or detailed information specifically tailored for the North Carolina Medicaid program to demonstrate Offeror’s ability to meet specifications of the SSFWA RFP. The Offeror’s Response to Technical Evaluation Questions should clearly indicate the citation and/or location of exhibits, attachments, flows, etc. that supplement responses in this Attachment B and demonstrate understanding and the ability to meet each specification. The Department is not required to look for or consider information outside of the response for individual questions where the Offeror fails to clearly indicate the location of supplemental exhibits, attachments, flows, etc. Further, where indicated and applicable, Offeror must describe any limitations or issues it has with meeting the requirements of the question. Offeror’s response to each question must follow the corresponding question. The Department reserves the right to validate information provided within Offeror’s response.

The table below provides an overview of the evaluation criteria and the questions within this Attachment B that correspond to each criterion. Cost will be evaluated based on the response to *Section VII. Attachment C: Cost Proposal*. The table below is provided for convenience only, and each question may encompass requirements from multiple sections of the RFP. The evaluation processes, including those for costs, are explained further in *Section VII. Attachment N: Evaluation Methodology*.

Summary of Evaluation Criteria and Corresponding Questions		
Question #s	Evaluation and RFP Scope Section	RFP Section Reference
1. – 10. Service Delivery Criteria		
1.-5.	Fraud, Waste and Abuse	<i>Section V.B. General Requirements and Section V.D. Fraud, Waste and Abuse Requirements</i>
6.	Technology Specifications	<i>Section V.E. Technology Specifications</i>
7.	Customer Support	<i>Section V.F. Customer Support</i>
8.	Outreach and Education	<i>Section V.G. Outreach and Education</i>
9.	Staffing	<i>Section V.C. Qualifications and Program Administration Requirements and Section V.H. Staffing</i>
10.	Training	<i>Section V.I. Training</i>
11. – 16. Program Administration Criteria		
11.	Program Administration	<i>Section V.C. Qualifications and Program Administration Requirements</i>
12.	Performance Reporting and Delivery Requirements	<i>Section V.J. Reports and Section VI. Contract Performance</i>
13.	Implementation	<i>Section V.K. Implementation</i>
14.	Quality Assurance	<i>Section V.L. Quality Assurance</i>
15.	Business Continuity	<i>Section V.M. Business Continuity Plan</i>
16.	Privacy and Security Protections	<i>Section III.E.9. Privacy and Security Related Deliverables</i>

17. – 18. Qualifications and Experience Criteria		
17. – 18.	Past Experience and Performance	

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Technical Evaluations Questions

A. SERVICE DELIVERY

Fraud, Waste and Abuse

Evaluation Question
<p>1. Offeror must confirm adherence to the requirements of the Department, and describe its ability, capacity and proposed approach to meet the requirements of the RFP and Section V.B. General Requirements and <i>Section V.D. Fraud, Waste and Abuse Requirements, 1. Prepayment Claims Review.</i></p> <p>The response should address Prepayment Claims Review and include the elements required within each subset of the following activities:</p> <ul style="list-style-type: none">a. Notification of decision to place the Provider on Prepayment Claims Review;b. Review process;c. Claims submission process;d. Evaluation criteria standard used to determine when a Provider’s claims will no longer be subject to Prepayment Claims Review;e. Timelines for claims processing; andf. Hearings and appeals process.
<p><input type="checkbox"/> Offeror confirms adherence <input type="checkbox"/> Offeror does not confirm adherence</p> <p>Offeror’s Response:</p> <p>Click or tap here to enter text.</p> <p>The Offeror must describe any limitations or issues meeting the requirements of this question.</p> <p><input type="checkbox"/> Offeror has no limitation(s) or issue(s).</p> <p><input type="checkbox"/> Offeror has limitation(s) or issue(s) described following their response below.</p> <p>Click or tap here to enter text.</p>

Evaluation Question

2. Offeror must confirm adherence to the requirements of the Department, and describe its ability, capacity and proposed approach to meet the requirements of the RFP and *Section V.D. Fraud, Waste and Abuse Requirements, 2. Post Payment Reviews and RAC/non-RAC.*

The response should address Post Payment Reviews and RAC/non-RAC and include the elements required within each subset of the following activities:

- a. Determination of overpayment or underpayment;
- b. Coordination of all aspects of the review process;
- c. Identification of potential FWA and over-utilization activities requiring full review;
- d. Provider audit notification and focus areas
- e. Record Requests;
- f. Appeals process;
- g. Timelines and documentation compliance.

Offeror confirms adherence

Offeror does not confirm adherence

Offeror's Response:

Click or tap here to enter text.

The Offeror must describe any limitations or issues meeting the requirements of this question.

Offeror has no limitation(s) or issues(s).

Offeror has limitation(s) or issue(s) described following their response below.

Click or tap here to enter text.

Evaluation Question

3. Offeror must confirm adherence to the requirements of the Department, and describe its ability, capacity and proposed approach to meet the requirements of the RFP and *Section V.D. Fraud, Waste and Abuse Requirements, 3. Program Integrity Investigations.*

The response should address Complaint and Referral-Driven Investigations and include the elements required within each subset of the following activities:

- a. Case intake;
- b. Customization of investigations;
- c. Preliminary investigations (off-site/on-site);
- d. Resolution of preliminary investigations; and
- e. Timelines and documentation compliance.

Offeror confirms adherence

Offeror does not confirm adherence

Offeror's Response:

Click or tap here to enter text.

The Offeror must describe any limitations or issues meeting the requirements of this question.

Offeror has no limitation(s) or issues(s).

Offeror has limitation(s) or issue(s) described following their response below.

Click or tap here to enter text.

Evaluation Question

4. Offeror must confirm adherence to the requirements of the Department, and describe its ability, capacity and proposed approach to meet the requirements of the RFP and *Section V.D. Fraud, Waste and Abuse Requirements, 4. Proactive Investigatory Initiatives*.

The response should describe in detail Offeror’s approach to the following:

- a. Utilization of data analytics to identify providers or services for potential FWA; and
- b. Proactive investigatory analyses process and initiative summary if applicable.

Offeror confirms adherence

Offeror does not confirm adherence

Offeror’s Response:

Click or tap here to enter text.

The Offeror must describe any limitations or issues meeting the requirements of this question.

Offeror has no limitation(s) or issues(s).

Offeror has limitation(s) or issue(s) described following their response below.

Click or tap here to enter text.

Evaluation Question

5. Offeror must confirm adherence to the requirements of the Department, and describe its ability, capacity and proposed approach to meet the requirements of the RFP and *Section V.D. Fraud, Waste and Abuse Requirements, 5. Sampling and Extrapolation of Findings.*

The response should describe in detail Offeror’s approach for each of the following:

- a. Sampling methodology; and
- b. Provider record review for claim accuracy.

Offeror confirms adherence

Offeror does not confirm adherence

Offeror’s Response:

Click or tap here to enter text.

The Offeror must describe any limitations or issues meeting the requirements of this question.

Offeror has no limitation(s) or issues(s).

Offeror has limitation(s) or issue(s) described following their response below.

Click or tap here to enter text.

Technology Specifications

Evaluation Question

6. Offeror must confirm adherence to the requirements of the Department, and describe its ability, capacity and proposed approach to meet the requirements of the RFP and *Section V.E. Technology Specifications*.

The response should describe in detail Offeror's approach and experience for each of the following:

- a. Post-payment review activities using a designated system determined by the Department for case tracking and documentation.
- b. Pre-payment review through use of Contractor's own secure, web-enabled case management tracking system (CMTS) maintained at its own expense for the duration of this contract.
- c. Pre-payment review through use of Contractor's own secure, web-enabled Provider Portal for the secure requests and collection of Provider medical records maintained at its own expense for the duration of this contract.
- d. Site maintenance, technical assistance, and Department requested modifications.
- e. DRG Grouper software along with the appropriate version of the Medicare Coding Edits (MCE). (MCE).

Offeror confirms adherence

Offeror does not confirm adherence

Offeror's Response:

Click or tap here to enter text.

The Offeror must describe any limitations or issues meeting the requirements of this question.

Offeror has no limitation(s) or issue(s).

Offeror has limitation(s) or issue(s) described following their response below.

Click or tap here to enter text.

Customer Support

Evaluation Question

7. Offeror must confirm adherence to the requirements of the Department, and describe its ability, capacity and proposed approach to meet the requirements of the RFP and *Section V.F. Customer Support*.

The response should address:

- a. Compiling and maintaining Provider addresses and contacts;
- b. Knowledge about post payment review process;
- c. Accessing the Offeror's audit system to answer case-specific questions; and
- d. Providing accurate information on reviews, the recoupment process, appeals and related matters; and Return calls.

Offeror confirms adherence

Offeror does not confirm adherence

Offeror's Response:

Click or tap here to enter text.

The Offeror must describe any limitations or issues meeting the requirements of this question.

Offeror has no limitation(s) or issues(s).

Offeror has limitation(s) or issue(s) described following their response below.

Click or tap here to enter text.

