newwave

Provider Management System

AHCCCS/MED-QUEST

Arizona Health Care Cost Containment System

Volume II – Cost & Business Information

March 15, 2018 **Solicitation # YH18-0033**

Submitted by:
NewWave Telecom & Technologies, Inc.
6518 Meadowridge Road, Ste. 100 • Elkridge, MD 21075
Patrick Munis, President & CEO 410-740-0035 • patrick.munis@newwave.io

Submitted to:
Alice McLain, Procurement Officer
AHCCCS • 701 E. Jefferson, MD5700 • Phoenix, Arizona 85034
602-417-5957 • procurement@azahcccs.gov

newwave.io

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OFFEROR'S CHECKLIST (ATTACHMENT D)

Solicitation #YH18-0033

#	SUBMISSION REQUIREMENTS	OFFEROR'S PROPOSAL PAGE #	OFFEROR'S VOLUME
1	One (1) Hard Copy Proposal, 1 Electronic Copy	n/a	**Volume I &** **Volume II**
2	Submittal Cover Letter	Page 1	**Volume I**
3	Offeror's Checklist (see ATTACHMENT D - this page)	Page i	**Volume I &** **Volume II**
4	Completed and Signed Offer and Acceptance page	n/a	**Volume I**
5	Signed Solicitation Amendments, if any (signature page only)	Appendix E, Page 29	**Volume II**
6	Method of Approach - Written narrative in response to requirements with reference to requirement paragraph number.	n/a	**Volume I**
7	Experience and Expertise of the Firm and Key Personnel – Written Narrative • Successful and reliable experience in related past performance • Detailed related information and resumes of Key Personnel • Organizational Chart	n/a	**Volume I**
8	A completed Arizona Baseline Infrastructure Security Controls 2017 (see Attachment A).	Thumb drive only for Volume II	**Thumb Drive for Vol II only**
9	Pricing Schedule (see ATTACHMENT B)	Appendix C, Page 19	**Volume II**
10	Certification of Boycott of Israel (see ATTACHMENT C)	Appendix D, Page 28	**Volume II**
11	Statement of Intent to provide Certificate of Insurance	Appendix A, Page 12	**Volume II**
12	Detailed Legal Analysis (If any portions are requested to be kept confidential or proprietary) If any pieces of your proposal are **being requested to be kept confidential, and withheld from public viewing**, please submit an additional redacted copy of the proposal ON A SEPARATE CD. Our office does not require a hard copy of the redacted proposal, only an electronic copy. This will ensure that our office is crystal clear on which version of your proposal is acceptable for public viewing.	n/a	**N/A**

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SUBMITTAL COVER LETTER

March 15, 2018

Alice McLain
AHCCCS
Procurement Office (First Floor)
701 E. Jefferson, MD5700
Phoenix, Arizona 85034

Attn: Alice McLain

Re: Provider Management System, Solicitation # YH18-0033

Enclosure:

- Volume II, Cost and Business Information

Dear Ms. McLain,

NewWave Telecom & Technologies, Inc. (NewWave) and our subcontractor, IBM Watson Health, are pleased to submit this proposal to the Arizona Health Care Cost Containment System (AHCCCS) for the Provider Management System, Solicitation YH18-0033.

As requested, we are submitting our response via hard copy as well as electronic format. NewWave agrees with all terms, conditions, and provisions included in the solicitation and will furnish any or all items on which prices are offered at the price set opposite each item. Our submission is valid for 120 days from the date of submission (March 15, 2018).

We have assembled a team for this opportunity that consists of NewWave and IBM Watson Health—each brings specific strengths and experience to create a comprehensive COTS Provider Management System to both Arizona and Hawaii.

Throughout our extensive, 13-year history supporting and advising CMS on its technological efforts, Team NewWave has remained progressive, combining innovation with institutional knowledge across many Medicare and Medicaid programs. With $300 million in federal government contracts (across eight prime contracts), Team NewWave plays an integral role in supporting provider programs and national Medicare and Medicaid healthcare programs.

NewWave is a leading system integrator of COTS and custom products, with a proven track record providing end-to-end, mission-critical Health IT solutions. Our professionals have vast experience improving quality and efficiency across the fast-paced and dynamic healthcare continuum. Through our in-depth CMS understanding, and the federal policy experience gained from our eight federal prime contracts, we will use our best practices, innovations, and solutions while maintaining compliance in our product and service delivery.

NewWave provides various project management and technical support services for the Centers for Medicaid and Medicare (CMS) in the execution of the Medicaid and Children's Health Insurance Program Business Information Systems (MACBIS) program. NewWave, as the systems integrator for the MACBIS enterprise suite of systems, works on behalf of CMS to ensure the successful integration of five disparate enterprise systems into a single, data-driven analytic ecosystem—all while ensuring continuity of business operations across the enterprise.