Outreach and Education

Evaluation Question
<p>8. Offeror must confirm adherence to the requirements of the Department, and describe its ability, capacity and proposed approach to meet the requirements of the RFP and <i>Section V.G. Outreach and Education</i>.</p> <p>The response should describe in detail Offeror's approach for each of the following:</p> <ul style="list-style-type: none">a. Outreach and education efforts to associations, Providers, and other stakeholders;b. Identifying trends or aberrant provider issues that might require an expanded educational effort;c. Participating in provider association meetings and meeting with provider groups to explain/discuss Offeror's methodologies and results, as well as recommendations for improving provider overpayment error rates;d. Explaining how the provider may assist in reducing the occurrence of future overpayments;e. Provide knowledge transfer, presentations and support on-going engagement;f. Strategy to enhance an effective outreach and education program that requires no less than quarterly meetings with designated provider associations and monthly postings of new or refresher information on the Contractor's website; andg. Response must include two (2) examples of Offeror's materials to be used during outreach and education efforts.
<p><input type="checkbox"/> Offeror confirms adherence <input type="checkbox"/> Offeror does not confirm adherence</p> <p>Offeror's Response:</p> <p>Click or tap here to enter text.</p> <p>The Offeror must describe any limitations or issues meeting the requirements of this question.</p> <p><input type="checkbox"/> Offeror has no limitation(s) or issues(s).</p> <p><input type="checkbox"/> Offeror has limitation(s) or issue(s) described following their response below.</p> <p>Click or tap here to enter text.</p>

Staffing

Evaluation Question

9. Offeror must confirm adherence to the requirements of the Department, and describe its ability, capacity and proposed approach, including the use of any Subcontractors, to meet the requirements of the RFP in accordance with *Section V.H. Staffing*.

The response must:

- a. Include proposed Key Personnel, including the individuals' credentials and experience specific to the identified role. If Offeror has not identified Key Personnel at the time of submitting its proposal, Offeror must state the actions it will take to ensure Key Personnel are identified and in place in accordance with all timelines;
- b. Include a detailed draft Staffing Plan with an organizational chart with Key Personnel, and the number of staff/roles for performance of services under each work area; and
- c. Approach for performing services statewide, including use of teleworking or hybrid models, and required in-person activities.

Response

- Offeror confirms adherence Offeror does not confirm adherence

Offeror's Response:

Click or tap here to enter text.

The Offeror must describe any limitations or issues meeting the requirements of this question.

- Offeror has no limitation(s) or issues(s).
 Offeror has limitation(s) or issue(s) described following their response below.

Click or tap here to enter text.

Training

Evaluation Question

10. Offeror must confirm adherence to the requirements of the Department, and describe its ability, capacity and proposed approach, to meet the requirements of the RFP in accordance with *Section V.I. Training*.

The response must include a detailed Training Plan that addresses each of the following:

- a. Approach to ensuring all personnel, including Subcontractors, Providers and other stakeholders meet all training requirements and timelines.; and
- b. Processes to develop and update its ongoing training curriculum, to include:
 - i. Topic areas;
 - ii. Desktop procedures; and
 - iii. Delivery methods.
- c. Attendance of the Department's Fiscal Agent's training session.

Response

- Offeror confirms adherence Offeror does not confirm adherence

Offeror's Response:

Click or tap here to enter text.

The Offeror must describe any limitations or issues meeting the requirements of this question.

- Offeror has no limitation(s) or issues(s).
 Offeror has limitation(s) or issue(s) described following their response below.

Click or tap here to enter text.

B. PROGRAM ADMINISTRATION

Program Administration

Evaluation Question

11. Offeror must confirm adherence to the requirements of the Department and describe its capacity, processes, procedures, systems and infrastructure necessary to provide, monitor and track statewide FWA and meet the requirements of the RFP and *Section V. C. Qualifications and Program Administration*.

The response must include each of the following:

- a. Processes, procedures and approach to incorporating all Department required tools, templates and systems for the performance of services;
- b. Approach to providing technical assistance to its personnel to successfully use all Department required tools, templates and systems for the performance of services;
- c. Process for tracking adherence to protocols and guidance for face-to-face meetings; and
- d. Process for complying with the following:
 - i. North Carolina Medicaid Beneficiary Due Process Rights.
 - ii. Medicaid Recovery Audit Contractor (RAC) requirements as defined under the Social Security Act § 1902(a)(42)(B)(i) and the Affordable Care Act § 6411.
 - iii. Unnecessary or inappropriate use of Medicaid services and against excess payments as noted in 42 C.F.R. Parts 455 and 456.

Offeror confirms adherence

Offeror does not confirm adherence

Offeror's Response:

Click or tap here to enter text.

The Offeror must describe any limitations or issues meeting the requirements of this question.

Offeror has no limitation(s) or issue(s).

Offeror has limitation(s) or issue(s) described following their response below.

Click or tap here to enter text.

Performance Reporting and Delivery Requirements

Evaluation Question
<p>12. Offeror must confirm adherence to the requirements of the Department and describe its capacity and approach to meet the requirements of the RFP in accordance with <i>Section V.J. Reports</i> and <i>Section VI. Contract Performance</i>.</p> <p>Offeror's response must detail its approach for adherence to reporting metrics and processes to ensure accuracy, completeness, and timely submission of all reports, data and service delivery.</p>
<p><input type="checkbox"/> Offeror confirms adherence <input type="checkbox"/> Offeror does not confirm adherence</p> <p>Offeror's Response: Click or tap here to enter text.</p> <p>The Offeror must describe any limitations or issues meeting the requirements of this question.</p> <p><input type="checkbox"/> Offeror has no limitation(s) or issues(s). <input type="checkbox"/> Offeror has limitation(s) or issue(s) described following their response below.</p> <p>Click or tap here to enter text.</p>

Implementation

Evaluation Question
<p>13. Offeror must confirm adherence to the milestones, activities, and schedule in <i>Section V.K. Implementation</i>. The response must include a detailed draft Implementation Plan that incorporates, at a minimum, all elements listed in <i>Section V.K. Implementation</i> and demonstrates the Offeror's capacity to meet the timeline and requirements of the RFP. Offeror should describe its approach for Kickoff and Onboarding meetings and suggested topics to be included.</p>
<p><input type="checkbox"/> Offeror confirms adherence <input type="checkbox"/> Offeror does not confirm adherence</p> <p>Offeror's Response: Click or tap here to enter text.</p> <p>The Offeror must describe any limitations or issues meeting the requirements of this question.</p> <p><input type="checkbox"/> Offeror has no limitation(s) or issues(s). <input type="checkbox"/> Offeror has limitation(s) or issue(s) described following their response below.</p> <p>Click or tap here to enter text.</p>

Quality Assurance

Evaluation Question
<p>14. Offeror must confirm adherence to the requirements of the Department and describe its capacity and approach to meet the requirements of the RFP and <i>Section V.L. Quality Assurance</i>.</p> <p>The response must include:</p> <ul style="list-style-type: none">a. A description of Offeror’s quality assurance policies, procedures and practices it will implement to ensure completion and validation of the accuracy of the services required in the RFP;b. A detailed draft Quality Assurance Plan (QA Plan) that includes, at a minimum, all elements of <i>Section V.L. Quality Assurance</i>; andc. Approach for participation in Department initiated reviews and incorporation of feedback and recommendations.
<p><input type="checkbox"/> Offeror confirms adherence <input type="checkbox"/> Offeror does not confirm adherence</p> <p>Offeror’s Response:</p> <p>Click or tap here to enter text.</p> <p>The Offeror must describe any limitations or issues meeting the requirements of this question.</p> <p><input type="checkbox"/> Offeror has no limitation(s) or issues(s).</p> <p><input type="checkbox"/> Offeror has limitation(s) or issue(s) described following their response below.</p> <p>Click or tap here to enter text.</p>

Business Continuity and Disaster Recovery

Evaluation Question
15. Offer must confirm adherence to the requirements of the Department and describe its ability and approach to meet the requirements of the RFP and <i>Section V.M. Business Continuity Plan</i> . The response must include a detailed Business Continuity Plan to meet all requirements and elements of <i>Section V.M. Business Continuity Plan</i> .
<input type="checkbox"/> Offeror confirms adherence <input type="checkbox"/> Offeror does not confirm adherence
<p>Offeror's Response:</p> <p>Click or tap here to enter text.</p> <p>The Offeror must describe any limitations or issues meeting the requirements of this question.</p> <p><input type="checkbox"/> Offeror has no limitation(s) or issues(s).</p> <p><input type="checkbox"/> Offeror has limitation(s) or issue(s) described following their response below.</p> <p>Click or tap here to enter text.</p>

Privacy and Security Protections

Evaluation Question	
<p>16. Offeror must confirm adherence to and describe its ability and approach to meet all Confidentiality, Privacy and Security Protections defined within the RFP. The response must include the following <i>Section III.E.9.a</i>:</p> <ul style="list-style-type: none">a. Vendor Readiness Assessment Report (VRAR) https://it.nc.gov/documents/vendor-readiness-assessment-report;b. System Security Plan (SSP) example template should be requested from Medicaid.Procurement@dhhs.nc.gov;c. Vendor SOC 2 or ISO 27001 or FedRamp or equivalent compliance certificates;d. Network Architecture Diagram https://it.nc.gov/resources/statewide-it-procurement/vendor-engagement-resources; ande. Data Flow Diagram and Description.	
<input type="checkbox"/> Offeror confirms adherence	<input type="checkbox"/> Offeror does not confirm adherence
<p>Offeror's Response:</p> <p>Click or tap here to enter text.</p> <p>The Offeror must describe any limitations or issues meeting the requirements of this question.</p> <ul style="list-style-type: none"><input type="checkbox"/> Offeror has no limitation(s) or issues(s).<input type="checkbox"/> Offeror has limitation(s) or issue(s) described following their response below. <p>Click or tap here to enter text.</p>	

C. QUALIFICATIONS AND EXPERIENCE

Past Experience and Performance

Evaluation Question
<p>17. Offeror must describe their past experience providing services similar to those included in the requirements of this RFP.</p> <p>Response must:</p> <ul style="list-style-type: none">a. Identify other State Medicaid or other programs for which Offeror has performed substantially similar services and include the number of years providing the services;b. Describe the factors, experience, and processes that make Offeror qualified to successfully provide the statewide services required by this RFP;c. Detail Offeror’s experience and capability collaborating with the provider community, beneficiaries, and other stakeholders; andd. Explain how success was measured and validated.
<p>Offeror’s Response:</p> <p>Click or tap here to enter text.</p> <p>The Offeror must describe any limitations or issues meeting the requirements of this question.</p> <p><input type="checkbox"/> Offeror has no limitation(s) or issues(s).</p> <p><input type="checkbox"/> Offeror has limitation(s) or issue(s) described following their response below.</p> <p>Click or tap here to enter text.</p>

Evaluation Question

18. Offeror must provide a list of contracts for services that are similar to those described in this RFP in the last seven (7) calendar years and disclose information required in *Section VII. Attachment H: Disclosure of Litigation and Criminal Convictions*.

Offeror’s response should:

- a. Disclose any performance or compliance issues, termination, non-renewal, withdrawal, or services reduction; that occurred in any Contract held by the Offeror in the past seven (7) calendar years;
- b. For any Contract that was terminated due to contractual breach or insufficient performance within the past seven (7) calendar years, Offeror response must explain the circumstances or reasons surrounding the termination, non-renewal, withdrawal, or services reduction; the parties involved; and provide the name, address and telephone number of the client/other party;
- c. If the Contract was terminated/non-renewed based on the Offeror’s performance, The Offeror shall describe any corrective actions taken to prevent any future occurrence of the problem leading to the termination/non-renewal;
- d. If the violation(s) was the subject of an administrative proceeding or litigation, the Offeror shall indicate the result of the proceeding/litigation; and
- e. If Offeror has no such terminations, Offeror must respond by stating no terminations have occurred.

Offeror has disclosed all information required in *Section VII. Attachment H: Disclosure of Litigation and Criminal Convictions*.

- Yes
- No. (If this box is checked, Offeror must indicate the reason below as part of **Offeror’s Response**.)

Offeror’s Response:

Click or tap here to enter text.

The Offeror must describe any limitations or issues meeting the requirements of this question.

- Offeror has no limitation(s) or issues(s).
- Offeror has limitation(s) or issue(s) described following their response below.

Click or tap here to enter text.

Attachment C: Cost Proposal

A. Introduction and Instructions

- I. This *Attachment C: Cost Proposal* provides maximum allowable amounts per cost category and requests cost information in the attached worksheets to assist the Department in the review and evaluation of cost proposals submitted by Offerors. Offerors are reminded that the responsibility for providing adequate supporting data lies solely with them. Further, the Offeror is solely responsible for establishing the reasonableness of proposed costs; therefore, it is in the Offeror's best interest to submit a fully supportable and well-prepared cost proposal.
- II. The basis and rationale for all proposed costs should be provided as part of the proposal so that the Department can place reliance on the information as current, complete, and accurate. Offeror must submit a detailed narrative explaining what is included in each submitted costs as indicated in *Attachment C: Cost Proposal Workbook*.
- III. All prices shall be firm and fixed for the entire three (3) year Contract Term, plus the two one (1) year options to extend.
- IV. The Offeror shall use the Department's *Attachment C: Cost Proposal Workbook*, which will be provided in MS Excel format upon request as provided in *Section II.E.3.* of the RFP.
- V. No payments shall be made for items not quoted or otherwise included in the Offeror's Cost Proposal.
- VI. The Department will not consider a cost proposal based on a per-claim review.
- VII. The estimated dollar value of a contract resulting from this RFP is not available.
- VIII. Program Administration Cost for FWA Services shall be all inclusive, incorporating all requirements and responsibilities as defined in the RFP, including all personnel and non-personnel costs associated with the ongoing activities, and may include items such as travel, personnel salaries and benefits, administrative and overhead costs, supplies, and other permissible costs associated during performance of services.
- IX. Any Contractor hours exceeding the allotted monthly hours, as described in *Attachment C: Cost Proposal*, will not be allowed or paid unless pre-approved by the Department before work begins.

RFP # 30-2025-004-DHB Statewide Surveillance for Fraud, Waste, and Abuse
Instructions for Completing Attachment C: Cost Proposal

This workbook is intended for those submitting a cost proposal as part of the response to this RFP.

Cost Proposal pricing must be all-inclusive, incorporating all requirements and responsibilities as delineated in the RFP, including turnkey costs associated with the services to be provided as part of this RFP and any subsequent contract. Offeror should submit a detailed narrative explaining what is included in each submitted cost. No payments will be made for items not quoted in the Offeror's Cost

This workbook consists of seven (7) worksheets:

1. Instructions
2. Total Cost Summary
3. Implementation Costs - Year 1 Only
4. Prepayment Claims Reviews Costs
5. Postpayment & RAC/Non-RAC Costs
6. Program Integrity Investigations Costs
7. Cost Proposal Execution Page

Worksheet #2: Total Cost Summary - No input is allowed in this table as cells are auto-populated to calculate the total costs.

Worksheet #3: Implementation Costs - Year 1 Only - Offeror may propose reasonable implementation fees (costs that reflect necessary, justifiable, and competitive expenses associated with setting up and initiating the contract's required services) as part of the cost proposal to support any one-time or start-up costs associated with the Contract. Offeror should include technology and non-information technology costs.

Worksheet #4: Prepayment Claims Reviews Costs - Cost proposal pricing for Prepayment Claims Reviews shall reflect a flat monthly fee and be all inclusive, incorporating all requirements and responsibilities as defined in this RFP, including all personnel and non-personnel costs associated with the ongoing activities, and may include items such as travel, personnel salaries and benefits,

Worksheet #5: Postpayment & RAC/Non-RAC Costs - Cost shall be all inclusive, incorporating all requirements and responsibilities as defined in this RFP, including software licenses, maintenance and support, hosting services, system change requests, all personnel and non-personnel costs associated with the ongoing activities, and may include items such as training, travel, personnel salaries and benefits, administrative and overhead costs, supplies, and other permissible costs associated during performance of services.

Worksheet #6: Program Integrity Investigations Costs - Cost proposal pricing for Program Integrity Investigations shall reflect a flat monthly fee and be all inclusive, incorporating all requirements and responsibilities as defined in this RFP, including all personnel and non-personnel costs associated with the ongoing activities, and may include items such as travel, personnel salaries and benefits, administrative and overhead costs, supplies, and other permissible costs associated during performance of services required to complete Program Integrity Investigations as outlined in this RFP.

Worksheet #7: Cost Proposal Execution Page - Enter information in gray-tinted cells. Must be signed by the same individual who signs the RFP Execution page.

RFP # 30-2025-004-DHB SSFWA	
Total Cost Summary	
Summary of Costs - Year 1	
Implementation Costs - Year 1 Only	\$0.00
Prepayment Claims Review	\$0.00
Postpayment RAC Underpayment Reviews	\$0.00
Postpayment RAC Overpayment Reviews	\$0.00
Postpayment Non-RAC Overpayment Reviews (PERM, MIC & OSA Reviews)	\$0.00
Postpayment Non-RAC Overpayment Reviews	\$0.00
Program Integrity Investigations	\$0.00
Summary of Costs - Year 2	
Prepayment Claims Review	\$0.00
Postpayment RAC Underpayment Reviews	\$0.00
Postpayment RAC Overpayment Reviews	\$0.00
Postpayment Non-RAC Overpayment Reviews (PERM, MIC & OSA Reviews)	\$0.00
Postpayment Non-RAC Overpayment Reviews	\$0.00
Program Integrity Investigations	\$0.00
Summary of Costs - Year 3	
Prepayment Claims Review	\$0.00
Postpayment RAC Underpayment Reviews	\$0.00
Postpayment RAC Overpayment Reviews	\$0.00
Postpayment Non-RAC Overpayment Reviews (PERM, MIC & OSA Reviews)	\$0.00
Postpayment Non-RAC Overpayment Reviews	\$0.00
Program Integrity Investigations	\$0.00
Summary of Costs - Year 4	
Prepayment Claims Review	\$0.00
Postpayment RAC Underpayment Reviews	\$0.00
Postpayment RAC Overpayment Reviews	\$0.00
Postpayment Non-RAC Overpayment Reviews (PERM, MIC & OSA Reviews)	\$0.00
Postpayment Non-RAC Overpayment Reviews	\$0.00
Program Integrity Investigations	\$0.00
Summary of Costs - Year 5	
Prepayment Claims Review	\$0.00
Postpayment RAC Underpayment Reviews	\$0.00
Postpayment RAC Overpayment Reviews	\$0.00
Postpayment Non-RAC Overpayment Reviews (PERM, MIC & OSA Reviews)	\$0.00
Postpayment Non-RAC Overpayment Reviews	\$0.00
Program Integrity Investigations	\$0.00
Year 1	\$0.00
Year 2	\$0.00
Year 3	\$0.00
Year 4	\$0.00
Year 5	\$0.00
Total 5 Year Cost	\$0.00

**RFP # 30-2025-004-DHB SSFWA
Prepayment Claims Reviews**

Offeror Name:

Only enter information into gray cells.