NewWave is responsible for the largest healthcare claims data repository in the nation, the Chronic Condition Warehouse - Virtual Research Data Center (CCW-VRDC). NewWave's unique SAS grid-based software environment lets 1000 researchers build and run software code against Medicare and Medicaid claims data from as far back as 1991.

Our work developing, managing and modernizing the CMS Risk Adjustment Data Validation Centralized Data Abstraction Tool (RADV-CDAT) lets medical agencies download instructions and data, complete coversheets, submit medical records, and view audits related to payment error rates for Medicare Part C reimbursement.

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With our Enterprise Privacy Policy Engine (EPPE) work, NewWave provides a modernized, automated data use agreement process to streamline document scanning and sharing. NewWave integrates systems seamlessly with proven processes, including PMI, CMMI, and Scaled Agile/Scrum methodologies.

As part of our Transformed Medicaid Statistical Information System (T-MSIS) contract, NewWave also provides information technology (IT) technical assistance and support services to all 50 State Medicaid Agencies (SMA) plus the District of Columbia, enabling them to implement requirements, processes, business rules, and data conversion plans to meet T-MSIS reporting requirements. Services focus on managing bi-directional communication between Centers for Medicaid and CHIP Services (CMCS) and the states so that states properly receive federal messaging, and CMCS understand the individual state circumstances.

Through our efforts on programs such as the CMS-sponsored Provider Screening Challenge (PSC) program, Team NewWave has experience ensuring provider integrity and quality management for the states' Medicaid provider enrollment and screening processes. This program was a partnership between HHS, CMS, NASA, MITRE, NewWave, and the State of Minnesota to develop a provider screening and enrollment system that supports state provider integrity requirements and verifies provider identity, credentials, and Medicaid eligibility. CMS created the Provider Screening and Enrollment Challenge to provide states with information to establish the project management and technical foundation to modify and implement a successful Provider Screening System. The CMS project invited a "community of solvers" to produce innovative and creative solutions that deliver reliable, scalable, and economic provider screening capabilities for multiple states and federal health programs.

IBM is the largest technology and consulting employer in the world and a leading provider of social program management solutions. The IBM Cúram Social Program Management Platform (SPMP), which is part of IBM Watson Health, is built on a strong foundation of domain expertise and experience that touches the lives of people and families around the globe. Today, IBM Cúram Social Program Management runs in 50 Health and Human Services agencies across 18 countries supporting over 50 government programs.

Cúram is used by 280,000 case workers and it protects more than 57 million clients annually. Cúram's self-service capabilities support 65 million people worldwide in 13 different languages. Since releasing Cúram version 1.0 in 1990, over 2,500 developer years have been invested in its seven subsequent releases, leading to a highly stable and mature health IT platform. Our IBM Watson Health analytics provides market-leading performance improvement solutions built on data integrity, advanced analytics and domain expertise. Not only does IBM have a stable COTS product for the social services industry, but they have a solid analytics methodology. Our insights and solutions have been providing employers and health plans, state and federal government agencies, and policymakers the facts they need to make confident decisions that directly affect the health and well-being of people and organizations in the US and around the world.

We look forward to working with AHCCCS/Med-QUEST on this important effort. If you have any questions regarding our submission, please email patrick.munis@newwave.io or, if you need to speak with someone directly, contact Ms. Cecilia Bell, NewWave's Director of Contracts, at 410-782-0476, extension 2005.

Sincerely,

Patrick Munis

Patrick Munis
President, CEO

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TAB A: EXECUTIVE SUMMARY

We have assembled a team for this opportunity that consists of NewWave and IBM Watson Health—each brings specific strengths and experience to create a comprehensive COTS Provider Management System to both Arizona and Hawaii through AHCCCS/Med-QUEST.

NewWave is a leading system integrator of COTS and custom products, with a proven track record providing end-to-end, mission-critical Health IT solutions. Our professionals have vast experience improving quality and efficiency across the fast-paced and dynamic healthcare continuum. Through our in-depth CMS understanding, and the federal policy experience gained from our eight federal prime contracts, we will use our best practices, innovations, and solutions while maintaining compliance in our product and service delivery.

IBM is the largest technology and consulting employer in the world and a leading provider of social program management solutions. The IBM Cúram Social Program Management Platform (SPMP), which is part of IBM Watson Health, is built on a strong foundation of domain expertise and experience that touches the lives of people and families around the globe. Today, IBM Cúram Social Program Management runs in 50 Health and Human Services agencies across 18 countries supporting over 50 government programs.

Throughout our extensive, 13-year history supporting and advising CMS on its technological efforts, Team NewWave has remained progressive, combining innovation with institutional knowledge across many Medicare and Medicaid programs. With $300 million in federal government contracts (across eight prime contracts), Team NewWave plays an integral role in supporting provider programs and national Medicare and Medicaid healthcare programs.

Why Team NewWave? NewWave and IBM both have a history of supporting provider enrollment functions, including the pilot of the Provider Screening Challenge (PSC), where NewWave integrated unique crowdsourcing capabilities to provide an innovative disparate provider enrollment date. IBM has an extensive history of leveraging the Curam application for provider enrollment applications, most recently in the State of North Carolina (NC FAST). NewWave and IBM both have deep relationships with State Medicaid agencies through our work on CMS programs like the T-MSIS and through the implementation IBM Watson Health's Curam platform in states like North and South Carolina. NewWave and IBM Watson Health have a history of working together to solve challenging issues, including most recently at CMS where our team implemented IBM Watson Health to reduce service desk costs related to the rollout of the Quality Payment Program (QPP).

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TAB B: PRICING AND COST NARRATIVE

Team NewWave offers Arizona Health Care Cost Containment System (AHCCCS/Med-QUEST) a strong partnership with a successful history of managing contracts while consistently delivering superior results. Our team, combined with NewWave's experience as a proven innovator, brings the depth of knowledge, experience, and innovation necessary to effectively meet all AHCCCS/Med-QUEST's contract requirements.

Our cost and pricing data has been developed based on our team's extensive experience supporting projects of similar size, scope, and complexity. As a full-service information technology firm and leading technology innovator, NewWave was able to develop a cost and pricing approach that is highly competitive, supports all aspects of our proposed technical and management approach, and is fully compliant with all solicitation requirements.

This cost and pricing approach is also supported by our accounting policies and procedures and our Defense Contract Audit Agency (DCAA) approved accounting system. Our accounting system, JAMIS Prime Finance/Project Accounting Suite, is fully compliant with government rules and regulations in the areas of cost accumulation, segregation and allocation. Today, JAMIS supports all of NewWave's prime contracts, including multiple cost reimbursable contracts.

NewWave is a mature, liquid, and profitable business with the financial capacity, working capital, and other resources to perform on this project successfully. Our company has a stable and constantly growing revenue base and has demonstrated consistent growth and profitability over a period of years. NewWave has served the government on contracts of similar size and scope, most recently on our Chronic Condition Warehouse (CCW) contract, which has over $250 million in total contract value.

The objective of this cost and price proposal is to be extremely competitive in the market place while providing the best total value to AHCCCS/Med-QUEST. We believe we have achieved that objective in this proposal, providing highly competitive, customer acceptable labor category rates based on our rigorous pricing methodologies and procedures, incorporating all aspects of our labor rate build-up.

To satisfy the State's provider management requirements, the solution will consist of the IBM Cúram Intake and Assessment, IBM Cúram Appeals and Legal Action, and IBM Cúram Service Provider Management modules. These Commercial Off-the-Shelf (COTS) products, in combination with other system components, are configurable to the needs of Arizona and Hawaii. Team NewWave will provide full lifecycle support, will iteratively configure and release updates in coordination with Business Owners from the respective clients. We have a proven track record of success with COTS implementations in several other Medicaid environments, as detailed in our Technical Volume, Tab B, Experience and Expertise of Firm and Key Personnel.

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B.1 TOTAL PRICE SUMMARY

Our price proposal (***PRICE PROPOSAL (ATTACHMENT B))*** provides a cost basis summary for services required under the Arizona Provider Management System Scope of Work as follows:

Table 1: NewWave's Total Price Summary

Total System Cost Summaries						
This will be the Total Cost Summaries from each of the Tabs in this spreadsheet						
Description	**One Time Costs**	**Year 1 Costs**	**Year 2 Costs**	**Year 3 Costs**	**Year 4 Costs**	**Year 5 Costs**
Software Costs						
Implementation Costs		n/a	n/a	n/a	n/a	n/a

5-year Cost of Ownership: **$34,999,940.45**

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SOFTWARE PRICING

Description	Total One Time Cost	Year 1 - Maintenance Cost	Year 2 - Maintenance Cost	Year 3- Maintenance Cost	Year 4 - Maintenance Cost	Year 5 - Maintenance Cost
Hosting Fees (if applicable)						
License Fees (if applicable)						
O&M Support						

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Description	Q4 SFY2018	Q1 SFY 2019	Q2 SFY 2019	Q3 SFY 2019	Q4 SFY 2019	Q1 SFY 2020	Total
Project Management							
Configuration							
Interfaces							
Data Conversion							
Testing							
Training							
Deployment/Installation							
Post Implementation Support							
Documentation							
Security							
Total Cost:							

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B.2 Other Direct Costs and Travel

B.2.a Travel

NewWave is proposing the following travel per the SOW.