Cost proposal pricing for Prepayment Claims Reviews shall reflect a flat monthly fee and be all inclusive, incorporating all requirements and responsibilities as defined in this RFP, including all personnel and non-personnel costs associated with the ongoing activities, and may include items such as travel, personnel salaries and benefits, administrative and overhead costs, supplies, and other permissible costs associated during performance of services required to complete Prepayment Claims Reviews as outlined in this RFP.

Monthly Program Administrative Costs for Prepayment Claims Reviews

	Year 1	Year 2	Year 3	Year 4	Year 5
Month 1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 2	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 3	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 4	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 5	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 6	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 7	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 8	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 9	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 10	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 11	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 12	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

**RFP # 30-2025-0004-DHB Statewide Surveillance Fraud, Waste, and Abuse
Postpayment & RAC/Non-RAC**

Only enter information into gray cells.

Cost shall be all inclusive, incorporating all requirements and responsibilities as defined in this RFP, including software licenses, maintenance and support, hosting services, system change requests, all personnel and non-personnel costs associated with the ongoing activities, and may include items such as training, travel, personnel salaries and benefits, administrative and overhead costs, supplies, and other permissible costs associated during performance of services.

Offeror Name:

RAC Underpayment Reviews	Flat Fee Per Claim	Medicaid Multiplier	Cost
Year 1	\$0.00	0.00	\$0.00
Year 2	\$0.00	0.00	\$0.00
Year 3	\$0.00	0.00	\$0.00
Year 4	\$0.00	0.00	\$0.00
Year 5	\$0.00	0.00	\$0.00

RAC Overpayment Reviews (Contingency Fee May Not Exceed 12.5%)

Overpayment Reviews	Year 1			Year 2			Year 3			Year 4			Year 5		
	Contingency Fee	Medicaid Multiplier	Cost												
Inpatient Hospital - Offsite	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00
Outpatient Hospital - Offsite	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00
LTC - Offsite	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00
Laboratory Service Reviews	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00
X-Ray Service Reviews	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00
Specialized Therapies	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00
Physician Services	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00
Home Care Services	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00
Behavioral Health Services	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00
Dental	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00
Pharmacy	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00
	Year 1 Total			Year 2 Total			Year 3 Total			Year 4 Total			Year 5 Total		
			\$0.00			\$0.00			\$0.00			\$0.00			\$0.00

Non-RAC Overpayment Review Flat Fees (Contingency Fee May Not Exceed 12.5%)

Overpayment Reviews	Year 1			Year 2			Year 3			Year 4			Year 5		
	Flat Fee Per Case	Medicaid Multiplier	Cost	Flat Fee Per Case	Medicaid Multiplier	Cost	Flat Fee Per Case	Medicaid Multiplier	Cost	Flat Fee Per Case	Medicaid Multiplier	Cost	Flat Fee Per Case	Medicaid Multiplier	Cost
PERM, MIC & OSA Reviews	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00

Non-RAC Overpayment Reviews (Contingency Fee May Not Exceed 12.5%)

Overpayment Reviews	Year 1			Year 2			Year 3			Year 4			Year 5		
	Contingency Fee	Medicaid Multiplier	Cost												
Inpatient Hospital - Offsite	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00
Outpatient Hospital - Offsite	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00
LTC - On-site	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00
Laboratory Service Reviews	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00
X-Ray Service Reviews	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00
Specialized Therapies	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00	\$0.00	0.00	\$0.00
	Year 1 Total			Year 2 Total			Year 3 Total			Year 4 Total			Year 5 Total		
			\$0.00			\$0.00			\$0.00			\$0.00			\$0.00

**RFP # 30-2025-004-DHB SSFWA
Program Integrity Investigations**

Offeror Name:

Only enter information into gray cells.

Cost proposal pricing for Program Integrity Investigations shall reflect a flat monthly fee and be all inclusive, incorporating all requirements and responsibilities as defined in this RFP, including all personnel and non-personnel costs associated with the ongoing activities, and may include items such as travel, personnel salaries and benefits, administrative and overhead costs, supplies, and other permissible costs associated during performance of services required to complete Program Integrity Investigations as outlined in this RFP.

Monthly Program Administrative Costs for Prepayment Claims Reviews

	Year 1	Year 2	Year 3	Year 4	Year 5
Month 1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 2	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 3	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 4	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 5	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 6	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 7	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 8	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 9	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 10	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 11	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Month 12	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

RFP #30-2025-004-DHB SSFWA

Attachment C: Cost Proposal Execution Page

Offeror Name:			
Name and Title of Person Signing on Behalf of Offeror:			
Email Address:			
Phone Number:			
Mailing Address:			
City, State and Zip Code:			
Offeror's Authorized Signature		Date	

Attachment D: Contract Administrators

Contract Administrators are the persons to whom notices provided for in this Contract shall be given, and to whom matters relating to the administration of this Contract shall be addressed. The Department and Contractor may change its respective administrator, address, and telephone number by providing written notice.

B. For the Department

1. Contract Administrator for contractual issues:

Name & Title	Qwonthafia Jones Contract Development Specialist
Physical Address	820 S. Boylan Avenue, McBryde Building Raleigh, NC 27603
Mail Service Center Address	2501 Mail Service Center Raleigh, NC 27699-1950
Telephone Number	919-527-6688
Email Address	Qwony.Jones@dhhs.nc.gov Medicaid.Contractadministrator@dhhs.nc.gov

2. Contract Administrator for day-to-day activities:

Name & Title	John E. Thompson Chief Compliance Officer
Physical Address	1985 Umstead Drive, Kirby Building Raleigh, NC 27603
Mail Service Center Address	2501 Mail Service Center Raleigh, NC 27699-2501
Telephone Number	919-527-7701
Email Address	John.E.Thompson@dhhs.nc.gov Medicaid.Contractadministrator@dhhs.nc.gov

3. Contract Administrator for Federal, State, and Department security matters:

Name & Title	Pyreddy Reddy, NCDHHS CISO
Address 1	695 Palmer Drive, Raleigh, NC 27603
Telephone Number	919-855-3090
Email Address	Pyreddy.Reddy@dhhs.nc.gov Medicaid.Contractadministrator@dhhs.nc.gov

4. Contract Administrator for HIPAA and Policy Coordinator for Federal, State, and Department privacy matters:

Name & Title	Andrew Albright, Privacy Officer
Physical Address	1985 Umstead Drive, Kirby Building Raleigh, NC 27603
Mail Service Center Address	2501 Mail Service Center Raleigh, NC 27699-2501
Telephone Number	919-527-7747
Email Address	Andrew.A.Albright@dhhs.nc.gov Medicaid.Contractadministrator@dhhs.nc.gov

C. For the Contractor

1. Contract Administrator for contractual issues:

Name & Title	
Address	
Telephone Number	
Email Address	

2. Contract Administrator for day-to-day activities:

Name & Title	
Address	
Telephone Number	
Email Address	

3. Contractor's Coordinator for Privacy and Security matters:

Name & Title	
Address	
Telephone Number	
Email Address	

Attachment E: Certification of Financial Condition and Legal Action Summary

The Offeror must complete and sign this Attachment **and include the required documents** as indicated herein.

The undersigned hereby certifies that:

- The Offeror has **included**¹ the following documents with this completed *Certification of Financial Condition And Legal Action Summary*.
 - a. Audited or reviewed financial statements (preferably audited) prepared by an independent Certified Public Accountant (CPA for the two most recent fiscal years, including at a minimum balance sheet, income statement, and cash flow statement for each year. Must provide contact information for the CPA/audit firm.
 - b. The current Month End Balance Sheet and Year-to-Date Income Statement at the time of proposal submission.
 - c. The most recent corporate tax filing OR independent audit report. If submitting the independent audit report, it must include contact information for the audit firm.
- The Offeror is in sound financial condition and, if applicable, has received an unqualified audit opinion for the latest audit of its financial statements.
- The Offeror has **included**² a brief statement outlining and describing its financial stability.
- The Offeror has no outstanding liabilities, including tax and judgment liens, to the Internal Revenue Service or any other government entity.
- The Offeror is current in all amounts due for payments of federal and state taxes and required employment-related contributions and withholdings.
- The Offeror is not the subject of any current litigation or findings of noncompliance under federal or state law.
- The Offeror has not been the subject of any past or current litigation, findings in any past litigation, or findings of noncompliance under federal or state law that may impact in any way its ability to fulfill the requirements of this Contract.
- The Offeror acknowledges that this is a continuing certification, and the Offeror shall notify the Department within fifteen (15) calendar days of any material change to any of the representations made herein.