Travel

- Requirements Section of the Scope of Work: 1-2 trips for each State
- Development: No travel should be assumed
- Testing the System: 1 trip should be assumed for each State
- Implementation of the System: 1-2 trips should be assumed for each State
- Training: 1-2 trips should be assumed for each State

B.2.b Software Costs / Licensing

NewWave is proposing the below software/licensing

IBM App Connect Enterprise Processor Value Unit (PVU) License + SW Subscription & Support
IBM Integration Bus Idle Standby Processor Value Unit (PVU) License + SW Subscription & Support
IBM Security AppScan Enterprise Server Basic Install License + SW Subscription & Support
IBM Security AppScan Source for Analysis Floating User Single Install License + SW Subscription & Support
IBM Cognos Analytics Administrator per Authorized User License + SW Subscription & Support
IBM Cognos Analytics Explorer Authorized User License + SW Subscription & Support
IBM Cognos Analytics User for Linux on System z per Processor Value Unit (PVU) License + SW Subscription & Support
IBM Cognos Analytics for Non-Production Environment Processor Value Unit (PVU) License + SW Subscription & Support
IBM Curam Appeals and Legal Actions Professional per Authorized User License + SW Subscription & Support
IBM Curam Appeals and Legal Actions per Authorized User License + SW Subscription & Support
IBM Curam Intake and Assessment Professional per Authorized User License + SW Subscription & Support
IBM Curam Intake and Assessment per Authorized User License + SW Subscription & Support
IBM Curam Service Provider Management Professional per Authorized User License + SW Subscription & Support
IBM Curam Service Provider Management per Authorized User License + SW Subscription & Support
IBM Db2 Advanced Workgroup Server Edition Processor Value Unit (PVU) License + SW Subscription & Support
IBM InfoSphere DataStage and QualityStage Designer Concurrent User License + SW Subscription & Support
IBM InfoSphere DataStage for Non-Production Environments Processor Value Unit (PVU) License + SW Subscription & Support
IBM InfoSphere DataStage Processor Value Unit (PVU) License + SW Subscription & Support
IBM Rational Software Architect Designer Authorized User License + SW Subscription & Support
IBM Security Access Manager Virtual Edition per User Value Unit License + SW Subscription & Support
IBM Security AppScan Standard Floating User Single Install License + SW Subscription & Support
IBM WebSphere Application Server Network Deployment Processor Value Unit (PVU) License + SW Subscription & Support
IBM WebSphere Service Registry and Repository Processor Value Unit (PVU) License + SW Subscription & Support
IBM MQ High Availability Replica Processor Value Unit (PVU) License + S W Subscription & Support

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IBM MQ Processor Value Unit (PVU) License + SW Subscription & Support
IBM Workload Scheduler Processor Value Unit (PVU) License + SW Maintenance
New Relic - New Relic Pro
Splunk - Splunk Enterprise
Paessler - PRTG Network Monitor - 17.2.31.2018
Tenable.io - Tenable.io
Nextgen - Cylance
Atlassian - JIRA
HP - ALM - 12.53
HP - Quality Center - 12.53
HP - HP Fortify - 17.1
RedHat - Ansible - 2.2
Rundeck - 2.8.2
Slack - Slack
RedHat - RHEL 7 - 7.3
McAfee - McAfee Virus Gateway
Barracuda - Barracuda FireWall
Erwin - Erwin Data Modeler - 9.7

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TAB C: ASSUMPTIONS, EXCLUSIONS, EXEMPTIONS, AND CLARIFICATIONS

Licensing Assumptions:

1. The IBM software will be licensed directly to the States of Arizona and Hawaii in accordance with the terms of the IBM license agreement.
2. IBM software licenses and Subscription & Support pricing proposed is based on a license and a 5-year Subscription & Support agreement between IBM and the State.
3. IBM has proposed licenses based on the following user counts - 60 internal State users (Authorized Users) and 80,000 providers (Professional Authorized Users). The number of Authorized Users was taken from the Solicitation Amendment question #257 with an answer that there will be approximately 60 people to train for Arizona and Hawaii. Professional Authorized were determined by the table provided on page 5 of the RFP which provided total number of Active Providers as of May 2017.
4. IBM has proposed licenses for Cognos based on the following user counts - 60 internal Authorized users

Configuration Assumptions:

1. RFP requirement # 5.1.19 – The State of Arizona and State of Hawaii will only need an E-Signature implemented in the Provider Management System (PMS) through a form presented to the Provider through the online Portal and do not need any hand-written signature to be captured digitally.
2. RFP requirement # 5.1.4 - The State of Arizona and State of Hawaii will not require the interactive online support in the Provider Management System to be in real-time. Online support will provide the ability for the Providers to post a question online which the State team can respond within a reasonable time. Real-time interactive online support may include a chatbot or an online chat with a human available to respond to questions immediately.
3. The difference between Arizona and Hawaii will be very minimal and limited to user interface branding and security roles. There will be no business process difference requiring separate extension or customization for different states.
4. The State of Arizona and the State of Hawaii will have their own separate deployments with different instances of the application and databases.
5. Team NewWave plans to use its robust offshore facility located in Bangalore, India to design and implement the necessary configuration, extension and customization of IBM Curam Provider Management product that will be required to meet the State of Arizona and State of Hawaii specific requirements in context of this RFP. Team NewWave will implement stringent security controls that will restrict Team NewWave's offshore team access only to the code base and development environment and will not allow any access to any sort of secure, sensitive data or personal client data. By ensuring all these controls Team NewWave has assumed it is still in compliance with Uniform Terms and Conditions 3.11 Offshore Performance of Work Prohibited.
6. Because a successful Agile implementation requires active stakeholder involvement during sprints and epic reviews, we assume the following primary contact points and subject matter experts will be available to our implementation team:
    a. Identification and introduction to primary AHCCCS and Med-QUEST state PMS contacts within 2 days of contract start. This person will be responsible for management and delivery of the PMS application from the state's perspective; this individual is empowered to make decisions on behalf of the program or can quickly obtain a decision (within 48 hours).

    b. Provider Enrollment Primary Contact Points for Enrollment, Online Provider Directory, Interfaces, Reporting, and Data Conversion must be identified within 3 days of contract start; these contact points are empowered to make decisions on behalf of the program or can obtain a decision (within 48 hours). These individuals will be responsible in their functional areas for ensuring, identifying, and coordinating the participation of state resources during initial discovery, JAD sessions, or requirement sessions. In

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support of the Agile framework, resources will be available to participate in managing product and sprint backlogs, review sprint deliverables, and be empowered to "accept sprint deliverables as done."

c. Provider Enrollment SMEs that can represent an end-to-end provider enrollment business process within 2 weeks of contract start. SMEs are individuals who have knowledge of current (legacy) systems, experience from technical and functional perspectives, and availability to work with Team NewWave.

d. Online provider directory SME who can represent requirements of the online provider integration process (business rules, data, frequency) within 3 weeks of contract start.

e. Data conversion SMEs identified within 3 weeks of contract start who have knowledge of current (legacy) systems where current provider data reside. State SMEs must have current system experience from a technical and functional perspective and have the ability to work with Team NewWave in mapping current system data to the new PMS. Documentation requirements will include data dictionary (including business rules), logical and physical data models, and documentation related to accessing development and test systems for data analysis and testing.

f. Reporting SMEs identified within 3 weeks of contract start. SME available from each business area to represent unique requirements of their division.

g. Access to current reports and any user documentation describing report function, frequency, business rules, user access, or other pertinent data.

h. Integration SMEs identified within 2 weeks of contract start for each integration point (both internal and external). SMEs must have experience with integration requirements and work with Team NewWave to define data requirements, frequency, and other requirements that must be considered. Access to current integration documentation (if available), including interface description, layout, frequency, or other relevant data.

i. Availability of vendors to support discussions related to integration with MMIS and process requirements.

7. Testing:
   a. Testing will be completed by Team NewWave from a functional, integration and performance perspective.
   b. Team NewWave will provide support for user acceptance testing, but it will the responsibility of the state to identify user acceptance testing resources to support effort. User Acceptance Testing will be limited to two weeks of continuous testing.

8. Readiness Reviews (Operational Readiness and Production Readiness)
   a. Operational Readiness Review (ORR) approval is obtained 4 weeks prior to designated go live date. Review of defect log and understanding of any defects identified as high with mitigation plan(s).

   b. Production Readiness Review (PRR) approval is obtained 2 weeks prior to designated go live date.

Pricing – Implementation Deliverables

Team NewWave proposes replacing the due dates/timelines in Column A "Deliverables" with our proposed timeline in Appendix C of our Technical Proposal.

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APPENDIX A: CERTIFICATE OF INSURANCE

NewWave's has provided evidence of our Insurance Coverage, as attached.

PI-PRD-1 (09/02)

PHILADELPHIA INSURANCE COMPANIES
A Member of the Tokio Marine Group

One Bala Plaza, Suite 100
Bala Cynwyd, Pennsylvania 19004
610.617.7900 Fax 610.617.7940
PHLY.com

Private Company Protection Plus

DIRECTORS AND OFFICERS & PRIVATE COMPANY LIABILITY
EMPLOYMENT PRACTICES LIABILITY INSURANCE
FIDUCIARY LIABILITY INSURANCE

Philadelphia Indemnity Insurance Company

Policy Number: PHSD1268255

DECLARATIONS

NOTICE: EXCEPT TO SUCH EXTENT AS MAY OTHERWISE BE PROVIDED HEREIN, THIS POLICY IS WRITTEN ON A CLAIMS MADE BASIS AND COVERS ONLY THOSE CLAIMS FIRST MADE DURING THE POLICY PERIOD AND R REPORTED IN WRITING TO THE INSURER PURSUANT TO THE TERMS HEREIN. THE AMOUNTS INCURRED FO DEFENSE COST SHALL BE APPLIED AGAINST THE RETENTION.

Item 1. Private Company Name and Address:
NewWave Telecom and
Technologies
6518 Meadowridge Rd Ste 100
Elkridge, MD 21075-6458

Internet Address: www.

Item 2. Policy Period: From: 09/16/2017 To: 09/16/2018
(12:01 A.M. local time at the address shown in Item 1.)

Item 3. Limits of Liability:

(A)	Part 1, D&O Liability:	$		each Policy Period.
(B)	Part 2, Employment Practices:	$	1,000,000	each Policy Period.
(C)	Part 3, Fiduciary Liability:	$		each Policy Period.
(D)	Aggregate, All Parts:	$	1,000,000	each Policy Period.

Item 4. Retention:

(A)	Part 1. D&O Liability:	$		for each Claim under Insuring Agreement B & C.
	Private Offering:	$		for each Claim under Insuring Agreement B & C.
(B)	Part 2, Employment Practices:	$	10,000	for each Claim.
(C)	Part 3, Fiduciary Liability:	$		for each Claim.

Item 5. Prior and Pending Date: Part 1 No Date Applies Part 2 09/16/2013 Part 3 No Date Applies

Item 6. Premium: Part 1 Part 2 $ 6,701.00 Part 3

Total Premium: $ 6,701.00

Item 7. Endorsements: SEE SCHEDULE

PAGE 1 OF 2

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TRAVELERS

One Tower Square, Hartford, Connecticut 06183

CHANGE ENDORSEMENT

INSURING COMPANY:
THE TRAVELERS INDEMNITY COMPANY

Named Insured: NEWWAVE TELECOM & TECHNOLOGIES INC.; HEALTHAPT LLC.
Policy Number: CUP-7224Y19A-17-42
Policy Effective Date: 07/05/2017
Policy Expiration Date: 07/05/2018
Issue Date: 11/10/2017
ADDITIONAL Premium $ 1,185.00

Effective from 10/12/2017 at the time of day the policy becomes effective.

THIS INSURANCE IS AMENDED AS FOLLOWS:

ADDITIONAL PREMIUM OF $1,185.00 IS DUE AS PER ATTACHED CG D0 31 10 91

On the Commercial Excess Liability (Umbrella) Declarations, the following changes have been made:

Limits of Insurance are changed to:

Aggregate Limits $5000000 Completed Operations Aggregate

Aggregate Limits $5000000 General Aggregate

Coverage A $5000000 Any One Occurrence

Coverage B $5000000 Any One Person or Organization

Your policy limits include a change in the Aggregate Limit available for losses under your policy. This new Aggregate Limit will apply only to losses which occur after the new limit is effective and prior to the end of the policy period.

The Schedule of Underlying Insurance has changed

The following forms and/or endorsements is/are included with this change. These forms are added to the policy or replace forms already existing on the policy:
CG D0 23 04 96
IL T0 07 09 87

Rates and/or premiums have been changed to reflect a change in the exposure

NAME AND ADDRESS OF AGENT OR BROKER
B F SAUL INS AGCY OF MD
7501 WISCONSIN AVE STE 1500E
BETHESDA MD 20814

Countersigned by

Authorized Representative

DATE: 11/10/2017

IL T0 07 09 87 (Page 1 of 2)

Office: CHANTILLY/WASHDC

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TRAVELERS

One Tower Square, Hartford, Connecticut 06183

CHANGE ENDORSEMENT

Policy Number: CUP-7224Y19A-17-42
Policy Effective Date: 07/05/2017
Policy Expiration Date: 07/05/2018
Issue Date: 11/10/2017

and/or rating procedure

IL T0 07 09 87 (Page 2 of 2)
Office:
Producer Name: B F SAUL INS AGCY OF MD

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UMBRELLA

POLICY NUMBER: CUP-7224Y19A-17-42 ISSUE DATE: 11/10/2017

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

SCHEDULE OF UNDERLYING INSURANCE

This endorsement modifies insurance provided under the following:

COMMERCIAL EXCESS LIABILITY (UMBRELLA) INSURANCE

Item 6 of the Declarations to include:

POLICY	LIMITS (000 OMITTED)		COVERAGE	COMPANY
BA-3826P998-17	1,000	CSL	AUTO LIABILITY	TIA
BA-3826P998-16	1,000	CSL	AUTO LIABILITY	TIA
680-003H461610-17	1,000	EACH OCCURRENCE	GENERAL LIABILITY	TCT
	2,000	GENERAL AGGREGATE		
	2,000	PROD/COMP OPS AGG		

The policies shown above are issued in one or more of the Travelers Companies. The above company(s) translates as follows:

TIA THE TRAVELERS INDEMNITY COMPANY OF AMERICA
TIA THE TRAVELERS INDEMNITY COMPANY OF AMERICA
TCT THE TRAVELERS INDEMNITY COMPANY OF CONNECTICUT
TCT THE TRAVELERS INDEMNITY COMPANY OF CONNECTICUT

"(If you have any employee exposure in the State of New York, the Employers Liability Limits are applicable only to bodily injury to your "non-subject employees" as defined under Rule VIII - Limits of Liability, A.2., of the WC/EL Manual of the State of New York)"

PRODUCER: B F BAUL INS AGCY OF MD OFFICE: CHANTILLY/WASHDC 226
CG D0 23 04 96 Page 1 of 1

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CHANGE EFFECTIVE DATE: 10-12-17

TRAVELERS

One Tower Square, Hartford, Connecticut 06183

CHANGE ENDORSEMENT

Named Insured:
NEWWAVE TELECOM & TECHNOLOGIES
AND AS PER CA T8 00

Policy Number: BA-3826B998-16-SEL
Policy Effective Date: 12/17/16
Issue Date: 11/03/17
Additional Premium $ 39

INSURING COMPANY:
THE TRAVELERS INDEMNITY COMPANY OF AMERICA

Effective from 10/12/17 at the time of day the policy becomes effective.

THIS INSURANCE IS AMENDED AS FOLLOWS:

THE COMMERCIAL AUTOMOBILE COVERAGE PART IS AMENDED AS FOLLOWS:

LIABILITY COVERAGE LIMIT IS CHANGED TO READ:
$1,000,000 EACH ACCIDENT

UNINSURED MOTORISTS LIMIT IS CHANGED TO READ:
$1,000,000 EACH ACCIDENT

LIABILITY COVERAGE IS CHANGED AS PER ATTACHED SCHEDULE FOR:
VEHICLE NUMBER(S):
0001 0002

UNINSURED/UNDERINSURED MOTORISTS COVERAGE IS CHANGED
AS PER THE ATTACHED SCHEDULE FOR:
VEHICLE NUMBER(S):
0001 0002

NAME AND ADDRESS OF AGENT OR BROKER:
B F SAUL INS AGCY OF MD (HG101)
7501 WISCONSIN AVE STE 1500E
BETHESDA, MD 20814

COUNTERSIGNED BY:

Authorized Representative

DATE:

IL T0 07 09 87 PAGE 1 OF 1
OFFICE: CHANTILLY/WASHDC

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TRAVELERS

One Tower Square, Hartford, Connecticut 06183

BUSINESS AUTO/TRUCKERS/GARAGE/
MOTOR CARRIER COVERAGE PART
SUPPLEMENTARY SCHEDULE

POLICY NO.: BA-3826P998-16-SEL
ISSUE DATE: 11-03-17

ITEM TWO
COVERAGE AND LIMITS OF INSURANCE
UNINSURED MOTORISTS COVERAGE AND UNDERINSURED MOTORISTS COVERAGE

The LIMIT OF INSURANCE for the coverages shown below is the LIMIT OF INSURANCE shown for the State where a covered "auto" is principally garaged. Refer to the specific coverage endorsement for description of the coverage provided for each State listed below.

Coverage
UNINSURED MOTORISTS

	LIMIT OF INSURANCE			
State	"Bodily Injury" and "Property Damage" Combined Single Limit	"Bodily Injury" Each "Accident"	"Bodily Injury" Each Person	"Bodily Injury" Each "Accident"	"Property Damage" Each "Accident"
VA	$ 1,000,000				

UNDERINSURED MOTORISTS
(When Underinsured Motorists is a separate coverage)

	LIMIT OF INSURANCE			
State	"Bodily Injury" and "Property Damage" Combined Single Limit	"Bodily Injury" Each "Accident"	"Bodily Injury" Each Person	"Bodily Injury" Each "Accident"	"Property Damage" Each "Accident"

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APPENDIX B: BASELINE INFRASTRUCTURE SECURITY CONTROLS 2017 (ATTACHMENT A)

Please find this Attachment A on the electronic (Thumb Drive) for Volume II only, per Q&A #13 in Amendment 1.