¹ Failure to provide audited or reviewed financial statements for the two most recent fiscal years may result in disqualification.

² Failure to provide a statement outlining and describing financial stability may result in disqualification.

If any one or more of the foregoing boxes is NOT checked, the Offeror shall explain the reason in the space below:

Click or tap here to enter text.

The Offeror is encouraged to explain any negative financial information in its financial statements below and provide documentation supporting those explanations:

Click or tap here to enter text.

By completing this Certification of Financial Condition and Legal Action Summary, the Offeror confirms documents are attached³ as indicated herein and affirms the ability to financially support implementation and on-going costs associated with the Contract, and the individual signing certifies they are authorized to make the foregoing statements on behalf of the Offeror.

Signature

Date

Enter Printed Name

³ Failure to provide documents as indicated or requested may result in disqualification.

Attachment F: State Certifications

State Certifications

Contractor Certifications Required by North Carolina Law

Instructions: The person who signs this document should read the text of the statutes and Executive Order listed below and consult with counsel and other knowledgeable persons before signing. The text of each North Carolina General Statutes and of the Executive Order can be found online at:

- Article 2 of Chapter 64: http://www.ncga.state.nc.us/EnactedLegislation/Statutes/PDF/ByArticle/Chapter_64/Article_2.pdf
- G.S. 133-32: <http://www.ncga.state.nc.us/gascripts/statutes/statutelookup.pl?statute=133-32>
- Executive Order No. 24 (Perdue, Gov., Oct. 1, 2009): <https://digital.ncdcr.gov/digital/collection/p16062coll5/id/11940>
- G.S. 105-164.8(b): http://www.ncga.state.nc.us/EnactedLegislation/Statutes/PDF/BySection/Chapter_105/GS_105-164.8.pdf
- G.S. 143-48.5: http://www.ncga.state.nc.us/EnactedLegislation/Statutes/HTML/BySection/Chapter_143/GS_143-48.5.html
- G.S. 143-59.1: http://www.ncga.state.nc.us/EnactedLegislation/Statutes/PDF/BySection/Chapter_143/GS_143-59.1.pdf
- G.S. 143-59.2: http://www.ncga.state.nc.us/EnactedLegislation/Statutes/PDF/BySection/Chapter_143/GS_143-59.2.pdf
- G.S. 143-133.3: http://www.ncga.state.nc.us/EnactedLegislation/Statutes/HTML/BySection/Chapter_143/GS_143-133.3.html
- G.S. 143B-139.6C: http://www.ncga.state.nc.us/EnactedLegislation/Statutes/PDF/BySection/Chapter_143B/GS_143B-139.6C.pdf

Certifications

- (1) Pursuant to G.S. 133-32 and Executive Order No. 24 (Perdue, Gov., Oct. 1, 2009), the undersigned hereby certifies that the Contractor named below is in compliance with, and has not violated, the provisions of either said statute or Executive Order.
- (2) Pursuant to G.S. 143-48.5 and G.S. 143-133.3, the undersigned hereby certifies that the Contractor named below, and the Contractor's subcontractors, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system." E-Verify System Link: <https://www.e-verify.gov/>
- (3) Pursuant to G.S. 143-59.1(b), the undersigned hereby certifies that the Contractor named below is not an "ineligible Contractor" as set forth in G.S. 143-59.1(a) because:
- (a) Neither the Contractor nor any of its affiliates has refused to collect the use tax levied under Article 5 of Chapter 105 of the General Statutes on its sales delivered to North Carolina when the sales met one or more of the conditions of G.S. 105-164.8(b); **and**
- (b) [check **one** of the following boxes]
- Neither the Contractor nor any of its affiliates has incorporated or reincorporated in a "tax haven country" as set forth in G.S. 143-59.1(c)(2) after December 31, 2001; **or**
- The Contractor or one of its affiliates **has** incorporated or reincorporated in a "tax haven country" as set forth in G.S. 143-59.1(c)(2) after December 31, 2001, **but** the United States is not the principal market for the public trading of the stock of the corporation incorporated in the tax haven country.
- (4) Pursuant to G.S. 143-59.2(b), the undersigned hereby certifies that none of the Contractor's officers, directors, or owners (if the Contractor is an unincorporated business entity) has been convicted of any violation of Chapter 78A of the General Statutes or the Securities Act of 1933 or the Securities Exchange Act of 1934 within 10 years immediately prior to the date of the bid solicitation.
- (5) Pursuant to G.S. 143B-139.6C, the undersigned hereby certifies that the Contractor will not use a former employee, as defined by G.S. 143B-139.6C(d)(2), of the North Carolina Department of Health and Human Services in the administration of a contract with the Department in violation of G.S. 143B-139.6C and that a violation of that statute shall void the Agreement.
- (6) The undersigned hereby certifies further that:
- (a) He or she is a duly authorized representative of the Contractor named below;
- (b) He or she is authorized to make, and does hereby make, the foregoing certifications on behalf of the Contractor; and
- (c) He or she understands that any person who knowingly submits a false certification in response to the requirements of G.S. 143-59.1 and -59.2 shall be guilty of a Class I felony.

Contractor's Name:

Contractor's Authorized Agent:

Signature _____ Date _____

Printed Name: Title:

Attachment G: Federal Certifications and Disclosures

The undersigned states that:

1. He or she is the duly authorized representative of the Contractor named below;
2. He or she is authorized to make, and does hereby make, the following certifications on behalf of the Contractor, as set out herein:
 - a. The Certification Regarding Nondiscrimination;
 - b. The Certification Regarding Drug-Free Workplace Requirements;
 - c. The Certification Regarding Environmental Tobacco Smoke;
 - d. The Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions; and
 - e. The Certification Regarding Lobbying;
3. He or she has completed the Certification Regarding Drug-Free Workplace Requirements by providing the addresses at which the contract work will be performed;
4. [Check the applicable statement]

He or she **has completed** the attached **Disclosure Of Lobbying Activities** because the Contractor **has made, or has an agreement to make**, a payment to a lobbying entity for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with a covered Federal action;

OR

He or she **has not completed** the attached **Disclosure Of Lobbying Activities** because the Contractor **has not made, and has no agreement to make**, any payment to any lobbying entity for influencing or attempting to influence any officer or employee of any agency, any Member of Congress, any officer or employee of Congress, or any employee of a Member of Congress in connection with a covered Federal action.

5. The Contractor shall require its subcontractors to whom such certifications and disclosures apply, if any, to make the same certifications and disclosure.

_____ [Click or tap here to enter text.](#)

Signature	Title
_____	_____

_____ [Click or tap here to enter text.](#)

Contractor Name	Date
_____	_____

[This Certification Must be Signed by the Same Individual Who Signed the Proposal Execution Page]

I. Certification Regarding Nondiscrimination

The Contractor certifies that it will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§1681-1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (h) the Food Stamp Act and USDA policy, which prohibit discrimination on the basis of religion and political beliefs; and (i) the requirements of any other nondiscrimination statutes which may apply to this Agreement.

II. Certification Regarding Drug-Free Workplace Requirements

1. The Contractor certifies that it will provide a drug-free workplace by:
 - a. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the Contractor’s workplace and specifying the actions that will be taken against employees for violation of such prohibition;
 - b. Establishing a drug-free awareness program to inform employees about:
 - i. The dangers of drug abuse in the workplace;
 - ii. The Contractor’s policy of maintaining a drug-free workplace;
 - iii. Any available drug counseling, rehabilitation, and employee assistance programs; and
 - iv. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
 - c. Making it a requirement that each employee be engaged in the performance of the agreement be given a copy of the statement required by paragraph (a);
 - d. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the agreement, the employee will:
 - i. Abide by the terms of the statement; and
 - ii. Notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction;
 - e. Notifying the Department within ten days after receiving notice under subparagraph (d)(ii) from an employee or otherwise receiving actual notice of such conviction;
 - f. Taking one of the following actions, within 30 days of receiving notice under subparagraph (d)(ii), with respect to any employee who is so convicted:
 - i. Taking appropriate personnel action against such an employee, up to and including termination; or
 - ii. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency; and
 - g. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e), and (f).

2. The sites for the performance of work done in connection with the specific agreement are listed below (list all sites; add additional pages if necessary):

Address:

Street:	Click or tap here to enter text.
City, State, Zip Code:	Click or tap here to enter text.

Address:

Street:	Click or tap here to enter text.
City, State, Zip Code:	Click or tap here to enter text.