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APPENDIX C: PRICE PROPOSAL (ATTACHMENT B)

For a softcopy of the NewWave's completed pricing template, please see YH18-0033AttachmentB.xlsx on the Thumb Drive.

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APPENDIX D: CERTIFICATION OF BOYCOTT OF ISRAEL (ATTACHMENT C)

ATTACHMENT C: Certification of Boycott of Israel

Recognizing legislation has been enacted to prohibit the State from contracting with companies currently engaged in a boycott of Israel, to ensure compliance with A.R.S. §35-393.01, this form must be completed and returned with the response to the solicitation and any supporting information to assist the State in making its determination of compliance.

As defined by A.R.S. §35-393.01:

1."Boycott" means engaging in a refusal to deal, terminating business activities or performing other actions that are intended to limit commercial relations with Israel or with persons or entities doing business in Israel or in territories controlled by Israel, if those actions are taken either:

(a) In compliance with or adherence to calls for a boycott of Israel other than those boycotts to which 50 United States Code section 4607(c) applies.

(b) In a manner that discriminates on the basis of nationality, national origin or religion and that is not based on a valid business reason.

2. "Company" means a sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company or other entity or business association, and includes a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate.

3. "Direct holdings" means all publicly traded securities of a company that are held directly by the state treasurer or a retirement system in an actively managed account or fund in which the retirement system owns all shares or interests.

4."Indirect holdings" means all securities of a company that are held in an account or fund, including a mutual fund, that is managed by one or more persons who are not employed by the state treasurer or a retirement system, if the state treasurer or retirement system owns shares or interests either:

(a) together with other investors that are not subject to this section.

(b) that are held in an index fund.

5."Public entity" means this State, a political subdivision of this STATE or an agency, board, commission or department of this state or a political subdivision of this state.

6. "Public fund" means the state treasurer or a retirement system.

7. "Restricted companies" means companies that boycott Israel.

8. "Retirement system" means a retirement plan or system that is established by or pursuant to title 38.

All Offerors must select one of the following:

__x__ My company **does not** participate in, and agrees not to participate in during the term of the contract a boycott of Israel in accordance with A.R.S. §35-393.01.

_____ My company **does** participate in a boycott of Israel as defined by A.R.S. §35-393.01. :

By submitting this response, proposer agrees to indemnify and hold the State, its agents and employees, harmless from any claims or causes of action relating to the State's action based upon reliance on the above representations, including the payment of all costs and attorney fees incurred by the State in defending such an action.

NewWave Telecom and Technologies, Inc.	Christopher M. Mills
Company Name	Signature of Person Authorized to Sign
6518 Meadowridge Road, Suite 100	Christopher Mills
Address	Printed Name
Elkridge / Maryland / 21075	Chief Financial Officer
City / State / Zip	Title

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APPENDIX E: SIGNED SOLICITATION AMENDMENT #1

AHCCCS
Arizona Health Care Cost Containment System

SOLICITATION AMENDMENT #1		
YH 18-0033 PROVIDER MANAGEMENT SYSTEM	Solicitation Due Date: MARCH 15, 2018 3:00 pm Arizona Time	Procurement Officer: Alice McLain alice.mclain@azahcccs.gov

A signed copy of this amendment must be returned with the proposal and received by the State of Arizona on or prior to the Solicitation due date and time.

1. The attached Answers to Questions are incorporated as part of this solicitation amendment.

2. The Scope of Work, Purpose of the RFP, page 5, Paragraph three (3) is hereby clarified as follows:

   The system ~~should~~ shall be COTS-based and in operation in, at least, one other State Medicaid Agency. AHCCCS/Med-QUEST will not consider any solution that is an on premise deployment.

3. The following Questions to Offeror's and Offeror's responses are hereby incorporated into this solicitation amendment.

   Offerors shall check the appropriate box below each statement to indicate their answer:

   A. Our proposed system is a COTS-based (Commercial Off-the-Shelf) software solution.

   ☒ YES ☐ NO

   B. Our proposed system is operational and functioning as intended in at least one other State Medicaid Agency.

   ☒ YES ☐ NO

   List State(s): Attach separate sheet if necessary
   North Carolina, Minnesota

   C. Our proposed solution/system is an on premise deployment.

   ☐ YES ☒ NO

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OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS SOLICITATION AMENDMENT.	THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THIS DAY, IN PHOENIX, AZ.
SIGNATURE OF AUTHORIZED INDIVIDUAL: Christopher M. Mills	SIGNATURE: SIGNATURE ON FILE
TYPED NAME: Christopher Mills	TYPED NAME: Meggan Harley, CPPO, MSW
TITLE: Chief Financial Officer	TITLE: Chief Procurement Officer
DATE: March 09, 2018	DATE: February 14, 2018

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