3. Contractor will inform the Department of any additional sites for performance of work under this agreement.

4. False certification or violation of the certification may be grounds for suspension of payment, suspension or termination of grants, or government-wide Federal suspension or debarment. 45 C.F.R. § 82.510.

III. Certification Regarding Environmental Tobacco Smoke

Public Law 103-227, Part C-Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1,000.00 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor certifies that it will comply with the requirements of the Act. The Contractor further agrees that it will require the language of this certification be included in any subawards that contain provisions for children's services and that all subgrantees shall certify accordingly.

IV. Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions

Instructions

[The phrase "prospective lower tier participant" means the Contractor.]

1. By signing and submitting this document, the prospective lower tier participant is providing the certification set out below.
2. The certification in this clause is a material representation of the fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originate may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant will provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549, 22 C.F.R. § 513.100. You may contact the person to whom this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter any lower tier covered transaction with a person who is debarred, suspended, determined ineligible or voluntarily excluded from participation in this covered transaction unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this document that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.

8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized in paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension, and/or debarment.

Certification

1. **The prospective lower tier participant certifies**, by submission of this document, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

V. Certification Regarding Lobbying

The Contractor certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federally funded contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form SF-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award document for subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) who receive federal funds of \$100,000.00 or more and that all subrecipients shall certify and disclose accordingly.
4. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000.00 and not more than \$100,000.00 for each such failure.

VI. Disclosure Of Lobbying Activities

Instructions

This disclosure form shall be completed by the reporting entity, whether subawardee or prime Federal recipient, at the initiation or receipt of a covered Federal action, or a material change to a previous filing, pursuant to title 31 U.S.C. section 1352. The filing of a form is required for each payment or agreement to make payment to any lobbying entity for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with a covered Federal action. Use the SF-LLL-A Continuation Sheet for additional information if the space on the form is inadequate. Complete all items that apply for both the initial filing and material change report. Refer to the implementing guidance published by the Office of Management and Budget for additional information.

1. Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action.
2. Identify the status of the covered Federal action.
3. Identify the appropriate classification of this report. If this is a follow-up report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the last previously submitted report by this reporting entity for this covered Federal action.
4. Enter the full name, address, city, state and zip code of the reporting entity. Include Congressional District, if known. Check the appropriate classification of the reporting entity that designates if it is, or expects to be, a prime or sub-award recipient. Identify the tier of the subawardee, e.g., the first subawardee of the prime is the 1st tier. Subawards include but are not limited to subcontracts, subgrants and contract awards under grants.
5. If the organization filing the report in Item 4 checks "Subawardee", then enter the full name, address, city, state and zip code of the prime Federal recipient. Include Congressional District, if known.
6. Enter the name of the Federal agency making the award or loan commitment. Include at least one organizational level below agency name, if known. For example, Department of Transportation, United States Coast Guard.
7. Enter the Federal program name or description for the covered Federal action (Item 1). If known, enter the full Catalog of Federal Domestic Assistance (CFDA) number for grants, cooperative agreements, loans, and loan commitments.
8. Enter the most appropriate Federal Identifying number available for the Federal action identified in Item 1 (e.g., Request for Proposal (RFP) number, Invitation for Bid (IFB) number, grant announcement number, the contract grant, or loan award number, the application/proposal control number assigned by the Federal agency). Include prefixes, e.g., "RFP- DE-90-001."
9. For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment for the prime entity identified in Item 4 or 5.
10. (a) Enter the full name, address, city, state and zip code of the lobbying entity engaged by the reporting entity identified in Item 4 to influence the covered Federal action.
(b) Enter the full names of the individual(s) performing services and include full address if different from 10(a). Enter Last Name, First Name and Middle Initial (MI).
11. Enter the amount of compensation paid or reasonably expected to be paid by the reporting entity (Item 4) to the lobbying entity (Item 10). Indicate whether the payment has been made (actual) or will be made (planned). Check all boxes that apply. If this is a material change report, enter the cumulative amount of payment made or planned to be made.
12. Check the appropriate boxes. Check all boxes that apply. If payment is made through an in-kind contribution, specify the nature and value of the in-kind payment.
13. Check the appropriate boxes. Check all boxes that apply. If other, specify nature.
14. Provide a specific and detailed description of the services that the lobbyist has performed, or will be expected to perform, and the date(s) of any services rendered. Include all preparatory and related activity, not just time spent in actual contact with Federal officials. Identify the Federal official(s) or employee(s) contacted or the officer(s), employee(s), or Member(s) of Congress that were contacted.
15. Check whether or not a SF-LLL-A Continuation Sheet(s) is attached.
16. The certifying official shall sign and date the form, print his/her name, title, and telephone number.

Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0046), Washington, D. C. 20503

Attachment H: Disclosure of Litigation and Criminal Convictions

The Offeror must provide information regarding litigation and criminal conviction in response to the RFP by completing this Disclosure of Litigation and Criminal Conviction Form.

1. The Offeror shall disclose if it, or any of its subcontractors, or their officers, directors, or Key Personnel who may provide Services under any contract awarded pursuant to this solicitation, have ever been convicted of a felony, or any crime involving moral turpitude, including, but not limited to fraud, misappropriation, or deception.

Offeror does not have information to disclose follows: Offeror has information to disclose as follows:

2. The Offeror shall disclose if it, or its any of its subcontractors, are the subject of any current litigation or investigations of noncompliance under Federal or State law.

Offeror does not have information to disclose follows: Offeror has information to disclose as follows:

3. The Offeror shall disclose any civil litigation, regulatory finding or penalty, arbitration, proceeding, or judgments against it or its subcontractors during the three (3) years preceding its offer that involve (1) Services or related goods similar to those provided pursuant to any contract and that involve a claim that may affect the viability or financial stability of the Contractor, or (2) a claim or written allegation of fraud by the Contractor or any subcontractor hereunder, arising out of their business activities, or (3) a claim or written allegation that the Contractor or any subcontractor violated any Federal, State or local statute, regulation or ordinance. Multiple lawsuits and or judgments against the Offeror or subcontractor shall be disclosed to the State to the extent they affect the financial solvency and integrity of the Offeror or subcontractor.

Offeror does not have information to disclose follows: Offeror has information to disclose as follows:

4. In the event the Offeror, an officer of the Offeror, or an owner of a twenty-five percent (25%) or greater share of the Offeror, is convicted of a criminal offense incident to the application for or performance of a State, public or private Contract or subcontract; or convicted of a criminal offense including but not limited to any of the following: embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, attempting to influence a public employee to breach the ethical conduct standards for State of North Carolina employees; convicted under State or Federal antitrust statutes; or convicted of any other criminal offense which, in the sole discretion of the State, reflects upon the Offeror's business integrity, such Offeror shall be prohibited from entering into a contract for goods or Services with any department, institution, or agency of the State.

Offeror does not have information to disclose follows: Offeror has information to disclose as follows:

5. The Offeror shall disclose in the *Section VII. Attachment E: Certification of Financial Condition and Legal Action Summary* any legal action that could adversely affect the Offeror's financial conditions or ability to meet the requirements of any Contract resulting from the RFP.

Offeror does not have information to disclose Offeror has information to disclose as follows:

By signing the RFP, the Offeror certifies that the information provided in this Attachment is true to the best of its information and belief. Offeror agrees to notify Department of any changes to the information provided that arise prior to award of any Contract resulting from the RFP. By signing the RFP, Offeror further acknowledges the requirements set forth in the BACKGROUND CHECKS AND DISCLOSURE OF LITIGATION AND CRIMINAL CONVICTION OR ADVERSE FINANCIAL CONDITIONS term of the Contract and the resulting obligations should a Contract be awarded to the Offeror.

Attachment I: Location of Workers Utilized by Contractor

In accordance with NCGS 143-59.4, the Contractor shall detail the location(s) at which performance will occur, as well as the manner in which it intends to utilize resources or workers outside of the United States in the performance of the Contract.

Contractor shall complete items a) and b) and sign below.

a) Will any work under this Contract be performed outside the United States? YES NO

If "YES":

1. List the location(s) outside the United States where work under the Contract will be performed by the Contractor, any subcontractors, employees, or other persons performing work under the Contract.

Click or tap here to enter text.

2. Specify the manner in which the resources or workers will be utilized:

Click or tap here to enter text.

b) Where, within the U.S., will work be performed? List all U.S. locations.

Click or tap here to enter text.

The undersigned acknowledges and agrees that:

1. The Department will evaluate the additional risks, costs, and other factors associated with the utilization of workers ~~at~~ the United States prior to making an award or executing a contract.
2. Contractor shall provide written notice to the Department of the relocation of the Contractor, its employees or ~~subcontractors~~ or other persons performing services under the Contract, to a location outside of the United States.
3. All Contractor or subcontractor personnel providing call or contact center services to the State of North Carolina under this Contract, if applicable, **shall disclose** to inbound callers the location from which the call or contact center services are being provided.

Enter Entity Name

Signature of Authorized Representative

Entity Name

Enter Name and Title

Name and Title

Date

Attachment J: Offeror Request for Proposed Modifications to the Terms and Conditions

As provided in Section II. C. 3., Offeror may submit proposed modifications to the terms and conditions of the RFP for consideration by the Department. The proposed modifications do not alter the terms and conditions of the RFP and have no force or effect on the RFP or any resulting Contract unless accepted by the Department and incorporated through a BAFO, negotiation document, addenda to the RFP or amendment to the Contract.

The Department at its sole discretion may consider any proposed modifications submitted in this Attachment.

The Offeror must check one of the boxes below to indicate whether it is proposing modifications to the terms and conditions of the RFP:

The Applicant **DOES NOT** propose modifications.

The Applicant **DOES** propose modifications as provided in the following table:

	RFP Citation (i.e., section & page number)	Redline of Proposed Modification (i.e., include text as published in RFP and strike-through words, phrases or sentences proposed to be deleted and underline words, phrases, or sentences proposed to be added)
1.		
2.		
3.		
4.		
5.		

Attachment K: Business Associate Agreement

NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF HEALTH BENEFITS

BUSINESS ASSOCIATE AGREEMENT

This Business Associate Agreement (“Agreement”) is made effective upon the later of the execution dates of this Agreement (“Effective Date”) by and between North Carolina Department of Health and Human Services, Division of Health Benefits (“Covered Entity”) and _____ (“Business Associate”) (collectively the “Parties”).

1. BACKGROUND

- a. Covered Entity and Business Associate are Parties to a contract entitled: **#30-2025-004-DHB Statewide Surveillance for Fraud, Waste and Abuse** (the “Contract”), whereby Business Associate agrees to perform certain services for or on behalf of Covered Entity.
- b. Covered Entity is an organizational unit of the North Carolina Department of Health and Human Services (the “Department”) that has been designated in whole or in part by the Department as a health care component for purposes of the HIPAA Privacy Rule.
- c. The relationship between Covered Entity and Business Associate is such that the Parties believe Business Associate is or may be a “business associate” within the meaning of the HIPAA Privacy Rule.
- d. The Parties enter into this Agreement with the intention of complying with the HIPAA Privacy Rule provision that a Covered Entity may disclose protected health information to a business associate and may allow a business associate to create or receive protected health information on its behalf, if the covered entity obtains satisfactory assurances that the business associate will appropriately safeguard the information.

2. DEFINITIONS

Unless some other meaning is clearly indicated by the context, the following terms shall have the following meaning in this Agreement:

- a. “Electronic Protected Health Information” shall have the same meaning as the term “electronic protected health information” in 45 C.F.R. § 160.103.
- b. “HIPAA” means the Administrative Simplification Provisions, Sections 261 through 264 of the federal Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, as modified and amended by the Health Information Technology for Economic and Clinical Health (“HITECH”) Act, Title XIII of Division A and Title IV of Division B of the American Recovery and Reinvestment Act of 2009, Public Law 111-5.
- c. “Individual” shall have the same meaning as the term “individual” in 45 C.F.R. § 160.103 and shall include a person who qualifies as a personal representative in accordance with 45 C.F.R. § 164.502(g).
- d. “Privacy Rule” shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Part 160 and Part 164.
- e. “Protected Health Information” shall have the same meaning as the term “protected health information” in 45 C.F.R. § 160.103, limited to the information created or received by Business Associate from or on behalf of Covered Entity.

- f. "Required By Law" shall have the same meaning as the term "required by law" in 45 C.F.R. § 164.103.
- g. "Secretary" shall mean the Secretary of the United States Department of Health and Human Services or the person to whom the authority involved has been delegated.
- h. Unless otherwise defined in this Agreement, terms used herein shall have the same meaning as those terms have in the Privacy Rule.

3. OBLIGATIONS OF BUSINESS ASSOCIATE

- a. Business Associate agrees to not use or disclose Protected Health Information other than as permitted or required by this Agreement or as Required by Law.
- b. Business Associate agrees to use appropriate safeguards and comply, where applicable, with subpart C of 45 C.F.R. Part 164 with respect to electronic protected health information, to prevent use or disclosure of the Protected Health Information other than as provided for by this Agreement.
- c. Business Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a use or disclosure of Protected Health Information by Business Associate in violation of the requirements of this Agreement.
- d. Business Associate agrees to report to Covered Entity any use or disclosure of the Protected Health Information not provided for by this Agreement of which it becomes aware, including breaches of unsecured protected health information as required by 45 C.F.R. § 164.410.
- e. Business Associate agrees, in accordance with 45 C.F.R. § 164.502(e)(1) and § 164.308(b)(2), to ensure that any subcontractors that create, receive, maintain, or transmit protected health information on behalf of Business Associate agree to the same restrictions and conditions that apply to Business Associate with respect to such information.
- f. Business Associate agrees to make available protected health information as necessary to satisfy Covered Entity's obligations in accordance with 45 C.F.R. § 164.524.
- g. Business Associate agrees to make available Protected Health Information for amendment and incorporate any amendment(s) to Protected Health Information in accordance with 45 C.F.R. § 164.526.
- h. Unless otherwise prohibited by law, Business Associate agrees to make internal practices, books, and records relating to the use and disclosure of Protected Health Information received from, or created or received, by Business Associate on behalf of, Covered Entity available to the Secretary for purposes of the Secretary determining Covered Entity's compliance with the Privacy Rule.
- i. Business Associate agrees to make available the information required to provide an accounting of disclosures of Protected Health Information in accordance with 45 C.F.R. § 164.528.

4. PERMITTED USES AND DISCLOSURES

- a. Except as otherwise limited in this Agreement or by other applicable law or agreement, if the Contract permits, Business Associate may use or disclose Protected Health Information to perform functions, activities, or services for, or on behalf of, Covered Entity as specified in the Contract, provided that such use or disclosure:
 - 1) would not violate the Privacy Rule if done by Covered Entity; or
 - 2) would not violate the minimum necessary policies and procedures of the Covered Entity.
- b. Except as otherwise limited in this Agreement or by other applicable law or agreements, if the Contract permits, Business Associate may disclose Protected Health Information for the proper management and administration of the Business Associate or to carry out the legal responsibilities of the Business Associate, provided that:
 - 1) the disclosures are Required by Law; or

- 2) Business Associate obtains reasonable assurances from the person to whom the information is disclosed that it will remain confidential and will be used or further disclosed only as Required By Law or for the purpose for which it was disclosed to the person, and the person notifies the Business Associate of any instances of which it is aware in which the confidentiality of the information has been breached.
- c. Except as otherwise limited in this Agreement or by other applicable law or agreements, if the Contract permits, Business Associate may use Protected Health Information to provide data aggregation services to Covered Entity as permitted by 45 C.F.R. § 164.504(e)(2)(i)(B).
- d. Notwithstanding the foregoing provisions, Business Associate may not use or disclose Protected Health Information if the use or disclosure would violate any term of the Contract or other applicable law or agreements.

5. TERM AND TERMINATION

- a. **Term.** This Agreement shall be effective as of the Effective Date stated above and shall terminate when the Contract terminates.
- b. **Termination for Cause.** Upon Covered Entity's knowledge of a material breach by Business Associate, Covered Entity may, at its option:
 - 1) Provide an opportunity for Business Associate to cure the breach or end the violation, and terminate this Agreement and services provided by Business Associate, to the extent permissible by law, if Business Associate does not cure the breach or end the violation within the time specified by Covered Entity;
 - 2) Immediately terminate this Agreement and services provided by Business Associate, to the extent permissible by law; or
 - 3) If neither termination nor cure is feasible, report the violation to the Secretary as provided in the Privacy Rule.
- c. **Effect of Termination.**
 - 1) Except as provided in paragraph (2) of this section or in the Contract or by other applicable law or agreements, upon termination of this Agreement and services provided by Business Associate, for any reason, Business Associate shall return or destroy all Protected Health Information received from Covered Entity or created or received by Business Associate on behalf of Covered Entity. This provision shall apply to Protected Health Information that is in the possession of subcontractors or agents of Business Associate. Business Associate shall retain no copies of the Protected Health Information.
 - 2) In the event that Business Associate determines that returning or destroying the Protected Health Information is not feasible, Business Associate shall provide to Covered Entity notification of the conditions that make return or destruction not feasible. Business Associate shall extend the protections of this Agreement to such Protected Health Information and limit further uses and disclosures of such Protected Health Information to those purposes that make the return or destruction infeasible, for so long as Business Associate maintains such Protected Health Information.

6. GENERAL TERMS AND CONDITIONS

- a. Except as provided in this Agreement, all applicable terms and conditions of the Contract shall remain in force and shall apply to this Agreement as if set forth fully herein.
- b. In the event of a conflict in terms between this Agreement and the Contract, the interpretation that is in accordance with the Privacy Rule shall prevail. In the event that a conflict then remains, the Contract terms shall prevail so long as they are in accordance with the Privacy Rule.
- c. A breach of this Agreement by Business Associate shall be considered sufficient basis for Covered Entity to terminate the Contract for cause.

Attachment L: Subcontractor Identification Form

The Contractor must complete a *Subcontractor Identification Form* for each known Subcontractor, as defined in Contract Section III. Definitions, Contract Term, General Terms and Conditions, Other Provisions & Protections, A. Definitions, who will be used to meet the Contract requirement or otherwise perform any services pursuant to the Contract (i.e., there should be one form for each Subcontractor). After Contract Award, the *Subcontractor Identification Form* must be submitted by the Contractor to the Department in accordance with Contract Section III.D.44. **SUBCONTRACTORS** for review and approval of all new subcontractors.

By executing the Contract, or submitting this Attachment after Contract Execution in accordance with the **Subcontractor** clause of the Contract, the Contractor:

1. Certifies that the information provided in this Attachment is true to the best of its information and belief; and
2. Acknowledges the requirements set forth in the Terms and Conditions related to Subcontractors and the resulting obligations, including requiring Department approval of any Subcontractors used in the performance of the Contract; and
3. Agrees to notify the Department of any material changes to the information provided in this Attachment that arise prior to execution or during the term of the Contract.

A: Subcontractor Identification	
1. Business Information. Provide the requested Information in the space provided:	
Legal Name of Subcontractor	Click or tap here to enter text.
Name Used for Business if Different	Click or tap here to enter text.
FEIN/Taxpayer ID	Click or tap here to enter text.
Address	Click or tap here to enter text.
Contract Executed	<input type="checkbox"/> Yes <input type="checkbox"/> No
Term of Contract	Click or tap here to enter text.
Name of Contact Person	Click or tap here to enter text.
Title	
Phone Number	
Email Address	
2. Scope of Subcontracted Services. Identify the scope of services and activities that will be provided by the Subcontractor; cite specific Sections of the Contract as applicable:	
Click or tap here to enter text.	
3. Is Subcontractor a government entity?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	

Attachment M: Legal Grounds for Marking Information Confidential

Pursuant to *Section II.F. Confidentiality and Prohibited Communications During Evaluation*, Offeror shall identify the legal grounds for asserting that pages and sections of its proposal marked as Confidential is confidential, including the citation to state law.

Proposal Section/Location	Page Number	Description of Redaction	Statement of Legal Grounds	State Law Citation

By signing the RFP, the Offeror warrants that it has formed a good faith opinion, having received such necessary or proper review by counsel and other knowledgeable advisors, that the portions marked **Confidential** meet the requirements of NCGS § 132 and § 66-152(3). Under no circumstances shall price information be designated as confidential

Attachment N: Evaluation Methodology

Offeror’s responses will be evaluated using the applicable evaluation methodologies described within this *Attachment N: Evaluation Methodology* and the process described in *Section II.G Evaluation Process and Contract Award*.

1. Minimum Qualifications Rating

The Evaluation Committee will review the Offeror’s responses to the questions in *Section VII. Attachment A: Minimum Qualifications Response* and evaluate the responses based on the requirements described in the RFP. Based upon this review, the Evaluation Committee will record a rating for each question using *Attachment N: Table 1. Minimum Qualifications Rating Scale* provided below.

Attachment N: Table 1. Minimum Qualifications Rating Scale	
Rating	Definition
Meets	<ul style="list-style-type: none"> The Proposal meets the stated requirements, and Offeror provided any required confirmation.
Does Not Meet	<ul style="list-style-type: none"> The Proposal has NOT met the stated requirements, or Offeror fails to provide confirmation.

2. Question Level Evaluation

For each question in *Section VII. Attachment B: Offeror’s Response to Technical Evaluation Questions*, the Evaluation Committee will review Offeror’s response and evaluate the response at the question level, considering and documenting any strengths and weaknesses in the response based on the requirements described in the RFP and comparatively across all Offerors. Based upon this review, the Evaluation Committee shall describe a response using the categories in the Strengths or Weaknesses tables in this subsection. A rationale will be documented when a significant strength, strength, weakness, or significant weakness is identified. No rationale will be provided for a determination of acceptable. The Evaluation Committee will only consider information provided in response to each specific question within the Offeror’s *Section VII. Attachment B: Offeror’s Response to Technical Evaluation Questions*.

The following *Attachment N: Table 2. Strengths and Weaknesses* shall be used for evaluating Questions 1.-18. within the Offeror’s *Section VII. Attachment B: Offeror’s Response to Technical Evaluation Questions*.

Attachment N: Table 2. Strengths and Weaknesses	
Rating	Definition
Significant Strength	<ul style="list-style-type: none"> The response meets the requirements of the State; and Information disclosed, described, or provided greatly enhances the potential for successful contract performance and/or appreciably exceeds specified performance or capability requirements in a way that will be advantageous to the State.
Strength	<ul style="list-style-type: none"> The response meets the requirements of the State; and Information disclosed, described, or provided enhances the potential for successful contract performance and/or that exceeds specified performance or capability requirements in a way that will be advantageous to the State.

Attachment N: Table 2. Strengths and Weaknesses	
Rating	Definition
Acceptable	<ul style="list-style-type: none"> The response meets the requirements of the State; and Information disclosed, described, or provided is responsive to the question and does not raise concerns that the offeror will be able to meet the RFP requirements.
Weakness	<ul style="list-style-type: none"> The response meets some of the requirements of the State; and Information disclosed, described, or provided exposes a potential flaw that increases the risk of unsuccessful contract performance.
Significant Weakness	<ul style="list-style-type: none"> The response meets either some or none of the requirements of the State; and <ul style="list-style-type: none"> Information disclosed, described, or provided exposes a significant potential flaw that increases the risk of unsuccessful contract performance; or The response contained insufficient information to evaluate.

3. Criterion Level Rating

After the Evaluation Committee has reviewed and evaluated each of the Offeror’s responses at the question level, the Evaluation Committee shall evaluate Offeror’s overall response at the Criterion Level and determine a consensus rating for each criteria using *Section VII. Attachment N: Table 3. Criterion Level Rating Scale* provided below. The Evaluation Committee will determine a criterion level rating based upon the Committee’s overall impression of an Offeror’s response to the questions within the criterion and comparatively across all Offerors. Any strengths or weaknesses recorded by the Committee during the question level evaluation are not dispositive and do not necessarily result in any specific criterion level rating being assigned.

Attachment N: Table 3. Criterion Level Rating Scale	
Rating	Definition
Exceeds Requirements	<p>The responses demonstrate that the Offeror:</p> <ul style="list-style-type: none"> Understands the requirements of the RFP; Has proposed an approach that meets and, in some areas, exceeds requirements in a way that adds value to the Department; Demonstrates Offeror has the capacity, capability, and/or experience to implement or operationalize the approach; and/or The information disclosed, described, or provided is responsive and increases Department’s confidence Offeror will be able to meet and, in some areas, exceeds, the requirements of the RFP.
Meets Requirements	<p>The responses demonstrate that the Offeror:</p> <ul style="list-style-type: none"> Understands the requirements of the RFP and has proposed an approach that meets the requirements; Demonstrates the Offeror’s capacity, capability, and/or experience needed implement or operationalize the approach; and/or The information disclosed, described, or provided is responsive and does not raise concerns the Offeror will be able to meet the requirements of the RFP.
Partially Meets Requirements	<p>The responses demonstrate the Offeror:</p> <ul style="list-style-type: none"> Demonstrate the Offeror has a fair understanding of the requirements of the RFP; Proposed an approach that demonstrates limited capacity, capability, and/or experience to implement or operationalize the requirements; and/or The information disclosed, described, or provided raise concerns Offeror will be able to meet

Attachment N: Table 3. Criterion Level Rating Scale	
Rating	Definition
	the requirements of the RFP and may have performance issues.
Does Not Meet Requirements	<p>No response provided or the responses provided:</p> <ul style="list-style-type: none"> • Demonstrates Offeror has an insufficient understanding of the requirements; or • Demonstrates a proposed approach that does not meet requirements; or • Does not demonstrate sufficient capacity, capability, and/or experience to meet the requirements; and/or • The information disclosed, described, or provided, raise substantial concerns the Offeror will be able to meet the requirements of the RFP and may have performance issues.

4. Cost Proposal

The Offeror’s proposed cost is an evaluation factor in the selection process. Costs will be evaluated with the relative importance listed in the chart in *Section II. Table 3: Evaluation Criteria*. Costs will be evaluated based on Total Cost, including option years, of implementing and performing services. A rating will not be assigned for costs.

5. Final Ranking

The Evaluation Committee will conduct an analysis in accordance with NCGS § 143-135.9 of the Offerors’ proposals, comparing the ratings of each response, and the total price provided in the Offeror’s Cost Proposal to determine which response provides the best trade-off between price and performance. The Department will use a narrative of relative strengths and weaknesses to support this ranking. Offeror proposals will be ranked from most advantageous to least advantageous using the evaluation factors stated in this RFP and their relative importance, and comparatively across all Offerors. (See *Section II. Table 3: Evaluation Criteria*, which lists the evaluation criteria in descending order of importance.) Note that the overall ranking of any Offeror proposal may be adjusted up or down during the Evaluation Committee’s final ranking of Proposals.